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Republic of the Philippines
Department of Finance
BUREAU OF CUSTOMS
1099 Manila

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Internal Admin. Group
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MEMORANDUM

TO : ALL DEPUTY COMMISSIONERS
ALL OTHERS CONCERNED

FROM : *J. Rosales*
GLADYS F. ROSALES
Deputy Commissioner, Internal Administration Group/
Chief of Staff, Office of the Commissioner

SUBJECT : COMPLIANCE TO THE COMMISSIONER'S DIRECTIVES

DATE : 11 December 2017

1. Reference: Directives given by the Commissioner during Executive Committee meeting.
2. Forwarded is the attached list of all directives given by the Commissioner during Executive Committee meetings that are yet to be acted by your Groups/Offices.
3. In this regard, please ensure that all pending directives/instructions tasked to your respective groups are immediately acted/complied.
4. Kindly submit to the Executive Committee Secretariat NLT December 14, 2017 the status of your action/compliance on the same.
5. For your information and appropriate action.

OPR		DIRECTIVES/INSTRUCTIONS	DATE OF INSTRUCTION	TIMELINE	REMARKS/ STATUS AS OF LAST UPDATE
GROUP	GROUP/SERVICE/ DIVISION/OFFICE				
Revenue Collection Monitoring Group	Revenue Collection Monitoring Group	To conduct a study and present to the Commissioner the framework proposal of the integration of the functions of the following offices for the proposed Anti-Smuggling Task Force: 1. BATAS/LS – as legal arm; 2. IG – as intelligence arm; and 3. EG – as operations arm.	Nov. 20, 2017 (8th EXECOM)	Nov. 27, 2017	Ongoing. 1. DC Ecarma will be coordinating with Depcom Quinto. 2. DC Ecarma made a memorandum for CSL dated 23 Nov 2017 as to the initial update.
		To present the BOC's roadmap Strategic Plan to the Commissioner.	Sept. 25, 2017 (3 rd EXECOM)	TBD. Originally scheduled on Sept. 26, 2017	Pending the Commissioner's availability.
	Financial Service	To present a report on revenues collected from non-traditional sources.	Nov. 27, 2017 (9 th EXECOM)	Every month	
	Collection Service	To provide an update to the Commissioner as regards the progress of BOC collectibles from OGAs.	Nov. 20, 2017 (8th EXECOM)	Every EXECOM meeting	Dir. Ebreo drafted letters addressed to concerned OGAs on BOC collectibles, for the Commissioner's signature.
		To conduct an audit and reconcile the records of the Collection Service with the records of the Bonds Division of the ports and Warehousing Division, respectively. • A recommendation from the reconciliation of records must be submitted to the Commissioner as regards the BOCs right to file action/file for claim by early next year (2018).	Dec. 04, 2017 (10th EXECOM); Nov. 27, 2017 (9th EXECOM)& Nov. 20, 2017 (8th EXECOM)	1 st Qtr. 2018	Ongoing. The proposed CMO was forwarded to RCMG/LS for review and was returned to CS instructing them to obtain the recommendation/proposal of the Bonds Divisions of the ports on the matter;
		To submit a report to the Commissioner as regards the collated recommendations/proposal from the Bonds Divisions of the ports for the eventual integration to the draft CMO. (this is in connection with the preceding directive)	Dec. 04, 2017 (10th EXECOM)	Next EXECOM meeting	
Legal Service	To expedite the filing of cases taking into consideration the following: 1. Audit cases being handled by the ports; 2. Strict observance of the prescribed period on furnishing the LS with the necessary documents; (Existing CMO states within 48 hours, but the Commissioner mentioned that the baseline is 5 days with some exceptions, e.g. legal cases/opinions) 3. Require an explanation from the ports for failure to comply within the prescribed period; and 4. Filing of administrative action against BOC employees for failure to comply with the directives in the CMO/Memo.	Dec. 04, 2017 (10 th EXECOM)& Nov. 27, 2017 (9th EXECOM)	Immediately and continuing	Ongoing.	

