



REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF FINANCE  
**BUREAU OF CUSTOMS**

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**NO. 133 - 2018**

July 10, 2018

**TO : All Bureau Officials and Employees**


JUL 12 2018

**SUBJECT : Bureau of Customs Strategic Plan 2018-2022**

9:19 AM

Relative to the implementation of the BOC Strategic Plan for 2018-2022, all officials and employees shall align all their respective semi-annual Individual Performance Commitment Review (IPCR) and Office Performance Commitment Review (OPCR) to the Strategic Goals, Objectives and Activities of this Plan in order to achieve the BOC Vision of being a modernized and credible Customs Administration which is among the world's best that every Filipino can be proud of.

For strict compliance.

*Isidro S Lapeña*  
  
Bureau of Customs  
**ISIDRO S LAPEÑA**  
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JUL 12 2018



Bureau of Customs

# Strategic Plan 2018-2022

## Vision Statement

"A modernized and credible Customs Administration  
which is among the world's best that every  
Filipino can be proud of"



**Goal 1.1. Observed strictly the policies, rules and regulations of the Bureau**

Objectives	Activities	Lead	Who Else Are Involved	Timeline	Resources
	<p>processes for external and internal threats</p> <ul style="list-style-type: none"> <li>▪ Support functional online offerings in an effective and secured manner</li> <li>▪ Conduct Information System Audit</li> <li>▪ Implement standards and policies for the evaluation and acquisition of software systems</li> <li>▪ Conduct Information Systems and Vulnerability Audit</li> </ul>				
	<p><b>1.3.</b> Make all Collection Districts and offices aligned with ISO Quality Management System 9001:2015 standards</p> <ul style="list-style-type: none"> <li>▪ Develop an ISO QMS Handbook</li> <li>▪ Expand the scope to all OCOM offices, Collection Districts and Sub-Ports</li> </ul> <p>Conduct an ISO 9001:2015 roll-out on all Ports and Sub-Ports.</p>	IAG	All Groups All CDS	<p><u>Start:</u> 3<sup>rd</sup> Quarter of 2018</p> <p><u>End:</u> 1<sup>st</sup> Quarter of 2019</p> <p><u>End:</u> 2<sup>nd</sup> Quarter of 2020</p>	Funding for administrative logistics, cascading, consultancy, trainings
	<p><b>1.4.</b> Update the Information System Strategic Plan (ISSP)</p> <ul style="list-style-type: none"> <li>▪ Develop a 3-year Modernization Plan</li> </ul>	MISTG	AI Groups All CDS	<p><u>Start:</u> 1<sup>st</sup> Quarter of 2018</p> <p><u>End:</u> 4<sup>th</sup> Quarter of 2018</p>	Funding for cascading, consultancy, training, travel, workshops

**Goal 1.1. Observed strictly the policies, rules and regulations of the Bureau**

Objectives	Activities	Lead	Who Else Are Involved	Timeline	Resources
	<p>1.5. Draft and implement policies to minimize risks and strengthen the security of ICT facilities network, databases and systems</p> <ul style="list-style-type: none"> <li>▪ Implement weekly changing of passwords</li> <li>▪ Implement Active Directory Project</li> <li>▪ Implement Managed Detection and Response services</li> </ul>	MISTG	All Groups All CDs	<p><u>Start:</u> 1<sup>st</sup> Quarter of 2018 <u>End:</u> Continuing Activity</p> <p><u>Start:</u> 3<sup>rd</sup> Quarter of 2018 <u>End:</u> Continuing Activity</p> <p><u>Start:</u> 4<sup>th</sup> Quarter of 2018 <u>End:</u> Continuing Activity</p>	Funding for consultants, software, travel, training
2. To fast track the resolution of cases involving of policies, rules and regulations	2.1. Implement the Legal Case System	MISTG	RCMG	<p><u>Start:</u> 3<sup>rd</sup> Quarter of 2018 <u>End:</u> Continuing Activity</p>	Funding of training and hardware
3. To ensure compliance of policies, rules and regulations of the Bureau and	3.1. Institutionalize Business Process Re-engineering	MISTG	All Groups All CDs	<p><u>Start:</u> Immediately after approval of CAOs and CMOS <u>End:</u> Continuing Activity</p>	Funding for cascading, publication, trainings

Goal 1.1. Observed strictly the policies, rules and regulations of the Bureau

Objectives	Activities	Lead	Who Else Are Involved	Timeline	Resources
<p>promote accountability</p>	<ul style="list-style-type: none"> <li>▪ Review of CAOs and CMOs based on the time prescribed under the Periodic Review section of CAOS and CMOs</li> </ul>	<p>PMO</p>		<p><b>Start:</b> Six months before the date of Periodic Review of CAOs and CMOs</p> <p><b>End:</b> Date of Periodic Review of CAOs and CMOs</p>	<p>Funding for cascading, publication, trainings</p>

