



BUREAU OF CUSTOMS

MAKABAGONG ADUANA, MATATAG NA EKONOMIYA



IAG Memo No. 03-2021

PROFESSIONALISM

INTEGRITY

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MEMORANDUM

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TO : DEPUTY COMMISSIONERS
DISTRICT COLLECTORS
SERVICE DIRECTORS
HEADS OF OFFICES

FROM : *lmm*
DONATO B. SAN JUAN
Deputy Commissioner, IAG

SUBJECT : REITERATION OF PROTOCOL ON PRESENTATION
OF GRIEVANCES

DATE : January 05, 2021

- 1.0 This is to remind all BOC officials and employees of the existing protocol on presentation of grievances as provided in the Customs Memorandum Order No. 25-2010 with the subject: BOC Function-Specific Code of Conduct, to wit:

"Section 5. Grievance Procedures: xxx

"1. For any grievance an employee would like to ventilate, he/she should present the same to his/her Division Chief/ Office Head either verbally or in writing. The said grievance should be acted upon by the Division Chief/ Office Head concerned and the aggrieved employee informed within five (5) working days from date of presentation. The information may likewise be done verbally or in writing. Provided, however, that where the object of the grievance is the Division Chief/ Office Head himself/herself, the aggrieved employee may bring the grievance to the Service Director/ District Collector, as the case maybe, who shall likewise take action on the grievance within five (5) working days.

"If the aggrieved party is holding a position of Division Chief or higher, the first presentation of the grievance shall be to the Service Director/ District Collector, as the case may be. xxx"

- 2.0 In this regard, everyone is enjoined to observe the procedures stated in the abovementioned CMO in seeking redress of their grievance by coursing it through the proper channels.
- 3.0 For guidance and strict compliance.