



BUREAU OF CUSTOMS

MAKABAGONG ADUANA, MATATAG NA EKONOMIYA



PROFESSIONALISM

INTEGRITY

ACCOUNTABILITY

Date: 29 SEP 2022

CUSTOMS MEMORANDUM ORDER (CMO)

No. 25-2022

SUBJECT: CREATION OF CUSTOMS OPERATIONS CENTER (COC) AND RULES AND REGULATIONS PROVIDING FOR ITS OPERATIONS

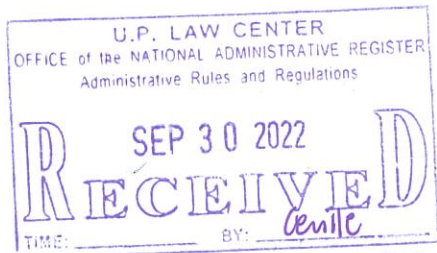
Section 1. Scope. This Order shall apply to all organic personnel of the Bureau including those under Contracts of Service (COS) who will be assigned to COC. This will also apply to different offices mandated to support the administrative and operational activities of COC.

Section 2. Objectives.

- 2.1. To provide situational awareness of the different aspects of the BOC operations and to monitor the implementation of the different systems for informed decision making of concerned BOC offices and its officials; and
- 2.2. To provide a manual of procedure and delineate the different duties and responsibilities of personnel involved in the operations of the COC.

Section 3. Definition of terms. For purposes of this Order, the following terms are defined accordingly:

- 3.1. **Bureau** — shall refer to the Bureau of Customs.
- 3.2. **Cargo Targeting System** — shall refer to a cargo manifest risk assessment solution developed by the World Customs Organization (WCO) to enable its Members to carry out international best practice on cargo risk assessment to manage risk and facilitate trade and thus implement key parts of the WCO's SAFE Framework of Standard to Secure and Facilitate Global Trade and the Revised Kyoto Convention.¹
- 3.3. **Closed-Circuit Television (CCTV) System** — shall refer to a self-contained surveillance system comprising of cameras, recorders and displays to view events in real time and



¹ CMO No. 48-2019, Section 3.9.

record/archive footages for monitoring activities and future references.

- 3.4. Electronic-To-Mobile (E2M) System** — shall refer to the automated customs processing system where information on goods declaration lodged such as Importer, Exporter, Description of Goods, Gross Weight and volume are captured and stored.
- 3.5. Electronic Tracking of Containerized Cargo (E-TRACC) System** — shall refer to a secure and interactive web-based system that allows the Bureau to track, monitor, and audit the location and condition of cargoes, as well as obtain real time alarms on, among others, diversion and tampering of, cargoes.²
- 3.6. National Customs Enforcement Network (nCEN)** — shall refer to a system developed by the WCO to provide Customs Administrations the ability to collect, store, analyze and disseminate law-enforcement data effectively at the national level to establish robust intelligence capabilities, and enhance profiling on a strategic, tactical and operational level.³
- 3.7. BOC Dashboard** — shall refer to a tool currently used by the Bureau to track, analyze, and display data, usually to gain deeper insight into the specific processes or activities of the Bureau.
- 3.8. Vessel Tracking System** — shall refer to a system which allows the tracking, identification and monitoring of a ship's position, location and any other detail that might be important in establishing a particular vessel's route and course.
- 3.9. X-Ray Inspection Project (XIP)** — shall refer to an office established by the Bureau pursuant to CMO No. 6-2007, as amended, that manages and supervises the conduct of non-intrusive inspection of goods in the Bureau.

Section 4. Creation of the Customs Operations Center. A COC is hereby created which shall act as the over-all coordinating and monitoring body of the Bureau under the direct control and supervision of the Commissioner of Customs with the following functions:

² CMO No. 17-2022, Section 3.1.

³ CMO No. 8-2021, Section 2.7.