Goal 1.2. Adhered to the anti-graft and corrupt practices laws

Objectives	Activities	Lead	Who Else Are Involved	Timeline	Resources
4. To institutionalize moral and values formation as part of the Anti-Corruption initiatives of the Bureau	4.1. Develop a handbook on Customs Integrity Management Program (CIMP)	IAG	All Groups All CDS	<u>Start:</u> 1 <sup>st</sup> Quarter of 2018 <u>End:</u> 3 <sup>rd</sup> Quarter of 2018	Funding for consultants, consultation, publication, workshops
	4.2. Implement the Customs Integrity Management Program	IAG		<u>Implementation:</u> 1 <sup>st</sup> Quarter of 2019	Funding for cascading, seminars, trainings
	4.3. Monitor and evaluate the implementation of the Customs Integrity Management Program every after six (6) months	IAG	All Groups All CDS	<u>Start:</u> 3 <sup>rd</sup> Quarter of 2019 <u>End:</u> Continuing Activity	Funding for seminars, third-party evaluator, trainings, workshops





**Goal 2.2. Collected lawful revenues**

Objectives	Activities	Lead	Who Else Are Involved	Timeline	Resources
<p>2. To intensify revenue collection through an ICT-enabled system</p>	<p>2.1. Enhance information sharing facility to ensure data accuracy and authenticity, and timeliness</p> <ul style="list-style-type: none"> <li>▪ Align the customs ICT projects with the TRADENET Program of the Department of Finance (ARTA Project)</li> </ul>	<p>AOCG</p> <p>AOCG</p>	<p>MISTG All CDS</p> <p>MISTG</p>	<p><u>Start:</u> 2<sup>nd</sup> Quarter of 2018 <u>End:</u> 4<sup>th</sup> Quarter of 2018</p>	<p>Funding for cascading, consultancy, hardware, software, trainings</p>
	<p>2.2. Monitor and evaluate the implementation of policies and guidelines for the actual value and correct classification of goods</p> <ul style="list-style-type: none"> <li>▪ Provide support applications and systems to assist in the proper valuation and classification process</li> <li>▪ Implement Reference Value Verification System (RVVS)</li> </ul>	<p>AOCG</p> <p>MISTG</p>	<p>All CDS</p>	<p><u>Start:</u> 1<sup>st</sup> Quarter of 2018 <u>End:</u> Continuing Activity</p> <p><u>Start:</u> 3<sup>rd</sup> Quarter of 2018 <u>End:</u> 4<sup>th</sup> Quarter of 2019</p>	<p>Funding for local travel, trainings, workshops, third party evaluator or consultant</p> <p>Funding for consultancy, hardware, software, trainings, workshop</p>

**Goal 2.2. Collected lawful revenues**

Objectives	Activities	Lead	Who Else Are Involved	Timeline	Resources
	<ul style="list-style-type: none"> <li>▪ Reactivate the Valuation Screen as a tool to maximize collection of revenue</li> </ul>	AOCG	MISTG All CDS	<p><u>Start:</u> 3<sup>rd</sup> Quarter of 2018</p> <p><u>End:</u> 4<sup>th</sup> Quarter of 2018</p> <p><u>Implementation:</u> 4<sup>th</sup> Quarter of 2018</p>	Funding for cascading; trainings; workshops
	<p><b>2.3. Fully operationalize the PCAG</b></p> <ul style="list-style-type: none"> <li>▪ Increase manpower</li> <li>▪ Provide administrative and logistical requirements</li> <li>▪ Develop core competencies of PCAG personnel</li> </ul>	PCAG	All Groups All CDS	<p><u>Start:</u> 1<sup>st</sup> Quarter of 2018</p> <p><u>End:</u> 4<sup>th</sup> Quarter of 2018</p> <p><u>End:</u> Continuing Activity</p>	Funding for administrative and logistical requirements, consultancy, seminars, trainings, workshops,
	<p><b>2.4. Institutionalize compliance audit</b></p> <ul style="list-style-type: none"> <li>▪ Update the Audit Primer</li> <li>▪ Establish a Data Warehousing Solution for PCAG</li> </ul>	PCAG		<p><u>Start:</u> Immediately after the organization of PCAG</p> <p><u>End:</u> Continuing Activity</p>	Funding for consultant, hardware, software, workshop
	<p><b>2.5. Strengthen coordination with Bureau of Internal Revenue and concerned government agencies</b></p> <ul style="list-style-type: none"> <li>▪ Enter into MOA with BIR for mutual sharing of information</li> </ul>	PCAG	AOCG	<p><u>Start:</u> 3<sup>rd</sup> Quarter of 2018</p> <p><u>End:</u> 1<sup>st</sup> Quarter of 2019</p>	Funding for representation (i.e. meetings, consultations)

Goal 2.2. Collected lawful revenues

Objectives	Activities	Lead	Who Else Are Involved	Timeline	Resources
	<ul style="list-style-type: none"> <li>▪ Set up an information sharing gateway</li> </ul> <p>2.6. Optimize collection from non-traditional sources of revenue</p> <ul style="list-style-type: none"> <li>▪ Conduct close monitoring of abandoned and forfeited goods and preserve the integrity, and quality of the goods</li> <li>⚡ Provide a secured storage facility in every Port</li> <li>⚡ Creation of an ICT-enabled inventory and auction system</li> </ul>	<p>AOCG</p> <p>IAG</p> <p>MISTG</p>	<p>All CDS</p> <p>All CDS</p> <p>AOCG All CDS</p>	<p><u>Start:</u> 1<sup>st</sup> Quarter of 2018 <u>End:</u> Continuing Activity</p> <p><u>Start:</u> 2<sup>nd</sup> Quarter of 2018 <u>End:</u> Continuing Activity</p> <p><u>Start:</u> 3<sup>rd</sup> Quarter of 2018 <u>End:</u> 4<sup>th</sup> Quarter of 2019</p>	<p>Funding for administrative logistics</p> <p>Funding for construction, acquisition or rental of storage facility</p> <p>Funding for hardware, software, consultancy, training, workshops</p>