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GROUP	GROUP/SERVICE/ DIVISION/OFFICE				
Revenue Collection Monitoring Group	Legal Service	To fast track the review of the MOA between BOC and the Procurement Service-DBM as regards the transfer of funds for the Fuel Marking Program, taking into consideration the informal position of COA on the matter.	Dec. 04, 2017 (10 th EXECOM); Nov. 27, 2017 (9 th EXECOM)& Nov. 20, 2017 (8 th EXECOM)	TBD. Originally Nov. 24, 2017 (deadline)	Ongoing. The MOA is being finalized by the Procurement Service-DBM.
		To draft a Memo for the Commissioner's signature reminding all the ports to furnish the RCMG/LS with a copy of all WSDs issued by their respective ports.	Dec. 04, 2017 (10 th EXECOM); Nov. 27, 2017 (9 th EXECOM)& Nov. 20, 2017 (8 th EXECOM)	Nov. 27, 2017	Complied. Submitted through DC Rosales on Nov. 27, 2017. The Memo must be redrafted to include the following offices to be furnished with a copy of WSDs issued by the ports: 1. Legal Service/RCMG 2. Intelligence Group 3. Account Management Office/IG 4. Risk Management Office/OCOM
		To monitor and ensure the compliance of the ports to the Memorandum issued as regards the submission copies of WSDs, LS being the Office of Primary Responsibility (OPR). (this is in connection with the preceding directive)	Dec. 04, 2017 (10 th EXECOM)	Immediately and continuing	
		To conduct a study on the filing of claims by BOC as regards idle bonds (study the case on how Coll. John Simon was able to successfully revive the bonds after being idle for so many years), and consider the filing of an appropriate case against negligent people who contributed to the inaction.	Nov. 20, 2017 (8 th EXECOM)	TBD	This shall be done in coordination with the Collection Service.
		To submit to the Commissioner a proposal on the Surety Compromise Settlement Program. 1. Recommendation to create a TWG composed of representatives from the Collection Service, Legal Service and the Bonds Division of POM and MICP, for the determination of parameters and/or guidelines on the approval of the Commissioner to compromise; 2. Abolish the prescribed 70%-30% threshold for outstanding bonds in CMO No. 22-2003, and require the companies to settle their outstanding obligations by 100%.	Dec. 04, 2017 (10 th EXECOM); Nov. 27, 2017 (9 th EXECOM)& Nov. 20, 2017 (8 th EXECOM)	Dec. 05, 2017 PM	Ongoing. Will reduce PowerPoint Presentation in CSW format for Commissioner's approval.
		To provide the Commissioner with an executive summary on the cases to be filed with the DOJ by BATAS, every time the Commissioner joins them in the filing.	Nov. 20, 2017 (8 th EXECOM)	Every filing of case with the Commissioner	The Commissioner will occasionally be joining BATAS in the filing of cases.