- a. Collect information, analyze and summarize data or information obtained from the different collection districts and offices;
- b. Provide the Commissioner with regular situational awareness and updates on the operations and activities of all Collection Districts and relevant offices for informed decision making and appropriate action of the Commissioner and/or concerned offices;
- c. Submit to the Commissioner of Customs through the District Collector or concerned office/s, for appropriate action, report of any violations of the CMTA, rules and regulations and other related laws encountered as a result of the discharge of the duties and functions of the COC;
- d. Monitor activities of BOC personnel for violations and infractions and recommend to the Commissioner for possible actions; and
- e. Perform other functions as may be directed by the Commissioner.

The COC shall have two (2) Sections: (1) Administrative/Logistics Section and (2) Operations/Production Section with as many as Workstations as may be needed which shall be manned by personnel from different supporting units/offices.

4.1. Organizational Structure.

4.1.1. Chief COC. The COC shall be headed by a Chief and assisted by an Assistant Chief designated by the Commissioner. The Chief COC shall act as the overall-in-charge of the day-to-day activities of COC, as well as the safety and security of its personnel and shall have the following duties and responsibilities:

- a. Plan, supervise and coordinate administrative and operational activities of COC in support to the effective implementation of customs laws and procedures;
- b. Maintain the orderliness of the COC. He may delegate this responsibility to responsible personnel and require a regular monitoring report;
- c. Develop cohesiveness among personnel of the different workstations in order to achieve teamwork that could translate into output expected from the office.
- d. Coordinate with the Interim Training and Development Division for the regular conduct of various training interventions for COC personnel,

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including but not limited to the following: short lectures, mentoring sessions, table-top exercises, scenario-based drills, among others.

- e. Be informed, at all times, of all the activities, reports and documents coming in and out of the unit. He shall be responsible for reporting the same to the Commissioner. Submission of daily reports to the Commissioner shall be not later than 1700H.
- f. Ensure the strict adherence of all COC personnel to the provisions of this Order.

4.1.2. Operations and Production Unit. The Operations and Production Unit shall be manned by BOC personnel on a 24/7 basis coming from the different offices of the Bureau and shall have the following workstations:


- a. The Radio Communications (RadCom) Workstation shall be in-charge of all radio communications of the COC and shall have the following functions:
 - i. Check equipment and radio connectivity of RadCom back-up radios;
 - ii. Ensure that all major ports and sub-ports are accessible 24/7 through the issued radios;
 - iii. Immediately report significant development in every port to the Chief COC for appropriate action;
 - iv. Conduct routine roll calls every 0800H, 1300H and 1900H for situation update and to relay instructions, if any. In the absence of RadCom personnel, the Staff Duty Officer (SDO) shall conduct routine roll calls every 1900H during weekdays and every 0800H, 1300H and 1900H during weekends and holidays.
 - v. Supplement the functions of the Radio Communications Division of the ESS; and

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- vi. Perform other tasks as the Chief COC or the Commissioner may direct.
- b. The CCTV System and Long Range Camera Workstation shall ensure that all CCTV cameras are working and connected to COC, and coordinate with the Enforcement and Security Service (ESS) on the monitoring of areas not covered by the CCTV system. In addition, the CCTV system and long range camera workstation shall have the following functions:
 - i. Monitor the immediate vicinity of ports where long range cameras are installed;
 - ii. Immediately inform Chief COC of any operational and actionable issues for appropriate action; and
 - iii. Perform other tasks as the Chief COC or the Commissioner may direct.
- c. The Dashboard Workstation shall ensure that COC is connected to the Dashboard System displaying the daily/monthly collection status of all BOC districts to monitor their collection performance and extract the necessary information and data as the Commissioner may require. The Dashboard Workstation shall also coordinate with the Revenue Collection Monitoring Group for other data or information as may be required.
- d. Cargo Targeting System (CTS) Workstation.
 - i. Receive submission of the electronic manifest by the shipping lines and airlines through the CTS;
 - ii. Forward vessel information to the Vessel Tracking System (VTS) Workstation, such as name of vessel, registry number, estimated time of arrival, port of discharge, type of cargo whether containerized, bulk or break-bulk, and other information as may be needed by the VTS Workstation;

