



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF CUSTOMS
MANILA 1099

February 1, 2010

CUSTOMS MEMORANDUM ORDER
No. 25-2010

TO : All Bureau Officials and Employees

SUBJECT: BOC FUNCTION-SPECIFIC CODE OF CONDUCT

In line with the BOC Integrity Action Plan pursuant to CMO-23-2008 dated April 25, 2008 and the Integrity Development Action Plan initiated by the Presidential Anti-Graft Commission, the Bureau of Customs hereby promulgates the BOC Function-Specific Code of Conduct.

I. Objective

1. To implement a function-specific code of conduct and rules of ethics for Customs officials and employees including gifts policy, conflict of interest, whistleblowing, nepotism and complaint handling, and table of offenses and rewards.
2. To uphold the highest standards of professionalism, integrity, transparency, accountability, consistency and simplicity throughout the Bureau of Customs.
3. To establish a system of rewards and incentives which shall motivate, inspire and encourage Customs personnel to uphold the highest standards of ethics in customs service.
4. To impose disciplinary action/s against Customs officials and personnel for violation of the code of conduct subject to existing civil service rules on administrative cases.
5. To ensure that all Customs officials and employees shall certify that they have received, read and understood the provisions of the BOC Function-Specific Code of Conduct.

II. SCOPE

This Code of Conduct shall apply to all officials and employees of the Bureau of Customs, permanent, temporary, casual and co-terminous, including, but not limited to, the Commissioner and Deputy Commissioner.

III. SIGNING OF THE CODE OF CONDUCT

The Interim Training and Development Division shall conduct a briefing for Customs officials and employees on the provisions of this Code after which they shall be required to sign a certification that they have received, read and understood the provisions of the BOC Function-Specific Code of Conduct which shall form part of their 201 files.

IV. CREATION AND FUNCTIONS OF THE GRIEVANCE COMMITTEE

Pursuant to Section 6 and 7, Grievance Mechanism (Appendix C) of the BOC Function-Specific Code of Conduct, a two-tier Grievance Committee is hereby created which shall be composed of the following:

A. Central Grievance Committee

- Chairperson - Deputy Commissioner, Internal Administration Group
- Members - Director, Administration Office
 - Chief, Ruling & Research Division
 - Two Representatives of the District Port/Service where the grievance originated
 - One representative each from BOCEA and CURE
- Secretariat - Chief, HRMD and designated staff

B. Local Grievance Committee

- Chairperson - District Collector of the port concerned
- Vice Chairperson - Deputy Collector for Administration
- Members - One member from BOCEA/CURE
 - Two representatives from the rank and file chosen by both parties
 - One representative from Law Division of the port or if none, from a lawyer in Legal Service
- Secretariat - Staff from Administrative Division of the port

C. Functions of the Grievance Committees

1. To prevent grievances, develop and implement pro-active measures or activities, such as employee assembly which shall be conducted at least once every quarter, talakayan, counseling and other HRM interventions. Minutes of the proceedings of these activities shall be documented for audit purposes.
2. Conduct continuing information drive on Grievance Machinery among officials and employees in collaboration with the personnel unit.

3. Conduct dialogue between and among the parties involved.
4. Conduct an investigation and hearing within ten (10) working days from receipt of grievance and render decision within five (5) working days after the investigation.
5. Direct the documentation of the grievance including the preparation and signing of written agreements reached by the parties.
6. Issue Certification on the Final Action on the Grievance (CFAG). This is a certification that contains the history and final action taken by the Bureau on the grievance.
7. Submit a quarterly report of accomplishments and status of unresolved grievances to the Civil Service Commission.

In order to perform these functions, the Grievance Committee shall establish and formulate its internal procedures consistent with the Code and other and other relevant rules and regulations.

V. EFFECTIVITY

The BOC Function-Specific Code of Conduct shall take effect immediately.

NAPOLEON D. MORALES
Commissioner