**Goal 2.2. Collected lawful revenues**

Objectives	Activities	Lead	Who Else Are Involved	Timeline	Resources
	<ul style="list-style-type: none"> <li>▪ Implement the Bonding Options to Neutralize Delinquent Surety (BONDS) and Front-end Liquidation Audit on Selected Headings (FLASH) Programs</li> <li>▪ Conduct Legal Stress Testing of all pending collection cases</li> <li>▪ Implement an ICT solution to expedite liquidation of entries and collection of deficiencies in duties and taxes</li> <li>▪ Review and propose increases in rates of Customs service fees</li> </ul>	<p>RCMG</p> <p>RCMG</p> <p>MISTG</p> <p>RCMG/ PMO</p>	<p>All CDS</p> <p>All CDS</p> <p>All CDS</p>	<p><u>Start:</u> 2<sup>nd</sup> Quarter of 2018 <u>End:</u> Continuing Activity</p> <p><u>Start:</u> 2<sup>nd</sup> Quarter of 2018 <u>End:</u> Continuing Activity</p> <p><u>Start:</u> 4<sup>th</sup> Quarter of 2018 <u>End:</u> 4<sup>th</sup> Quarter of 2019 <u>Implementation:</u> 1<sup>st</sup> Quarter of 2020</p> <p><u>Start:</u> 1<sup>st</sup> Quarter of 2018 <u>End:</u> 2<sup>nd</sup> Quarter of 2018 <u>Implementation:</u> 2<sup>nd</sup> Quarter of 2018</p>	<p>Funding for administrative logistics</p> <p>Funding for cascading, hardware, software, training</p> <p>Funding for administrative and logistical requirements</p> <p>Funding for administrative and logistical, meetings, consultations</p>

Goal 2.2. Collected lawful revenues

Objectives	Activities	Lead	Who Else Are Involved	Timeline	Resources
	<ul style="list-style-type: none"> <li>▪ Implement Informal De Minimis</li>   <li>▪ Implement Informal Commercial</li>   <li>▪ Implement Automated Bonds Management System (ABMS)</li>   <li>▪ Implement Raw Materials Liquidation System</li> </ul>	<p>MISTG</p> <p>MISTG</p> <p>MISTG</p> <p>MISTG</p>	<p>AOCG All CDS</p> <p>AOCG All CDS</p> <p>AOCG All CDS</p> <p>AOCG All CDS</p>	<p><u>Start:</u> 3<sup>rd</sup> Quarter of 2018 <u>End:</u> Continuing Activity</p> <p><u>Start:</u> 3<sup>rd</sup> Quarter of 2018 <u>End:</u> Continuing Activity</p> <p><u>Start:</u> 3<sup>rd</sup> Quarter of 2018 <u>End:</u> Continuing Activity</p> <p><u>Start:</u> 3<sup>rd</sup> Quarter of 2018 <u>End:</u> Continuing Activity</p>	<p>Funding for hardware, software, consultancy training, travel and workshops</p> <p>Funding for cascading, hardware, software, training</p> <p>Funding for cascading, hardware, software, training</p> <p>Funding for cascading, hardware, software, training</p>

**Goal 2.2. Collected lawful revenues**

Objectives	Activities	Lead	Who Else Are Involved	Timeline	Resources
	2.7. Implement the Goods Declaration Verification System and its enhanced version	MISTG	AOCG All CDS	<u>Start:</u> 1 <sup>st</sup> Quarter of 2018 <u>End:</u> Continuing Activity	Funding for cascading, hardware, software, training

**Goal 2.3. Surpassed collection target**

Objectives	Activities	Lead	Who Else Are Involved	Timeline	Resources
<b>3.</b> To implement the rewards under the Republic Act 9335 or Attrition Act	<b>3.1.</b> Develop a policy and formulate a system for the distribution of rewards to BOC personnel	RCMG	AOCC IAG All CDS	<u>Start:</u> 2 <sup>nd</sup> Quarter of 2018  <u>End:</u> 3 <sup>rd</sup> Quarter of 2018	Funding for administrative and logistical requirements, workshops
	<b>3.2.</b> Distribute the amount of rewards to the qualified recipients	IAG	All CDS	<u>Start:</u> 3 <sup>rd</sup> Quarter of 2019  <u>End:</u> 4 <sup>th</sup> Quarter of 2019	Funding for administrative and logistical requirements