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- iii. Validate information in the electronic manifest as against the information in the goods declaration such as but not limited to the container number, bill of lading number or weight of cargo. In case of discrepancy, and submit report of discrepancy to the port concerned for appropriate action, copy furnished the Deputy Commissioner, Intelligence Group (IG) and the Commissioner;
 - iv. If the shipment is subject of a derogatory information directly received by the COC, verify and compare the information submitted against the manifest data and submit the report to the Chief COC for appropriate action;
 - v. Submit daily report. Cut off for information to be included in the daily reports shall be 1600H of the same day; and
 - vi. Perform other tasks as the Chief COC or the Commissioner may direct.
- e. Vessel Tracking System Workstation. To monitor the movement of all vessels entering the Philippine Exclusive Economic Zone (EEZ) utilizing the VTS subscribed by the Bureau.
- i. Maintain close coordination with the Piers and Inspection Division (PID) or Port Operations Division/equivalent unit for information on vessel arrivals;
 - ii. Submit a daily summary of all vessels entering the EEZ for the last twenty-four (24) hours;
 - iii. Locate and verify the status of Vessels of Interest (VOI) and immediately submit a report to the Chief COC on the details for appropriate action;
 - iv. Monitor the location and activities of all BOC acquired vessels (Fast Patrol Crafts), Philippine Coast Guard (PCG) vessels augmented to the

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BOC and other vessels under the jurisdiction of the Bureau; and

- v. Perform other tasks as the Chief COC or the Commissioner may direct.
- f. The E2M Workstation shall provide real time information on goods declarations lodged such as importer, exporter, description of goods, gross weight, volume and other data and coordinate with the IU, CTS, and NCEN Workstations for the targeting of shipments to be subjected either to physical examination or non-intrusive inspection and inform the Chief COC who will forward the same to the concerned office for appropriate action. The E2M Workstation shall also perform other tasks as the Chief COC or the Commissioner may direct.
- g. The NCEN Workstation shall provide COC real time information on importers/exporters whose shipments are targeted or selected either for physical examination or non-intrusive inspection.

The information may include, among others, record of Warrant of Seizure and Detention issued against the importations of a particular importer/consignee or record of seizure of shipments coming from a particular exporter.

The NCEN Workstation shall also perform other tasks as the Chief COC or the Commissioner may direct.

- h. XIP Workstation. The XIP Workstation shall work closely with the XIP Central Office for information on the following:
 - i. Status of all non-intrusive inspection equipment and their connectivity to the COC for the real time transmission of the images of the scanned containers and inform, on a daily basis, the Chief COC on the operational conditions of these equipment;


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- ii. Monitoring of the scanning activities in all major ports and submit a report on the total number of scanned containers daily from the period 1400H of the previous day to 1400H of the current day;
 - iii. Secure soft copy of the x-ray image of the scanned containers and provide copies thereof to members of the Inspection Unit for use as reference during the actual physical examination of shipments; and
 - iv. Performance of other tasks as the Chief COC or the Commissioner may direct.
- i. Inspection Unit (IU) Workstation. The IU Workstation shall collate all the reports submitted by the Inspection Units in the different ports for submission of the consolidated reports not later than 1600H to the Chief COC and recommendations, if any, on actions to be taken to address issues observed during the conduct of examination of shipments at the ports. The reports to be submitted shall include the particular information or data provided by the NCEN Workstation for targeted or profiled shipments.

The IU Workstation shall also perform the following functions:

- i. Log-in into the body worn camera system, snake eye camera, CCTV at Designated Examination Area (DEA) or other Customs Facilities and Warehouses (CFWs), and other surveillance systems that may be utilized to ensure that these monitoring equipment's are operational including those distributed at the out-ports;
- ii. Monitor the inspection of containers tagged "Red" under the Bureau's Selectivity System and/or those with suspicious image/s;
- iii. Coordinate with concerned offices in the Bureau for the monitoring of inbound shipments with

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derogatory information or results of risk profiling activities;

- iv. Monitor the conduct of physical examination of goods for auction and condemnation activities being undertaken by the ports through the use of body worn cameras;
- v. Monitor the conduct of inventory and physical examination of goods at facilities subject of Letters of Authority (LOA) of Commissioner of Customs; and
- vi. Ensure the implementation of CMO 33-2021 regarding the mandatory use of body worn cameras for the specific activities enumerated therein.

