

BUREAU OF CUSTOMS



ANNUAL REPORT 2010

“The Bureau of Customs is an agency in transition. We are in the process of reinventing it—hoping to give it a new direction, a fresh outlook, a profound sense of purpose and a higher level of professionalism and sophistication.”

*Angelito Alvarez
Commissioner*



PANATA SA PAGBABAGO

Ako ay buong katapatang nanunumpa
Sa ating bansang minamahal at ginagalang
Na aking pagsusumikapang matamo
Ang tunay na pagbabago ng ating bayan
Namamanata ako na tutulong sa ating pamunuan
Sa pagpapataguyod ng marangal na pamamahala
At pagpapalakas ng isang lipunang makatarungan
Na walang palakasan at walang kinikilingan
Na walang lagayan at walang pinapaboran
Gagampanan ko ang lahat ng katungkulan
Ng isang mabuti at matapat na mamamayan
Na kasing tindi ng paghamon ko sa ating mga pinuno
Na sumunod sa landas na tama at matuwid
Upang mabago ang takbo ng kasaysayan
Na magwakas na ang kahirapan
At maitaguyod natin ang ating kabuhayan
Bilang alay sa ating mga anak at salin-lahi ay
Palaganapin natin at itaguyod
Ang isang SAKDAL LINIS, MARANGAL at
MATAGUMPAY na PILIPINO...
Sa isip, sa salita at sa gawa.



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Airports and seaports are major gateways for the country's cargo and passenger traffic. The Bureau of Customs covers all international gateways.





From the Secretary...

Marking the assumption of office of the new Administration, 2010 was a year of change and adjustments for the Bureau of Customs. It is, therefore, heartening to see that despite the challenges and the inevitable bottlenecks that usually accompany such a transition, the Bureau still made significant contributions to our overall effort to generate revenues for our government's operations last year.

The management team led by Commissioner Angelito Alvarez took over the BOC shortly after the new Administration was inaugurated on June 30, 2010, and, judging by the operational results posted by the end of last year, the Bureau, under its current leadership, has already made some notable gains in securing and enhancing its revenue base, resulting in a record-setting cash collection of P227.5 billion.

We are pleased that the Bureau delivered remarkable results despite external factors that had dampened trade in the latter half of 2010. A shrinking revenue base from the growing list of non-tariff items notwithstanding, the Bureau still posted some of the highest monthly collections in the second half of last year, exceeding P20 billion in at least two months.

The Department of Finance, tasked with revenue generation and revenue mobilization for the funding of the projects and the budget of the government, relies heavily on the collection efficiencies of agencies like BOC.

Under Commissioner Alvarez, we are confident that the programs for improving the Bureau's current levels of performance are now in place.

Buoyed by the ratings upgrade the country obtained recently, and with the World Bank bullish on our growing momentum towards financial health, we are looking forward to better results next year, with the Bureau of Customs playing a key role in our expected recovery.

CESAR V. PURISIMA
Secretary of Finance



From The Commissioner...

For the Bureau of Customs last year, the last two (2) quarters were periods of adjustment and transition, a time for renewal and reform.

While the nation was wrapped in euphoric celebration of the change rang in by our new Administration, we were tasked with preserving and safeguarding the institutional integrity of the country's principal revenue generating agency.

We are pleased to report that by diligent application of enhanced systems for collection of duties, 2010 was a milestone year for the Bureau of Customs.

It was a year marked by reform and renewal that resulted in the Bureau's posting its highest cash revenue collection ever at P 227.533 billion, an amount that was 14.4% or P 29.2 billion higher than the P 198.1 billion cash collection for the previous year.

An agency already in the process of re-inventing itself to give it a new direction and a profound sense of purpose, the Bureau faced far greater challenges in the transition in 2010. We implemented operational, structural and moral reforms within the Bureau to enable us to provide a higher level of professionalism and sophistication in the service.

Among these reforms is the Bureau's computerization program, the e2m project. When fully implemented, e2m will not only eliminate face-to-face transactions but will also fast track the processing of documents and contribute significantly to the facilitation of trade in the country. We are pleased to note that the IT-based lodgement of documents and the cashless mode of payment and collection made possible by e2m have significantly reduced occasions and opportunities for graft and bribery.

The Post-Entry Audit Group, for its part, enabled the Bureau to increase its revenues and collections through the continuing audit of entries to ensure that all importations are properly levied based on their corresponding declared and real values.

In pursuing our campaign to make smuggling unprofitable, the Bureau's enhanced Run-After-The-Smugglers (RATS) program resulted in the filing of various complaints against 122 importers, brokers and customs employees at the Department of Justice starting from July to December of the year 2010. The total assessments under those complaints amounted to P50 Billion.

For the moral reforms, the Bureau saw to the implementation of our Integrity Action Plan in 2010. Through this action plan, integrity enhancing development programs for BOC employees, stakeholders and the institution were implemented.

A Change Management Program was also implemented in the Bureau to prepare our employees for the transition and equip them with the appropriate knowledge and skills to help mitigate the impact of the BOC's modernization and reform program.

The Bureau, in pursuit of President Aquino's *Tuwid na Daan* type of governance, has more reforms already in the pipeline. Pending their full implementation, the Bureau in 2010 already started reshaping its role from mere tariff collector into the country's trade facilitator, through a higher level of customs services.

We closed the past year on a high note of optimism, encouraged by the outstanding operational results and inspired by the markedly-improved public perception of the Bureau which, no doubt, resulted from the operational and structural reforms we instituted.

We look forward to more milestone achievements and results in the coming year, as the seeds of reform and renewal come closer to full fruition.



ANGELITO A. ALVAREZ
Commissioner

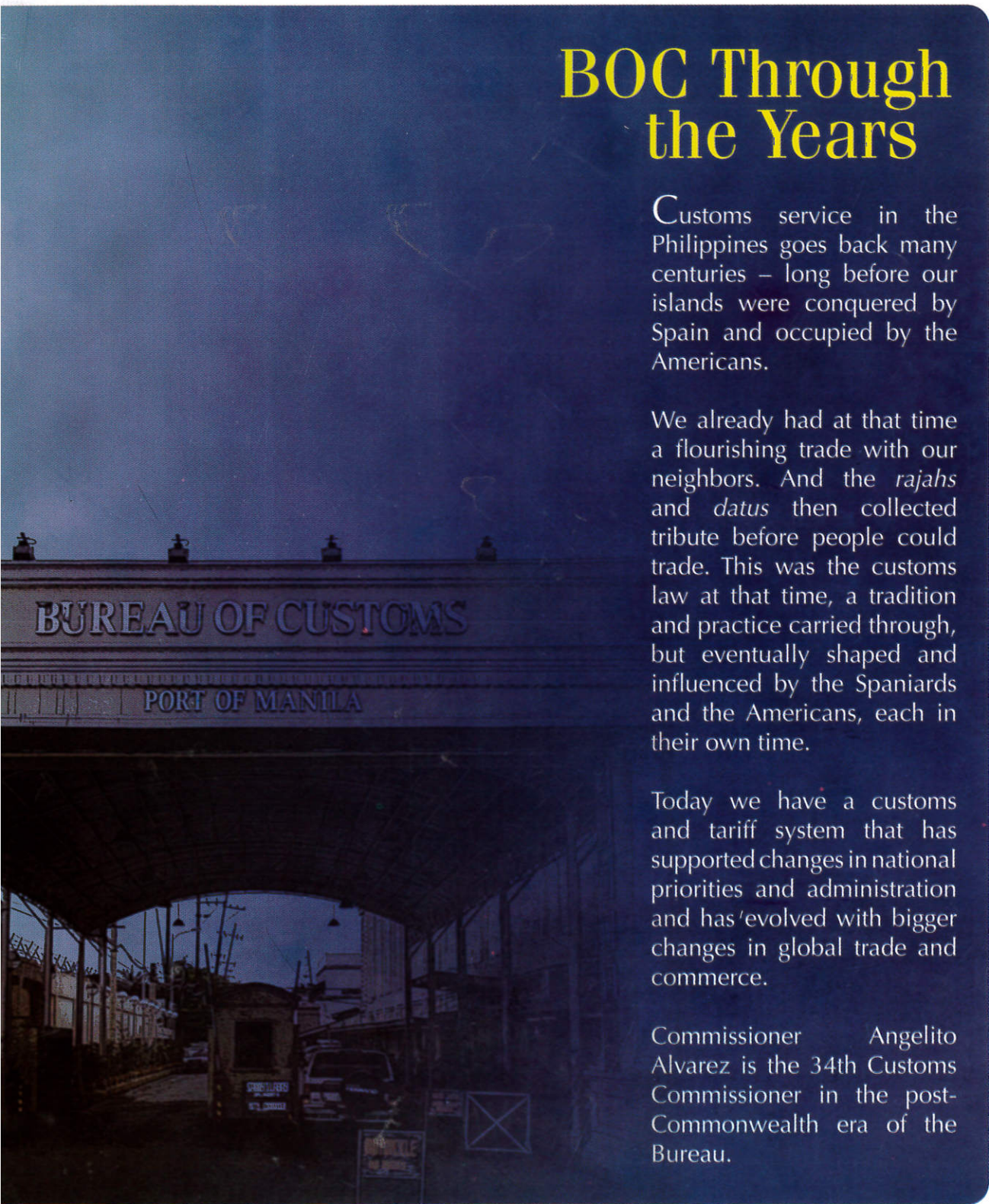
BOC Through the Years

Customs service in the Philippines goes back many centuries – long before our islands were conquered by Spain and occupied by the Americans.

We already had at that time a flourishing trade with our neighbors. And the *rajahs* and *datus* then collected tribute before people could trade. This was the customs law at that time, a tradition and practice carried through, but eventually shaped and influenced by the Spaniards and the Americans, each in their own time.

Today we have a customs and tariff system that has supported changes in national priorities and administration and has evolved with bigger changes in global trade and commerce.

Commissioner Angelito Alvarez is the 34th Customs Commissioner in the post-Commonwealth era of the Bureau.



2010 Cash Collection of P227.5 Billion Is Highest In BOC History

The Bureau of Customs made history last year when the agency's cash collection totaled P227.509 billion, 14.8 percent or P29.3 billion higher than the cash revenue of P198.3 billion generated in 2009.

Last year's record-breaking performance in cash collection efficiency surpassed by more than P9 billion, the previous highest cash collection of P218.2 billion recorded in 2008.

In fact, by end-November of 2010, the agency's cash collection of P206.437 billion had already exceeded the P198.3 billion cash collection of the Bureau for the whole of 2009.

The increase was achieved despite the fact that 1,988 tariff subheadings and specific commodities which used to contribute several billions of pesos to government coffers had started to come in either duty free or with reduced tariff classifications.

The year in review was also made remarkable by the fact that twice during the last six months of 2010, the BOC broke the P20 billion monthly cash revenue barrier, proof



BOC Financial Service Team headed by Director Edna V. Barrida, in a conference with her staff.

TABLE 1
BUREAU OF CUSTOMS Annual Cash Collections (In Million Pesos)

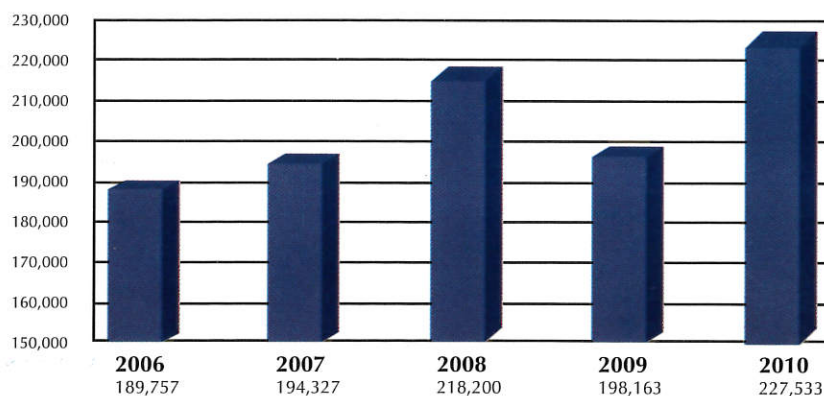


TABLE 2
REVENUE COLLECTIONS (in Billion Pesos)

	JAN - DEC 2010		Deviation	
	Target	Actual	Amount	%
Total Collections	280.686	259.240	-21.701	-7.6
Cash Collections	241.681	227.507	-14.149	-5.9
T E F	39.005	31.723	-7.552	-18.6
	JAN - DEC		Variance	
	2009	2010	Amount	%
Total Collections	220.307	259.240	38.973	17.7%
Cash Collections	198.163	227.507	29.344	14.8%
T E F	22.144	31.723	9.589	43.0%

that the reforms and revenue enhancement measures implemented by the new stewards of the agency had started to produce the desired results.

The facts and figures, as shown on charts, indicate where the increased revenue came from.

