



**BUREAU OF CUSTOMS**

*Professionalism Integrity Accountability*


**MASTER COPY**



*hmr*

**MEMORANDUM**

**TO :** ALL DISTRICT COLLECTORS

**FROM :** REY LEONARDO B. GUERRERO  
*Commissioner* \* APR 14 2021  BOC-03-04815

**SUBJECT :** CREATION AND DEPLOYMENT OF BOC-CARES KIOSKS

**DATE :** 13 APRIL 2020

In line with the Bureau's efforts to improve interaction with its stakeholders, the BOC shall deploy BOC-CARES kiosks in all ports to serve as avenue where stakeholders can raise queries, concerns and complaints.

The respective Collection Districts must determine a conspicuous area where the kiosks are accessible to their stakeholders. Expenses relative to this shall be shouldered by each port which shall not exceed from an estimated cost of Php10,000.00.

Manning the BOC-CARES kiosks shall be done by the Local BOC-CARES Officer pursuant to un-numbered memorandum dated 27 August 2019 on assignment of local information and BOC-CARES representatives.

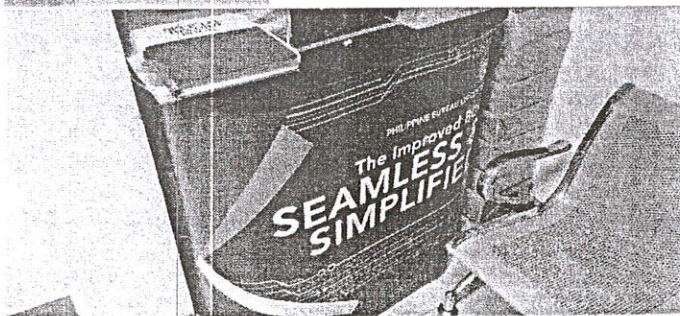
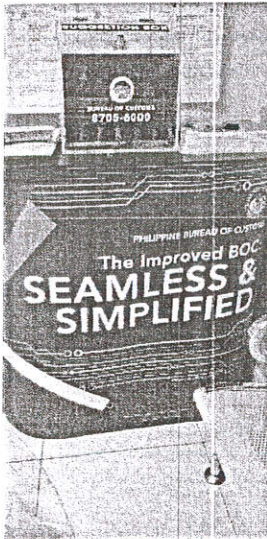
For strict compliance.

OCCOM Memo No. 76 - 2020 p. 2

MASTER COPY  
*hmm*



Customer Care Kiosk	
Specifications	Estimated Cost
35.4" x 35.4" x 14" Aluminum Frame with magnetized cover with print	Php9,000.00



Sample Kiosk