## MISSION STATEMENT 3

# “To facilitate trade aligned with international best practices”

Goal 3.1. Balanced trade facilitation					
Objectives	Activities	Lead	Who Else Are Involved	Timeline	Resources
<p>1. To establish Trade Facilitation Programs</p>	<p>1.1. Develop and implement new Customs system compliant to the CMTA-IRR with the following basic components:</p> <ul style="list-style-type: none"> <li>▪ Accreditation</li> <li>▪ Risk management and profiling</li> <li>▪ Compliance Monitoring and Rating</li> <li>▪ AEO and SGL facility</li> <li>▪ SGL Data Warehouse</li> <li>▪ Assessment and Warehousing</li> <li>▪ Advance/enhanced payment system</li> <li>▪ Valuation and profiling</li> <li>▪ Single Window</li> <li>▪ Dashboard</li> <li>▪ Post Clearance Audit</li> <li>▪ Record keeping</li> <li>▪ Paperless processing</li> <li>▪ Passenger and baggage clearance</li> <li>▪ e-Certificate of Origin</li> <li>▪ Advance Ruling System</li> </ul>	<p>MISTG</p>	<p>All Groups All CDs</p>	<p><b>Start:</b> 4<sup>th</sup> Quarter of 2018 (procurement)</p> <p><b>End:</b> 4<sup>th</sup> Quarter of 2019 (development)</p> <p><b>Implementation:</b> 1<sup>st</sup> Quarter of 2020 (pilot)</p>	<p>Funding for cascading, consultant, hardware, software, trainings</p>

**Goal 3.1. Balanced trade facilitation**

Objectives	Activities	Lead	Who Else Are Involved	Timeline	Resources
	<ul style="list-style-type: none"> <li>▪ Regulated Importation List</li> <li>▪ And other requirements by various BOC groups</li> </ul>				
	1.2. Enhance Super Green Lane (SGL) Program	AOCG	MISTG All CDS	<u>Start:</u> 2 <sup>nd</sup> Quarter of 2018 <u>End:</u> Continuing Activity	Funding for cascading, hardware, software, trainings  Provision for facilities  Manpower
	1.3. Institutionalize the AEO	AOCG	All Groups All CDS	<u>Start:</u> 3 <sup>rd</sup> Quarter of 2018 <u>End:</u> 1 <sup>st</sup> Quarter of 2019 <u>Implementation:</u> 2 <sup>nd</sup> Quarter of 2019	Funding for cascading, hardware, software, trainings  Provision for facilities  Manpower

**Goal 3.1. Balanced trade facilitation**

Objectives	Activities	Lead	Who Else Are Involved	Timeline	Resources
	<b>1.4. Enhance risk management</b> <ul style="list-style-type: none"> <li>▪ Built-in feedback mechanism in the risk management system</li> <li>▪ Shared risk management program for district offices</li> <li>▪ Automated trade information risk analysis system</li> </ul>	IG	All Groups All CDs	<b>Start:</b> 2 <sup>nd</sup> Quarter of 2018  <b>End:</b> 1 <sup>st</sup> Quarter of 2019  <b>Implementation:</b> 2 <sup>nd</sup> Quarter of 2019 and continuing	Funding for cascading, hardware, software, trainings  Manpower
	<b>1.5. Facilitate negotiations and implementation of Customs Trade Agreements and other agreements (i.e. CMAAS)</b>	AOCG	IAG RCMG	<b>Start:</b> 2 <sup>nd</sup> Quarter of 2018  <b>End:</b> Continuing Activity	Funding for administrative logistics, cascading, foreign travel, hardware, software, trainings  Manpower  Provision for facility
<b>2. To institutionalize Knowledge Management</b>	<b>2.1. Develop and implement a Customs Knowledge Information System to allow access by concerned BOC units to relevant information</b>	MISTG	All Groups All CDs	<b>Start:</b> 4 <sup>th</sup> Quarter of 2018 (requirement specifications)  <b>End:</b> 4 <sup>th</sup> Quarter of 2019 (Development)	Funding for cascading, hardware, software, training

Goal 3.1. Balanced trade facilitation

Objectives	Activities	Lead	Who Else Are Involved	Timeline	Resources
3. To optimize the use of BOC data for intelligence, enforcement and informed decision making	2.2. Establish compliance with iGOV or DICT standards and Data Privacy Act	MISTG	All Groups All CDs DPO	<u>Implementation:</u> 1 <sup>st</sup> Quarter of 2020 and continuing  <u>Start:</u> 1 <sup>st</sup> Quarter of 2018 <u>End:</u> Continuing Activity	Funding for cascading, hardware, software, training
	3.1. Implement the Data Warehouse and Analytics Project with the following capabilities: <ul style="list-style-type: none"> <li>▪ Implement automated trade information risk analysis system</li> <li>▪ Real time Revenue/Collection Performance Analysis</li> <li>▪ Real time transaction monitoring and analysis</li> <li>▪ Real time collection from SGL and CSF</li> </ul>	MISTG	All Groups All CDs	<u>Start:</u> 3 <sup>rd</sup> Quarter of 2018 (requirement specification) <u>End:</u> 2 <sup>nd</sup> Quarter of 2019 (development)  <u>Implementation:</u> 3 <sup>rd</sup> Quarter of 2019	Funding for cascading, hardware, software, training
	3.2. Implement the Advanced Manifest System	MISTG	All CDs IG EG AOCG	<u>Start:</u> 3 <sup>rd</sup> Quarter of 2018 <u>End:</u> Continuing Activity	Funding for cascading, hardware, software, training

**Goal 3.1. Balanced trade facilitation**

Objectives	Activities	Lead	Who Else Are Involved	Timeline	Resources
	3.3. Implement the WCO Container Targeting System	MISTG		<b>Start:</b> 3rd Quarter of 2018 <b>End:</b> Continuing Activity	Funding for cascading, hardware, software, training



