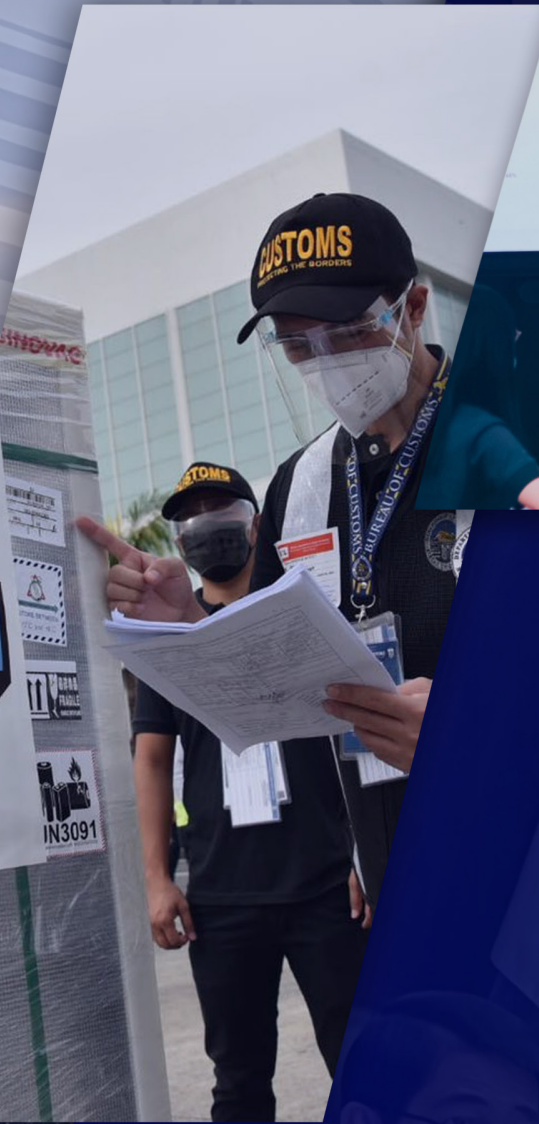




650.26bn 4.28% 26.68bn

PORT	TARGET	COLLECTION	DIFFERENCE	DEVIATION
ALBAY	164,098,270,000.00	160,970,776,153.96	-3,037,493,846.04	-1.85%
ANTWERP	134,520,340,000.00	140,996,166,843.66	6,475,826,843.66	4.81%
BAN	61,617,440,000.00	64,800,766,420.70	3,183,326,420.70	5.17%
BARCELONA	58,821,760,000.00	23,329,402,022.47	-35,492,357,977.53	-60.34%
CEBU	88,100,900,000.00	1,580,766,433,753.2	1,492,665,533,753.2	1,695.06%
DAVAO	37,478,000,000.00	38,884,891,527.92	1,406,891,527.92	3.75%
GENOVA	36,704,000,000.00	38,116,455,971.86	1,412,455,971.86	3.85%
HONG KONG	36,449,340,000.00	37,971,649,468.65	1,522,309,468.65	4.18%
MANILA	24,517,900,000.00	33,471,111,400.35	8,953,211,400.35	36.51%
PARASANGA	6,118,880,000.00	6,263,534,225	144,654,245	2.36%
VALICAN	5,185,800,000.00	5,979,817,000	794,017,000	15.31%
SAN FERDINAND	4,844,640,000.00	5,495,950,000	651,310,000	13.44%
INDIGO	2,793,000,000.00	3,184,540,000	391,540,000	14.02%
ELBAIK	1,575,490,000.00	2,083,670,561	508,180,561	32.28%
APASRI	601,760,000.00	423,455,691.70	-178,304,308.30	-29.63%
LEGASPI	288,400,000.00	415,327,693.03	126,927,693.03	44.01%
UBRIGAO	31,600,000.00	42,836,024.04	11,236,024.04	35.55%
PCAS	0.00	3,318,305,118.15	3,318,305,118.15	>100%
TEF	0.00	3,635,032,375.90	3,635,032,375.90	>100%
Total	623,578,020,000.00	650,257,066,924.96	26,679,046,924.96	4.28%



BUREAU OF CUSTOMS ANNUAL REPORT 2021



PROFESSIONALISM

INTEGRITY

ACCOUNTABILITY



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





Bureau of Customs Annual Report 2021

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THE PRESIDENT'S MESSAGE

I commend the agency for its strong commitment to addressing corruption, increasing revenue collection, facilitating trade, and strengthening efforts against smuggling and other customs fraud. Your programs to improve the capacity of your personnel and their overall well-being are also commendable.

As you chronicle your achievements in the previous year and communicate your policy directions, may the BOC find renewed vigor and passion in serving our people as we recover from the COVID-19 pandemic.

I wish you more success in the years ahead.