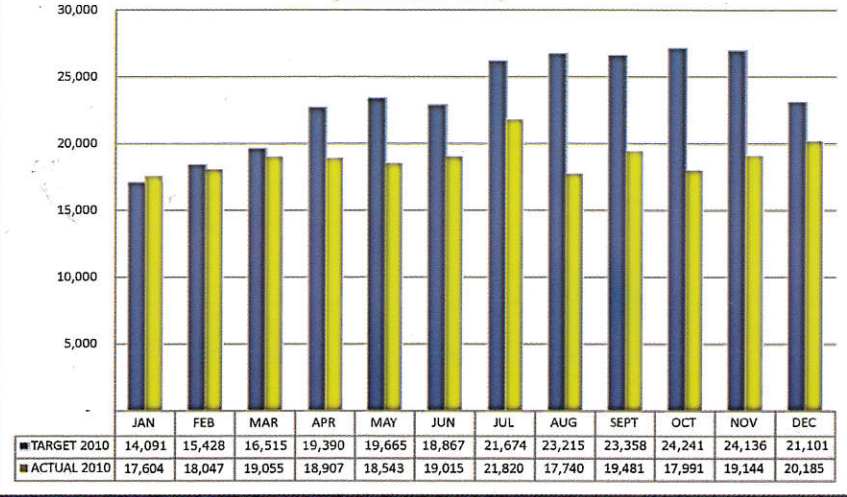
In terms of value, the BOC processed import entries worth P2.906 trillion in 2010, 21.7 percent higher than the previous year's P2.387 trillion. (please see table 6)

Dutiable goods that came in were valued at P1.485 trillion, a 21.1 percent or P259.1 billion improvement over that of 2009's P1.2 trillion beginning July 2010.(please see table 6)

Philippine container ports, the country's economic life line to progress through global trade facilitation and revenue generation.



TABLE 3
2010 BOC MONTHLY CASH COLLECTIONS
TARGET VS ACTUAL
(In Million Pesos)



Total import tax collected in 2010 rose to P80.840 billion, 18.04 percent or P12.358 billion more than the P68.482 billion the agency earned in 2009. (please see table 4)

Revenue from the value added tax in 2010 totaled P157.504 billion, up by 17.6 percent compared with the preceding year's P133.9 billion.

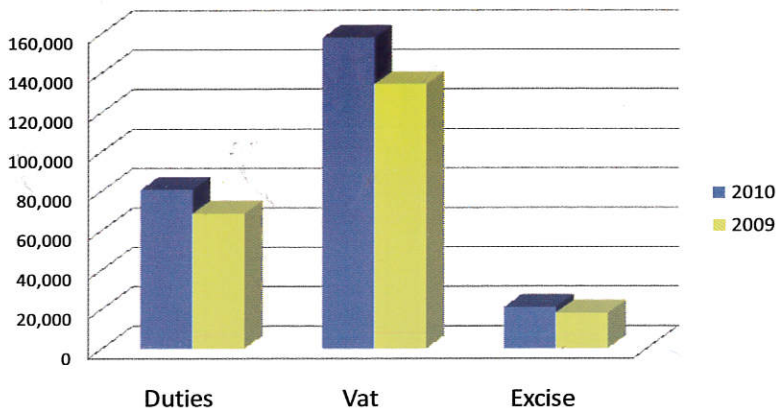
The agency also earned P20.9 billion from specific and excise taxes collections, an increase of 16.6 percent over the previous year's P17.9 billion.

The Bureau, however, was not able to meet its 2010 cash collection goal



Collections by Type of Tax
(In Billion Pesos)

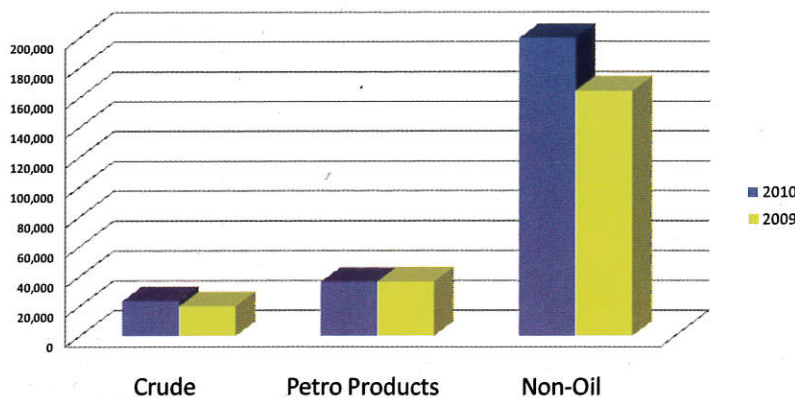
TABLE 4



2010	80.840	157.504	20.896
2009	68.482	133.907	17.917

Collections by Source
(In Billion Pesos)

TABLE 5



2010	23.274	36.068	199.898
2009	19.820	36.331	164.156

“Total import tax collected in 2010 rose to P80.840 billion, 18.04 percent or P12.358 billion more than the P68.482 billion the agency earned in 2009.”

every P1.00 improvement in the peso exchange rate costs BOC almost P400 million a month. The revenue forecast for 2010 was pegged at P45 to a dollar but the peso strengthened to P44.62 in April, P44.31 in September and P43.44 in October.

The agency's collection performance was also encumbered by the preference of big-time importers to settle their financial obligations with the BOC through their accumulated non-cash assets known as tax credit

of P241.6 billion assigned to it by the Department of Finance. The P241.6 billion target was P43.5 billion higher than the previous year's actual cash collection of P198.1 billion.

The lower than programmed revenue was caused by factors beyond the agency's control such as the appreciation of the peso, the high utilization of tax credit certificates and the reduced, if not zero duties being enjoyed by more than 1,988 commodities due to the country's compulsory compliance with various international, multilateral and bilateral agreements like the Asean Free Trade Agreement (AFTA), and the Japan-Philippines Economic Partnership Agreement (JPEPA).

In 2010, the agency lost nearly P2 billion on foreign exchange adjustments since

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certificates. Preliminary figures indicate that in 2010, the agency’s cumulative foregone revenues due to tax credit utilization totaled more than P10 billion.

But the most serious handicap came in the form of reduced, if not zero duties being enjoyed by nearly 1,988 products that until the previous year were considered traditional big revenue sources for the BOC.

It is lamentable that while these commodities continued to come in big volumes, the government could no longer rely on them as far as generating much needed revenues are concerned.

Still, the agency can take pride in having laid the groundwork for the enhancement of its revenue generation and collection efforts.

Among the cumulative steps that have been taken to achieve these goals include the implementation of the agency’s automation system called Electronic to Mobile (e2m) System in all 3 major ports, 12 provincial ports and 32 sub-ports; the enhancement of its post-entry audit capability; the strengthening of its Valuation Reference Information System; and, the engagement of the services of cargo surveying companies

Value of Imports
(In Billion Pesos)

TABLE 6

	Jan - Dec		Variance	
	2010	2009	Amount	%
TOTAL VALUE	2,920	2,387	533	22.3%
Dutiable Value	1,487	1,227	260	21.2%
Non-Oil	1,050	896	154	17.2%
Oil	436	331	106	32.0%
Crude	228	153	76	49.6%
Petro Product	208	178	30	16.8%
Non-Dutiable	1,434	1,161	273	23.5%

Volume of Imports
(In million tons)

TABLE 7

	Jan - Dec		Variance	
	2010	2009	Amount	%
TOTAL VOLUME	63.418	54.478	8.940	16.4%
Dutiable Volume	48.023	41.410	6.613	16.0%
Non-Oil	33.038	27.807	5.231	18.8%
Oil	14.985	13.603	1.382	10.2%
Crude	8.585	6.589	1.996	30.3%
Petro Product	6.400	7.014	-0.614	-8.8%
Non-Dutiable	15.395	13.068	2.327	17.8%

Smuggling is Made Unprofitable



In fulfillment of its vow to make smuggling unprofitable and corruption a shameful crime, management effected in 2010 the strengthening of the BOC's Run-After-The-Smugglers (RATS) Program (with no less than Deputy Commissioner, lawyer Gregorio Chavez, appointed concurrently as its Executive Director) and the

re-launch of our Informants Rewards System which guarantees tipsters a 20% share of whatever the agency will be able to recover out of the cases that will be filed based on the information he/she provided.

The twin strategies enabled the agency to religiously comply with President Aquino's directive for the BOC to file charges against smugglers twice a month. Between July and December alone, the agency brought to the attention of the Department of Justice documented complaints against 122 importers, brokers and customs employees with claims totaling P50 billion.

In between these fortnightly filings, our agency's revitalized campaign against smuggling resulted in the seizure of more than P5 billion-worth of assorted commodities that were either misdeclared, undervalued or misclassified by their importers.

Among the big ticket seizures scored by the agency during the 2nd half of 2010 were 302,000 barrels of gasoil, more popularly known as crude oil, worth more than P1.2 billion; 32 drums of Toluene, a controlled substance essential for the production of shabu and 80 drums of Methyl Ethyl Ketone (MEK), another drug chemical that could have easily been processed into cocaine.

Other contrabands that the BOC had either forfeited, recommended for valuation review and issued warrants of seizure and detention included used clothing or *ukay-ukay*, highgrade plastic resins, motor vehicles, computers, cellphones and other electronic products, angle bars and steel pipes, filament yarn, diesel engine oil, onions, rice, sugar, fresh garlic, firecrackers and handbags, t-shirts and shoes found with intellectual property violations.

For all intents and purposes, the BOC under Commissioner Alvarez has set a standard of measure for the bureau, for many years to come.

The Bureau of Customs (BOC) various seized illegally imported items.



Loopholes Are Plugged

Lessons learned from the investigation and legal action on the seizure and forfeiture cases provided the impetus for the implementation of the following measures:

On Erring Employees

- Their suspension, transfer and, if supported by evidence, inclusion in the criminal complaints against smugglers.

On Accreditation

- Abolition of the unit that failed in its task to protect the integrity of our agency's accreditation program from bogus, fly-by-night operators;
- Creation, in its place, of an interim body the main responsibility of which is to sanitize the BOC accreditation list and make sure that new applicants satisfy the fundamental requirements for accreditation, especially the use of income tax returns.
- Last year, the Interim Customs Accreditation and Registration (ICARE) Unit revoked the accreditation of more than 200 importers found to be fictitious. Last year, these delisted importers brought in assorted commodities with a dutiable value of more than P5 billion.



Customs Commissioner Angelito A. Alvarez with top BOC officials inspect questionable cargoes traced through the BOC's import mapping scheme.

On Import Mapping Scheme

- A major innovation that is serving as a good deterrent against smuggling is the implementation by the BOC of an Import Mapping Scheme. This establishes a system of traceability in the chain of custody for each cargo or shipment that is cleared by the BoC. The trace covers the movement of each cargo or shipment from the point of origin to the final link in the chain. The information that the scheme generates includes the identity of the exporter, importer, broker, external auditors and the different layers in the local distribution

chain – the bulk breakers, wholesalers and retailers. All these data are linked with the BIR data base for proper monitoring of the tax liabilities, if any, of all the links in the chain. Industries that successfully pilot-tested the scheme last year were textile, oil, sugar and steel.

On Need For Anti-Smuggling Consultants

- The BOC forged in 2010 agreements with a couple of industry experts who were nominated by their respective industry associations to serve as anti-



Finance Secretary Cesar V. Purisima, DOJ Secretary Leila de Lima and BOC Commissioner Angelito A. Alvarez during the filing of charges against the importer of illegally imported luxury vehicles at the Department of Justice.

smuggling consultants of the agency. Said consultants who work practically pro bono are involved in intelligence gathering, seizure operations and initiation of criminal, civil or administrative complaints against persons or entities suspected of involvement in smuggling activities. Already rendering services as a result of this agreement are representatives from the steel and sugar industries.

On Cargo Examination

- Maximum utilization of BOC's Container X-Ray machines by increasing the daily examination quota of each machine. Along this line, eight container x-rays that are not being fully utilized in some regional ports will soon be pulled out and redistributed in the Port of Manila and the Manila International Container Port where container traffic is heaviest.

On Transit Cargo Controls (Transshipments)

- Implementation of the GPS-assisted Enhanced Transshipment System for stricter monitoring and control of cargoes in transit to prevent the diversion of shipments from one port to another.
- Making mandatory the posting of bonds to guarantee payment of duties and taxes for transshipped cargoes.

On Warehousing Process Improvements

- Strengthening of controls in monitoring of goods stored in Customs Bonded Warehouses through regular audit; implementation of e2m module for Warehousing for efficient tracking of goods intended for Customs Bonded Warehouses; proper assessment of wastages and scrap materials from CBWs; and regular inventory of overstaying cargoes.

“A major innovation that is serving as a good deterrent against smuggling is the implementation by the BOC of an Import Mapping Scheme.”

Cases Are Filed



Justice Secretary Leila de Lima, Customs Commissioner Angelito A. Alvarez, RATS Head Deputy Commissioner Gregorio B. Chavez and Legal Service Director Simplicio Domingo II during the every other Thursday filing of cases against suspected smugglers and their cohorts at the DOJ.

