



BUREAU OF CUSTOMS

Professionalism Integrity Accountability



MEMORANDUM

TO : **ALL DISTRICT AND SUPPORT COLLECTORS**

FROM : **REY LEONARDO B. GUERRERO**
 Commissioner of Customs
 MAY 12 2020



SUBJECT : **GUIDELINES ON THE CREATION OF LOCAL CUSTOMER CARE CENTER**

DATE : 06 MAY 2020

- 1.0 In line with the Bureau of Customs' (BOC) thrust to re-engineer its systems and processes towards a credible and efficient customs administration and in compliance with the BOC's 10-Point Priority Program for 2020, all Collection Districts are directed to **establish a local Customer Care Center** that will provide a centralized document receiving and releasing service, information kiosks, gate pass issuance, payment booth and other Customs services.
- 2.0 As BOC transitions to Zero-Contact Policy on critical operational aspects such as but not limited to Assessment (Processing of Goods Declaration), the CCC will be the main focal point on all Customs related inquiries and transactions.
- 3.0 Manned with professional Customs Service Officers, the local CCC shall ensure a systematic and credible experience for the transacting public with the following objectives:
 - 3.1 Centralize the receiving and releasing of all documents;
 - 3.2 Facilitate payment transactions;
 - 3.3 Assist stakeholders in determining the status of their documents through different tools and systems;
 - 3.4 Limit the entrance of people who do not have business transactions with the Bureau;

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- 3.5 Lessen face-to-face transactions between BOC personnel and stakeholders, therefore minimizing the opportunity for graft and corruption.
- 4.0 Ideally the CCC's organizational structure shall consist of the following key areas:
 - 4.1 Queuing System - an electronic system to manage the traffic flow of stakeholders according to types of transactions.
 - 4.2 Document Area - official documents are received and released in this area.
 - 4.3 Preliminary Evaluation Area - if the document submitted requires preliminary evaluation.
 - 4.4 Cashier - for payment of fees and other Customs charges.
 - 4.5 BOC Self Service Kiosks - self-serving platform that stakeholders can use to access various BOC modernization projects.
 - 4.6 Pass Control - issuance of Access Pass to guests and visitors with prior appointment.
 - 4.7 Information Area - for all queries, follow-ups, complaints and other concerns from the stakeholders.
- 5.0 Unless the said organizational structure is not applicable, the concerned Collection District shall **submit their proposed structure** deemed applicable based on Port's transaction volume, location and area of jurisdiction, subject for review and approval of the Chairman of the Committee on Enhancement of Stakeholders Engagement.
- 6.0 Collection Districts are also directed to **submit the name and contact information of the personnel assigned in the monitoring of CCC implementation.**
- 7.0 All communications in relation to this memorandum must be submitted to the Committee on Enhancement of Stakeholders Engagement through **Mr. Mark Glenn Escalona** of the Public Information and Assistance Division (markglenn.escalona@customs.gov.ph).
- 8.0 Attached in this Memorandum as guide is the Port of Manila's CCC Work Plan.
- 9.0 For strict and immediate compliance.