Rodrigo Roa Duterte

President



THE SECRETARY'S MESSAGE

The Bureau of Customs (BOC) performed extremely well throughout this year of difficult challenges as it had done so in the past. I commend the Bureau for continuously reforming and fully digitalizing its processes to plug revenue leakages. As a result of the agency's comprehensive reform efforts, the BOC surpassed its annual collection target for 2021 by about 5 percent.

This year, the BOC collected a total of P645.77 billion in revenues. This impressive performance is already higher than the pre-pandemic collection of P630.31 billion in 2019. The digital transition, post-clearance audit of importers, the implementation of the fuel marking program, and sustained anti-smuggling activities all contributed to the laudable collection efforts of the Bureau. We look forward to the BOC habitually breaking its collection records in the years to come.

The BOC has also significantly contributed to our fight against the pandemic by expeditiously releasing the vaccines, medical supplies, and equipment urgently needed by our health workers and our people. As of end-December 2021, the BOC has processed a total of 210.44 million COVID-19 vaccine doses. Each of these shipments was cleared within the day and promptly delivered to their assigned

warehouse facilities to prevent spoilage.

As we battled the pandemic, the government had to borrow more funds to support our health care system and procure vaccines for our people. Although our debt as a percentage of GDP remains manageable, we aim to return to the low debt level we had achieved pre-pandemic as soon as possible. This can be done by increasing the pace of economic expansion and improving the government's revenue collections.

The BOC is at the forefront on both counts: collecting the revenues and facilitating the trade that will help our economy recover quickly and grow sustainably in the coming period. The Bureau is well on its way to achieving these crucial tasks as it had automated thus far nearly 82 percent of its processes. In 2022, we look forward to its continuous shift towards full digitalization.

I thank the men and women of the BOC for your professionalism, patriotism, honesty, and dedication to public service. I am sure that this agency will continue to set benchmarks deep into the future.


Carlos G. Dominguez
Secretary of Finance



THE COMMISSIONER'S MESSAGE

Consistency, creativity, and connectivity marked the work that we accomplished in 2021.

While the challenges we faced maybe tough and uphill, we recognize the significance of investing both time and resources to improve our services, regain our credibility, and accomplish our mission.

By sticking to our priorities and focusing on our mandates, we achieved milestones in revenue collection, operational upgrades, and customer service. Through opening channels of communication and interaction, we sustained the tempo of our work and provided services for our various stakeholders to keep businesses moving.

Amidst a global challenge, we ensured that the essential goods and supplies in the fight against COVID-19 were expeditiously processed and released.

The foundation laid by the BOC in the past years makes the prospect of transformation not only a possibility but a natural outcome of efforts which

are all to our utmost priority of serving the public with professionalism, integrity, and accountability.

These and the encouraging uptrend in public confidence in our service, as seen in the AITS Survey conducted by the PSRC, will continue to inspire us to work harder and do better.

In the face of the various challenges and developments in the year just passed, we kept the pace and stayed on course. Each milestone, lesson and recognition will keep us going forward and onward.



Rey Leonardo B. Guerrero
Commissioner

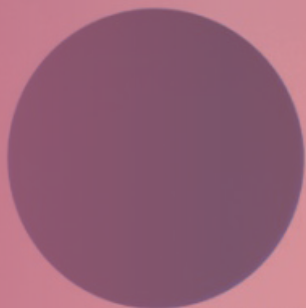


“In the face of the various challenges and developments in the year just passed, we kept the pace and stayed on course. Each milestone, lesson and recognition will keep us going forward and onward. ”



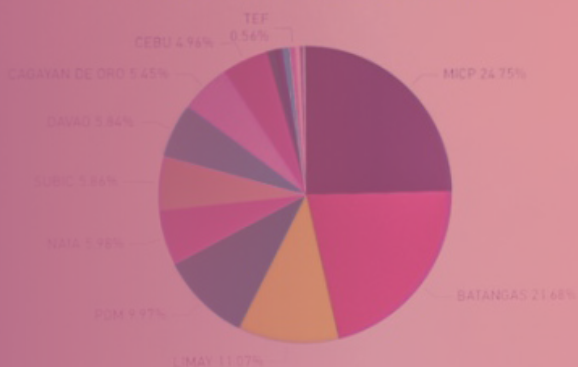
REVENUE COLLECTION

2021 COLLECTION VS 2021 TARGET



TOTAL COLLECTION
650.26bn (100%)