For the period July to December 2010, the BOC was able to comply with the President's directive, to charge smugglers in court every two weeks. Sued before the Department of Justice were:

1) Quick Flo Trading and Gold Mind Trading, two importers and their brokers who were accused of using fictitious business addresses and misdeclaring and undervaluing assorted merchandises worth hundreds of millions of pesos;

2) Officers of two Escolta-based companies (Plum Blossom and Full Story Source) whose various shipments of white rice were allegedly misdeclared as mungo beans to evade payment of duties and taxes. (Importation of white rice requires government clearances such as an import permit from the National Food Authority. It is also subject to 50% duty and payment of 12 percent VAT. Mung bean, on the other hand, is zero-rated in both customs duties and VAT under the Asean Free Trade Agreement);

3) The president and two other officers

of a Quezon City-based car dealership (Viking Haulers) for misdeclaration, misclassification and undervaluation of ten (10) luxury vehicles namely, three (3) Lamborghinis, 3 Porsches, 3 Mercedes Benzes and a Maserati Quadropote that defrauded the government more than P68 million in duties and taxes in a span of just over 5 months this year.

4) Two principal customs examiners and several other customs employees for conniving with a rice importer (Point Given Marketing) who misdeclared 781 twenty footer containers of white rice as either mungo beans, peyin beans or green beans to evade payment of duties and taxes;

5) The officers and broker of an oil importing company (Oillink) that defrauded the government of about P 700 million through an elaborate scheme of under-declaration and document falsification;

6) The President, General Manager and broker of a small, under-capitalized company (Cross Country) that was able to import nearly P8.5 billion worth of petroleum products between September 2009 and September 2010 despite a paltry capitalization of only P3 million. The respondents were indicted for allowing themselves to be used as dummies to further the illegal activities of the persons behind the fraudulent importations. They were

“For the period July to December 2010, the BOC was able to comply with the President’s directive to charge smugglers in court every two weeks.”

charged for filing false claims that enabled the company to secure a refund of duties and taxes it paid on its oil shipments;

7) The Country Manager, employees and broker of a multinational company (Pilipinas Shell) for intentional misclassification, misdeclaration and misdescription of its various petroleum importations to evade the payment of correct excise and value-added taxes. Records of the case revealed that in fifty-two (52) import entries filed in 2007, 2008 and 2009, the company misclassified their shipments of UNLEADED GASOLINE (CGG) as TETRAPROPYLENE. The ploy was obviously carried out to cheat the government of billions of pesos since TETRAPROPYLENE was not among the articles enumerated under Section 48 of the National Internal Revenue Code as subject to excise tax;

8) The proprietor and the broker of a company (KINGPOLL MARKETING) that undervalued a shipment of 12 heavy equipment excavators by an average of 90% to evade the payment of correct duties and taxes.

9) The officers and broker of (Rapid Forming) one of the country’s biggest importers of hot rolled coils for undervaluation and falsification of documents. The imported coils were declared in thirty nine (39) import entries as merely steel sheets, resulting in gross undervaluation by an average of 55%; This particular case has special significance because it was uncovered by an informant who brought it to the attention of the BOC through the Pera ng Bayan Project of the Department of Finance. Pera ng Bayan is a web-based anti-corruption initiative of Finance Secretary Cesar Purisima.



BOC Commissioner Angellito A. Alvarez explains to media the impact on the local farmers on the entry of smuggled agricultural products. With Alvarez during the inspection of seized illegally imported onions were Senator Francisco “Kiko” Pangilinan with industry stakeholders representatives.

The project encourages the public to use relevant social networking tools to relay to the Office of the Secretary information on graft, improper conduct, negligence, lavish lifestyle and other illegal practices of civil servants under the Department of Finance.

10) The officers of two companies (SKYLAND MANUFACTURING CORPORATION and RAJMIN GARMENTS MANUFACTURING CORPORATION) engaged in the importation of polyester/cotton yarn for misusing their bonded warehousing privileges to defraud the government of over P80 million in unpaid duties and taxes between January and mid-November this year. Their scheme of deception was to declare their importations of raw materials for garments manufacture as warehousing entries. The Tariff and Customs Code provides that any imported material used in the manufacture of articles in bonded manufacturing warehouses are not subject to duties and taxes on condition that the finished products are re-exported to another country and that materials not used in the manufacture of said articles shall be assessed the corresponding duties and taxes. There are documented proofs, however, that the two companies did not re-export anything.

11) A female gun smuggler (LUCIA A. CHICCO), a CD replicating machine importer KINTETSU WORLD EXPRESS, a fly-by-night corporation being used as a dummy by importers (GOLDRICH INTERNATIONAL EXCHANGE) and another bogus corporation (KORNETS INTERNATIONAL COMPANY LIMITED) engaged in the importation of counterfeit items who were sued before the Department of Justice for various offenses ranging from misdeclaration, misclassification and undervaluation to importation without a permit.

E2M PROJECT

Paperless, Cashless & Queueless Transactions

Responding to the changing times, the BOC pilot-tested last year the major components of its electronic to mobile (e2m) Project in a bid to fast track the implementation of a faster end-to-end cargo clearance process.

E2m streamlines import and export processing by allowing transactions to be seamlessly conducted via the internet, and, eventually, via the convenience of mobile phones.

Immediately, e2m eliminates three high risk areas in the outmoded customs process—long queues, voluminous paperwork, and face-to-face, hand-to-hand cash payments—the main causes of red tape that, in turn, engendered corruption in the bureaucracy.

The successful trial run of the Project offered convincing proof that an internet-enabled automation of major BOC processes was possible and that a combination of well-structured and streamlined imports and exports processing systems would go a long way in improving trade facilitation and reducing the time and cost of doing business with the agency.

The e2m Project was envisioned to facilitate the move towards a cashless electronic payment system anytime, from anywhere, and the faster verification of licenses, clearances and permits cutting the time for releasing of cargoes to even less than 30

MAJOR CHANGES EFFECTED BY THE E2M PROJECT

	THEN	NOW
Accreditation/Registration	paper	electronic
Manifest submission	5 days after arrival	12 hours before arrival of shipment
Assessment	self-assessment by importer	self-assessment by importer
Lodgement	filing at BOC premises	Internet filing
Import Processing	disjointed subsystems	seamless system
Payment	cash and checks	electronic debit
Risk Management/Selectivity	transaction-based	account/company rating-based
Entry track-and-trace	manual	Internet

Benefits of the project include:

- Speedy access to updated, comprehensive information
- Decisions are made on time
- Less vulnerability to misdescription or misclassification of imports
- Faster verification of licenses, clearances and permits
- Greater transparency of Customs processes
- Less face-to-face contact with transacting public (brokers, importers, etc.)

minutes for low risk shipments. The shift to non-face-to-face transaction was also aimed at achieving greater efficiency in managing and controlling the entry of cargoes into the country as well as facilitating the country's compliance with international agreements, procedures and standards of best practice.



The e2m project began in January 2005 with financing from the President's e-government funds. It is a major component of the P500 million Automated System for Customs Data.

JICA Chief Advisor Masaharu Shimoya during an inspection of the BOC's e2m system.

The project is also part of its commitment to the Asean Single Window (ASW) Initiative, which enables the electronic exchange of export and import data among countries in southeast and northeast Asia. The ASW is targeted to be implemented by 2012.

The project has three major project components, namely, (1) import assessment systems; (2) export processing systems; (3) operations support and decision support systems.

The Import Assessment System (IAS) which was pilot-tested at the Port of Batangas and the Office of the Commissioner last year is now operational in all 47 ports and supports nationwide.

The Memorandum Orders for Informal Entry and Transshipment Systems were finalized towards the end of last year. The two Systems will be implemented within the first quarter of 2011.

The implementing guidelines for the Export Documentation System and the Bonds Management System were drafted and the decision was made to pilot the two systems at the Port of Manila, the Batangas Port and the Manila International Container Port.



The BGG's Portal Radio Monitor which determines the radiation levels of incoming cargoes.

Import Assessment Systems

Import Assessment Systems (IAS) is a sub-component of e2m which is concerned with import transaction processing and an objective of releasing low-risk shipments in 30 minutes or less. IAS is a set of application components that handles the flow of import processing that includes the following:

- electronic manifest system
- license and clearance system
- formal entry system
- warehousing entry system
- selectivity system
- payment application system
- on-line release system
- informal entry system
- transshipment system

This set of applications has been operational in the head office and all 47 ports and sub-ports beginning last year. Memorandum orders for informal entry and transshipment systems have been finalized and will be implemented within the 1st quarter of 2011.

Export Processing Systems

EPS is a set of applications that handles the processing of export entries including internet lodgment, bonds management and raw materials liquidation. This system is to be piloted in the ports of Manila, MICP and Batangas in the first quarter of 2011.

Operations Support and Decision Support Systems

OSDSS are the various systems that support the implementation of the Import and Export Systems. These include:

- Client Profile Registration System
- Enhancement of the Valuation Reference Information System
- Legal Management and Case Tracking System
- Passenger Baggage Entry System (PBES)
- Hold and Alert System
- Statistical Management System
- Customer Relationship Management System

Pilot implementation of the PBES at the Ninoy Aquino International Airport is being finalized.

SUPER GREEN LANE PLUS (SGL+) Reward for Adherence to Best Practice

The Bureau of Customs has found a way to reward importers who adhere to ethical business practices.

The incentive comes in the form of exclusive access to priority, hassle-free customs clearance lanes called Super Green Lane Plus (SGL+).

The SGL+ concept was one of the major ideas that a Philippine Study Team headed by Customs Commissioner Angelito Alvarez picked up during a recent study trip to Indonesia. The Jakarta visit which took place from November 3-6, 2010 was arranged by Finance Secretary Cesar Purisima for the purpose of identifying trade facilitation best practices that are suitable to the Philippine setting and condition.

Launched towards the end of 2010, the SGL+ is an improved version of BOC's Super Green Lane experiment the benefits of which have been enjoyed by a number of industry players since 2003.

What makes it different and better are its two complementary features, namely, the expansion of privileges accorded to the project adopters and the establishment of a Priority Lane Association whose membership is limited to port users who

have earned the right to be classified as first among equals.

SGL+ is a customs facility that assures qualified importers with simplified, prompt and efficient customs clearance process.

World Bank Officers headed by Sri Mulyani Indrawati expressed interest in the Project and indicated their willingness to help make it happen.

Aside from enjoying a longer lead time in customs clearance processing, exemption from document and physical examination of regular importation and pre-notification of import clearance, SGL+ association members are given a three-year immunity on customs post-entry audit, a five-year customs accreditation and the privilege to import articles not included in their list of regular importations.

SGL+ Association members are also exempt from the customs Selectivity System and in cases where physical examination of their imported goods become imperative, the same may be conducted at the importer's premises.

The SGL+ Association was formed December 29, 2010 with an initial membership of 32 member companies.

SGL + is an application-based facility which means that those who would like to avail themselves of its benefits must apply with the Bureau of Customs and satisfy the following basic requirements: good reputation based on verifiable track records, engagement in a specific business and non-involvement in illegal and irregular transactions.

Port of Batangas Container Yard.



Enhancing Revenue Collection the RCMG Way

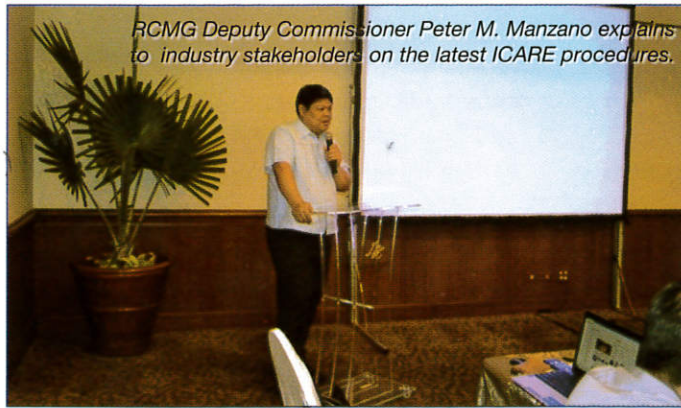
T rue to its mandate, the Revenue Collection Monitoring Group (RCMG) of the Bureau of Customs (BOC) took care of:

(a) proper accounting of all customs revenue collected; (b) administering the legal requirements of the BOC; (c) providing accurate and timely information and analysis of collection statistics; and, (d) conducting continuing audit of liquidated entries and outstanding bonds.

Among the major achievements of RCMG last year in support of BOC's Strategic Goals were:

1. Enhanced Revenue Collection

a. Re-activated the Liquidation and Assessment Division (LAAD) to conduct per entry basis that is expected to generate immediate revenue impact.



RCMG Deputy Commissioner Peter M. Manzano explains to industry stakeholders on the latest ICARE procedures.