The IU Workstation shall be manned from 0700H to 1900H every day.

The IU Workstation shall be supported by the Inspection Units deployed in the ports which shall be tasked to monitor the conduct of physical examination of all cargoes selected for examination, whether containerized or less container load (LCL) cargoes. It shall also be responsible for the monitoring of inbound packages for transfer to Central Mail Exchange Center (CMEC)/Surface Mail Exchange Department (SMED) and off-dock or off-terminal CFWs.

- j. E-TRACC System Workstation. The E-TRACC System Workstation shall be given access to the system of the E-TRACC Service Provider for the following:
 - i. Monitoring the real time movement and location of containers/shipments equipped with the electronic customs seal;
 - ii. Submit reports on the number of containers equipped with the electronic customs seal covering the period from 1600H the previous day to 1600H of the current day including those

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Administrative Officer V

subject of alarms (e.g. missing heartbeat, corridor or route deviation, etc.);

- iii. Submit After-Mission Reports on actions taken for containers subject of alarms and submit recommendations to improve implementation of the E-TRACC System; and
- iv. Perform other tasks as the Chief COC or the Commissioner may direct.


k. Other workstations as may be determined by the Commissioner upon the recommendation of the Chief COC.

4.1.3. Staff Duty Officer (SDO). The SDO shall perform the following general functions:

- a. Act on all incoming and outgoing communications of COC;
- b. Relay instructions and actionable items for monitoring to the Incoming SDO;
- c. Brief the Incoming SDO of the any significant development transpired during his tour of duty;
- d. Upon posting, report officially to the Chief COC for instructions; and
- e. Perform other tasks as the Chief COC or the Commissioner may direct.

The SDO shall also perform the functions of the different workstations after regular office hours or during weekends or holidays in the absence of the regular personnel assigned thereat. The SDO shall also conduct Radio Roll Call every 1900H during weekdays and every 0800H, 1300H and 1900H during weekends and holidays.

4.1.4. Administrative and Logistics Section. The Administrative and Logistics Section shall coordinate with the General Services Division (GSD) of the Bureau for the general acquisition program of materials, supplies and equipment for the Unit and with the Management Information and Systems Technology Group (MISTG) for the necessary IT-related equipment and internet connectivity. Any office supplies and equipment programmed for procurement must be accompanied by

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an official request signed by the Chief COC and endorsed to the GSD or the MISTG as the case may be.

The Administrative and Logistics Section shall likewise be responsible in determining the personnel requirement of the COC and prepare the necessary request for signature of the Chief COC for the eventual submission to the Human Resource Management Division (HRMD) of the Bureau. A list of the basic requirements including trainings or seminars for personnel to be deployed to the COC shall be submitted to the HRMD for purposes of deployment of personnel to the COC or hiring of COS personnel.

Section 5. Deployment of BOC Personnel to the COC. The COC shall be manned by personnel from the Bureau pooled from various units/offices capable of supporting the operational requirements of its various posts or workstations. The Chief COC shall be responsible for developing cohesiveness among personnel of the different workstations in order to achieve teamwork that could translate into output expected from the office.

It shall be the responsibility of the sending units/offices to send or deploy to COC knowledgeable and trained personnel capable of performing the functions of their respective working stations.

Section 6. Training and Capacity Building. The Chief COC together with the ITDD shall conduct a training needs assessment for all COC personnel to determine the necessary trainings or seminars required to address the needs of the COC.

Personnel of the COC shall be required to undergo regular trainings to improve their core competencies relative to their specific assignment in the COC.