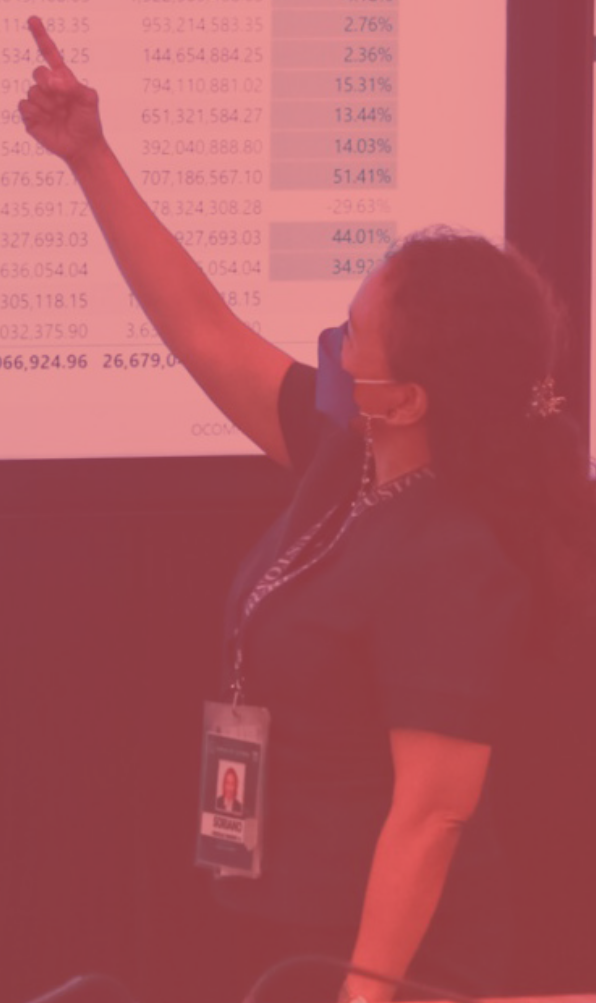
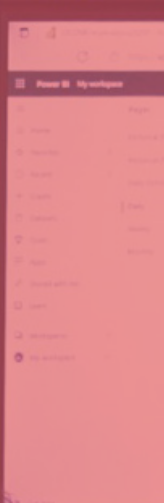
% SHARE OF PORTS IN 2021 COLLECTION