Finance Secretary Cesar V. Purisima during a visit to the ICARE office of the Bureau of Customs.

b. Ensured that Bonds Audit Division was furnished with the updated list of unliquidated bonds from the different ports to immediately attend to the proper collection of the same; c. Directed its Financial Service to provide daily information of collection performance;

2. Secured Trade Facilitation As Officer-in-Charge of the Interim Customs Accreditation and Registration Unit (ICARE)

a. Caused the issuance of a new Customs Memorandum Order for the timely and swift processing, evaluation, inspection and approval of applications for accreditation as importer; b. Introduced a systematic and computerized procedure in the handling of documents submitted to ICARE (i.e., scanning of applications and its attachments, inter-office computerized messaging etc); c. Initiated a faster mode of sending notices to applicant importers and brokers by sending e-mails; d. Reconsidered more or less 800 applications for accreditation which were previously disapproved by the then ICARE Unit due to lack of document/s submitted;

3. As member of the Tax Credit Committee

Expedited the clearance processing, issuance and utilization of Tax Credit Certificates.

Finally, the Office the Deputy Commissioner, RCMG undertook inventory of all cases filed by the BOC in close coordination with the prosecuting arms of the Government like the Office of the Solicitor General (OSG), Ombudsman, and the Department of Justice (DOJ).

Earning More Through Post-Entry Audit

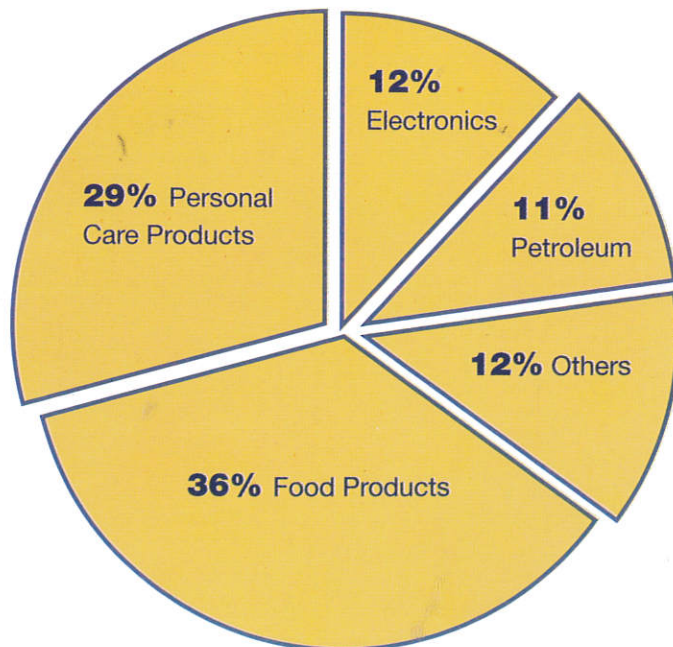
Last year was a bumper one for PEAG as collection rose by 25% to P347.3 million from P277.165 million in 2009. In 2008, PEAG collected P142 million.

The increase in collection came mostly from price-adjustments in food imports (P128 million) and correction from misclassification in personal care products (P99.87 million) which posted the two highest figures by sector. The collection per industry and the corresponding value in million pesos is presented in the table at right. The percent share of each sector to the total collection are shown below.

The BOC has been conducting Customs Compliance Audit at the post-entry stage to ensure that importations have been

Industry	Amount Collected (in million pesos)
Food products	PhP128
Care products	PhP99.87
Electronics	PhP40.2
Petroleum	PhP38.89
Others	PhP40.373

properly declared and levied the correct taxes and duties. This function has enhanced the BOC's capability to validate the compliance of importers on the rules and regulations with respect to customs value declaration and record keeping requirements.



It was in the Revised Kyoto Convention of the WTO that the establishment of a post-entry audit regime was made a requisite for a country to be part of the said agreement. The rules require members to use transaction value in customs assessments, which is defined as the price actually paid or payable for the goods when sold for export to the territory of the importing country. The said system requires the shift from documentary checks at the border to information analysis with the use of IT on post importation basis. The WTO considers it as a necessary step towards higher predictability and accountability of procedures for determining the dutifiable value.

Reaping the Benefits of X-Ray Technology

The Bureau of Customs (BOC) seized some P1.049 billion worth of items last year largely through the use of containerized x-ray machines. The technology has enabled the BOC to seize some P3.186 billion worth of goods since the launch of the X-Ray Inspection Project in May 2007.

The use of container x-ray machines effectively reduces reliance on actual and time-consuming physical examination. Non-intrusive inspection enables the agency to enhance trade security and facilitation as it speeds up the scrutiny of shipments, makes possible the detection of illegal and security-threatening cargoes, facilitates the movement of goods even as it promotes efficiency in the proper assessment of duties and taxes.

In 2010, particularly in the second half of the year, the BOC was able to significantly reduce smuggling with the help of the x-ray technology. The daily examination quota for each machine was increased to maximize its use and ensure faster inspection and clearance. Apprehensions of misdeclared, misclassified and undervalued cargoes intensified and the collection of duties was significantly increased. The BOC last year succeeded in detecting and seizing 31 batches of cargoes with customs violation.

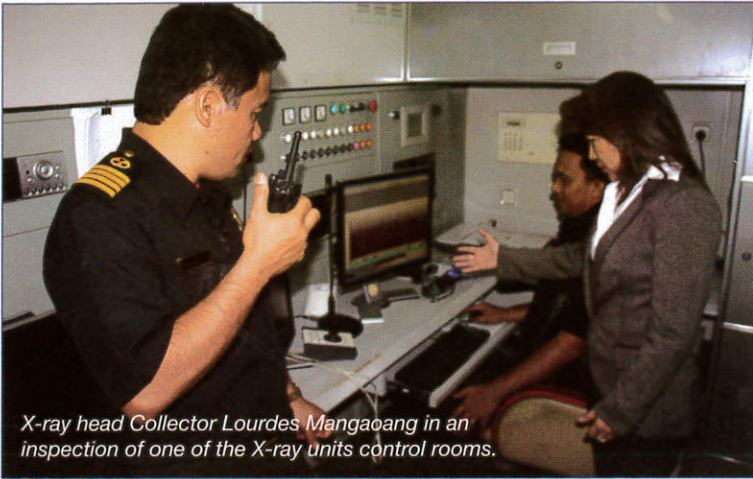
Among the biggest items seized last year involved 32 drums of the chemical Toluene, a highly controlled substance under Republic Act 9165 and which is the main ingredient for the manufacture of methamphetamine hydrochloride

or shabu. The shipment came from China and was misdeclared as ladies' hand bags. It was seized last August after x-ray examination showed images of drums concealed by other items.

There were also a number of firecrackers seized from October to December amounting to around P20 million.

In September, P3.226 million worth of used bags, shoes and clothing were seized and were misdeclared as rolls of





X-ray head Collector Lourdes Mangaobang in an inspection of one of the X-ray units control rooms.

“The technology has enabled the BOC to seize some P3.186 billion worth of goods since the launch of the X-Ray Inspection Project in May, 2007.”

fabric. These are suspected to be intended for ukay-ukay (used clothing) stores, which are prohibited under present laws due to health reasons.



Strengthening Internal Administration

The Internal Administration Group's thrusts last year were geared towards ensuring compliance with President Aquino's program for good governance as embodied in his call for the Filipino to tread the straight path (*patungo sa tuwid na daan*).

Thus, pursuing the agency's integrity agenda remained the focal point of the group's self-imposed key result areas.

Its 2010 accomplishments can be categorized into:

- 1) enhancement of the Integrity Action Plan;
- 2) utilization of the EU-TRTA Projects Assistance;
- 3) implementation of the Change Management Program;



IAG OIC, Deputy Commissioner Ma. Corazon C. Azaña delivering her opening remarks during a Supervisory Training/Seminar.

- 4) conduct of activities spearheaded by the Interim Internal Control Office; and ,
- (5) harnessing of personnel capability.

A) Integrity Action Plan

The year 2010 saw the enhancement of the BOC's Integrity Action Plan (BOC-IAP). Activities pertaining to this were grouped based on three main objectives, mainly:

- Enhancing individual integrity;
- Safeguarding the integrity of systems; and
- Enhancing the integrity of the institution and of stakeholders.

In particular, focus was given on areas requiring upgrading such as cargo clearance procedures, automation, legislation, human resources and external relationships.

Major achievements of the BOC-IAP for the year include the following:

- The function-specific Code of Conduct was approved. This contains specific ethical standards to be followed by BoC personnel. All BOC personnel all over the country have gone through this briefing.
- The bill exempting the BOC from Salary Standardization Law was resubmitted to the current Congress for reconsideration. This bill proposes to give the BOC a certain percentage of its cash collection for the welfare and development of its personnel.
- A Memorandum of Understanding was entered with the Chamber of Customs Brokers, Inc. on mutual cooperation in the implementation of BOC-IAP.

B) EU-TRTA Projects Assistance

Through the EU-Trade Related Technical Assistance Project II, BOC Administration Office conducted the following activities and projects:

- The Customs Competency Grid, which specifies the competency requirements of each function performed by BOC's functional groups, was finalized.
- The position description, which translates the competency



BOC employees during a personnel competency training/seminar.

requirements of each function into the different positions performing such function, was realigned. Together with the competency grid, the realigned position description may be used in the assessment of personnel qualifications and competencies for any relevant HR function.

- The BOC Strategic Plan for 2008-2012 was updated.
- The Customs Transit System was enhanced. This system, which will be particularly useful in ports of entry, makes use of Customs Electronic GPS-Equipped Barrier Seal attached to container vans of transit cargo.
- In preparation for ISO certification, conducted were the development of policy statement; drafting of the process documentation; and initial internal auditing in 5 ports and 22 offices.

C) Change Management (CM) Program

The Change Management Program, as the name implies, is a holistic strategy to mitigate and control the adverse impacts of the changes that could arise from the implementation of a number of modernization-oriented reform measures.

Last year saw the completion of several competence-building and capacity enhancing trainings and skills

“The Change Management Program, as the name implies, is a holistic strategy to mitigate and control the adverse impacts of the changes that could arise from the implementation of a number of modernization oriented reform measures.”

upgrading programs for BOC officials in preparation for the implementation in 2011 of the following reform measures:

- 1) Implementation of e2m, to enable BoC and its clients to process and clear cargo in a fast and secured manner through the use of mobile broadcasting and Internet or electronic data interchange connectivity.
- 2) Implementation of National Single Window (NSW), which would allow 40 government agencies involved in the cargo clearance process to interconnect and exchange relevant information through electronic links prior to release of the shipments by BOC. Most of these agencies are affiliated with the Department of Agriculture like the Philippine Coconut Authority; Bureau of Fisheries and Aquatic Resources; and the Bureau of Plant Industry. Currently, 26 agencies are connected to

“The Interim Internal Control Office (IICO) oversaw the implementation of various initiatives aimed at improving the agency’s performance management system and its responsiveness to the needs and expectations of its various publics.”



BOC Commissioner Angelito A. Alvarez in a command conference with top BOC officials.

the BOC for the transmittal of electronic permits, licenses and clearances. At the end of 2010 more than 120,000 permits, licenses and clearances have been transmitted electronically to the BOC. The NSW is the prelude to the ASW which will link all member countries’ customs offices so that the documentation of import/export shipments will be fast-tracked.

3) Implementation of Enhanced Customs Transit System (ECTS) to track cargoes leaving custom areas using Global Positioning System (GPS) technology. GPS uses satellites to track down or monitor the movement of an intended object. Based on pre-determined destinations, when the BOC releases a cargo it is tracked in real time by computers in any of the ports of entry from the time the hauler leaves the port (or also warehouse and eco-zones) to the moment it reaches its pre-declared destination. A technical working group has already established a framework for the accreditation of GPS providers which is expected to commence within the 1st quarter of 2011.

4) Competency Based Human Resource Management System (CBHRM) to upgrade the level of competency of the Bureau’s personnel.

D) Interim Internal Control Office

The Interim Internal Control Office (IICO) oversaw the implementation of various initiatives aimed at improving the agency’s

performance management system and its responsiveness to the needs and expectations of its various publics.

For 2010, the IICO was able to do the following:

- 1) Conducted a series of workshops for the implementation and monitoring of the BoC-Performance Management System; monitoring the compliance to RA 9335 or the Attrition Act of 2005; and the monitoring and evaluation of OPES, CESPES and PES.
- 2) Conducted a mid-term evaluation of the implementation of the e2m Customs Import Assessment System at the district ports of Manila, Batangas, MICP, and sub-port of Mariveles.
- 3) Set-up the BOC Client Feedback Mechanism to strengthen the implementation and monitoring of the Anti-Red Tape activities/ programs of the bureau
- 4) Conduct of ISO 9001:2008 and ISO 27001:2005 Standards Mock Audit in 32 offices at the BOC Head Office, district ports of Manila, Ninoy Aquino International Airport, MICP, Batangas and Limay.

