

THE FIRST 100 DAYS

JULY 25 – NOVEMBER 1, 2022



**Commissioner
Yogi Filemon L. Ruiz**

VISION

A modernized and credible Customs administration that is among the world's best.

MISSION

To strengthen border control, enhance trade facilitation and improve collection of lawful revenues.

CORE VALUES

Professionalism
Integrity
Accountability

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EXECUTIVE SUMMARY

On July 25, 2022, Commissioner Yogi Filemon L. Ruiz formally assumed his post as Head of the Bureau of Customs following a turnover ceremony at the Customs central office, Port of Manila. As the previous Director of the Enforcement and Security Service of the BOC and the former Regional Director of the Philippine Drug Enforcement Agency, he led several undertakings for effective and efficient law enforcement on border control and drug prevention.

In his first 100 days, Commissioner Ruiz steered the BOC in the pursuit of measures to improve revenue collections, enhance trade facilitation and collaboration, strengthen border control, and uphold good governance aimed at the Bureau's goal of a modernized and credible Customs administration.

In the area of improved revenue collections, the BOC has exceeded its year-to-date target. From January 1 to October 31, 2022, all BOC Collection Districts have surpassed their collection targets and maintained an upward trajectory in collecting revenues. The proceeds derived from public auctions and collections from post-clearance audits, which can be attributed to the implementation of risk-based and transparent measures, also significantly contributed to the collection performance of the Bureau.

The Bureau continues to enhance its trade facilitation and collaboration efforts to digitize customs processes, improve information and communications technology, and create a collaborative work environment. Customs modernization programs consist of initiatives such as the Philippine National Single Window, Authorized Economic Operator Program, One-Stop-Shop for Cargos of Diplomats and Foreign Dignitaries, and enrollment to the World Customs Organization Mercator Programme which fosters enhanced international relations.

In line with the mandates of President Ferdinand Marcos Jr., the BOC has intensified its border control initiatives in exercising supervision and police authority under its jurisdictional control to curb the smuggling of agricultural goods, illegal drugs, and fuel, among others.

Several offices have also been established and reconstituted as additional border security measures. These include the Customs Firearms and Explosives Unit that monitors compliance with regulations pursuant to Republic Act 10591, otherwise known as the "Comprehensive Firearms and Ammunition Regulation Act" and the Enforcement Motor Vehicle Monitoring and Clearance Office for the issuance of certificates that maintain a database of all motor/electric vehicles and used engines imported into the country for a swift exchange of information with other law enforcement agencies and the international community.

At the forefront of the Bureau's good governance and anti-corruption campaigns, performance monitoring and evaluation of officials and personnel are given paramount importance to achieve government service excellence. In addition, the BOC attends to its internal and external affairs promptly to ensure that all concerns are resolved expeditiously.

The BOC champions the mainstreaming of its Human Capital Management, Gender and Development, and Social Responsibility programs. Guided by the principles of professionalism, integrity, and accountability, the Bureau envisions to become among the world's best in the field of Customs administration. It is now on track in implementing a more enlightened approach for the general welfare and development of its workforce.

Furthermore, the Bureau continues to work towards attaining ISO 9001:2015 Quality Management System certifications for its collection districts and offices to bring about quality policies that optimize organizational performance, promote cost efficiencies, and improve stakeholder satisfaction.

Truly, Commissioner Yogi Filemon L. Ruiz's advocacy of sustainable and more effective performance has been proven through the various programs and accomplishments of the Bureau in his first 100 days in office.





IMPROVED REVENUE COLLECTION



Revenue Collection Performance

Aligned with its vision of a modernized and credible Customs Administration that is among the world's best, the BOC continues to implement measures to eliminate bottlenecks, prevent revenue leakages, and combat corruption and smuggling, thus contributing significantly to the country's economic recovery.

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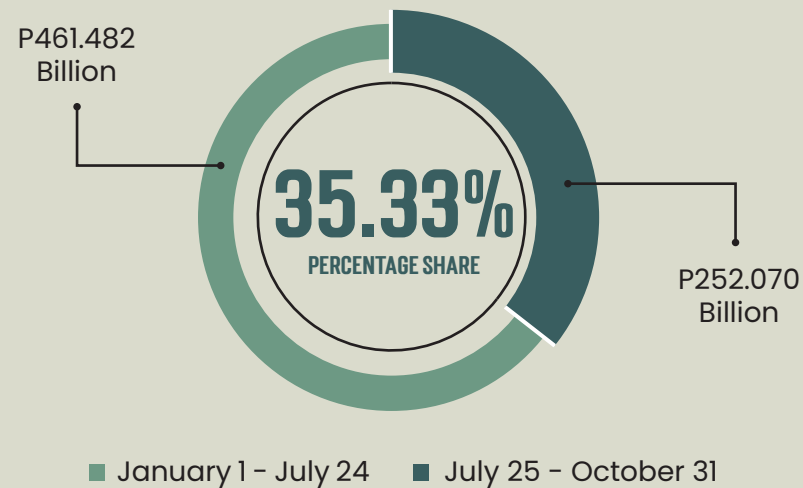
These measures include the digitalization of customs processes and the implementation of sound policies that improve collection of lawful revenues, streamline customs procedures, and strengthen border security.

In Commissioner Ruiz's first 100 days, he Bureau was able to collect P252.070 billion in revenues, accounting for 35.33% of the total collections from January to October 2022.

The Bureau posted a total collection of P713.552 billion from January to October 2022, which is P110.762 billion or 18.37% above the target for the period. Compared with last year's collections for the same timeline, the revenues reached over P188.185 billion or 35.82% more.

Under the Commissioner's leadership, the BOC logged its second highest monthly collection in September 2022, with revenues reaching P79.495 billion, or 28.4% above its target.

Revenue Collection Performance
(January - October 2022)



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Individual Port Collection Performance

In addition, with his unequivocal support, all 17 Collection Districts have achieved and exceeded their collection targets.

Port Collection Performance (in billions)
January 1 - October 31, 2022

Port	Target Collection (Php)	Actual Collection (Php)	Deviation	
			Amount	%
San Fernando	6.620	9.887	3.267	49.30%
Port of Manila	56.763	66.333	9.570	16.90%
MICP	144.654	165.731	21.076	14.60%
NAIA	29.685	33.392	3.707	12.50%
Batangas	139.069	167.032	27.964	20.10%
Legaspi	0.301	0.546	0.245	81.50%
Iloilo	2.689	4.317	1.628	60.50%
Cebu	31.564	36.055	4.490	14.20%
Tacloban	4.459	4.803	0.344	7.70%
Surigao	0.023	0.027	0.004	16.10%
Cagayan De Oro	29.958	31.664	1.707	5.70%
Zamboanga	8.266	9.439	1.173	14.20%
Davao	33.350	37.018	3.668	11.00%
Subic	36.479	41.107	4.628	12.70%
Clark	2.444	2.947	0.502	20.50%
Aparri	1.018	1.385	0.367	36.00%
Limay	86.427	99.35	12.923	15.00%

The Port of Batangas, Manila International Container Port, and Port of Limay topped the list in terms of actual collections with a combined share of Php 432.113 billion, accounting for 60.49% of the total revenues collected from January 1 to October 31, 2022.