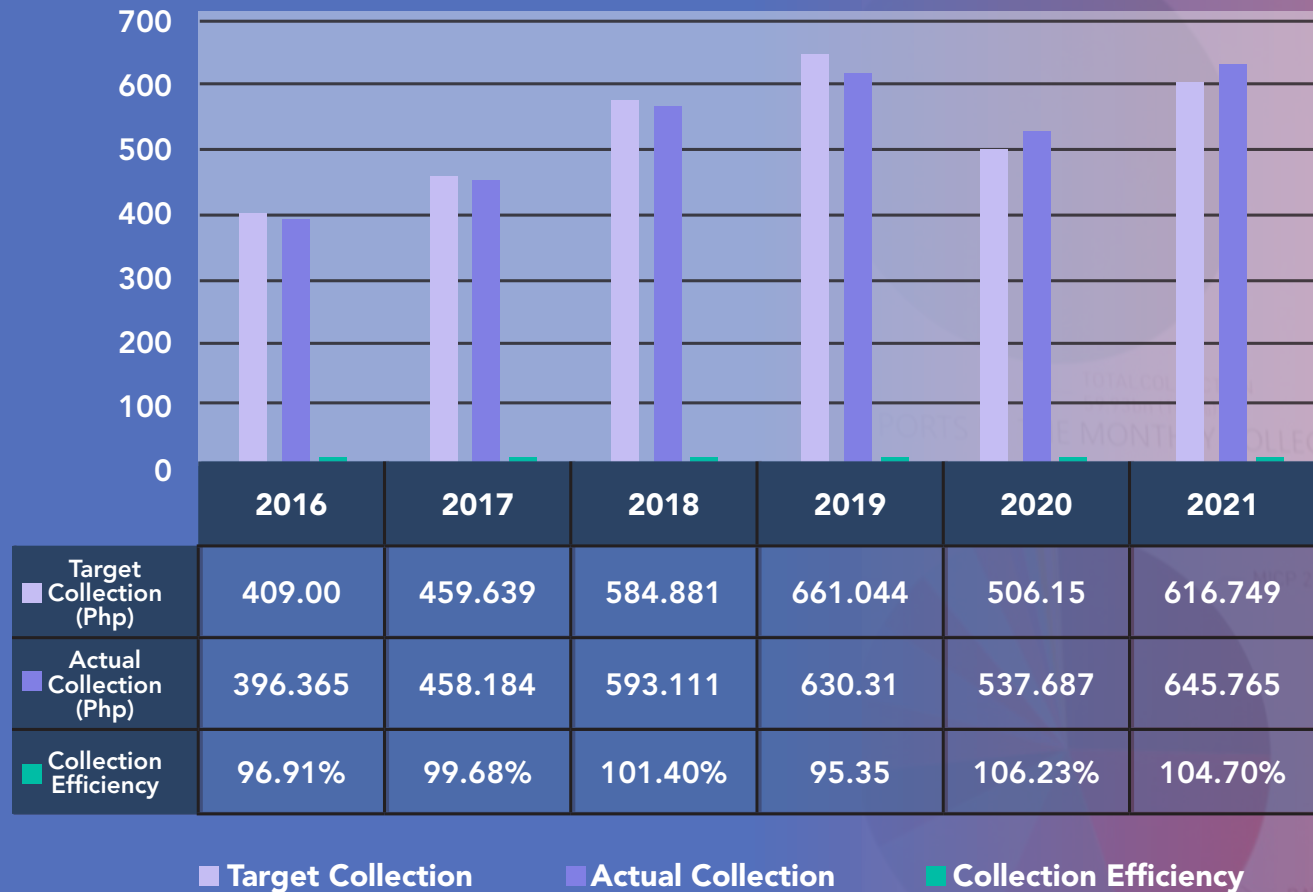
CY 2021

650.26bn JAN.1-DATE COLLECTION	4.28% DEVIATION	26.68bn DIFFERENCE
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PORT	TARGET	COLLECTION	DIFFERENCE	DEVIATION
MICP	164,008,270,000.00	160,970,776,153.96	-3,037,493,846.04	-1.85%
BATANGAS	134,520,340,000.00	140,996,166,843.66	6,475,826,843.66	4.81%
POM	61,617,440,000.00	64,800,766,420.70	3,183,326,420.70	5.17%
LIMAY	58,921,760,000.00	71,979,490,027.47	13,057,730,027.47	22.16%
CEBU	38,120,900,000.00	64,800,766,420.70	26,679,866,420.70	70.00%
NAIA	37,478,000,000.00	38,884,891,527.92	1,406,891,527.92	3.75%
SUBIC	36,704,000,000.00	38,116,455,971.86	1,412,455,971.86	3.85%
DAVAO	36,449,340,000.00	37,971,649,468.65	1,522,309,468.65	4.18%
CAGAYAN DE ORO	34,517,900,000.00	35,471,114,833.35	953,214,583.35	2.76%
ZAMBOANGA	6,118,880,000.00	6,263,534,413.25	144,654,884.25	2.36%
TACLOBAN	5,185,800,000.00	5,979,910,000.00	794,110,881.02	15.31%
SAN FERNANDO	4,844,640,000.00	5,495,960,000.00	651,321,584.27	13.44%
ILOILO	2,793,500,000.00	3,185,540,000.00	392,040,888.80	14.03%
CLARK	1,375,490,000.00	2,082,676,567.10	707,186,567.10	51.41%
APARRI	601,760,000.00	423,435,691.72	-178,324,308.28	-29.63%
LEGASPI	288,400,000.00	415,327,693.03	126,927,693.03	44.01%
SURIGAO	31,600,000.00	42,636,054.04	11,036,054.04	34.92%
PCAG	0.00	1,318,305,118.15	1,318,305,118.15	100.00%
TEF	0.00	3,635,032,375.90	3,635,032,375.90	100.00%
Total	623,578,020,000.00	650,257,066,924.96	26,679,046,924.96	4.28%