E) Harnessing personnel skills

The Interim Training Division conducted 12 training seminars in 2010. These were:

- 1) WCO e-Learning Program
- 2) Steel Industry Briefing
- 3) Post Entry Capacity Building Workshop
- 4) Position Description Writing Workshop
- 5) Anti-Fixing and Anti-Red Tape Seminar
- 6) Seminar on Records Management
- 7) Seminar on the Computation of Duties and Taxes
- 8) Basic Risk Assessment Awareness Seminar
- 9) Workshop on Free Trade Agreements and ROO
- 10) Seminar on Warehousing
- 11) Preparation Workshop for the Seminar on the Operational

Manual on JPEPA Rules of Origin

12) Seminar in Dangerous Drugs and Controlled Chemicals

In addition, the Orientation for the the new BOC Function Specific Code of Conduct was also conducted and completed in all ports.

F) International Customs Cooperation

The increasing importance of international trade has made it imperative for the BOC to expand its network of global partners and seek alliances with major players in the international business community.

Towards that end, the agency signed last year three trade-related agreements, namely:

1. Philippines-China Agreement on Mutual Assistance in Customs Matters

The Philippines and China signed an agreement on international cooperation relating to administration and enforcement of laws in their respective territories on April 23, 2010. Given emphasis in the agreement were mutual assistance on matters relative to the flow and exchange of information particularly on enforcement of customs laws, rules and procedures between the two countries.

China is the country's third largest trading partner, just behind the US and Japan. Some 30% of the country's bulk importation comes from China.

2. Philippines Accession to the Revised Kyoto Convention

In another move towards a more efficient, transparent and lesser cost in Customs processes/clearances, BOC submitted on June 25, 2010 the country's compliance with the Revised

Kyoto Convention or the Revised International Convention on the Simplification and Harmonization of Customs and Procedures.

The Philippines thus became the first Asean country and the 70th contracting country in this Convention's roster.

3. Philippines-Israel Agreement on Mutual Assistance in Customs Matters

An agreement on Mutual Assistance in Customs Matters was signed by the Philippines and Israel on November 23, 2010 in Tel Aviv, Israel.

Signed for their respective governments by Philippine Ambassador to Israel Petronila Garcia and Israeli Deputy Foreign Minister Danny Ayalon, the agreement is considered a landmark in bilateral relations, and is essential to safeguarding not only their economies but also public welfare and international interest.

G) BoC's Issuances

There were seven Customs Administrative Orders (CAO) and 55 Customs Memorandum Orders issued by the BoC in 2010.

Among these were CAO 4-2010 which established an enhanced customs transit system with the use of GPS, and CAO 7-2010 which contains the rules and regulation that govern customs operation in the Freeport area of Bataan.

Among the Memorandum Orders that were issued last year included CMO 8-2010 on strengthening border import control; CMO 22-2010 which is the Revised Customs Port Operation Manual; CMO 25-2010 which contains the BOC Function-Specific Code of Conduct; CMO 27-2010 on the Authority to Issue Alert and Hold Orders; and CMO 45-2010 that specifies the procedures for the Implementation of the Electronic to Mobile Customs Systems for Delivered Duty Paid or Bill-to-Shipper Shipments at the Ninoy Aquino International Airport (NAIA) and other Airports Nationwide pursuant to CMO 27-2009.



Garments and Textile Chief Arsenia C. Ilagan as a trainee during the BOC's personnel competency test.

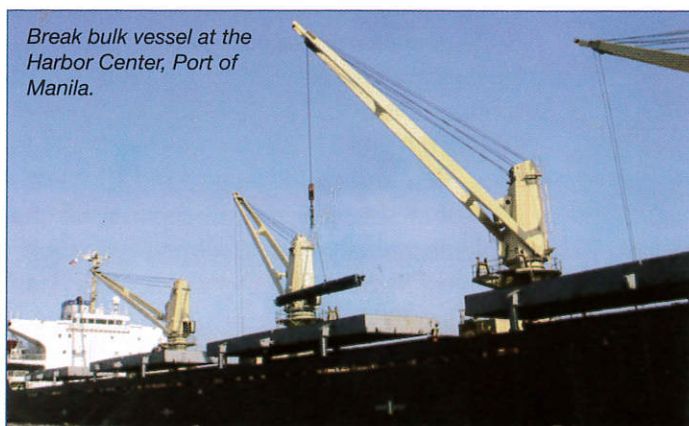
Mainstreaming Bulk and Break-Bulk Cargo Clearance Enhancement Program

The Bureau of Customs carries on with continued success and at no cost to the Philippine government its trade facilitation program on bulk cargo.

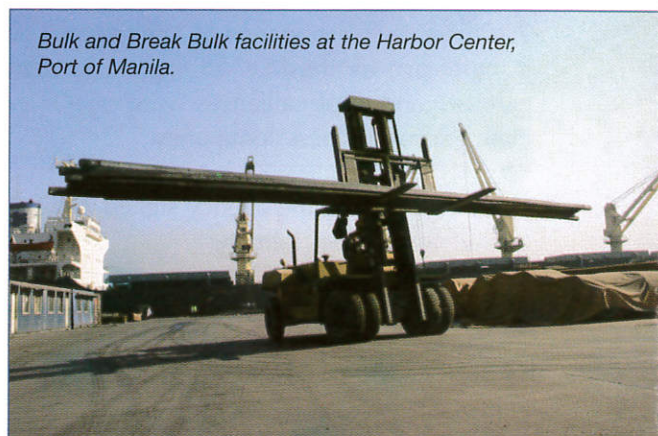
The Bulk and Break Bulk Cargo Clearance Enhance Program, (BBBCCEP) which came into full implementation on January 4, 2010, provides for an advance clearance system for the bulk and break-bulk shipments bound for the Philippines. Its objective is to facilitate the assessment of non-containerized cargoes by harnessing the technical support of accredited surveyors.

Importers complying with this program enjoy the benefits of a more streamlined import processing procedures. They are able to file entries for the imported goods and pay duties, taxes and other fees at the preshipment stage. Needless to say, utilization of this procedure will permit the importer to rapidly clear Customs upon arrival.

Under the rules of the program, bulk and break-bulk cargoes are required to be surveyed by a cargo surveyor accredited by the Committee on Accreditation of Cargo Surveying Companies (CACSC) at the loading port. The results of Load Port Survey (LPS), conducted by the accredited surveyor, are then submitted to the BOC electronically in a secured format at least 12 hours before the cargo's arrival in the Philippines.



Break bulk vessel at the Harbor Center, Port of Manila.



Bulk and Break Bulk facilities at the Harbor Center, Port of Manila.

In the absence of an LPS, a Discharge Port Survey (DPS) will have to be conducted at the discharge port likewise by a cargo surveyor chosen by the BOC and approved by the CACSC; otherwise, the cargo will be subject to continuous underguarding until the DPS is completed.

The accreditation of cargo surveyors for bulk and break-bulk shipments was initially administered by the CACSC, which was created pursuant to Administrative Order 243-A as issued by Malacañang on September 16, 2009.

In June 2010, the Bureau of Customs started utilizing the services of six international surveying companies namely, Cotecna, Admiral Testing Services, Inspectorate, Bureau Veritas, SGS, and Intertek.

The implementation of the program concretizes the country's commitment to the Revised Kyoto Convention which emphasizes trade facilitation and simplification of Customs procedures. The Philippines, the first ASEAN country in the RKC rosters, deposited its Instrument of Accession to the RKC via the World Customs Organization in June of 2010.

Enforcing Order at the Ports

In keeping with its mandate to maintain peace and order, security and protection of all cargoes and properties within the Customs zone and at the same time support the revenue collection goal of the agency, the Enforcement Group issued Warrant of Detention and Seizure against alerted shipments worth P2.6 billion.

Among the highlights of its accomplishments in 2010 were the seizure of the following:

1. Seven foiled packs containing 13.99 kgs. of Methamphetamine HCL valued at Php97.9 million from Malaysia at NAIA Terminal 1;
2. One parcel which arrived at Central Mail Exchange Center, NAIA, containing 44,000 pcs. Of Ephedrine tablets and 30 pcs. of assorted regulated drugs from Pakistan valued at Php2 million.
3. One suitcase containing 9.9 kgs. of Methamphetamine Hydrochloride from Thailand which arrived at NAIA Terminal 2 valued at Php70 million.
4. Two suitcases containing 14 kgs. of methamphetamine hydrochloride from Bangkok, Thailand valued at Php98 million.



Deputy Commissioner Horacio P. Suansing, Jr., in a conference with enforcement group officials.



Enforcement Group (EG) personnel undergoing operational briefing.

Assessment And Operations Coordinating Group

To keep faith with its primary mandate of enhancing the agency's revenue collection efficiency, the Assessment and Operations Coordinating Group (AOCCG) carried out the following initiatives to plug leaks and provide missing links in the BOC's revenue generation machinery:

- On valuation, reference values on all items were established to enable the assessment division to question the transaction values that were doubtful to ensure the collection of correct duties and taxes. The assessment value were kept updated and daily monitoring of all transaction values filed in all ports.
- On warehousing, new guidelines on the approval of CBW's and in the monitoring of warehousing in an effort to curb smuggling were instituted. Several inactive warehouses were also recommended for closure for failure to pay for their outstanding obligations.
- On auction, a New Customs Auctions Manual is being developed to



Port Operations Service (POS) Director Prudencio M. Reyes, Jr., while strictly checking the veracity of cargo documents.



AOCG Deputy Commissioner Atty. Gregorio B. Chavez with BOC assessment officials and staff.

increase revenue generation by immediately subjecting unclaimed seized cargoes for auction to prevent deterioration of goods and congestion of the ports.

- On port operations, an Enhanced Customs Transit System is being developed to strengthen the security of transit cargo during the transit process, via the use of a GPS-equipped electronic seal for containerized cargo and bar-coded seal for breakbulk cargo. The New Customs Operations Manual was drafted and approved, and is now being used by the various collection districts.

Under AOCG are two main services:

Port operations, and import assessment service. Under Executive Order 127, the offices under the two services are:

For port operations

1. Export Coordinating Division
2. Port Operations Coordinating Division
3. Auction and Cargo Monitoring Division

For import assessment

1. Valuation Classification Division
2. Warehouse Coordinating Division

"An Enhanced Customs Transit System is being developed to strengthen the security of transit cargo during the transit process, via the use of a GPS-equipped electronic seal for containerized cargo and bar-coded seal for breakbulk cargo."

Intellectual Property Rights Division

The country's drive against counterfeit and fake products was boosted with the strengthening of the Intellectual Property Rights Division (IPRD) at the BOC. The said division, formerly a unit under the CIIS, is leading the BOC's crusade against intellectual property rights' violators.

Last year, IPRD apprehended nearly P1.05 billion worth of fake and counterfeit goods mostly bags, shoes and other footwear, cosmetics, accessories and apparel. These fake goods are affecting the legitimate manufacturers and importers causing the closure of some businesses and resulting in the loss of jobs. It is also depriving the government of the much needed revenue which it can use for social services and infrastructure.

At the backbone of the successful campaign against fake and counterfeit products is an effective sharing of intelligence at the international level and the active participation of the private sector. Condemnation and destruction of the fake goods seized last year is set in the first quarter of 2011.

"Last year, IPRD apprehended nearly P1.05 billion worth of fake and counterfeit goods mostly bags, shoes and other footwear, cosmetics, accessories and apparel."

Customs Commissioner Angelito A. Alvarez with IPRD Chief Atty. Zae Carrie C. De Guzman present to media the seized fake expensive signature bags.



Customs Intelligence And Investigation Service

The Customs Intelligence and Investigation Service (CIIS) – Intelligence Group used its network of intelligence assets to monitor, detect and foil the illegal activities of smuggling syndicates.

For 2010, it tallied 17 cases of shipments which had been seized and abandoned. The outports seizure and abandonment cases had an estimated value of over P34 million excluding several cases whose values have yet to be determined.

The biggest case involved two shipments of sugar worth P15.3 million. Another big case involved a shipload of cigarettes with an estimated value of P12 million. The shipment which originated from the Port of Aparri contained 800 master cases of locally manufactured and for domestic sale only cigarette brand products. These were allegedly to be exported via fishing boat through the Port of San Fernando, La Union.



Intelligence Group OIC, Deputy Commissioner Filomeno C. Vicencio, Jr., and Department of Agriculture Undersecretary Allan Umali, present to media seized illegally imported onions.



Commissioner Alvarez with Intelligence Group OIC Deputy Commissioner Filomeno C. Vicencio, Jr. inspecting the confiscated cigarettes from China.

Among the most important mandates of the CIIS are:

- Provide accurate and complete intelligence information for the effective administration and operation of the BOC in accordance with the existing customs and tariff laws and regulations and other laws administered by the BOC.
- Collect, collate and evaluate data and information on acts of economic espionage, sabotage and subversion relative to the customs and tariff laws and regulations and translate the same into usable intelligence information for dissemination to authorized end-users and recommend corrective measures.
- Conducts necessary surveillance, investigation and apprehension of cases violating customs, tariff laws and regulations.
- Conducts necessary investigation on cases involving violations of the tariff and customs laws, rules and regulations.
- Recommend the filing of administrative or criminal charges arising from the violations committed.