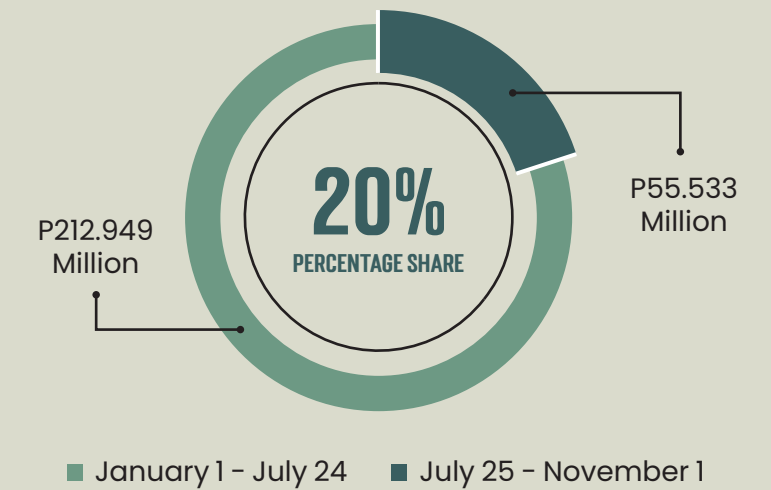
Proceeds from Public Auctions

From the period of July 25 to November 1, the Bureau auctioned a total of 137 containers of various goods including luxury vehicles, general merchandise, and assorted products.

The Bureau collected P55.533 million in additional revenue for the said period around 20% of the total proceeds or P268.483 million collected from public auctions since January 1.



Proceeds from Public Auctions (January 1- November 1, 2022)



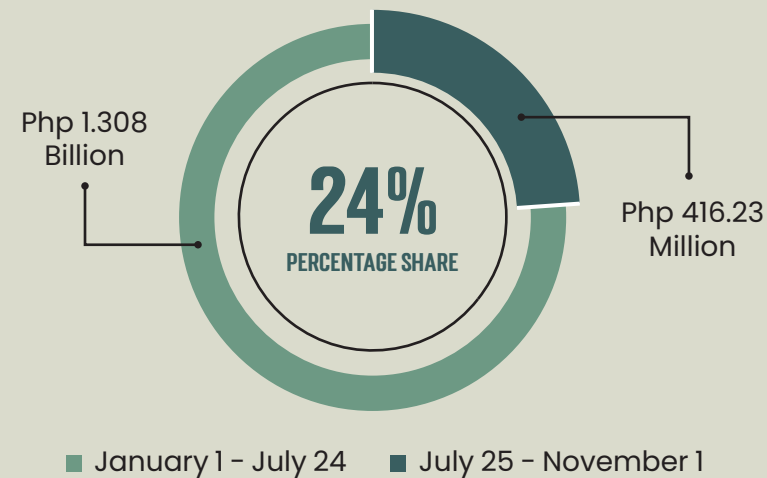
Collection from Post-Clearance Audits

The accomplishments and ongoing efforts of the Post Clearance Audit Group (PCAG) to promote compliance with customs laws and regulations have proven effective and efficient as reflected in the yearly increase in Prior Disclosure Program (PDP) applications.

The BOC collected P24.942 million from responses to audit findings and P391.289 million from PDP applications during the first 100 days in office of Commissioner Ruiz. In total, the Bureau collected P 416.231 million in additional revenue for the said period, or 24% of the P1.725 billion total collection from post clearance audits since January 1.

The Bureau's intensified post-clearance audits are best attributed to the vigorous support of Commissioner Ruiz in the provision of risk-based and transparent post clearance audit process and the implementation of reasonable customs compliance programs. This resulted in enhanced compliance of stakeholders and revenue leakages were plugged-in.

Collection from Post-Clearance Audits
(January 1- November 1, 2022)





ENHANCED TRADE FACILITATION AND COLLABORATION

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Road to Digital Customs Administration

Through the digitalization of customs processes, the government stands to achieve a more efficient and effective tax administration providing a conducive Customs environment in accordance with international standards and best practices.

Commissioner Ruiz believes that the digitalization and modernization programs of the Bureau are imperative to enhance transparency and reliability, improve tax compliance, and boost administrative efficiency. Ultimately, stakeholders will understand the systems and procedures with ease and the Bureau can forge a path for growth and other policy objectives.

Pursuant to the marching orders of President Ferdinand R. Marcos Jr. to put greater emphasis on technological innovations and enhancing the delivery of public services, Commissioner Ruiz made a commitment to accelerate the implementation of information and communications technology (ICT) systems and modernization programs of the BOC.

The BOC has recently implemented three (3) ICT systems:

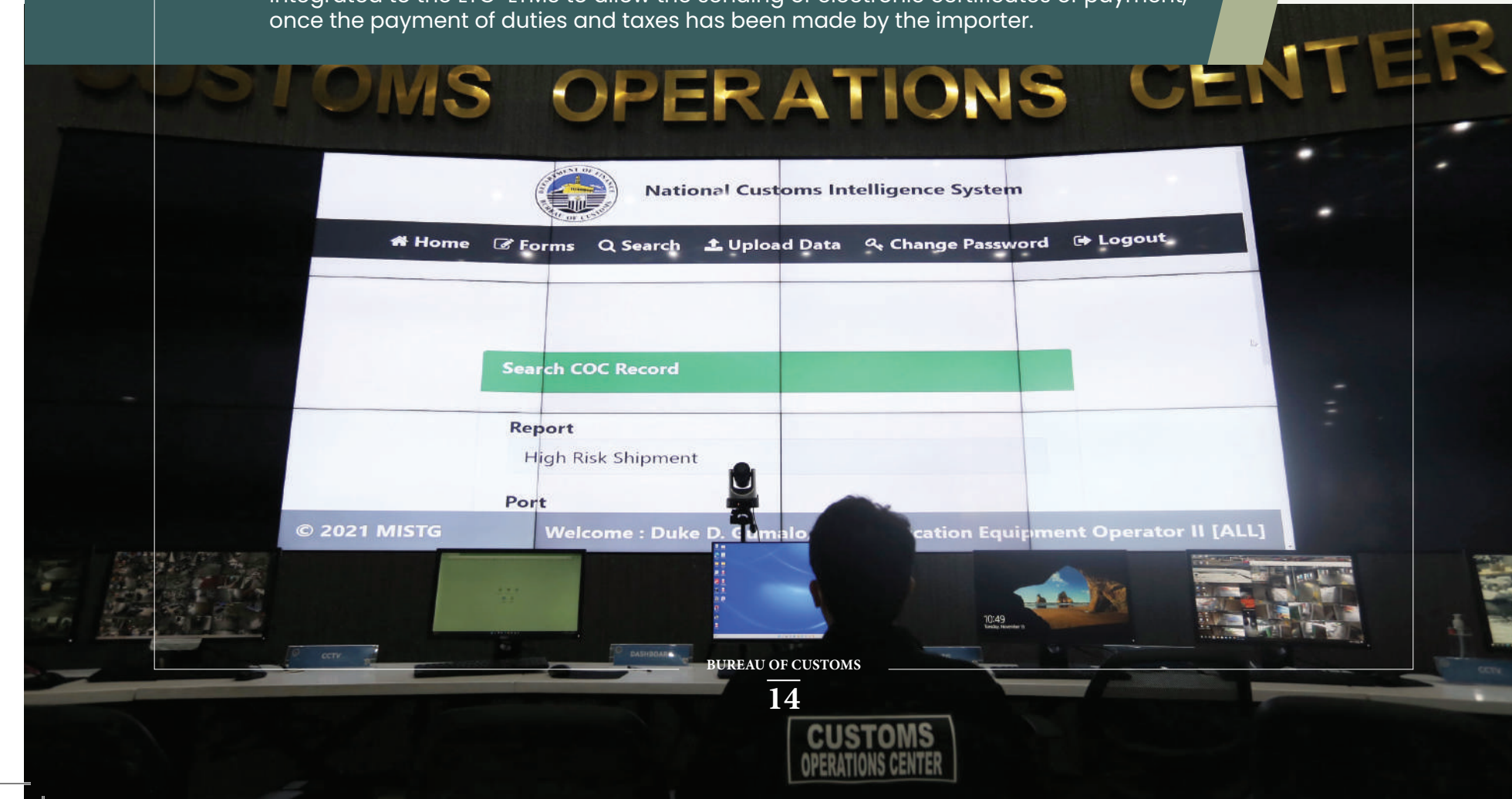
- » The ASEAN Customs Declaration Document (ACDD) System is used as advanced information to enhance Customs risk-targeting and profiling activities. In addition, the availability of the ACDD parameters would provide better visibility to its various intelligence, enforcement, and monitoring systems.
- » The National Customs Intelligence System (NCIS) is a web portal that stores data from all the Intelligence sources via web forms and the Excel format. The Intelligence Group will then be able to view all the data uploaded on the portal and generate reports according to the selected filters.
- » The Payment Application Secure 6 (PAS6) is a new payment system connected to the Electronic-to-Mobile (E2M) system. It is an upgraded version of the Payment Application Secure 5 (PAS5) system for more efficient payment facilitation. The added feature ensures the accurate and immediate exchange of transaction information on the assessment details of payable duties and taxes. The system was implemented in September 2022.

There are also five (5) ICT projects that are being developed by the BOC expected to be completed by the end of 2022:

- » The Automated Export Declaration System (AEDS) is a system that allows electronic submission / transmission of all authorized Export Declaration Single Administrative Document (ED-SAD) from the EZ/FPZ/IPAs AEDS through the BOC accredited VASPs to the BOC E2M-AEDS, for loading at all international seaports and airports.
- » The Electronic Certificate of Payment in E2M Integration to Land Transportation Office – Land Transportation Management System (LTO-LTMS), on the other hand, will be integrated to the LTO-LTMS to allow the sending of electronic certificates of payment, once the payment of duties and taxes has been made by the importer.



- » The Paperless Accreditation. Enhancement of Client Profile Registration System module allows e-documents in Portable Document Format (PDF) or approved image format needed in the accreditation process.
- » The PEZA Input Data Integration Project. Integration of E2M and Philippine Economic Zone Authority (PEZA) System caters to the submission of Import Permits approved by PEZA. The E2M shall verify if a particular import Transshipment Single Administrative Document (T-SAD) declaration has a corresponding approved PEZA permit and rejects such declaration if there is none.
- » The Customs Auction Monitoring System (e-Auction System) is a web-based portal that allows ACDD users across all ports to manage auction processes and automatically transmit disposition and status of auctioned cargo to the Central Office pursuant to Customs Administrative Order No. 3-2020.





BOC as Champion of Trade Facilitation Measures

In achieving full compliance with best practices in trade facilitation, the Bureau is continuously monitoring and completing its commitments to the World Customs Organization (WCO) Mercator Programme.

WCO Mercator Programme	
Program Topic	Percentage of Accomplishment
Philippine National Trade Repository (PNTR)	100.00%
Pre-shipment Inspection	100.00%
Universal Risk Management System	100.00%
Paperless Customs environment	100.00%
Stakeholder Engagement	100.00%
Survey on BOC Website	100.00%
National Single Window (NSW)	100.00%
Stakeholder Awareness on Advance Ruling	100.00%
Awareness of trade facilitation measures	100.00%
Time Release Study	100.00%
Risk Management	100.00%
Human Resource Management	100.00%
Appeals Regime	100.00%
WCO nCEN	100.00%
BOC Customer Care Center	100.00%

WCO Mercator Programme	
Program Topic	Percentage of Accomplishment
Customs transit and transshipment	93.67%
Authorized Economic Operator	100%
Procedures on pre-arrival processing	100%
Fees and Charges	89.17%
Project Management Office	77.67%
Procedures for releasing perishable goods	76.67%
Capacity Building for Leadership and Management	66.48%
Post Clearance Audit Program	73.75%
Customs Operations Procedures	65.00%
Implementation plan on expedited shipment	90.00%
National Committee on Trade Facilitation	47.50%
BOC Laboratory	30%
TOTAL SCORE	89.86%

The WCO Mercator Programme is aimed at assisting governments worldwide to implement trade facilitation measures expeditiously and in a harmonious manner by using core WCO instruments and tools such as the Revised Kyoto Convention. It also ensures connectivity at borders and along international supply chains, in order to provide a consolidated platform for advancing the smooth flow of goods being traded around the world.

The Bureau has been enrolled in the programme since 2019 and has already completed 17 out of 27 recommended measures by the WCO with 89.86% compliance as of November 1, 2022.



89.86%

COMPLIANCE AS OF
NOVEMBER 1, 2022



BOC Gears Up for the Full Implementation of the AEO Philippines

In conjunction with the Philippines' commitment to implement the World Customs Organization (WCO) SAFE Framework of Standards to Secure and Facilitate Global Trade, the Bureau of Customs fast tracked the development of the Authorized Economic Operator (AEO) Programme, which is widely acknowledged as a key driver for a solid Customs-Business Partnership, a secure, transparent and predictable trading environment, and enhanced economic prosperity.

Due to the lengthy process and shortcomings in the implementation of the programme since 2012, it was only in 2017 that the establishment of the AEO Philippines has been institutionalized, along with the establishment of an interim AEO Office.

As an advocacy of Commissioner Ruiz, the continuous involvement of the Bureau in maintaining such a positive trajectory in fully implementing the AEO Programme is of utmost priority to improve the AEO organizational structure and set up of information-sharing mechanisms in discussing Mutual Recognition Arrangements, among others.