**Goal 3.2. Compliant stakeholders**

Objectives	Activities	Lead	Who Else Are Involved	Timeline	Resources
	<p>4.2. Implement BOC internal control system</p> <ul style="list-style-type: none"> <li>▪ Develop a manual on internal controls</li> </ul>	IAG	All Groups All CDs	<p><b>Start:</b> 3<sup>rd</sup> Quarter of 2018  <b>End:</b> 2<sup>nd</sup> Quarter of 2019  <b>Implementation:</b> 3<sup>rd</sup> Quarter of 2019 and continuing</p>	<p>Funding for cascading, consultancy, meetings, publications, trainings, workshops</p>

**Goal 3.3. Implemented and applied international best practices**

Objectives	Activities	Lead	Who Else Are Involved	Timeline	Resources
<p>5. To ensure compliance with all international conventions and treaties to which the Philippines has acceded to and to ensure adherence and delivery of all obligations agreed upon by both contracting parties (for bilateral agreements)</p>	<p>5.1. Gather all conventions and treaties that the country has acceded to and draft the pertinent issuance implementing the provisions relating to Customs administration</p>	<p>AOCG</p>	<p>IAG</p>	<p><u>Start:</u> 2<sup>nd</sup> Quarter of 2018 <u>End:</u> 1<sup>st</sup> Quarter of 2019</p>	<p>Funding for administrative logistics, consultant, local and foreign travel, training Manpower</p>
	<p>5.2. Institute a mechanism for the effective implementation of the pertinent issuances and conduct periodic monitoring of compliance</p>	<p>AOCG</p>	<p>IAG</p>	<p><u>Start:</u> 1<sup>st</sup> Quarter of 2019 <u>End:</u> Continuing Activity</p>	<p>Funding for administrative logistics, consultant, local and foreign travel, training Manpower</p>
<p>6. To adopt current Customs trends, direction or development</p>	<p>6.1. Conduct research on other international conventions, treaties, agreements and other instruments for future accession or entry into force and propose measures for the implementation of recommendations based on studies conducted by</p>	<p>AOCG</p>	<p>IAG</p>	<p><u>Start:</u> 2<sup>nd</sup> Quarter of 2018 <u>End:</u> Continuing Activity</p>	<p>Funding for administrative logistics, consultant, local and foreign travel, training Manpower</p>



**Goal 3.3. Implemented and applied international best practices**

Objectives	Activities	Lead	Who Else Are Involved	Timeline	Resources
	organizations such as but not limited to WCO, WTO, APEC, ASEAN				
6.2. Ensure active and competent participation in international trainings, workshops, seminars, conventions and other fora based on the established selection criteria		IAG		<u>Start:</u> 2 <sup>nd</sup> Quarter of 2018 <u>End:</u> 3 <sup>rd</sup> Quarter of 2018 <u>Implementation:</u> 4 <sup>th</sup> Quarter of 2018	Funding for administrative logistics, foreign travel, training  Manpower
6.3. Cascade learnings acquired from international meetings, conferences, workshops, trainings attended by BOC personnel		IAG (Participant)		<u>Start:</u> 2 <sup>nd</sup> Quarter of 2018 <u>End:</u> Continuing Activity	Funding for cascading, training
7. To adopt relevant policies, best practices and/or standards in ICT	7.1. Ensure that ICT services have back-ups to ensure continuous transaction processing, including entry declaration, collection/payments and cargo releases	MISTG	All Groups All CDS	<u>Start:</u> 2 <sup>nd</sup> Quarter of 2019 <u>End:</u> Continuing Activity	Funding for subscription services, training

## MISSION STATEMENT 4

# “To strengthen efforts against smuggling and other customs fraud”

Goal 4.1. Strengthened intelligence and enforcement functions					
Objectives	Activities	Lead	Who Else Are Involved	Timeline	Resources
<p>1. To strengthen the intelligence and enforcement capabilities</p>	<p>1.1. Issuance of standardized design of badges, uniforms and ribbons/awards for registration with National Historical Institute (Republic Act 8491) for Customs personnel vested with police authority</p>	<p>IG EG</p>	<p>IAG</p>	<p><u>Start:</u> 3<sup>rd</sup> Quarter of 2018  <u>End:</u> 4<sup>th</sup> Quarter of 2018  <u>Implementation:</u> 1<sup>st</sup> Quarter of 2019</p>	<p>Funding for research  Funding for procurement of badges, uniforms and ribbons/awards</p>
	<p>1.2. Conduct orientations and trainings for the members of other national law enforcement agencies on the police authority of the BOC and their possible joint enforcement activities</p>	<p>IG EG</p>	<p>IAG All CDS</p>	<p><u>Start:</u> 4<sup>th</sup> Quarter of 2018  <u>End:</u> Continuing Activity</p>	<p>Funding for orientations; trainings</p>
	<p>1.3. Establish an information database through regular collaboration with local and foreign law enforcement counterparts including but not limited to</p>	<p>IG EG</p>	<p>IAG</p>	<p><u>Start:</u> 1<sup>st</sup> Quarter of 2018  <u>End:</u> 3<sup>rd</sup> Quarter of 2018</p>	<p>Funding for the administrative logistics, establishment of</p>



