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OCOM Memo No. 138-2021




**BUREAU OF CUSTOMS**  
MAKABAGONG ADUANA, MATATAG NA EKONOMIYA



PROFESSIONALISM INTEGRITY ACCOUNTABILITY


**MEMORANDUM**

**TO :** ALL DISTRICT COLLECTORS

**FROM :** REY LEONARDO B. GUERRERO  
Commissioner 

**SUBJECT :** UPDATED FREQUENCY AND DATA ANALYSIS OF CLIENT FEEDBACK MECHANISM

**DATE :** 17 September 2021

 BOC-03-11958

In reference to the issued memorandum dated June 25, 2021 with the subject *FREQUENCY AND DATA ANALYSIS OF THE CLIENT FEEDBACK MECHANISM* and in relation to recent personnel movement, necessary revisions are required.

The monthly Customer Satisfaction (CSAT) analysis of all Customer Care Centers must be submitted on or before the 5<sup>th</sup> day of following month to these email addresses.

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For strict and immediate compliance.