On September 6 to 7, 2022, the Bureau held a two-day writing workshop for the drafting of the AEO Operations Manual at F1 Hotel Manila in Taguig City, Metro Manila.

ASEAN Single Window Commitments

Commissioner Ruiz signed Customs Memorandum Order No. 26-2022 providing guidelines and procedures for the ASEAN Customs Declaration Document (ACDD) as part of the Philippines' commitment to implement the ASEAN Single Window (ASW) Agreement.

The ACDD is a collection of "information parameters" structured with the ASEAN-set Process Specifications and Message Implementation Guide. It is electronically transmitted using the BOC's ACDD Management Portal directly connected to the ASW System.

This initiative deepens the Philippines' economic ties with ASEAN and its digital transformation, enhances the BOC's Selectivity System, opens up new opportunities for the BOC's ongoing trade facilitation initiatives like the trusted partnership program and risk profiling activities, and speeds up the process of clearing import shipments through customs.

The ASW Live Operation will continue to open a vast window of opportunities within and across the region, including the exchange of other trade-related documents, such as the electronic Certification of Origin (eCO), electronic Phytosanitary (e-Phyto) Certificate, and electronic Animal Health (e-AH) Certificate.





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The Next Generation of the Philippine National Single Window

The BOC and the United Nations Economic and Social Commission for Asia and the Pacific jointly organized and convened the National Single Window Summit (NSW) 2022 at the F1 Hotel, Bonifacio Global City, Taguig City, Metro Manila on September 22.

With the theme “Towards the Next Generation of the Philippine National Single Window”, the NSW Summit 2022 supports the call of President Ferdinand R. Marcos Jr. to promote rapid digital adoption to build, strengthen, and improve the efficiency of established industries, and to bolster the country’s post-pandemic economic recovery and security of business continuity nationwide.

The event was aimed at expediting the advancement of single windows for the effective and efficient implementation of simplified, harmonious, and automated trade procedures.

Commissioner Ruiz strongly believes that the next generation of the Philippine National Single Window will make a headway in boosting the country’s recognition of electronic data and documents towards a cross-border paperless trade environment, making it easier to do business and enabling micro, small, and medium-sized enterprises to gain a competitive advantage in international markets.

BUREAU OF CUSTOMS

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BOC and ASEAN jointly hosted the Third Regional Workshop on the Implementation of the ASEAN Harmonized Tariff Nomenclature 2022

Harmonization of the tariff nomenclature is one of the many ‘non-border’ areas of cooperation of the ASEAN. It eases the process of making products comparable and identifiable if a particular product qualifies for concessions. It also speeds up the movement, release, and clearance of goods, and ensures a comprehensive collection of data on the flow of goods.



BUREAU OF CUSTOMS

21

DIAMOND HOTEL
PHILIPPINES



With this in mind, the BOC co-hosted the Third Regional Workshop on the Implementation of ASEAN Harmonized Tariff Nomenclature (AHTN) 2022 in Manila from October 11 to 15. The “train-the-trainer” workshop series main objective was to simplify intra-regional trade transactions through a common tariff nomenclature, supported by clear and transparent implementation of rules and uniformity of applications to enhance the capacity of customs officers and tariff practitioners in classifying goods and to effectively implement the 2022 version of the AHTN.

Commissioner Ruiz has reassured its stakeholders that the BOC will go above and beyond its drive to support and contribute to the initiatives of the ASEAN Customs and will continue to strive for the unity of ASEAN towards the realization of an open, dynamic, and resilient ASEAN Community – true to its motto of “One Vision, One Identity, One Community”.

*“One Vision,
One Identity,
One Community”*



One-Stop-Shop for Cargoes of Diplomats and Foreign Dignitaries

Commissioner Ruiz expressed his commitment to further simplify customs processes and procedures during a meeting with the Department of Foreign Affairs and the Embassy of the United States of America.

A One-Stop-Shop (OSS) was created for cargoes of diplomats and foreign dignitaries to be headed by the Assessment and Operations Coordinating Group and composed of the Chief of the Informal Entry Divisions of the collection districts. Such OSS created under Customs Memo 116-2022 situated in all collection districts will expedite the processing and releasing of cargoes consigned to diplomats and foreign dignitaries.



Efforts to Expedite the Release and Delivery of Abandoned Balikbayan Boxes

In addressing the plight of Overseas Filipino Workers (OFWs) who often fall victim to the schemes of unscrupulous cargo consolidators and deconsolidators, thus resulting in the abandonment of several balikbayan boxes, the BOC has facilitated the release and distribution of a total of seven (7) shipping containers containing balikbayan boxes to their respective recipients.





1,790

**BOXES DISTRIBUTED AS OF
NOVEMBER 1, 2022**

A total of 1,790 boxes have already been delivered, free of charge, in support of our OFWs who have made valuable contributions to the country's economy.

Commissioner Ruiz has consistently pushed for policy measures as part of his long-term solution to thwart similar schemes of unscrupulous consolidators abroad. These include the signing of a memorandum of agreement between the Department of Trade and Industry, Department of Migrant Workers, and the BOC, and the institution of a One-Stop-Shop for Balikbayan Boxes, which will serve as the point of contact of the Bureau in attending to the concerns of our OFWs with their balikbayan boxes.



Continued Collaboration with Development Partners and Port Operators

BOC and International Trade Centre

To further facilitate trade and ease bottlenecks, the Bureau of Customs has been actively contributing to the initiatives of ARISE Plus Philippines since it started in March 2021.

Customs Commissioner Yogi Filemon L. Ruiz reassures the International Trade Centre (ITC) of the Bureau's continued participation and contribution to the (4) priority areas of support under Output 4 of the ARISE Plus Philippines, namely: Authorized Economic Operator program, Integrated Risk Management System, e-Commerce, and the Support to Philippine Trade Facilitation Committee.

ARISE Plus Philippines is a 4-year European Union (EU)-funded project that aims to foster inclusive economic growth in the Philippines through improved international trade performance and competitiveness. It supports greater economic integration between the Philippines and the Association of Southeast Asian Nations (ASEAN) region, in line with the ASEAN Economic Community Blueprint 2025.

Through the proactive involvement of the Bureau in ARISE Plus Philippines, multiple capacity building activities, technical assessment reports, and several validation sessions in selected priority areas on trade facilitation were conducted.