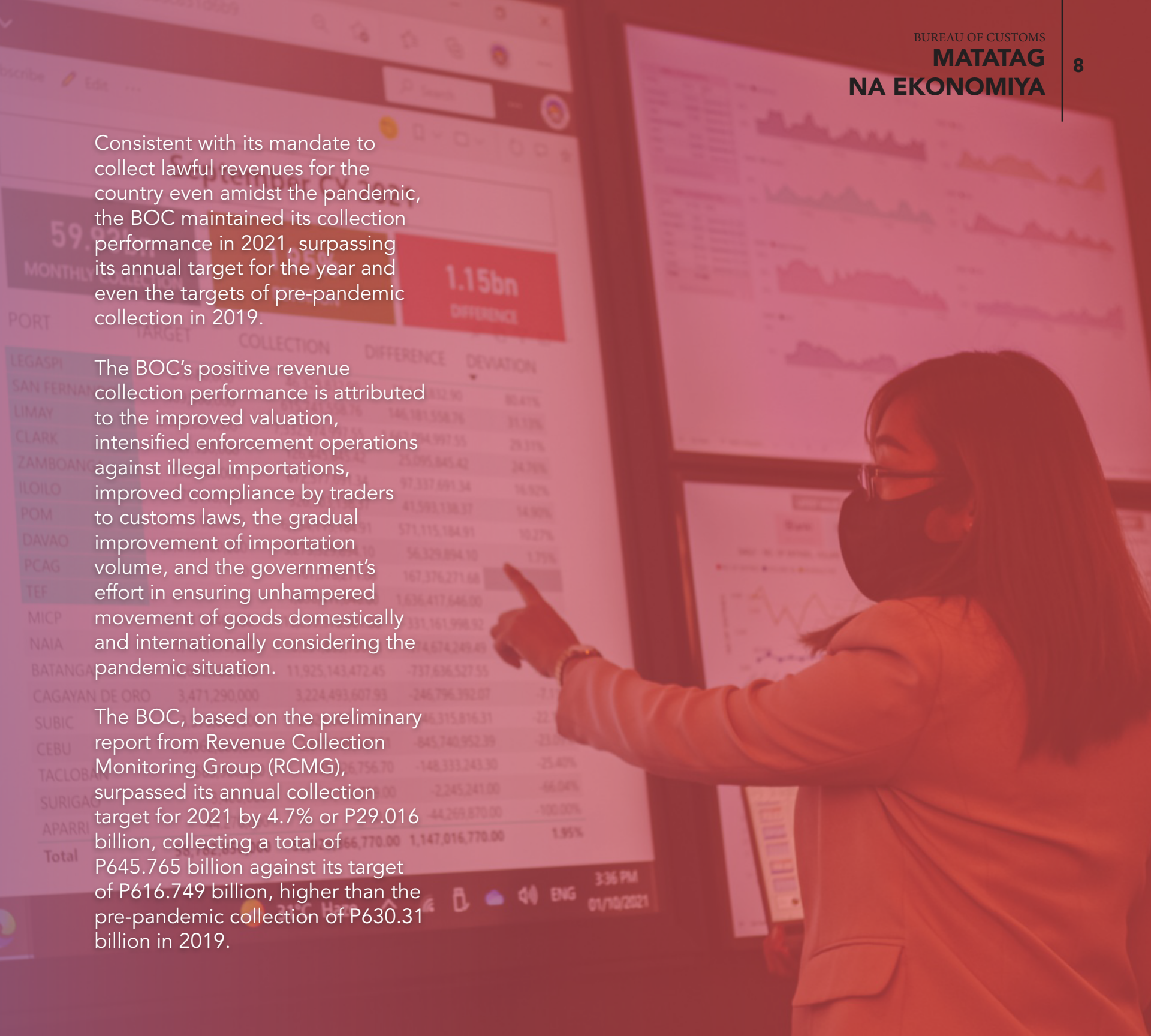
EFFICIENCY IN REVENUE COLLECTION



Consistent with its mandate to collect lawful revenues for the country even amidst the pandemic, the BOC maintained its collection performance in 2021, surpassing its annual target for the year and even the targets of pre-pandemic collection in 2019.

The BOC's positive revenue collection performance is attributed to the improved valuation, intensified enforcement operations against illegal importations, improved compliance by traders to customs laws, the gradual improvement of importation volume, and the government's effort in ensuring unhampered movement of goods domestically and internationally considering the pandemic situation.

The BOC, based on the preliminary report from Revenue Collection Monitoring Group (RCMG), surpassed its annual collection target for 2021 by 4.7% or P29.016 billion, collecting a total of P645.765 billion against its target of P616.749 billion, higher than the pre-pandemic collection of P630.31 billion in 2019.



PORT	TARGET	COLLECTION	DIFFERENCE	DEVIATION
LEGASPI			112.90	80.4%
SAN FERNAN			146,181,598.76	31.32%
LIMAY			194,997.55	29.31%
CLARK			25,095,845.42	24.76%
ZAMBOANG			97,337,691.34	16.82%
ILOILO			41,593,138.37	14.80%
POM			571,115,184.91	10.27%
DAVAO			56,329,894.10	1.75%
PCAG			167,376,271.68	
TEF			1,636,417,646.00	
MICP			131,161,998.52	
NAIA			4,674,249.49	
BATANGA	11,925,143,472.45		-737,636,527.55	
CAGAYAN DE ORO	3,471,290,000	3,224,493,607.93	-246,796,392.07	-7.11%
SUBIC			46,315,816.31	-22.11%
CEBU			845,740,952.39	-23.01%
TACLOBAN	6,756.70		-148,333,243.30	-25.40%
SURIGAO			0.00	-66.04%
APARRI			44,269,870.00	-100.00%
Total		66,770.00	1,147,016,770.00	1.95%