Learning From Our Indonesian Friends

Attracted by the success of the Indonesian Ministry of Finance in introducing reform programs that effectively addressed the corruption plaguing in the Indonesian Customs Bureau (ICB), Customs Commissioner Angelito Alvarez and Mr. Luis Abad, the chief of staff of Finance Secretary Cesar Purisima, led a Philippine Study Mission to Jakarta in the hope of discovering new ideas that are suitable to the Philippine situation.

The three-day study tour (November 3-6, 2010) was arranged by Secretary Purisima.

Among the reform measures that caught the attention of the Study Team were the Indonesian Customs Bureau's:

- a. Competitive Compensation Package;
- b. Innovative Information Technology ("IT") and X-ray Departments;
- c. Client Coordination Service;
- d. Improved Customs Airport Facilities; and
- e. Efficient Implementation of Priority Lane.

A. Compensation Package

The IBOC introduced a competitive compensation package to IBOC personnel as a deterrent to corrupt practices/transactions. The said compensation package increased the salary of IBOC personnel by 300%.

The agency also provided an incentive for achieving the annual revenue target. And in the event that the collection exceeds the annual revenue target, a portion of the excess collection is distributed to the IBOC personnel as a form of reward.

B. Innovative IT and X-ray Departments

Another aspect worth mentioning is IBOC's

globally competitive IT department. With the development and introduction of a tailor-fit IT program, the IBOC's IT department modernized the antiquated systems and processes, which bred corruption.

For instance, the new IT program provides the much needed security in the dissemination and circulation of confidential information within IBOC. Aside from information security, the new IT program enables real-time transfer of information to the pertinent stakeholders, which contributes to an efficient output.

At present, the IBOC IT department also utilizes mobile devices that allow users to view the real-time performance and collection per Port and/or Collection District. Furthermore, the mobile device is also capable of providing comparative graphs to view collection from previous years.

On the other hand, a notable practice of the IBOC's X-ray Department is utilization of a colored printout of containers. At present, IBOC examiners and appraisers are provided with printouts of the scanned images of containers, in color, in order to clearly determine its contents.

Fortunately, the Philippine delegates observed an actual on-site inspection of a 1x'40 container at the IBOC's X-ray department. The duration of the actual inspection lasted for only ten (10) seconds to completely scan the entire container.

C. Client Coordinator Service ("CCS")

The IBOC has also implemented a Client Coordinator Service, which basically was brought about by the ongoing and pressing demand of importers for the speedy release of shipments. The Client Coordinator Service (CCS) assists and informs importers and stakeholders as regards their importation queries.

Furthermore, taking into account the urgency of particular shipments, the IBOC created a specific 24-hour CCS particularly for importers of perishable goods and accredited priority lane importers. Consequently, the 24-



hour CCS contributed to the overall improvement of the IBOC's image to its stakeholders. Furthermore, the installation of simple queueing machines at the various Ports also contributed in the minimization of corruption within the system.

Apart from the basic organizational feature, the queueing machines lessened the interaction between IBOC personnel and the stakeholders. As a result, IBOC personnel may not give preferential treatment of stakeholders in exchange of monetary considerations.

D. Improved Customs Airport Facilities

In order to support the Indonesian Government's campaign against drugs, the IBOC also established a "drug laboratory" inside the airport. An IBOC chemist constantly mans the drug laboratory in order to immediately test drugs apprehended by IBOC airport personnel.

In addition, the IBOC also has state-of-the-art aircraft Passengers Analysis System ("PAS"). The PAS generates complete passenger information from the airline company, which may be utilize by IBOC personnel to perform a thorough analysis and profiling of passengers that may introduce contrabands and/or undeclared articles to the customs territory.

E. Priority Lane

In view of the World Trade Organization's global efforts to promote trade facilitation, the IBOC introduced a "Priority Lane" model.

"Priority Lane" is a customs facility provided to qualified importers, which shall effectively simplify and accelerate the customs clearance process, among others.

An importer must file an application in order to utilize the Priority Lane facility and must, generally, satisfy the following requirements, to wit:

- Good reputation based on its track record;
- Exemplify clear and specific nature of business;
- Must not misuse customs facilities for a period of one (1) year;
- Never mistakenly declared in terms of quantity, type of imported goods or its customs value during one (1) year; and
- Certification from a Public Accountant.

Qualified importers shall be granted a Priority Lane status, and shall, consequently, be treated as "main" partners by IBOC. More importantly, Priority Lane members are granted the following benefits, among others:

- a. 30-day deferred payment option after the discharge of shipment;
- b. Importation of articles that are not included in the List of Importables;
- c. Exemption from the Selectivity System; and
- d. 24-hour Client Coordinator Service handles the queries and concerns.

Initiative and reform programs in Indonesia that could also work in the Philippines are now being adopted and introduced like the Super Green Lane Plus.

Blending the Indonesian experience with our own learnings in bringing the BOC to its current levels of efficiency, the Bureau will surely hold its own in the international community of customs professionals

2010 Customs Administrative Orders (CAO)

CAO No.	DATE	SUBJECT
01-2010	19-March-10	Extension of the Temporary Suspension of the Operational Provisions of CAO No. 2-97 Governing the 150-Day Allowable Dwell-Time of Foreign Container in the Philippines
02-2010	21-Apr-10	Amendment to Section 15 of CAO 10-2007 Subject: Rules and regulations in the Conduct of Public Auction and Negotiated Sale
03-2010	12-May-10	Amendment to Section 608 of the TCCP, to Supplement Administrative order No. 243-A and the Rules to Implement the Bulk and Break Bulk Cargo Clearance Enhancement Program issued by the Committee for Accreditation of Cargo Surveying Companies (CACSC)
04-2010	21-Jun-10	Establishing an Enhanced Customs Transit System with the Use of Global Positioning System
05-2010	22-Jun-10	Enhancing the BOC Integrity Action Plan (IAP) by providing for a System of Rewards and Penalties in the Implementation/Accomplishment of IAP Projects
06-2010	30-Sep-10	Rules and Regulations Governing the Rendition of Overtime Services and the Payment of Corresponding Overtime Service Pay Applicable to Service Contract No. 59 Located Off the Southwest Tip of Palawan island in the South China Sea
07-2010	15-Sep-10	Rules and Regulations Governing Customs Operations in the Freeport Area of Bataan

2010 Customs Memorandum Orders (CMO)

CMO No.	DATE	SUBJECT
01-2010	5-Jan-10	Executive Order No. 691, Temporarily Modifying the Rates of Import Duty On Crude Petroleum Oils and Refined Petroleum Products Under Section 104 of the TCCP of 1978 (P.D. No. 1464, as amended)
02-2010	8-Jan-10	Rules and Regulations Strengthening the Functions of the Export Coordination Division (ECD) Under the Office of the Assessment Operations Coordinating Group (AOCCG)
03-2010	8-Jan-10	Creation of the Certificate of Payment Encoding and Verification Unit (CPEVU)
04-2010	29-Jan-10	Implementation of the Regularization of the Fuel Marking Program Pursuant to Department Order No. 43-09 dated December 21, 2009
05-2010	29-Jan-10	Executive order No. 691, Temporarily Modifying the Rates of Import Duty On Crude Petroleum Oils and Refined Petroleum Products Under Section 104 of the TCCP of 1978 (P.D. No. 1464), as amended
06-2010	2-Feb-10	Supplemental Procedure in CMO 27-2009 Particularly in the Utilization of Tax Credit Certificate (TCC)
07-2010	22-Feb-10	Schedule of Implementation of the Import Assessment System (IAS) of the e2m Customs System at the NAIA Collection District for Bill to Shipper (BTS)/Duty Delivery Paid (DDP) Shipments of the Philippine Chamber of Air Express Operators (PCAEO)
08-2010	27-Feb-10	Strengthening Border Import Control
09-2010	1-Mar-10	Executive Order No. 691, Temporarily Modifying the Rates of Import Duty On Crude Petroleum Oils and Refined Petroleum Products Under Section 104 of the TCCP of 1978 (P.D. No. 1464), as amended
10-2010	22Feb-10	Reduction of the Definitive General Safeguard Measures against the Importation of Clear Float Glass – HS Heading No. 7005.2990 or AHTN No. 7005.2990 and Tinted Float Glass – HS Heading No. 7005.2190 or AHTN 7005.2190 from Various Countries
11-2010	5-Mar-10	Holding Implementation of s Certain Provision in CMO No. 2-2010: Rules and Regulations Strengthening the Functions of the Export Coordination Division (ECD) Under the Office of the Assessment Operations Coordinating Group (AOCCG)

12-2010	9-Mar-10	Definitive General Safeguard Duty on Importations of Clear and Tinted Float Glass from Various Countries
13-2010	16-Mar-10	Procedures for the Implementation of e2m Customs System-Phase 4 Informal Entry of Commercial Goods in all Customs Sea Ports Nationwide
14-2010	24-Mar-10	Cancellation/Revocation of Customs Special Order No. 5-2010 dated February 01, 2010
15-2010	29-Mar-10	Executive order No. 691, Temporarily Modifying the Rates of Import Duty On Crude Petroleum oils and Refined Petroleum Products Under Section 104 of the TCCP of 1978 (P.D. No. 1464), as amended
16-2010	19-Apr-10	Rules and Regulations to Implement Customs Administrative Order (CAO) No. 4-2004, more particularly on Dutiable Value
17-2010	26-Apr-10	DTI Order on Anti-Dumping Case No. 01-2009 entitled "In the matter of the Preliminary Determination of the Anti-Dumping Petition Against the Importation of Mosquito Coils From Indonesia – AHTN Codes 3808.1020, 3808.5012 & 3808.9120."
18-2010	12-May-10	Procedure for the Bulk and Break Bulk Cargo Clearance Enhancement Program Mandated Under Administrative Order (AO) No. 243 as amended by AO 243-A
19-2010	19-May-10	Moratorium in the Allocation by way of Lease Contracts of Bureau of Customs Premises to private persons/entities
20-2010	24-May-10	Executive Order No. 691, Temporarily Modifying the Rates of Import Duty On Crude Petroleum Oils and Refined Petroleum Products Under Section 104 of the TCCP of 1978 (P.D. No. 1464), as amended
21-2010	24-May-10	Executive Order No. 691, Temporarily Modifying the Rates of Import Duty On Crude Petroleum Oils and Refined Petroleum Products Under Section 104 of the TCCP of 1978 (P.D. No. 1464), as amended
22-2010	17-Jun-10	Revised Customs Port Operations Manual
23-2010	21-Jun -10	Rules and Regulations Prescribing the Procedure for the Importations by Customs Bonded Warehouse Operators or Accredited Members of Customs Common Bonded Warehouse Operators Consisting of Ethylene, Butane and other similar Raw Materials Directly Discharged from the Vessel thru Pipeline to the Member as an exception to CMO 39-91
24-2010	22-Jun-10	Rules and Regulations to Implement CAO No. 4 on Establishing an Enhanced Customs Transit System with the Use of Global Positioning (GPS) Technology
25-2010	1-Feb-10	BOC Function-Specific Code of Conduct
26-2010	16-Feb-10	Implementation and Monitoring of the Updated BOC Five Year Strategic Plan

28-2010	13-Jul-10	Client Registration under ACOS of PEZA-Registered/Economic Zone Locator/Enterprise and CDC/SBMA/AFAB-Registered Freeport Zone Locator/Enterprises
29-2010	7-Jul-10	Supplemental Instructions to CMO 4-2010 dated January 29, 2010 and Department Order No. 18-2010 dated June 25, 2010 on the Nationwide Implementation of the Mandatory Marking of Kerosene
30-2010	12-Aug-10	Creation of the Interim Customs Accreditation and Registration Unit (ICARE)
31-2010	16-Aug-10	Submission of Certified Copies of Income Tax Returns and VAT Returns by Bureau of Customs Accredited Importers
32-2010	23-Aug-10	Enhanced Automated Cargo transfer System (E-ACTS) for Transit Goods Consigned to Freeport Area of Bataan Locator Enterprises Discharged at Ports and Airports with Operating ACOS and with the Freeport Area of Bataan as Final Destination
33-2010	15-Jul-10	Safeguard Investigation No. 01-2007 entitled: "In the matter of the Safeguard duty for the Third year of the Final Extension of the Definitive General safeguard Measures Against the Importation of Ceramic Floor and Wall Tiles from various Countries (AHTN Code Nos. 6907.9010, 6907.9080, 6908.9011, 6908.9019, 6908.9090), Ceramic Tile Manufacturers' Association, Petitioner"
34-2010	31-Aug-10	Implementation of Executive Order No. 736
35-2010	8-Sep-10	Rationalization of the Offices of the Certificate of Payment Verification Office (CPVO), Certificate of Payment Clearance Unit (CPCU) and the Certificate of Payment Encoding and Verification Unit (CPEVU)
36-2010	8-Sep-10	Extension of the period for the submission of Income Tax Return and Value-Added Tax Return required under CMO-31-2010
37-2010	13-Sep-10	Common Cargo Transfer Fee (CTF) for the Use of the Enhanced Automated Cargo Transfer System (E-ACTS) in the Domestic transits of Imports (Seafreight and Airfreight) Discharged at all Ports of Entries
38-2010	14-Sep-10	Submission of Detailed Remittance Report by the AAB to Facilitate the reconciliation of Revenue Collection Report in BOC
39-2010	24-Sep-10	Enhanced Automated Cargo Transfer System (E-ACTS): Cargo Transfer Fee (CTF) Rates at Ports of Discharge and Use of IEIRD (BC Form 236) and Coverage of Utilization of Customs Brokers' CTF Pre-Payment Accounts
40-2010	25-Sep-10	Reiteration of CMO 19-2005 on the Renewal of Licenses of Customs Bonded Warehouses
41-2010	19-Oct-10	DTI Order on the Anti-Dumping case entitled "In the Matter of the Report of Findings on the Anti-Dumping Protest against the Importation of Mosquito coils from Indonesia, GREEN COIL INDUSTRIES, Protestant.