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BOC and United States Agency for International Development Partnership

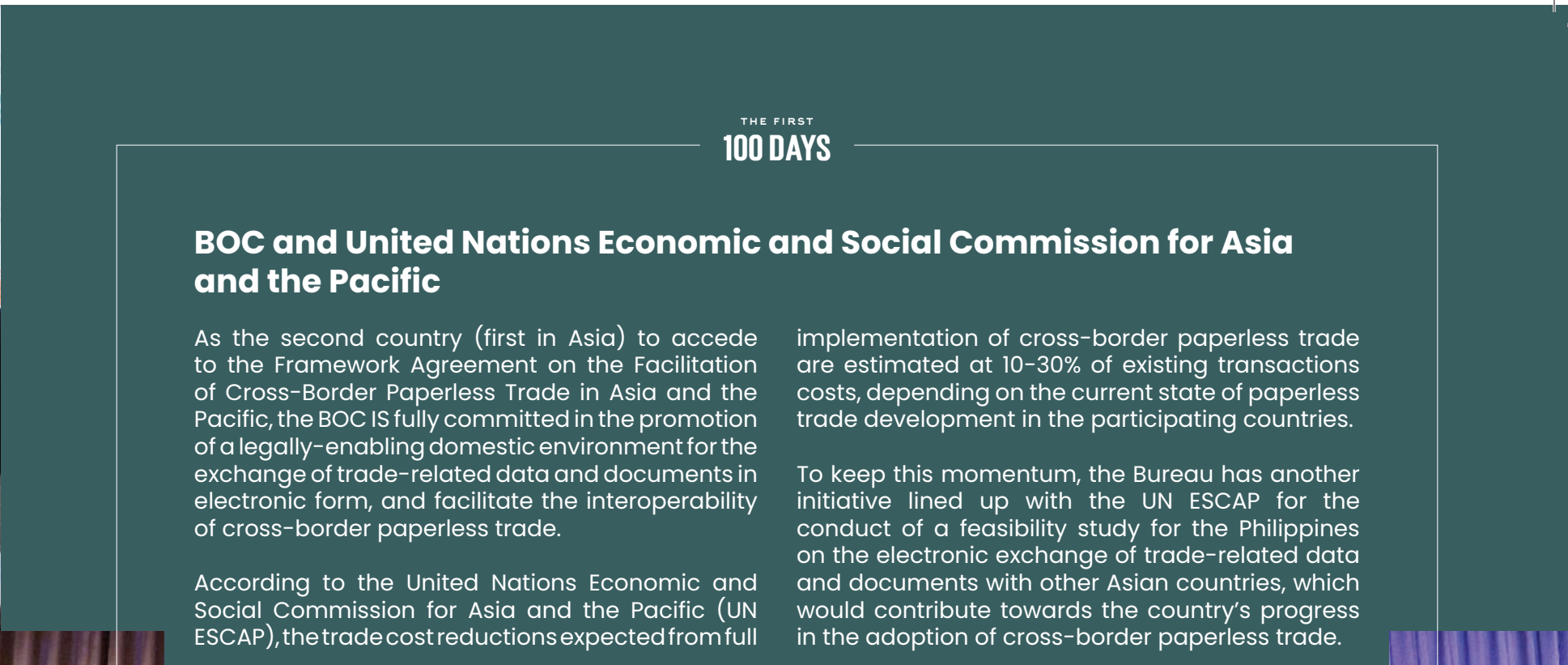
In December 2020, the BOC partnered with the U.S. Agency for International Development (USAID) for its ASEAN Policy Implementation (API) Project for the development of ASEAN Customs Declaration Document (ACDD) Operations Portal via the ASEAN Single Window (ASW). Linking the Philippines electronically to the ASW will broaden the country's economic integration, digitize trade processes, and optimize the potential of intra-ASEAN trade.

Commissioner Ruiz reaffirms the Bureau's dedication and active involvement in the activities

of the USAID API project, which helped the Bureau in the preparation of the National Single Window Technical Reference and Information Security Policy, conduct of Public Awareness Campaign, and the development of the Electronic Certificate of Origin Back-Up System, and Electronic Phytosanitary Management System.

The BOC and USAID API is set to kick off the Electronic Phytosanitary Management System Project and hold the ceremonial launch of the ACDD Management Portal at the last quarter of 2022.

BUREAU OF CUSTOMS



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BOC and United Nations Economic and Social Commission for Asia and the Pacific

As the second country (first in Asia) to accede to the Framework Agreement on the Facilitation of Cross-Border Paperless Trade in Asia and the Pacific, the BOC IS fully committed in the promotion of a legally-enabling domestic environment for the exchange of trade-related data and documents in electronic form, and facilitate the interoperability of cross-border paperless trade.

According to the United Nations Economic and Social Commission for Asia and the Pacific (UN ESCAP), the trade cost reductions expected from full

implementation of cross-border paperless trade are estimated at 10-30% of existing transactions costs, depending on the current state of paperless trade development in the participating countries.

To keep this momentum, the Bureau has another initiative lined up with the UN ESCAP for the conduct of a feasibility study for the Philippines on the electronic exchange of trade-related data and documents with other Asian countries, which would contribute towards the country's progress in the adoption of cross-border paperless trade.



BUREAU OF CUSTOMS

BOC and Italian Chamber of Commerce in the Philippines

Commissioner Ruiz was invited by the Italian Chamber of Commerce in the Philippines (ICCP) as a guest speaker at the Transport and Logistics Forum 2022 with the theme "What's Next for the Transport and Logistics Sector?". He presented the accomplishments of the Bureau of Customs and discussed initiatives on easing bottlenecks and safeguarding revenue for the country.

The event was held on October 21, 2022 at the World Trade Center and was attended by

industry professionals, stakeholders, and other policymakers in the sector.

The forum positions itself as an exceptional opportunity to get even more up close and personal with public and private sector stakeholders with discussions of new policies, trends, innovations and best practices that will shape the industry and aims to showcase the booming logistics industry in the Philippines.



BOC and Manila Port Operators

The BOC initiated a meeting with port operators, Asian Terminal, Inc. and International Container Terminal Services, Inc., to discuss the streamlining of operations at the ports.

To further improve the conduct of non-intrusive inspection at the piers with a view to facilitate trade through the institution of fair and transparent procedures, the Bureau has issued Customs Special Order No. 99-2022, creating the Technical Working Group (TWG) on the Streamlining of Customs Operations at Seaports. It is primarily

tasked to review the current procedures for the non-intrusive inspection of shipments and submit recommendations thereof.

The TWG is headed by the Assessment and Operations Coordinating Group, with members composed of officials and representatives of the X-Ray Inspection Project, Risk Management Office, Management Information Systems and Technology Group, Port of Manila, and Manila International Container Port.



STRENGTHENED BORDER CONTROL

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Total Initiated Seizures

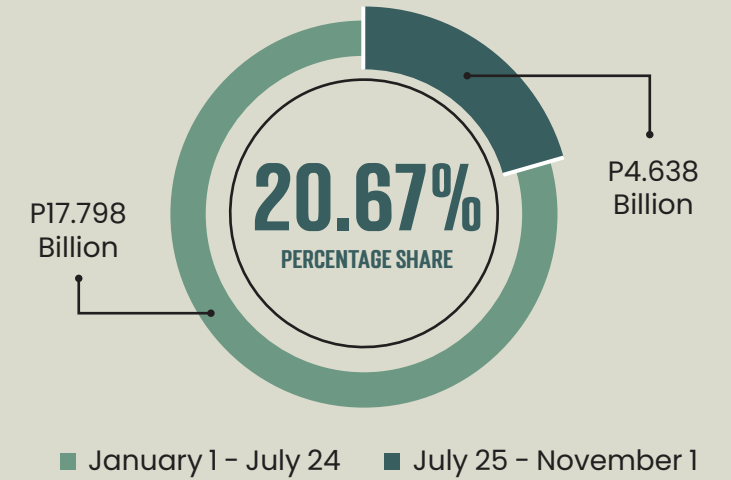
In the exercise of border control and protection, the Bureau of Customs strengthened its risk profiling and inspection protocols under the directive of Commissioner Ruiz.