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GROUP	GROUP/SERVICE/ DIVISION/OFFICE				
Revenue Collection Monitoring Group	Legal Service	To provide Sen. Cynthia Villar a <u>monthly</u> report on BOC's action as regards agricultural cases.	Dec. 04, 2017 (10 th EXECOM); Nov. 27, 2017 (9 th EXECOM)& Nov. 20, 2017 (8 th EXECOM)	Immediately and continuing on a monthly basis	On-going. Consolidation of cases of BATAS and preparation of report.
		To ensure that legal assistance will be provided to BOC personnel involved in cases wherein their involvement to the same was done in the performance of their duty.	Oct. 23, 2017 (6 th EXECOM)	As required.	Dir. Abbas has already been informed.
Assessment & Operations Coordinating Group	Assessment & Operations Coordinating Group	To schedule a meeting for the Commissioner to meet with petro industries to discuss their proposal as regards measures on anti-smuggling.	Dec. 04, 2017 (10 th EXECOM)	Immediately	This will be done on top of the Fuel Marking Program.
		To come up with a realistic computation as regards the rewards incentive that BOC can expect from the surplus in revenue collection; the same will be cascaded to all BOC personnel and presented by AOCG in the next flag raising ceremony.	Dec. 04, 2017 (10 th EXECOM)	Immediately	
		1. To monitor all issued AOs as regards the compliance thereof to CMO No. 20-2017. a. Verification of the derogatory information within 48 hours; b. Action taken on the AOs issued 2. To add in the form used in the lifting of AOs a section for notation of the Commissioner's direct representative.	Dec. 04, 2017 (10 th EXECOM)	Immediately and continuing	1. The Commissioner mentioned that meantime that the Operation Center is not yet operational; the AOCG is tasked to monitor all AOs. 2. The CIIS and/or ESS personnel may be utilized to expedite the verification process.
		To require the CBWs to submit regular reports as regards their import and export performance to check if they have unliquidated entries. • Check for possible revenues that should be derived from CBWs, but being used to circumvent payment/non-payment of revenues due to the government.	Dec. 04, 2017 (10 th EXECOM); Nov. 27, 2017 (9 th EXECOM)& Nov. 20, 2017 (8 th EXECOM)	Immediately and continuing	Ongoing. The Collection Service may conduct bonds audit to reconcile entries. DC Dy Buco called a meeting with Warehousing personnel of POM and MICP requiring them to submit a report on anti-smuggling measures in place and collection report from Sep-Nov.
		To coordinate with Mr. Kenneth De Jesus, EA of House Speaker Alvarez, as regards the data on car sales in the country.	Dec. 04, 2017 (10 th EXECOM)& Nov. 27, 2017 (9 th EXECOM)	Immediately	Partially complied. Coordinated with the EA of the House Speaker regarding the matter but still awaiting data report.

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GROUP	GROUP/SERVICE/ DIVISION/OFFICE				
Assessment & Operations Coordinating Group	Assessment & Operations Coordinating Group	<p>To look into the activities of container leasing companies as regards the leasing of container vans that are imported but then are eventually sold domestically.</p> <ol style="list-style-type: none"> 1. Check for the feasibility of continuing the program (on inventory of overstaying) that Dir. Layug had made during the 1st Qtr. of the year; 2. Creation of a Task Force that will address the problems as regards the container vans and submit a proposal relative thereto. 	Dec. 04, 2017 (10th EXECOM)& Nov. 27, 2017 (9th EXECOM)	Immediately	Ongoing. This can be monitored by the Customs Container Control Division (CCCD) of the ports.
		<p>To conduct a study on abandoned motor vehicle shipments that have been in Customs' custody for quite some time, in relation to the media briefing that was conducted at MICP presenting the abandoned MV shipment/s from 2015.</p> <ol style="list-style-type: none"> 1. Include in the study why the MVs are being abandoned considering they are high valued shipments; 2. Include figures and statistics. 	Dec. 04, 2017 (10th EXECOM)& Nov. 27, 2017 (9th EXECOM)	Immediately	Ongoing. Issued memorandum to heads of Auction Division to check on cause of delay on disposal.
		<p>To conduct a study and submit to the Commissioner a proposal on privatizing the auction function so that the succeeding auctions will be handled by a 3rd party.</p> <ol style="list-style-type: none"> 1. Appraisal and examination to remain as a BOC function. 2. Issue on accreditation of bidders. <ol style="list-style-type: none"> a) May be handled by the 3rd party; or b) May be dispensed with. 3. Consider a transition period wherein BOC will limit the auction handled by 3rd parties to certain commodities, i.e., motor vehicles. 4. Consider the practice of other countries as regards the matter, to copy their methods and techniques. 5. Consider the possibility for BOC to conduct online auction for small items like those that are seized at the airports. 	Dec. 04, 2017 (10th EXECOM)& Nov. 27, 2017 (9th EXECOM)	TBD	<p>Ongoing. Mr. Tibo is drafting the proposal with simultaneous coordination with the drafting team of CAO on Outsourcing of Non-Sovereign Customs Function to Private Entities.</p> <p>The Commissioner mentioned that he will wait for the study.</p>
		<p>To check if the use of the Document Processing Time Form may be applied to other transactions and processes in the BOC.</p>	Dec. 04, 2017 (10 th EXECOM)& Nov. 06, 2017 (7th EXECOM)	Next EXECOM meeting	On-going. There is a high possibility that it can be used for other transactions, with some modifications to fit the processes concerned. I.e. Export, CBW, auction, applications for cancellation of import entries and amendments.