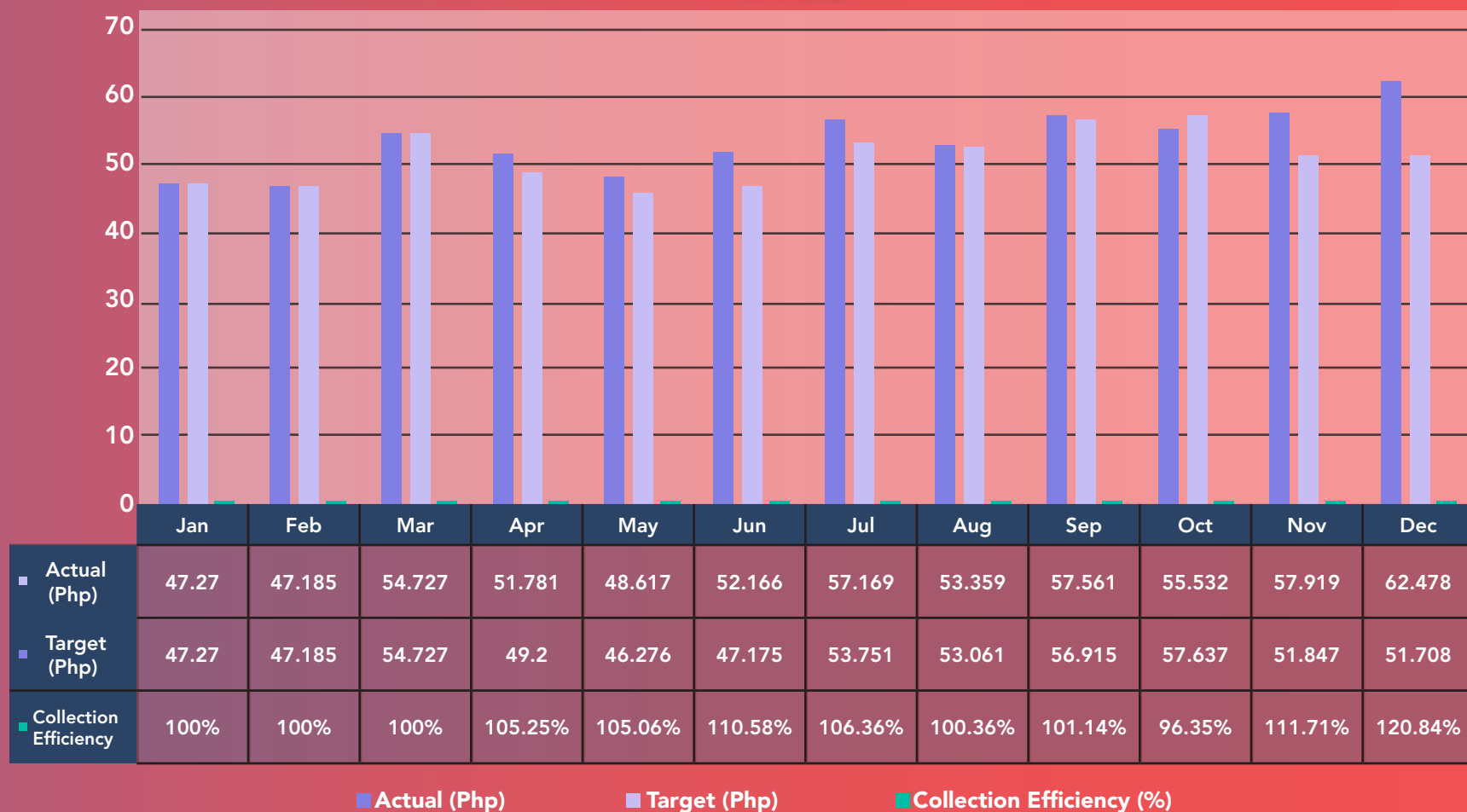
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Target revenue collections in 2021, broken down by month, highlight the consistent performance in achieving targets.

The increase in BOC's revenue collection performance was because of the collective efforts of the men and women of Bureau of Customs who, despite the risks to their health and safety, showed unwavering commitment and dedication to service.

Monthly Revenue Collection
 C.Y. 2021





FLAMMABLE
No Smoking Within 50 Feet
HIGH QUALITY FUELS

CUSTOMS

AUC 3391

DISCHARGE VALVE

DISCHARGE VALVE

TAX COLLECTION FROM FUEL MARKING PROGRAM

As the Bureau of Customs (BOC) continuously implements its mandate to mark fully paid imported petroleum products under the Fuel Marking Program, a total of 34.59 billion liters of kerosene, diesel, and gasoline were marked from September 2019 to December 2021 equivalent to P313.98 billion in taxes collected. For 2021 alone, the BOC was able to mark 17.040 billion liters of fuel equivalent to P165.96 billion in taxes collected.

The markers serve as identifiers during field testing to determine the presence of illicit fuel in the market.

The Fuel Marking Program aims to raise revenues while curbing fuel smuggling and leveling the Philippine oil industry's playing field.

DUTIES AND TAXES COLLECTED FROM MARKED FUEL		
C.Y. 2018 - 2021		
Period	Volume of Marked Fuel (Liter)	Taxes Collected (Php)
Sep-Dec 2019	1.868-B	P38.66-B
2020	15.688-B	P109.36-B
2021	17.040-B	P165.96-B
TOTAL	34.59-B Liters	P313.98-B

COLLECTION FROM INTENSIFIED POST-CLEARANCE AUDIT OF IMPORTERS

BOC continues to plug revenue leakages and promote compliance among importers through the Post Clearance Audit Group (PCAG).

PCAG conducted post-clearance audit verification and investigation of SGL, pharmaceutical companies, and importers of foodstuff, alcohol, tobacco, Mechanically Deboned Meat (MDM), rice, oil, and others. This effort has resulted in the collection of over P1.5 billion worth of deficient customs duties, taxes, and other charges, including fines or penalties paid by importers in 2021 and a total of P5 billion since 2018.