Out of the total 599 seizures of the Bureau of Customs to date, 131 seizures were initiated during the first 100 days of Commissioner Ruiz in the office, which accounted for the 20.67% of the seized goods with an estimated value of P4.638 billion.

The seized goods include illegal drugs, agricultural products, counterfeit goods, used clothing, cigarettes, electronics, firearms, food stuff, chemicals, fuel products, among others.



Seized Smuggled Goods
(January 1- November 1, 2022)





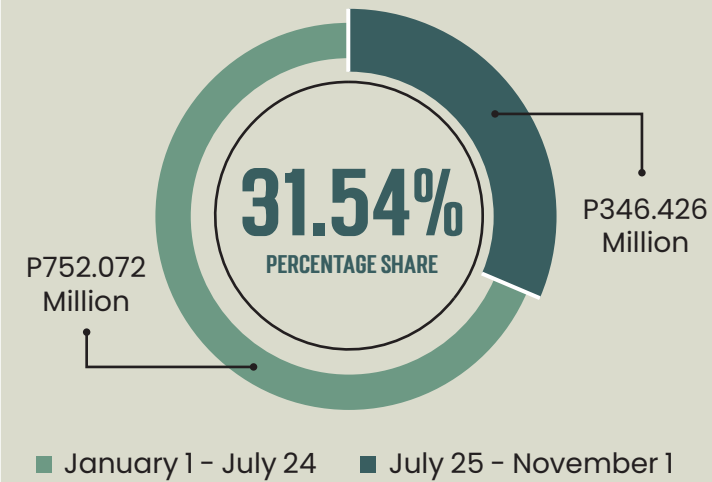
Seized Smuggled Agricultural Products

The total seized agricultural products reached an estimated value of P1.098 billion for a total of 96 seizures.

In response to the mandate of President Ferdinand Marcos Jr. to combat and eliminate agricultural smuggling, the Bureau of Customs remains steadfast in the inspection of warehouses and shipments of agricultural products.

From July 25 to November 1, the Bureau yielded a total of 23 seizures with P346.426 million estimated worth of smuggled sugars, onions, carrots, coffee, and other agricultural products.

Seized Smuggled Agricultural Products (January 1- November 1, 2022)



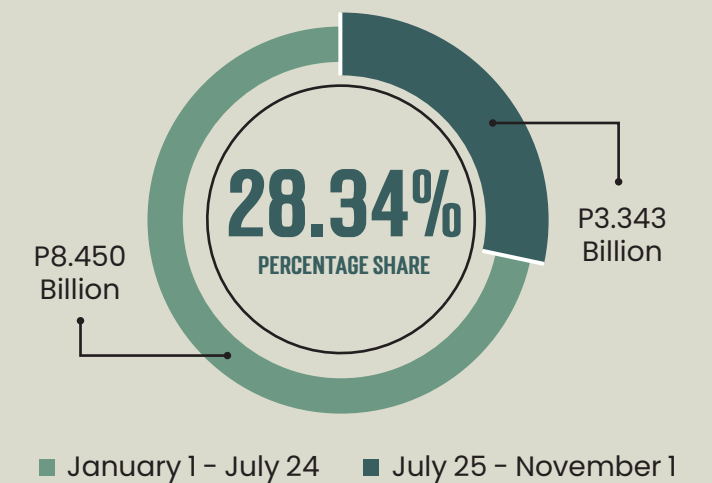
Seized Smuggled Illegal Drugs

Spearheaded by Commissioner Ruiz, the BOC remains vigilant in guarding all ports against the entry of illegal drugs and consistent in its anti-illegal drugs campaign.

From July 25 to November 1, 2022, the joint apprehensions of the BOC and the Philippine Drug Enforcement Agency led to 20 successful drug bust operations totaling P3.343 billion estimated worth of shabu, ecstasy, liquid marijuana, marijuana, cocaine, and ketamine, which accounted for 28.34% of the total estimated value of seized illegal drugs since January 1.



Seized Smuggled Illegal Drugs (January 1- November 1, 2022)