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GROUP	GROUP/SERVICE/ DIVISION/OFFICE				
Assessment & Operations Coordinating Group	Assessment & Operations Coordinating Group	<ol style="list-style-type: none"> To spearhead the committee that will handle the World Bank project; and To prepare a report on the progress of the WB project. 	Nov. 20, 2017 (8th EXECOM)& Oct. 2, 2017 (4 th EXECOM)	TBD	<p>Ongoing.</p> <ol style="list-style-type: none"> TWG already created; OIC-Dir. Jonathan Soriano submitted a briefer last Dec. 1, 2017.
		<p>To come up with a proposal on how the BOC can go about the disposal of the 847 MVs in CEZA through public auction, considering that the said MVs are still outside Customs jurisdiction because, there were no import entries filed with BOC.</p> <ul style="list-style-type: none"> Create a joint TWG with CEZA. 	Nov. 27, 2017 (9th EXECOM)& Nov. 20, 2017 (8th EXECOM)	Immediately	<p>Ongoing.</p> <ol style="list-style-type: none"> Dir. Layug has set a meeting between POS, LS, Dist.Coll. of Aparri and CEZA Representative to thresh out legal remedies for the disposition of the 847 MVs. Dir. Abbas will render his professional opinion to the Dist. Coll. of Aparri and CEZA as regards the legal basis on which the 847 MVs may be seized by BOC.
	Port Operations Service	<p>To address the following requests of Sec. Lambino of CEZA</p> <ol style="list-style-type: none"> Conduct a ceremonial signing of MOA between CEZA and BOC; and Request for additional manpower requirement from BOC for the following: <ol style="list-style-type: none"> Duty free shops; and International Airport. 	Nov. 27, 2017 (9th EXECOM)	Immediately	<p>Ongoing.</p> <ol style="list-style-type: none"> Dir. Layug will coordinate with IAG to address the said request. Scheduled meeting to be held on December 6, 2017 (Wednesday) with Legal Service, District Collector of Aparri, representatives from CEZA and POS.
		<p>To conduct regular meetings between port operators and concerned offices of the BOC (POS, RMO and XIP), to harmonize operations.</p> <ul style="list-style-type: none"> Come up with an SOP as regards information dissemination/communication (for eventual polishing with the OpCen) 	Nov. 06, 2017 (7 th EXECOM)	Immediately and continuing	<ol style="list-style-type: none"> Continuously coordinating with Port Operators, RMO and XIP on Monitoring of Yard Utilization, Containers and Truck Movement, Selectivity System and Scanning Operations. POS will schedule regular meeting if needed.

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GROUP	GROUP/SERVICE/ DIVISION/OFFICE				
Intelligence Group	Intelligence Group	To monitor the status ALL AOs issued by alerting offices and the compliance thereof to the prescribed timeline for the verification of derogatory information.	Nov. 27, 2017 (9 th EXECOM)& Nov. 20, 2017 (8 th EXECOM)	Immediately and continuing	The monitoring of the statuses of AOs will be integrated in the OpCen under IG, meantime, the same is tasked to AOCG pending operationalization of the OpCen.
		To submit to the Commissioner all requests for examination of shipments with no import entries filed pursuant to Section 420 of the CMTA.	Nov. 06, 2017 (7 th EXECOM)	As required.	
	Customs Intelligence & Investigation Service	To perform the following tasks as regards ComCen alerted shipment: 1. Trace and verify the status of the 12 missing AOs (discrepancy from the reports that was provided to CIIS by then DC Nepomuceno submitted to the latter by former DC Gambala vis-à-vis the categorized matrix submitted to CIIS by former DC Gambala); 2. Provide the actual status of the remaining ComCen alerted shipments as reported last EXECOM meeting; 3. Provide the Commissioner with a report on the result of verification, to include the following details: a. No. of ComCen issued AOs found to be negative and released; and b. No. of ComCen issued AOs found to be positive and were issued WSD.	Dec. 04, 2017 (10 th EXECOM)	Next EXECOM meeting	
		1. To expedite the investigation on the personnel who distributed the black arm bands during the Nov. 20, 2017 flag raising ceremony; and 2. To identify other personnel involved.	Dec. 04, 2017 (10 th EXECOM); Nov. 27, 2017 (9 th EXECOM)& Nov. 20, 2017 (8 th EXECOM)	Immediately	Ongoing. The case had been forwarded to Investigation Division-CIIS, for investigation.
		To provide the Commissioner with reliable intelligence information.	Nov. 20, 2017 (8 th EXECOM)	Immediately and continuing	
Enforcement Group	Enforcement Group	To fulfill all remaining compliances resulting from the briefing with the Commissioner and the fine tuning of the Memo implementing a better security system for BOC. 1. Crowd control; 2. Biometric lock for offices; 3. Color coded access both for individuals and parking space; and 4. Others.	Nov. 20, 2017 (8 th EXECOM)	Immediately	Ongoing. A report will be submitted to the Commissioner relative thereto.
	Enforcement & Security Service	1. To ensure that the NPO building will not be accessible to unauthorized personnel. 2. To ensure that there is a permanent parking slot for the Commissioner at the NPO building.	Dec. 04, 2017 (10 th EXECOM)	Immediately and continuing	