42-2010	13-Oct-10	Reiteration on the Use of Magna Scale as Directed Under CMO Nos. 130-88 and 8-2004
43-2010	13-Oct-10	Procedures for the Implementation of e2m Customs System – Phase 4 transit/Transshipment System in all Customs Ports Nationwide
44-2010	14-Oct-10	Customs Cargo Clearance Procedures for MCC Funded Goods under the Millenium Challenge Corporation (MCC) Contract
45-2010	15-Oct-10	Procedures for the Implementation of the Electronic to Mobile (e2m) Customs System for Delivered Duty Paid (DDP) or Bill-to-Shipper (BTS) Shipments at the Ninoy Aquino International Airport (NAIA) and other Airports Nationwide Pursuant to CMO 27-2009
46-2010	9-Nov-10	Enhancing Customs Revenue Collection of the Bureau's Port Operations Service to coordinate and monitor storage, inventory, auction and disposal activities to ensure effective implementation of customs laws, rules and regulations pursuant to E.O. 127, is hereby directed to oversee and coordinate the disposal of cargoes/shipments stored at Warehouse 159
47-2010	11-Nov-10	Amendment to CMO No. 30-2010 dated 12 August 2010, "Creation of Interim Customs Accreditation and Registration Unit (ICARE)
48-2010	7-Dec-10	Guideline s in the Accreditation of Service Providers of Electronic GPS-equipped Barrier Seals
49-2010	2-Nov-10	Electronic Lodgement of Export Declarations (EDs) through Accredited Value Added Service Providers (VASPs) at the One Stop Export Documentation Center (OSEDG)
50-2010	22-Nov-10	Amendment to CMO 45-2010 entitled "Procedures for the Implementation of the Electronic to Mobile (e2m) Customs System for Delivered Duty Paid (DDP) or Bill-to-Shipper (BTS) Shipments at the Ninoy Aquino International Airport (NAIA) and Other Airports Nationwide Pursuant to CMO 27-2009.
51-2010	3-Nov-10	Amendment to Customs Memorandum Order 46-98 dated 03 November, 1998 entitled "EXPEDITED CLEARANCE/RELEASE PROCEDURES AND GUIDELINES ON EXPRESS CONSIGNMENTS"
52-2010	8-Dec-10	Supplemental Guidelines in the Implementation of CMO 27-2009 Regarding Short Shipment
53-2010	8-Dec-10	Supplemental Guidelines in the Implementation of CMO 27-2009 re: Post Entry Modification of SAD (PMS) and SAD Cancellation (SC)
54-2010	1-Dec-10	Electronic Lodgement of Export Declaration through Accredited Value-Added Service Providers (VASP)
55-2010	15-Dec-10	Redefining the Duties and Responsibilities Under CMO 35-2010 of the Offices Responsible for the Issuance of Certificates of Payment and Providing Supplemental Instructions in the Implementation thereof

Management Team



Angelito A. Alvarez
Commissioner



Atty. Gregorio B. Chavez
Deputy Commissioner for Assessment
Operations Coordinating Group (AOCG)



Atty. Peter M. Manzano
Deputy Commissioner for Revenue
Collection & Monitoring Group (RCMG)



Horacio P. Suansing, Jr.
Deputy Commissioner for
Enforcement Group



Filomeno C. Vicencio Jr.
OIC-Deputy Commissioner for
Intelligence Group and Director of
Customs Intelligence & Investigation
Service (CIIS)



Ma. Corazon C. Azaña
OIC-Deputy Commissioner for Internal
Administration Group and Director,
Administration Office



Alexander M. Arevalo*
Deputy Commissioner
for Management Information
System and Technology
Group (MISTG)

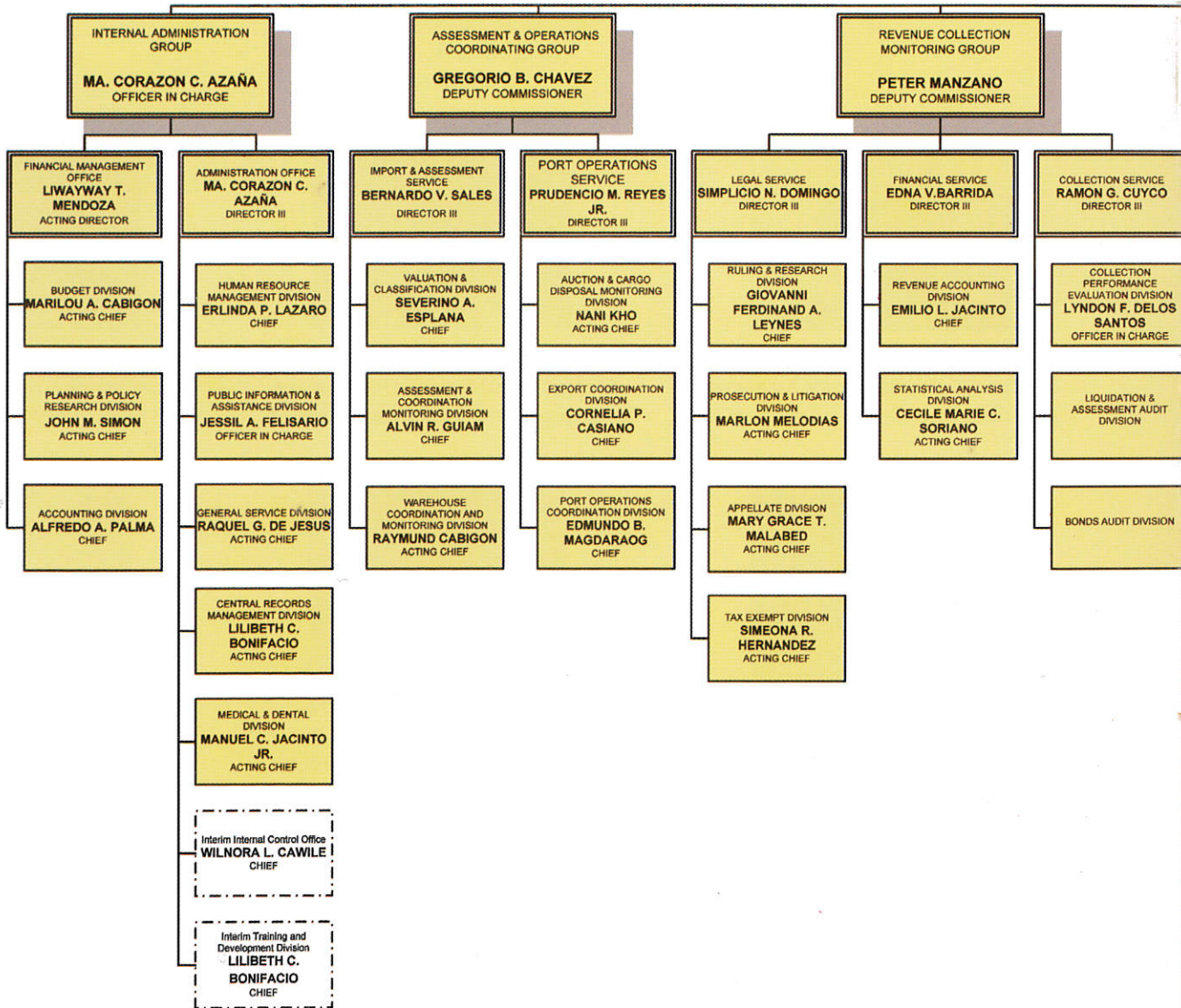


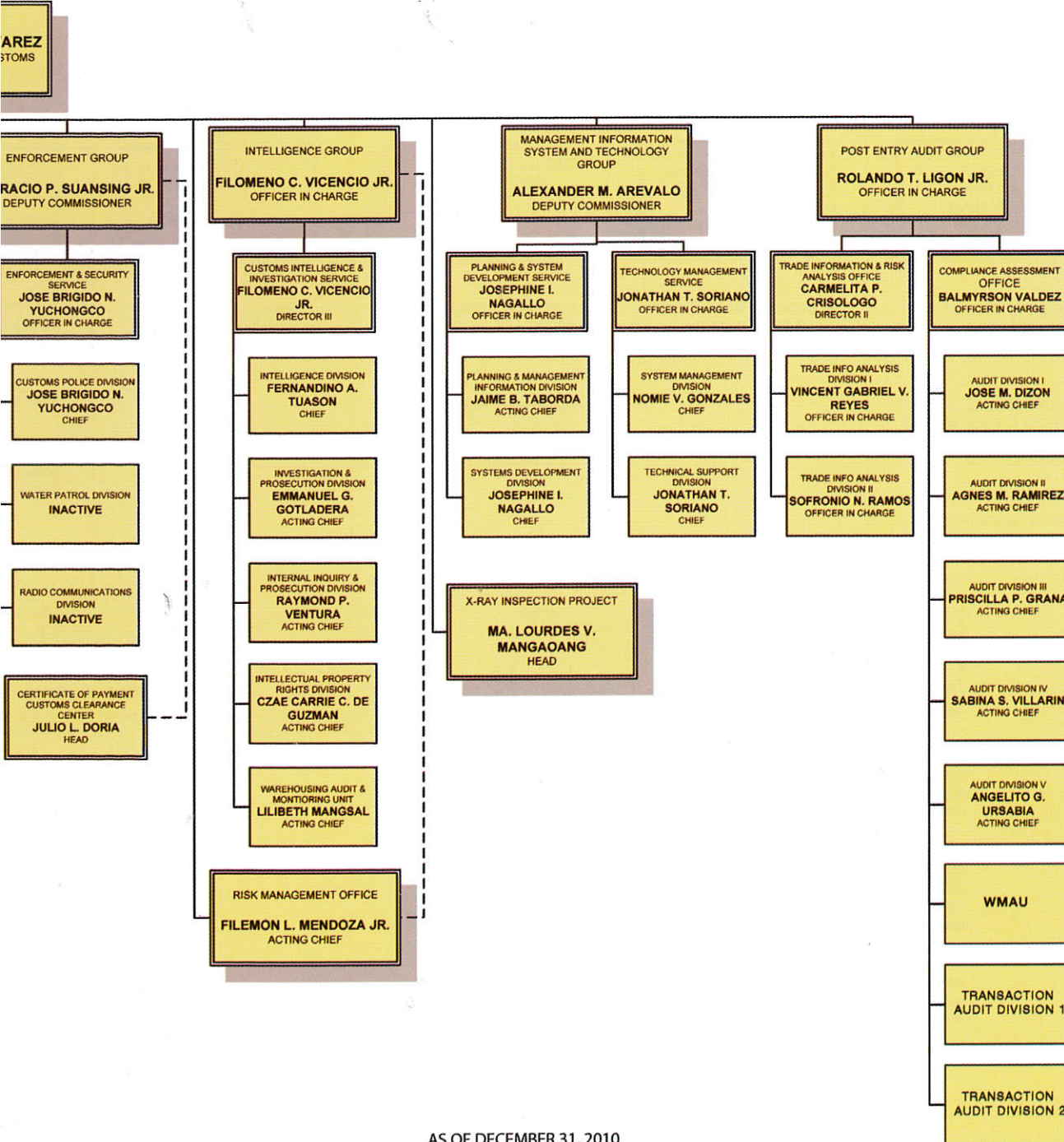
Atty. Rolando T. Ligon Jr.
Assistant Commissioner/Head, Post
Entry Audit Group