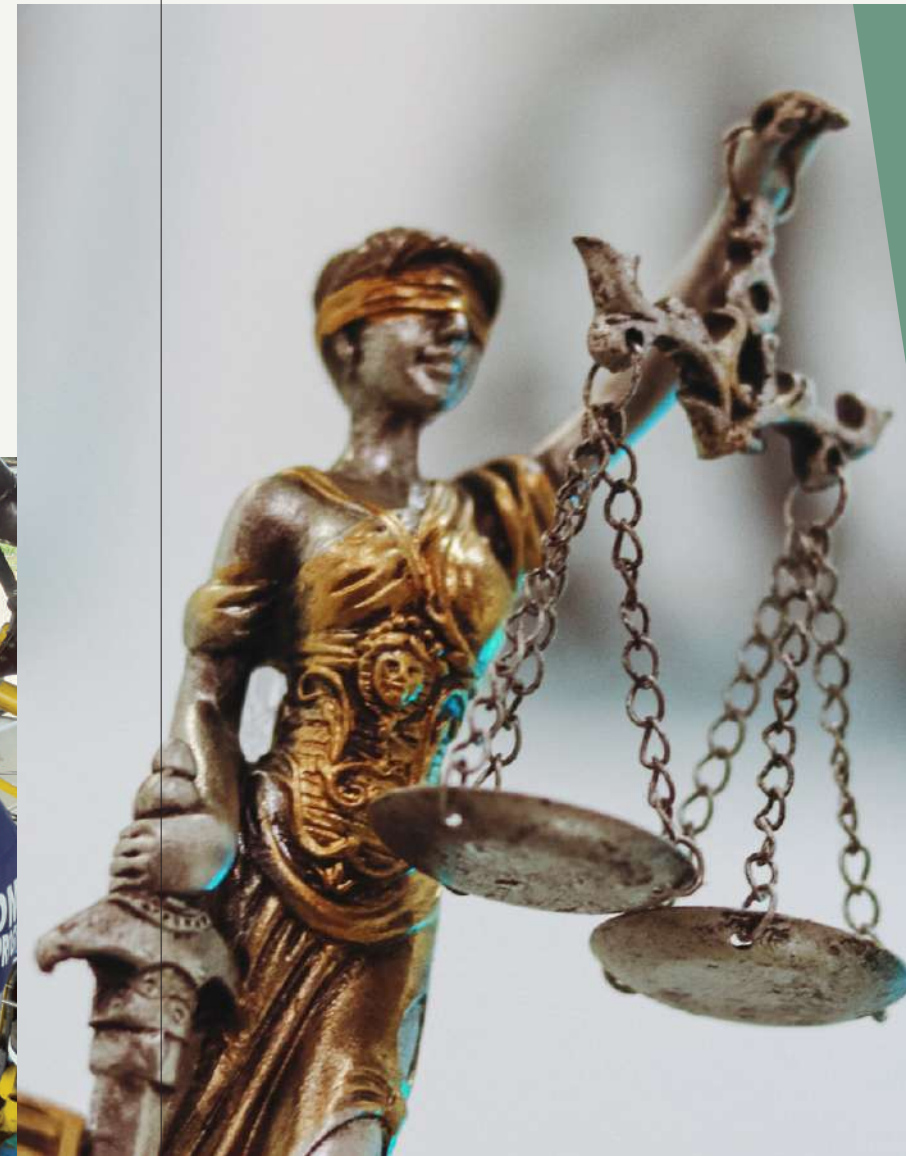
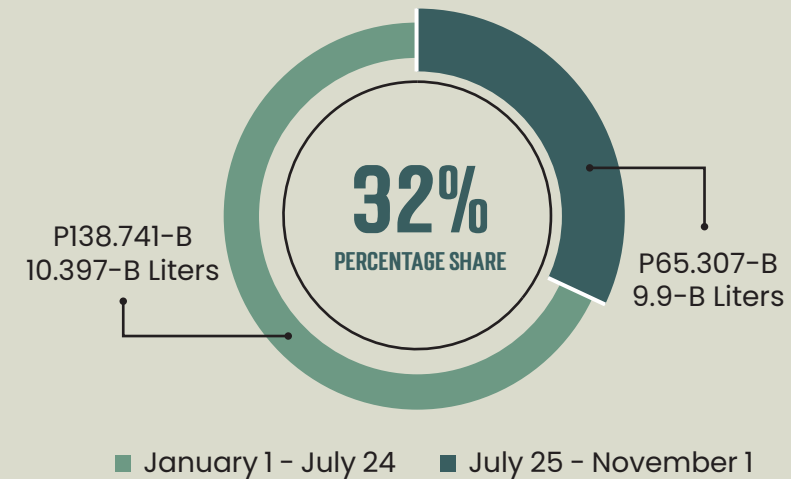


Fuel Marking Program

In the first 100 days of Commissioner Ruiz, the BOC and the Bureau of Internal Revenue (BIR) have together collected P65.30 billion in revenue, or 32% of the total collection from the Fuel Marking Program since July 25.

Armed with Mission Orders, the BOC conducted regular mobile field testing on retail stations and tank trucks nationwide to ensure compliance of the downstream oil industry. From July 25 to November 1, 2022, 90,852 liters of fuel and one (1) tank truck were seized.

Volume of Marked Fuel and Revenue Collected (January 1- November 1, 2022)



Cases Filed against violators of Customs Rules & Regulations

The BOC, through the Bureau's Action Team against Smugglers (BATAS) has filed 29 criminal cases before the Department of Justice (DOJ) against unscrupulous importers and customs brokers for unlawful importation of smuggled goods and violation of the CMTA.



29

FILED CRIMINAL CASES
JULY 25 - NOVEMBER 1



Revocation of Accreditation of Importers and Customs Brokers

BOC revoked the accreditation of 41 importers and 20 customs brokers as they were found to have violated the provisions of RA 10863.

The revocation is part of the BOC's strengthened monitoring and post-evaluation of non-compliant importers and brokers.



41 IMPORTERS

20 CUSTOMS BROKER

Establishment of the Customs Firearms and Explosives Unit

In Commissioner Ruiz's drive against crime, proliferation and illegal manufacture of firearms or weapons, ammunition and its parts, Customs Memorandum Order (CMO) No. 27-2022 was issued to establish the Customs Firearms and Explosives Unit (CFEU).

The CFEU is an interim unit that will effectively monitor the importation and exportation of firearms and major/minor parts thereof, accessories, ammunition, and controlled chemicals used in manufacturing ammunition, firecrackers, and explosives under Presidential Decree No. 1866.

It also covers the implementation of policies and procedures relative to Republic Act No. 10591 or the "Comprehensive Law on Firearms and Ammunition and Providing Penalties for Violation Thereof", which regulates the ownership, possession, carrying, manufacture, dealing in and importation of firearms, ammunition or parts thereof.



THE FIRST
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Reinforcement of the Motor Vehicle Monitoring and Clearance Office

In the Bureau's pledge to protect the country's borders, Commissioner Ruiz has issued Customs Memorandum Order 24-2022.

Under this memorandum, the Bureau reinforces the monitoring of all motor/electric vehicles and used engines imported into the country through the maintenance of a database for a quick exchange of information with other law enforcement agencies and the international community.

The Enforcement Motor Vehicle Monitoring and Clearance Office (EMVMCO), which was first established in 2011, now issues clearance certificates to imported motor vehicles, electric vehicles, motorcycles, scooters, and used imported parts/components declared as replacement, used for assembly or rebuilt purposes, commercial or otherwise and ensures the subsequent transmission to the Land Transportation Office for registration and encoding of the motor vehicle replacement parts.

This undertaking is part of the Bureau's efforts to enhance border security by streamlining the proper endorsement and authorization of vehicle and engine certificates.



Institutionalization of the Customs Operations Center

The Customs Operations Center (COC), which was introduced in December 2020, was recently institutionalized in September 2022 through the issuance of the Customs Memorandum Order No. 25-2022, creating the COC and the rules and regulations for its operations.

The COC serves as a central facility for the command and control of the intelligence and enforcement operations of the seventeen (17) collection districts nationwide.

Under the said memorandum, COC will act as the overall coordinating and monitoring body of the BOC under the direct control and supervision of the Commissioner.

BUREAU OF CUSTOMS

THE FIRST
100 DAYS

Newly Procured & Acquired Equipment & Tools

To further intensify the country's border protection efforts, the Bureau of Customs has procured additional enforcement equipment to provide its personnel with the necessary tools and increase the effectiveness of customs operations.

Among these are the *portable trace detection* systems that can detect explosives, narcotics, and drug substances, *portable radios* that can be used during emergency responses and enforcement operations, *inspection camera laser liner* for the inspection of obstructed or hard to reach places during the conduct of examination, and *personal alarm dosimeter* which ensures the safety of BOC uniformed personnel against radioactive devices as it detects a wide range of radiation.



BUREAU OF CUSTOMS



GOOD GOVERNANCE AND ANTI-CORRUPTION

THE FIRST
100 DAYS

ISO Certification of BOC Collection Districts and Offices

The Bureau of Customs (BOC) pledges to provide quality and efficient government services and commits to maintaining the highest standards of quality management. This undertaking is reflected through the continued work of the BOC for the International Organization for Standardization (ISO) 9001:2015 Quality Management System certification of its collection districts and offices.