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GROUP	GROUP/SERVICE/ DIVISION/OFFICE				
Enforcement Group	Enforcement & Security Service	To provide assistance to GSD as regards the following: 1. Conduct of inspection at the Warehouse 159; and 2. Removal/Dismantling of the fixed structure constructed by illegal occupants at the POM grounds located just beside the stage.	Nov. 27, 2017 (9th EXECOM)	Immediately	
		To initiate the coordination with the Philippine Coast Guard as regards the 3 watercrafts that was supposed to be turned over to BOC.	Nov. 27, 2017 (9th EXECOM)	Immediately	Ongoing. Dir. Layug has already informed DC Raval on the meeting being called by DOF, for a conference between the PCG, DOTR, DOF and BOC on Dec. 08, 2017.
Internal Administration Group	Internal Administration Group	To address the immediate request of XIP for additional 150 personnel in preparation for the implementation of the baggage x-ray at NAIA, since they will be operating in 3 shifts (24/7).	Dec. 04, 2017 (10th EXECOM)	Immediately	Ongoing. Prepared the proposal on additional plantilla for special offices (XIP included), for the Commissioner's approval.
		To conduct a study and provide a report to the Commissioner as regards operationalizing the Counter Intelligence Service under IG and the Internal Affairs under IAG, taking into consideration the following options: 1. Revocation or amendment of the CMO merging the IIPD and IPD; or 2. Through a special creation as an adhoc office.	Dec. 04, 2017 (10 th EXECOM)& Nov. 27, 2017 (9 th EXECOM)	Next EXECOM meeting	Ongoing. Gathering materials from other agencies i.e. format of organizational structure and functional statements. The Commissioner wants the said offices to be created as adhoc units meantime that the restructuring is ongoing, with which the intention is for the same to become Services.
		To cause the immediate activation of the PCAG and undertake the following tasks: 1. Account BOC personnel who previously composed of the PEAG; 2. Identify proposed office space for PCAG; 3. Prepare operational guidelines for PCAG; and 4. Prepare training requirement of personnel to compose the PCAG.	Dec. 04, 2017 (10th EXECOM)& Nov. 06, 2017 (7th EXECOM)	TBD	Ongoing. 1. The Commissioner has already approved the submission of the CAO on PCAG to DOF; 2. Previous PEAG personnel have already been identified and some of them have already expressed their intention to go back; 3. Already identified a projected office