**Goal 4.1. Strengthened intelligence and enforcement functions**

Objectives	Activities	Lead	Who Else Are Involved	Timeline	Resources
1.5. Procurement of surveillance equipment		IG EG	IAG All CDS	<u>Start:</u> 2 <sup>nd</sup> Quarter of 2018  <u>End:</u> 4 <sup>th</sup> Quarter of 2018  <u>Implementation:</u> 1 <sup>st</sup> Quarter of 2019	Funding for equipment, trainings
1.6. Implement a non-intrusive examination system to strengthen the risk management, post clearance audit and assessment functions		OCOM IG EG	IAG PCAG All CDS	<u>Start:</u> 1 <sup>st</sup> Quarter of 2018  <u>End:</u> 4 <sup>th</sup> Quarter of 2018  <u>Implementation:</u> 1 <sup>st</sup> Quarter of 2019	Funding for consultants, hardware, software, training  Manpower
1.7. Develop and implement an enhanced monitoring, surveillance and investigation system		MISTG	IG EG All CDS	<u>Start:</u> 1 <sup>st</sup> Quarter of 2018  <u>End:</u> 4 <sup>th</sup> Quarter of 2018  <u>Implementation:</u> 1 <sup>st</sup> Quarter of 2019	Funding for consultants, hardware, software, training  Manpower
	<ul style="list-style-type: none"> <li>▪ Implement a system on the monitoring of imported goods vis-à-vis List of Importables (LOI)</li> </ul>	MISTG	AOCC, IG, EG, AMO, RMO All CDS	<u>Start:</u> 3 <sup>rd</sup> Quarter of 2018  <u>End:</u> Continuing Activity	Funding for consultants, hardware, software,  Manpower

**Goal 4.1. Strengthened intelligence and enforcement functions**

Objectives	Activities	Lead	Who Else Are Involved	Timeline	Resources
	<ul style="list-style-type: none"> <li>▪ Implement Electronic Transit Cargo Monitoring System (ETCMS)</li> <li>▪ Implement Transit Permit System</li> <li>▪ Implement the Common Bonded Warehouse Accreditation System</li> </ul>	<p>MISTG</p> <p>MISTG</p> <p>MISTG</p>	<p>AOCG IG EG CDS</p> <p>AOCG IG EG CDS</p> <p>AOCG OCOM All CDS</p>	<p><u>Start:</u> 3<sup>rd</sup> Quarter of 2018 <u>End:</u> Continuing Activity</p> <p><u>Start:</u> 3<sup>rd</sup> Quarter of 2018 <u>End:</u> Continuing Activity</p> <p><u>Start:</u> 3<sup>rd</sup> Quarter of 2018 <u>End:</u> Continuing Activity</p>	<p>training, manpower</p>
1.8. Implement Fraud Analytics		MISTG	AOCG IG EG RCMG PCAG	<p><u>Start:</u> 3<sup>rd</sup> Quarter of 2018 <u>End:</u> Continuing Activity</p>	Funding for consultants, hardware, software, training

Goal 4.2. Controlled border

Objectives	Activities	Lead	Who Else Are Involved	Timeline	Resources
<p>2. To enhance maritime enforcement capabilities</p>	<p>2.1. Establish a more effective profiling, surveillance and monitoring of vessel movement for the purpose of enforcing Customs laws such as linkage to Vessel Tracking System, coordination with PNP Maritime Group, Philippine Coast Guard, Philippine Navy, and the National Coast Watch Center and others</p> <p>2.2. Procure vessels and equipment for maritime use</p>	<p>IG EG</p>	<p>MISTG IAG AOCC All CDs</p>	<p><u>Start:</u> 1<sup>st</sup> Quarter of 2018  <u>End:</u> 2<sup>nd</sup> Quarter of 2018  <u>Implementation:</u> 3<sup>rd</sup> Quarter of 2018</p>	<p>Funding for cascading; training; administrative logistics; hardware; software</p>
<p>3. To provide ease on the movement of legitimate travelers while ensuring safety and security</p>	<p>3.1. Establish a Passenger Name Record and/or Advance Passenger Information System</p>	<p>IG EG</p>	<p>IAG</p>	<p><u>Start:</u> 1<sup>st</sup> Quarter of 2018  <u>End:</u> 4<sup>th</sup> Quarter of 2018</p>	<p>Funding for vessel and equipment and procurement and maintenance</p>
		<p>CD NAIA</p>	<p>IG EG MISTG All CDs with international airports</p>	<p><u>Start:</u> 1<sup>st</sup> Quarter of 2018  <u>End:</u> 4<sup>th</sup> Quarter of 2018  <u>Implementation:</u> 1<sup>st</sup> Quarter of 2019</p>	<p>Funding for consultants, international travel, hardware, software  Manpower</p>

**Goal 4.2. Controlled border**

Objectives	Activities	Lead	Who Else Are Involved	Timeline	Resources
<b>4. To prevent entry of illicit goods</b>	<b>4.1.</b> Implement a system to monitor the utilization of Load Port Survey (LPS) and Discharge Port Survey (DPS) reports of the Bulk and Break-bulk Cargo Enhancement Program	AOCC CDS	IG EG	<u>Start:</u> 2 <sup>nd</sup> Quarter of 2018  <u>End:</u> 4 <sup>th</sup> Quarter of 2018  <u>Implementation:</u> 1 <sup>st</sup> Quarter 2019	Funding for cascading, consultancy, monitoring, training
	<b>4.2.</b> Full implementation of container targeting system in all Ports through Container Control program	IG EG	MISTG	<u>Start:</u> 2 <sup>nd</sup> Quarter of 2018  <u>End:</u> 4 <sup>th</sup> Quarter of 2018  <u>Implementation:</u> 1 <sup>st</sup> Quarter of 2019	Funding for cascading, consultancy, monitoring, training