POST-CLEARANCE AUDIT COLLECTIONS C.Y. 2018 - 2021

Year	Revenue Collection (Php)
2018	245,968,211.74
2019	2,061,607,324.08
2020	1,218,548,906.64
2021	1,522,216,793.42
Total	5,048,341,235.88

COLLECTION FROM PUBLIC AUCTIONS

COLLECTION FROM PUBLIC AUCTIONS C.Y. 2021

Port	Total Proceeds (Php)
POM	127,357,710.00
MICP	337,833,200.11
Batangas	10,743,940.64
Cebu	29,379,000.00
Zamboanga	750,200.00
Davao	25,040,042.00
Subic	6,041,500.00
Clark	182,100.00
Legazpi	1,375,100.00
CDO	16,451,600.00
NAIA	289,449.00
TOTAL	555,443,841.75

The BOC collected over P555 million in additional revenue from Public Auctions conducted in various ports from January to December 2021.

Among the auctioned goods were forfeited general merchandise, electrical goods and supplies, fabrics, vehicles/ motorcycles and parts, household goods, and hardware supplies, among others.



TRADE FACILITATION



HAI

海宏国际海运

MACROCEAN LINE

中国海运

CHINA SHIPPING

WAN

FRITTON

314

MAERSK

FRITTON

FRITTON

FRITTON

WAN

FRITTON

EFFICIENCY IN TRADE FACILITATION

The Philippines' overall performance in the latest United Nations Global Survey on Digital and Sustainable Trade Facilitation report continues to improve, as the country scored 86.02% in 2021 from 80.65% in 2019, ranking third among ten other Southeast Asian nations.

Despite the challenges due to the pandemic, the improved performance of the Philippines in trade facilitation can be attributed to various initiatives of the Bureau of Customs, such as the development and deployment of ICT systems, the full implementation of the National Single Window, and the establishment of Customer Care Centers, among others.

DIGITAL AND SUSTAINABLE TRADE FACILITATION IN SOUTH-EAST ASIA (2021)



TOP 3 out of 11 Countries - Philippines

2015

- 1.SINGAPORE - 88.17%
- 2.MALAYSIA - 70.97%
- 3.THAILAND - 69.89%
- 4.PHILIPPINES- 65.59%

2017

- 1.SINGAPORE - 90.32%
- 2.MALAYSIA - 80.65%
- 3.THAILAND- 76.34%
- 4.PHILIPPINES - 69.89%

2019

- 1.SINGAPORE - 93.55%
- 2.MALAYSIA - 82.80%
- THAILAND - 82.80%
- 3.PHILIPPINES- 80.65%

2021

- 1.SINGAPORE- 95.70%
- 2.THAILAND- 87.10%
- 3.PHILIPPINES - 86.02%
- MALAYSIA - 86.02%

2021 Trade facilitation score of 86.02%

Transparency: 100%; Formalities: 100%; Institutional Arrangement and Cooperation: 77.78%; Paperless Trade: 85.19%; Cross-Border Paperless Trade: 61.11%.



2019 Trade facilitation score of 80.65%

Transparency: 100%; Formalities: 100%; Institutional Arrangement and Cooperation: 55.56%; Paperless Trade: 77.78%; Cross-Border Paperless Trade: 55.56%.



2017 Trade facilitation score of 69.89%

Transparency: 93.33%; Formalities: 87.5%; Institutional Arrangement and Cooperation: 55.56%; Paperless Trade: 70.37%; Cross-Border Paperless Trade: 33.33%.



2015 Trade facilitation score of 65.59%

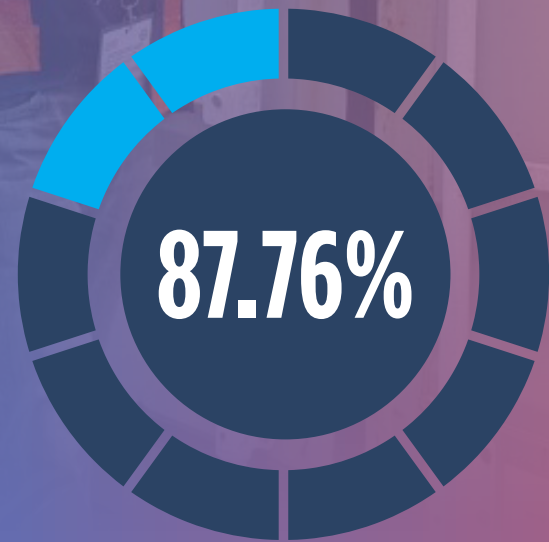
Transparency: 93.33%; Formalities: 87.5%; Institutional Arrangement and Cooperation: 55.56%; Paperless Trade: 70.37%; Cross-Border Paperless Trade: 33.33%.