Section 7. Facility. It shall be the responsibility of all personnel assigned to the COC to ensure a conducive working environment by maintaining cleanliness, orderliness, and safety within the facility and observance of the related health protocols at all times. Maintaining the safety and security of the COC is a shared responsibility among all the personnel.

A secured storage area shall be designated for all documents/reports and equipment. Regular inventory shall be made in accordance with existing procedures covering Property, Plant and Equipment in order to avoid loss of government properties.

Section 8. Security Guidelines. The offices and workstations of COC shall be for the use of COC personnel only. The following shall be prohibited:

- 8.1. Entry to the COC by friends, family members, relatives, and other persons not connected to its operations;
- 8.2. Gambling, drinking, and any nefarious activities inside the facility;
- 8.3. Uploading on any social media platforms of any video or photograph that refers to COC and its activities, unless sanctioned by the Chief COC and made by the Public Information and Assistance Division (PIAD); and
- 8.4. Other activities as may be determined by the Chief COC or the Commissioner of Customs as the case may be.

Confidentiality and need-to-know policy should always be practiced. Authorization from the Chief COC must be obtained prior to any transaction with individuals, groups or agencies that would involve the use and disclosure of the operational activities of the Center. Request for information or data from the COC shall be made in writing to the Commissioner of Customs who shall give clearance therefor.

The prohibitions and limitations listed in this Section shall also apply to foreign counterparts and suppliers.

Section 9. Disciplinary Actions. Any violation of this Order by any BOC personnel or those retained by the Bureau under Contract of Service shall be referred to the Customs Intelligence and Investigation Service (CIIS) for the conduct of investigation and filing of appropriate charges, if warranted. All security violations shall be endorsed by the Chief COC to the CIIS for immediate investigation. Corrective measures or punishment that will be imposed to erring personnel shall be in accordance with the Civil Service and/or other existing laws.

Mother units of personnel deployed to the COC shall likewise be informed of any infractions or investigations conducted against subject personnel.

Section 10. Creation of COCs at the District Level. Once the Central COC has been fully operationalized, all Collection Districts shall create their own respective local COCs which shall coordinate directly with the Central COC for submission of the necessary information needed by the latter.

In the interim, the Deputy Collector for Operations is hereby designated as the focal person on matters pertaining to the operations of the Central COC including the collation and submission of reports from the following offices:

- a. Enforcement and Security Service (ESS);

- b. Customs Intelligence and Investigation Service (CIIS);
- c. X-ray Inspection Project (XIP);
- d. Risk Management Unit (RMU);
- e. Law Division;
- f. Auction and Cargo Disposal Division (ACDD) or equivalent unit;
- g. Customs Container Control Division (CCCD);
- h. Piers and Inspection Division; and
- i. Other offices as the need arises.

All reports concerning customs operations in Customs Districts must be signed by the concerned District Collector. The Central COC shall come up with a template for the reporting for uniformity in the submission of information needed from the ports.

Section 11. Use of ICT-enabled Systems. The Bureau's MISTG shall provide the COC with the necessary ICT-enabled systems for the efficient operations of the COC. The Chief COC shall coordinate with the MISTG and other concerned offices of the Bureau for the required access to the systems or platforms mentioned in this Order. Access to the systems or platforms of service providers shall be endorsed by the Commissioner of Customs upon request of the Chief COC.


Section 12. Budgetary Requirements. The COC's operational and logistical requirements shall be drawn from the existing and available funds of the Office of the Commissioner subject pertinent accounting, auditing rule and regulations on the matter.

Section 13. Strict Implementation. The Chief COC shall strictly implement the provisions of this Order and immediately inform the Commissioner of any violations or non-compliance thereof.

Section 14. Repealing Clause. Any provision of existing CMO and Memorandum previously issued which are contrary to or inconsistent with the provisions of this Order are hereby repealed or amended accordingly.

Section 15. Effectivity. This Order shall take effect immediately.

The Office of National Administrative Register (ONAR) of the UP Law Center shall be provided three (3) certified copies of this Order.

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Administrative Officer V


SEP 23 2022
YOGI FILEMON L. RUIZ
Acting Commissioner

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