## MISSION STATEMENT 5

# “To enhance personnel welfare and professionalism”

Goal 5.1. Enhanced personnel incentives, compensation benefits and institutionalized rewards system						
Objectives	Activities	Lead	Who Else Are Involved	Timeline	Resources	
1. To promote personnel welfare	1.1. Establish a program providing for legal assistance to personnel subject of administrative, civil or criminal actions arising from performance of official functions	RCMG	IAG All CDS	<u>Start:</u> 2 <sup>nd</sup> Quarter of 2018  <u>End:</u> 4 <sup>th</sup> Quarter of 2018  <u>Implementation:</u> 1 <sup>st</sup> Quarter 2019 onwards	Funding for the administrative logistics, legal services	
	1.2. Revisit the Gender and Development Plan and Program	IAG	All Groups All CDS	<u>Start:</u> On-going  <u>End:</u> Continuing Activity  <u>Implementation:</u> On-going	Funding for GAD activities	
	<ul style="list-style-type: none"> <li>▪ Provide shuttle service</li> <li>▪ Establish and implement a Sports Development and Wellness Program and Day Care Program</li> </ul>	IAG	All Groups All CDS	<u>Start:</u> 1 <sup>st</sup> Quarter 2019  <u>End:</u> Continuing Activity	Funding for the shuttle service	
		IAG	OCOM All Groups All CDS	<u>Start:</u> 2 <sup>nd</sup> Quarter of 2018  <u>End:</u> Continuing Activity	Funding for the activities	



**Goal 5.1. Enhanced personnel incentives, compensation benefits and institutionalized rewards system**

Objectives	Activities	Lead	Who Else Are Involved	Timeline	Resources
<p>2. To improve Customs facilities and working environment</p>	<p>1.3. Conduct a study on additional benefits and allowances for BOC employees (i.e. Salary Standardization Law exemption)</p>	IAG	BOCEA	<p><u>Start:</u> 2<sup>nd</sup> Quarter of 2018 <u>End:</u> 4<sup>th</sup> Quarter of 2018</p>	Funding for the study and the benefits and allowances
	<p>1.4. Undertake awareness of one's social responsibility to the community</p>	IAG	All Groups All CDs	<p><u>Start:</u> 2<sup>nd</sup> Quarter of 2018 <u>End:</u> Continuing Activity</p>	Funding for the activities
	<p>2.1. Design, propose and construct a modern Customs Office in all CDs to include provision for staff houses, canteen, sports complex, Employee's Lounge, Clinic, etc.</p>	IAG	All CDs	<p>Design Phase <u>Start:</u> 2<sup>nd</sup> Quarter of 2018 <u>End:</u> 3<sup>rd</sup> Quarter of 2018 <u>Implementation:</u> Starting 1<sup>st</sup> Quarter of 2019</p>	Funding for requirement for the design and implementation, hiring of engineers and architects and travelling expenses
	<p>2.2. Renovate old and dilapidated customs buildings as identified by the General Services Division</p>	IAG	Concerned CDs	<p><u>Start:</u> 1<sup>st</sup> Quarter of 2018 <u>End:</u> 4<sup>th</sup> Quarter of 2019</p>	Funding for the repairs, maintenance and travelling expenses
<p>2.3. Design, propose and construct the following facilities: Library,</p>		IAG		<p><u>Start:</u> 2<sup>nd</sup> Quarter of 2018</p>	Approved budget for the construction

**Goal 5.1. Enhanced personnel incentives, compensation benefits and institutionalized rewards system**

Objectives	Activities	Lead	Who Else Are Involved	Timeline	Resources
	Gymnasium, Medical Center and Customs Laboratory etc.			<u>End:</u> 4 <sup>th</sup> Quarter of 2019 <u>Implementation:</u> Starting 1 <sup>st</sup> semester of 2019	
2.4. Rationalize the allocation of customs office in accordance to the restructured organization		IAG	All Groups All CDs	<u>Start:</u> 2 <sup>nd</sup> Quarter of 2018 <u>End:</u> 4 <sup>th</sup> Quarter of 2018 <u>Implementation:</u> As soon as the BOC restructuring is implemented	Funding for consultant, renovation and improvement of offices
3. To institutionalize a merit system for promotion and designation	3.1. Establish and implement a human resource information system	IAG	MISTG All CDs	<u>Start:</u> 1 <sup>st</sup> Quarter of 2018 <u>End:</u> 4 <sup>th</sup> Quarter of 2018 <u>Implementation:</u> 1 <sup>st</sup> Quarter of 2019	Funding for cascading, consultancy, hardware, software, trainings, workshops  Manpower to establish database