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GROUP	GROUP/SERVICE/ DIVISION/OFFICE				
Internal Administration Group	Internal Administration Group	To submit to DBM the following requests and include in the restructuring: 1. Plantilla positions of BOC adhoc offices. 2. Creation of the Counter Intelligence Service under IG and Internal Affairs under IAG.	Dec. 04, 2017 (10th EXECOM); Nov. 27, 2017 (9th EXECOM)& Oct. 02, 2017 (4th EXECOM)	TBD	Ongoing. Documents for finalization.
		To elevate the General Service Division (GSD) into a Service and rename it as Logistics Management Service.	Dec. 04, 2017 (10th EXECOM)& Oct. 02, 2017 (4th EXECOM)	Dec. 04 - 10, 2017	Ongoing.
		To conduct a study as regards the removal of the Collectors of the bottom 5 in the collection performance. • Recommendation will be dependent on the collection performance report submitted by the Financial Service	Nov. 06, 2017 (7th EXECOM)	TBD	The Commissioner had already given the instruction on the matter.
Financial Management Office	Financial Management Office	To request for a budget for the Philippine Customs Academy.	Dec. 04, 2017 (10th EXECOM)& Oct. 02, 2017 (4th EXECOM)	TBD. Originally Oct. 02 to 06, 2017	Ongoing. 1. Administration Office is currently helping ITDD; 2. Will be having series of discussions with Col. Tonsay; 3. The proposal for the structure of ITDD will be the basis of the eventual Customs Academy.
		To conduct budget planning and cascading for FY2018.	Dec. 04, 2017 (10th EXECOM)& Oct. 02, 2017 (4th EXECOM)	TBD	For scheduling. Waiting for the budget conference and the approved 2018 budget, the same will be the basis for budget planning.
		To request for the inclusion of the stripping fund in the 2018 budget.	Sept. 25, 2017 (3rd EXECOM)	TBD	Can be funded in the FY2018 budget.
General Service Division	General Service Division	Install additional microphones in the OCOM Conference Room for the tables at the sides of the conference tables.	Dec. 04, 2017 (10th EXECOM)	Immediately	
		To present to the Commissioner the standard memento that BOC gives to foreign counterparts and other visitors (there is a possibility that the Commissioner will change it).	Dec. 04, 2017 (10th EXECOM)	Immediately	
		To coordinate with NAIA as regards the seized radio communication equipment that may be used by BOC.	Dec. 04, 2017 (10th EXECOM)	Immediately	

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GROUP	GROUP/SERVICE/ DIVISION/OFFICE				
Internal Administration Group	General Service Division	To conduct an inspection at the Warehouse 159 as regards the following: 1. Check the current occupants; and 2. Condition of the evidence.	Dec. 04, 2017 (10 th EXECOM)& Nov. 27, 2017 (9 th EXECOM)	Immediately	Ongoing. 1. Already coordinated with the occupants; and 2. Wrote MERALCO a letter to request for verification as to where the electric bill consumption is coming from.
		To remove/dismantle the fixed structure constructed by illegal occupants at the POM grounds located just beside the stage.	Dec. 04, 2017 (10 th EXECOM)& Nov. 27, 2017 (9 th EXECOM)	Immediately	Ongoing. IAG, GSD and ESS have agreed to initially talk to the illegal occupants and ask them to leave; but if that does not happen, then we will write them an eviction letter.
		To purchase drones (MAVIC brand) for all the Collection Districts.	Dec. 04, 2017 (10 th EXECOM)& Nov. 06, 2017 (7 th EXECOM)	Immediately	Ongoing. For realignment from MOOE to CO under small value procurement.
		To coordinate with ATI on the request of BOC for additional allocation space for the expansion of XIP-POM x-ray scanning area: 1. Utilize the parking space; or 2. Request for a 150M setback from ATI (empty containers) *originally tasked to AOCG, but GSD will be making the follow-through with ATI.	Dec. 04, 2017 (10 th EXECOM)& Nov. 06, 2017 (7 th EXECOM)	TBD	Pending ATI's proposal. 1. Conducted site inspection last October 26, 2017 with ATI. Engineers and personnel. 2. Submitted proposed plans to ATI Engineers for checking as of October 27, 2017. The Commissioner mentioned that BOC will wait for the proposal of ATI.
		To coordinate with EG on the possible issuance of 3 radio units for the use of XIP-MICP; if none is available then GSD will purchase or will be getting it from the approved 29M approved budget for radio purchase to be coordinated with MISTG. • Simultaneously a proposal for the installation of a landline at XIP-MICP should be made.	Dec. 04, 2017 (10 th EXECOM)& Oct. 11, 2017 (5 th EXECOM)	Immediately	Partially complied. 1. Pre-procurement scheduled on November 21, 2017. 2. Already coordinated with PLDT for installation of landline at XIP-MICP Office.