The ISO 9001:2015 certification is an international standard for a quality management system that consistently provides products and services to meet customer and regulatory requirements. It is the most prominent approach to quality management systems.

At present, 11 collection districts, four (4) subports, and two (2) offices are now ISO 9001:2015 certified, while the rest are in various stages of the ISO compliance process.

- | | |
|---------------------------------|----------------------------|
| 1. Port of Manila with CCC | 11. Port of Subic with CCC |
| 2. Port of Clark with CCC | 12. Subport of Mactan |
| 3. Port of Batangas with CCC | 13. Subport of Dumaguete |
| 4. Port of Davao with CCC | 14. Subport of Iligan |
| 5. Port of Legaspi with CCC | 15. Subport of Dadiangas |
| 6. Port of Tacloban with CCC | 16. CCC-Limay |
| 7. Port of Cebu with CCC | 17. CCC-Zamboanga |
| 8. Port of NAIA with CCC | |
| 9. Port Cagayan de Oro with CCC | |
| 10. MICP with CCC | |

**Customer Care Center (CCC)*



CSC Recognizes the BOC for Posting Highest Complaint Resolution Rate

The Civil Service Commission-Contact Center ng Bayan (CSC-CCB) recognized the BOC as one of the Top 10 government agencies with the highest complaints resolution rate during a virtual awarding ceremony.

The BOC received the recognition for resolving 517 out of 542 complaints, posting a resolution rate of 95.39 percent.

As one of the CSC-CCB's key partners, Commissioner Ruiz reassures the public that the Bureau will continue to efficiently deliver services and further improve its customer relations to promote ease of doing business.

Disciplinary Actions Against Erring Customs Personnel

Notwithstanding the maintenance of external processes, the BOC monitors the performance and compliance of its officials and personnel to achieve excellence in the delivery of service.

It is in this regard that the Bureau investigates and acts against erring personnel to ensure that proper administrative sanctions are imposed on them.

In the first 100 days of Customs Commissioner Ruiz, 77 show cause orders were issued, which led to the dismissal, suspension, relief, and reshuffling of erring customs personnel.

During the said period, three (3) BOC employees were dismissed, eight (8) were suspended, six (6) were reprimanded, 35 were relieved, and 343 were reshuffled or transferred to various offices and ports due to irregular and unlawful activities.

Status	July 25 - October 31, 2022
Personnel Issued with Show-Cause Orders	77
Personnel Investigated	473
Personnel with Administrative Cases	9
Transmitted Cases to the National Bureau of Investigation	7
Personnel Dismissed	3
Personnel Suspended	8
Personnel Reprimanded	6
Personnel Relieved	35
Personnel Reshuffled/Transferred to another office	343



BOC Adopts Holistic Human-Centered Approach to Customs Administration

In October 2022, the Bureau of Customs (BOC) participated in the World Customs Organization (WCO) Human Capital Management (HCM) Global Conference to learn measures in promoting a human-centered approach within the context of Customs Administration and other public and private organizations. The said global conference highlighted the use of technology and research-based tools in prioritizing employees' well-being in the workplace and cultivating a culture of resilience and agility, especially during the pandemic.

Commissioner Ruiz supports the adoption of international standards and best practices from the WCO HCM Global Conference, and the Internal Administration Group of the BOC is now developing a new human capital management strategy for the BOC.

The Bureau is invited to participate in a WCO survey and call for case studies on work setup, workplace design, and workforce management, to determine the “Future of Work in Customs”.



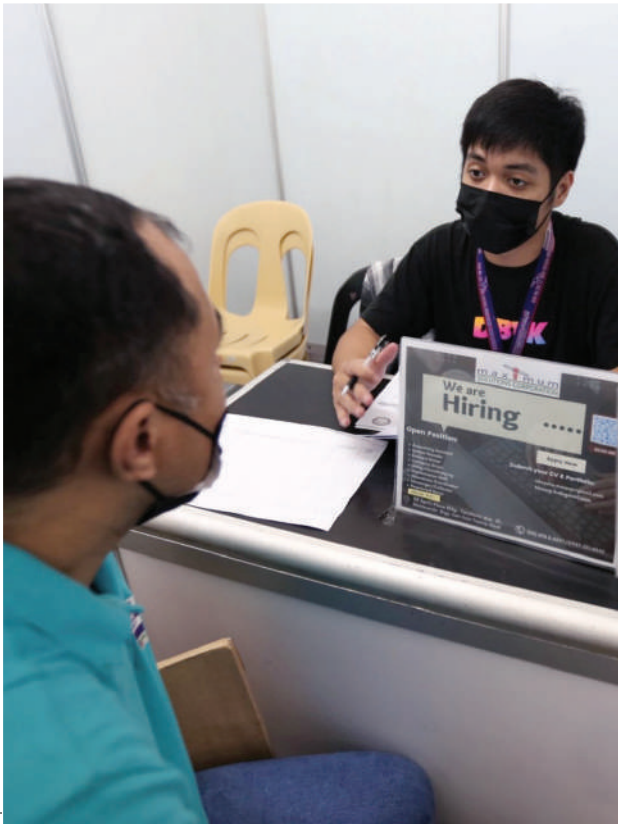
BOC as Advocate of Gender and Development



The BOC Gender and Development (GAD) Focal Point System (GFPS) has implemented several activities, including the conduct of gender sensitivity training for employees to increase awareness of gender issues and concerns among personnel.

The GAD goal is to equalize the status and condition of and relations between women and men by influencing the process and output of policy-making, planning, budgeting, implementation and monitoring, and evaluation so that they would deliberately address any issues and concerns affecting the full development of all gender.

To overcome gender discrimination and achieve equality in the workplace, Commissioner Ruiz has set in place policies that would promote gender and development, including but not limited to the use of gender fair language in all official communications – strengthening and institutionalizing the Bureau's GFPS.



THE FIRST
100 DAYS

A Socially Responsible Customs Administration

Amid the growing importance of social responsibility, Commissioner Ruiz envisions the mainstreaming of the worldwide agenda for sustainable development goals. In pursuit of such an agenda, the BOC strives to make positive influences in their service and make socially-beneficial contributions to the community.

The BOC held its Customs Social Responsibility (CSR) program with the theme "Ikaw, Ako, at BOC" on October 28, 2022 in partnership with the Department of Health, Technical Education and Skills Development Authority, Philippine Red Cross, Public Employment Office and local barangays of the City of Manila. The CSR program included a job fair, blood donation drive, vaccination program, free medical consultation, and children's activities.

One of the highlights of the event was the BOC "Kwentuhan Tayo" program which provided an avenue for BOC stakeholders to address their concerns and queries on Hiring and Recruitment, Balikbayan Boxes, Online Scams, Processing of Parcel Items, and Guidelines for Arriving Passengers and Travelers.



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