**Goal 5.1. Enhanced personnel incentives, compensation benefits and institutionalized rewards system**

Objectives	Activities	Lead	Who Else Are Involved	Timeline	Resources
	3.2. Draft appropriate Order on Hiring and Promotion	IAG	All Groups All CDS	<u>Start:</u> 1 <sup>st</sup> Quarter of 2018 <u>End:</u> 2 <sup>nd</sup> Quarter of 2018 <u>Implementation:</u> Immediately after the approval of the Order by Commissioner and the Civil Service Commission	Funding for drafting, cascading
	3.3. Draft appropriate Order on Assignment, Re-assignments and Designations	IAG	All Groups All CDS	<u>Start:</u> 1 <sup>st</sup> Quarter of 2018 <u>End:</u> 2 <sup>nd</sup> Quarter of 2018 <u>Implementation:</u> Immediately after the approval of the Order by the Department of Finance	Funding for drafting, cascading
	3.4. Define process flow for all HR services	IAG	All CDS	<u>Start:</u> 2 <sup>nd</sup> Quarter of 2018 <u>End:</u> 2 <sup>nd</sup> Quarter of 2018 <u>Implementation:</u> 3 <sup>rd</sup> Quarter of 2018	Funding for drafting, cascading

**Goal 5.1. Enhanced personnel incentives, compensation benefits and institutionalized rewards system**

Objectives	Activities	Lead	Who Else Are Involved	Timeline	Resources
	3.5. Establish guidelines on the implementation and effective monitoring on the performance evaluation system	IAG	All Groups, All CDS	<u>Start:</u> 2 <sup>nd</sup> Quarter of 2018 <u>End:</u> 2 <sup>nd</sup> Quarter of 2018 <u>Implementation:</u> 3 <sup>rd</sup> Quarter of 2018	Funding for drafting, cascading
	3.6. Provide accommodation for employees who are transferred or reassigned to other ports outside their residences	IAG	All CDS	<u>Start:</u> 2 <sup>nd</sup> Quarter of 2018 <u>End:</u> 3 <sup>rd</sup> Quarter of 2018 <u>Implementation:</u> 4 <sup>th</sup> Quarter of 2018	Funding for construction, acquisition or rental
4. To rationalize the BOC organization structure	4.1. Submit the draft restructured BOC Organization (creation, abolition, expansion, merging of offices, divisions, ports and sub-ports)	HRP Project Team	Oversight Committee All Groups All CDS	<u>Start:</u> 2 <sup>nd</sup> Quarter of 2018 <u>End:</u> 4 <sup>th</sup> Quarter of 2018 <u>Implementation:</u> 1 <sup>st</sup> Quarter of 2019	Approved budget for the creation of additional offices

**Goal 5.2. Implemented target capacity building programs**

Objectives	Activities	Lead	Who Else Are Involved	Timeline	Resources
5. To update and enhance personnel skills, knowledge and competencies	5.1. Establish a regular program of competency-based learning and development programs for all employees supported by an ICT-enabled system	IAG	All CDs All Groups MISTG	<u>Start:</u> 2 <sup>nd</sup> Quarter of 2018  <u>End:</u> 4 <sup>th</sup> Quarter of 2018  <u>Implementation:</u> 1 <sup>st</sup> Quarter of 2019	Funding for cascading, consultancy, hardware, software, trainings, workshops
	5.2. Draft the IRR for the establishment and operation of the Customs Academy	IAG	OCOM	<u>Start:</u> 2 <sup>nd</sup> Quarter of 2018  <u>End:</u> 3 <sup>rd</sup> Quarter of 2018  <u>Implementation:</u> 4 <sup>th</sup> Quarter of 2018	Funding for drafting
	5.3. Develop curriculum and modules, appoint trainers and conduct Training of Trainers (TOT)	IAG	OCOM	<u>Start:</u> 2 <sup>nd</sup> Quarter of 2018  <u>End:</u> 3 <sup>rd</sup> Quarter of 2018  <u>Implementation:</u> 4 <sup>th</sup> Quarter of 2018	Funding for hiring of consultants, printing of materials, workshops

**Goal 5.2. Implemented target capacity building programs**

Objectives	Activities	Lead	Who Else Are Involved	Timeline	Resources
	5.4. Provide facility for the Customs Academy	IAG	OCOM	<u>Start:</u> 2 <sup>nd</sup> Quarter of 2018 <u>End:</u> 1 <sup>st</sup> Quarter of 2019 <u>Implementation:</u> 2 <sup>nd</sup> Quarter of 2019	Funding for the construction of the building or renovation of existing facility and provision for office equipment
	5.5. Establish a Customs Academy	IAG		<u>Start:</u> 3 <sup>rd</sup> Quarter of 2018 <u>End:</u> 2 <sup>nd</sup> Quarter of 2019 <u>Implementation:</u> 1 <sup>st</sup> semester of 2019	Funding for construction
6. To promote transparency, predictability and uphold professional standards in the performance of duties and responsibilities	6.1. Craft a well-defined Standard Operating Procedures for the following: <ul style="list-style-type: none"> <li>▪ IAG</li> <li>▪ EG</li> <li>▪ IG</li> <li>▪ RCMG</li> <li>▪ MISTG</li> <li>▪ AOCC</li> <li>▪ PCAG</li> <li>▪ CDS</li> </ul>	IAG EG IG RCMG MISTG AOCC PCAG District Collectors	IAG as coordinator	<u>Start:</u> 3 <sup>rd</sup> Quarter of 2018 <u>End:</u> 3 <sup>rd</sup> Quarter of 2019	Funding for cascading, consultant, printing and publication of manuals, training travel