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GROUP	GROUP/SERVICE/ DIVISION/OFFICE				
Internal Administration Group	General Service Division	To check for the feasibility of utilizing Warehouse 159 as temporary parking space for BOC visitors <ul style="list-style-type: none"> The Commissioner considers this but mentioned that parking space for BOC employees will be prioritized. 	Dec. 04, 2017 (10 th EXECOM)& Nov. 20, 2017 (8th EXECOM)	TBD	Ongoing. The task is being undertaken by IAG, GSD and AOCG. <ol style="list-style-type: none"> GSD Engineers are drafting a plan/proposal for parking because the initial drafted plan for Warehouse 159 was for it to be used as storage for seized goods. A MOA between BOC, PPA and ATI has to be drafted if the same will be used as parking space, because PPA leased the Warehouse 159 to ATI and ATI is just lending it to BOC for accommodation.
		To consider procurement of laptops and desktops instead of reviewing the TOR on the repair and maintenance of the system.	Dec. 04, 2017 (10 th EXECOM)& Oct. 02, 2017 (4th EXECOM)	TBD	Pre-procurement scheduled on November 21, 2017.
		To purchase a queuing system for all BOC offices with transactions, including ports and subports.	Oct. 11, 2017 (5th EXECOM)	Immediately	Ongoing. Waiting for realignment of budget from MOOE to CO.
		To rent out container vans to be used as document storage while waiting for the construction of a storage facility for BOC.	Oct. 11, 2017 (5th EXECOM)	Immediately	<ol style="list-style-type: none"> There are two (2) container vans from POM available for document storage. GSD in coordination with ACDD-POM will facilitate its transfer to Materials Recovery Facility area for use as document storage.
		To expedite the procurement of various motor vehicles for BOC ports and subports that does not have assigned motor vehicles.	Oct. 02, 2017 (4 th EXECOM)	2017	Waiting for the Authority to Purchase from DBM
All Groups	All Deputy Commissioners	To consider the Commissioner's instructions as urgent, therefore the concerned office must take action with dispatch upon receipt of instruction/directive.	Dec. 04, 2017 (10 th EXECOM)	Immediately and continuing	

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GROUP	GROUP/SERVICE/ DIVISION/OFFICE				
All Groups	All Deputy Commissioners	To observe the usage of the following for the complimentary close of letters drafted for the Commissioner's signature, for uniformity: 1. Letters to the President, Executive Secretary up to the Secretary of Finance – use "Respectfully Yours"; 2. Other letters – use "Very Truly Yours".	Dec. 04, 2017 (10 th EXECOM)	Immediately and continuing	
		To observe the 5-day mandatory rule to act on documents and respond to clients - All frontline services must ensure that their respective processes are responsive and efficient; if there are problems the Commissioner will be speaking to the complainants personally.	Dec. 04, 2017 (10 th EXECOM); Nov. 06, 2017 (7 th EXECOM)& Oct. 11, 2017 (5 th EXECOM)	Immediately and continuing	Being observed. CMO No. 24-2017 on Mandatory response Time to Act on Official Communication signed Oct. 23, 2017.
		To ensure that no personnel shall attend an event/seminar/ training/workshop without an approved CPO/Travel Order.	Dec. 04, 2017 (10 th EXECOM)	Immediately and continuing	
		To observe promptness and punctuality in attending meetings (send a representative if unable to attend or unable to arrive on time).	Dec. 04, 2017 (10 th EXECOM)	Immediately and continuing	
		To ensure that the proceedings of the EXECOM meetings remain confidential and a breach thereof is tantamount to a serious offence	Dec. 04, 2017 (10 th EXECOM)	Immediately and continuing	
		To ensure the implementation of the CSW policy in their respective groups/services/offices.	Oct. 11, 2017 (5 th EXECOM)	Immediately and continuing	On-going.