Ma. Caridad P. Manarang
Deputy Commissioner MISTG

Table of Organization of the BUREAU OF CUSTOMS

ANGELITO
COMMISSIONER

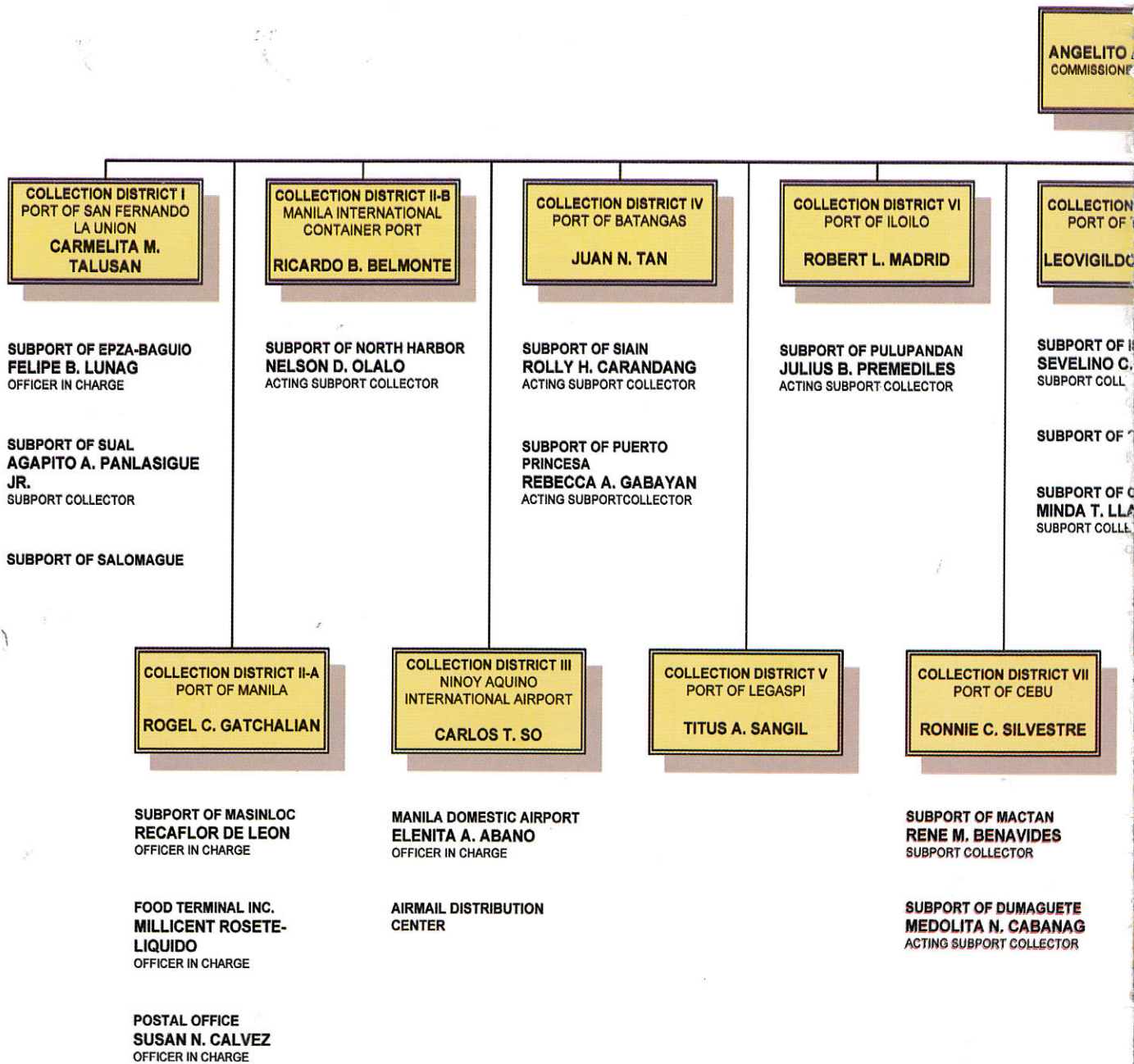


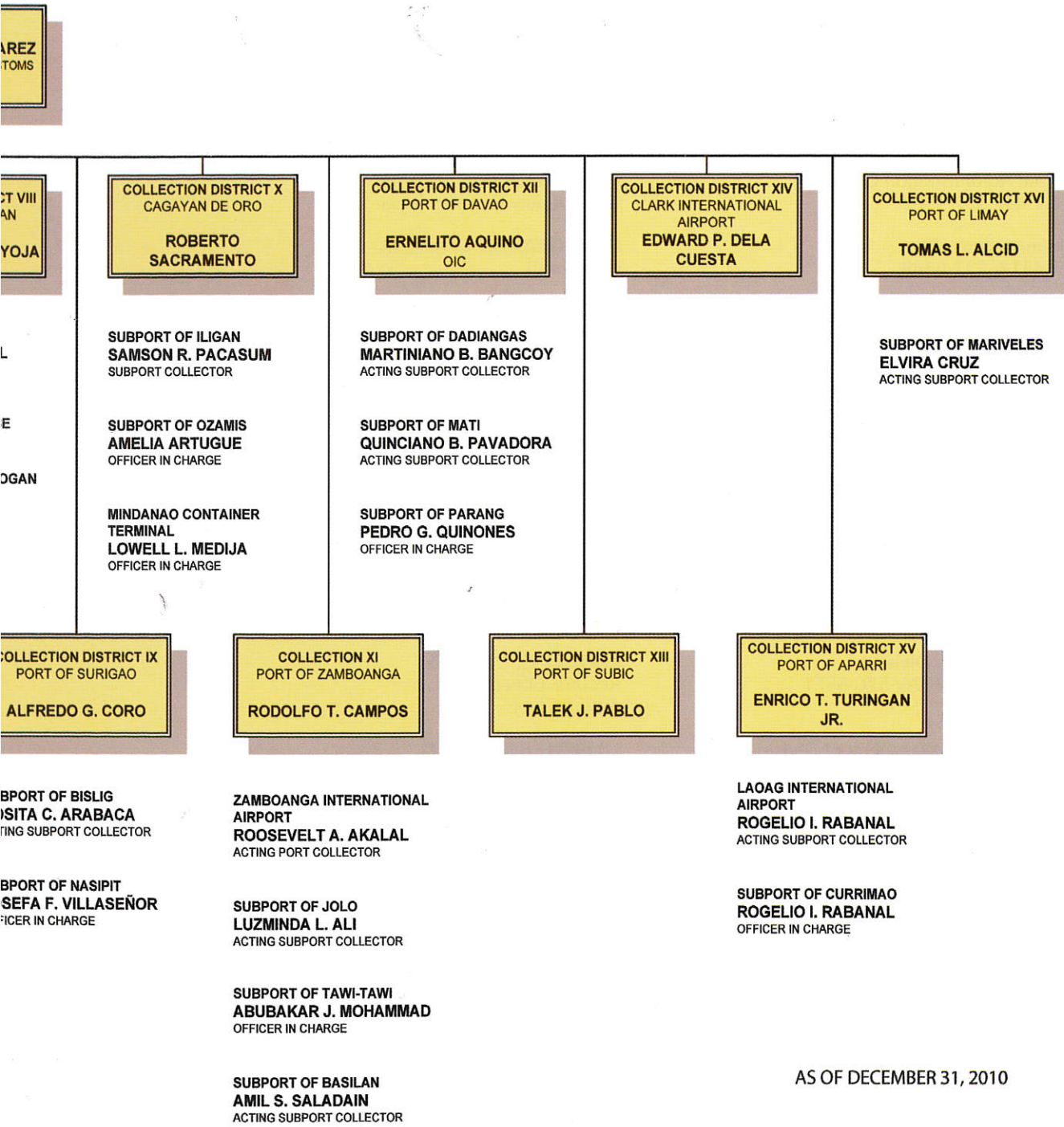


AS OF DECEMBER 31, 2010

Table of Organization of the BUREAU OF CUSTOMS

COLLECTION DISTRICTS





AS OF DECEMBER 31, 2010

Bureau of Customs (BOC) Directory

**Service/Division/Port
Telephone Number**

Office of the Commissioner
527-4573/ 527-4537/ 5266355

BOC X-Ray Inspection Project
521-2238

Internal Administration Group
527-1960/ 527-4507

Administration office
527-4518/ 527-6389

Public Information & Assistance Division
527-1968/ 527-8259

Medical & Dental Division
527-4601

Human resources Management Division
526-6669/ 527-1944

General Services Division
527-4566/ 527-4526/ 526-6571

Central Records Management Division
527-4564/ 527-4512

Interim Internal Control Office
527-4585

Interim Training & Development Division
527-3298

Financial Management Office
527-4525

**Incumbent Position
Designation**

ANGELITO A. ALVAREZ
Commissioner

MA. LOURDES MANGAOANG
Collector V

MA. CORAZON C. AZAÑA
OIC, Deputy Commissioner

MA. CORAZON C. AZAÑA
Director III

JESSIL A. FELISARIO*
Information Officer I
OIC

ELENITA A. ABAÑO*
Information officer V
Chief, PIAD

MANUEL JACINTO, JR.
Medical Officer V
Acting Chief

ERLINDA P. LAZARO
CCOO
Chief

RAQUEL G. DE JESUS
Records Officer IV
Acting Chief

LILIBETH BONIFACIO
COO III
Acting Chief, concurrent Chief,
Interim Training and Development Division

WILNORA L. CAWILE
SVCOO
Chief, concurrent, Acting Chief,
Cashier's Office, GSD, OCOM

LILIBETH BONIFACIO
COO III
Chief, concurrent Acting Chief,
Central Records Management Division

LIWAYWAY MENDOZA
CCOO
Acting Director

Budget Division
527-4530

MARILOU A. CABIGON
Budget officer IV
Acting Chief

Accounting Division
527-4534

ALFREDO PALMA
Chief Accountant
Chief

Planning & Policy Research Division
527-4508/ 527-8258

JOHN SIMON
Collector of Customs II
Acting Chief

Revenue Collection & Monitoring Group
527-4602/ 527-9453

PETER M. MANZANO
Deputy Commissioner

Legal Service
527-4515/ 527-4565

SIMPLICIO N. DOMINGO II
Director III

Tax Exempt Division
527-4579/ 526-1834

SIMEONA R. HERNANDEZ
MAA IV
Acting Chief

Financial Service
527-4577/ 527-4575/ 917-3277

EDNA V. BARRIDA
Acting Director III

Revenue Accounting Division
527-7328/ 527-4575

EMILIO L. JACINTO
Chief Accountant
Chief

Statistical Analysis Division
527-4577

CECILE MARIE C. SORIANO
Accountant IV
Acting Chief

Collection Service
527-4523/ 527-3727

RAMON G. CUYCO
Director III

Bonds Audit Division
527-4523/ 527-3727/ 507-3718

CLARENCE S. DIZON
Atty. III
Acting Chief

Assessment & Operations Coordinating Group
527-4602/ 527-9453

GREGORIO B. CHAVEZ
Deputy Commissioner

Import & Assessment Service
527-4439/ 523-9648/ 527-4549

BERNARDO V. SALES
Director III

Valuation & Classification Division
527-4539

MELITA O. DEL ROSARIO
SVCOO
Acting Chief

Assessment Coordination & Monitoring Division
526-6372

ALVIN R. GUIAM
MAA V
Chief

Warehouse Coordination Division
527-4561

RAYMUND P. CABIGON
SVCOO
Acting Chief, conc. Chief, WID, POM

Port Operations Service
527-7976/ 527-4476

PRUDENCIO M. REYES, JR.
Director III

Auction & Cargo Monitoring Division
527-4506

Export Coordination Division
527-4580

Intelligence Group
527-0638/ 526-6361

WAMU-IEG
527-4560

Customs Intelligence & Investigation Service
527-4560/ 527-4539

Intelligence Division
527-4516/ 917-4587

Investigation & Prosecution Division
527-4587

Internal Inquiry & Prosecution Division
527-4522/ 917-3298

Enforcement Group

Enforcement & Security Service

Customs Police Division
527-4643/ 527-4648

Management Information System &
Technology Group
526-6396/ 526-6361

NANIE G. KOH
COO III
OIC

CORNELIA P. CASIANO
CCOO
Chief

FILOMENO C. VICENCIO, JR.
OIC, Deputy Commissioner

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Collector of Customs II
Acting Chief

FILOMENO C. VICENCIO, JR.
Director III, conc. OIC, IG

FERNANDINO A. TUASON*
Intelligence officer V
Chief

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Special Police Chief
Acting Chief, ID

EMMANUEL G. GOTLADERA*
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Acting Chief

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MA. CARIDAD MANARANG*
Deputy Commissioner
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527-9456/ 527-6091

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527-8257

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Port of Iloilo
(033) 335-0998/ 337-5831

Port of Cebu
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Port of Tacloban
(053) 321-3370/ 321-3395

Port of Surigao
(086) 232-7535/ 826-5112

Port of Cagayan de Oro

Port of Zamboanga
(062) 992-0337/ 992-6845

Port of Davao
(082) 235-1085/ 235-0812

Port of Subic
(047) 252-3534/ 254-4312

Port of Clark International Airport
(045) 599-2162/ 892-3088/ 599-2166

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District Collector of Customs

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District Collector of Customs
Port of Cagayan de Oro

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Officer-In-Charge

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District Collector

EDMUND MAGDARAOG
Collector IV
Acting District Collector
Port of Davao

TALEK J. PABLO*
Collector of Customs V
Acting District Collector of Customs

ERROL ALBANO
Collector V
Acting District Collector
Port of Subic

EDWARD P. DE LA CUESTA
Collector of Customs VI
District Collector of Customs

* 2010 Official

* Incumbent

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