IMPLEMENTATION OF THE WCO MERCATOR PROGRAM

The Philippines' overall performance in the latest United Nations Global Survey on Digital and Sustainable Trade Facilitation report continues to improve, as the country scored 86.02% in 2021 from 80.65% in 2019, ranking third among ten other Southeast Asian nations.

Despite the challenges due to the pandemic, the improved performance of the Philippines in trade facilitation can be attributed to various initiatives of the Bureau of Customs, such as the development and deployment of ICT systems, the full implementation of the National Single Window, and the establishment of Customer Care Centers, among others.



**COMPLETED 16 OF THE
27 MERCATOR RECOMMENDATIONS**

IMPLEMENTATION OF THE NATIONAL SINGLE WINDOW

ONBOARDED IN 2020

1. Biodiversity Management Bureau (BMB)
2. National Tobacco Administration (NTA)
3. Philippine Drug Enforcement Agency (PDEA)
4. Bureau of Customs (BOC)

ONBOARDED IN 2021

1. Bureau of Agriculture and Fisheries Standards (BAFS)
2. DTI – Export Marketing Bureau (DTI-EMB)
3. National Meat Inspection Service (NMIS)
4. Fertilizer and Pesticide Authority (FPA)
5. Sugar Regulatory Administration (SRA)
6. Optical Media Board (OMB)
7. Bureau of Plant Industry (BPI)
8. Philippine Nuclear Research Institute (PNRI)
9. Bureau of Quarantine (BOQ)
10. Philippine Coconut Authority (PCA)
11. Bureau of Fisheries and Aquatic Resources (BFAR)
12. Philippine National Police – Firearms and Explosives Office (PNP-FEO)
13. Oil Industry Management Bureau (OIMB)
14. Bureau of Animal Industry (BAI)
15. National Telecommunications Commission (NTC)
16. Bureau of Internal Revenue (BIR)
17. Department of Foreign Affairs – Office of Protocol (DFA)

The BOC, as the Chairman of the National Single Window (NSW) Technical Working Group (TWG), spearheaded the implementation of activities for the establishment, implementation, operation, and monitoring of the NSW and the ASEAN Single Window (ASW) in the country.

As a result of its consistent monitoring and efforts, a total of 21 Trade-Regulatory Government Agencies (TRGA) successfully onboarded into the NSW as of December 31, 2021.

The NSW is an automated and integrated licensing, permit, clearance, and certification system for regulatory agencies. It aims to connect all regulatory government agencies to make the trade facilitation processes interoperable and efficient.

ved BOC:
LESS & SIMPLIFIED
BUREAU OF CUSTOMS
Customer Care Center
www.customs.gov.ph

AUTOMATION OF 82% (139 OUT OF 170) OF THE CUSTOMS PROCESSES

The continuous BOC operations amidst the ongoing pandemic is mainly attributed to the Bureau's enhancement of information technology systems in 2019 and drive to fully digitalize frontline transactions in 2020.

Since 2019, 30 ICT projects and systems have been developed and implemented which have resulted in more streamlined and efficient customs processes and procedures.

30 ICT SYSTEMS IMPLEMENTED

1. Customs Dashboard
2. High-Performance Server
3. Co-location/Backup Server
4. Customer Care Portal System (CCPS)
5. Document Tracking System (DTS)
6. Cargo Targeting System
7. Alert Orders Monitoring System (AOMS)
8. Parcel and Balikbayan Boxes Tracking System
9. Informal Entry System (IES) for Low Dutiable Value
10. Trade Engine (TRE)
11. Universal Risk Management System
12. Electronic Tracking of Containerized Cargo (E-TRACC)
13. Enhanced Value Reference Information System (e-VRIS)
14. Internal Administration Management System (IAMS)
15. E2M Stabilization, Support, and Maintenance
16. Authorized Economic Operator (AEO) Online Portal
17. Electronic Advance Ruling System (e-ARS)
18. Computerization of Super Green Lane Office
19. General Transportation Surety Bond Online Inquiry
20. Automated Routing and Monitoring System (ARMS)
21. Automated Inventory Management System for CBW (AIMS)
22. Inventory Management System (IMS) for CY/CFS
23. Client Profile Registration System (CPRS) Status Online Inquiry
24. Automated Bonds Management System (ABMS)
25. Pre-payment Online Inquiry System (POIS)
26. Prepayment System for all types of Declarations
27. Offense Database
28. Backup Network and Internet
29. Electronic Certificate of Origin (eCO)
30. National Customs Enforcement Network (NCEN)





VACCINATED COVID-19
RESBAKUNA
KASANGGA NG BIDA

unicef
for every child

unicef
for every child

RU
↑ PERISHABLE
UP

VACCINATED COVID-19

LAYER

EXPEDITIOUS RELEASE OF PPE & COVID-19 VACCINES

RELEASED PPE & MEDICAL SUPPLIES

C.Y. 2020 - 2021

Period	No. of Shipments
March - December 2020	15,583
January - December 2021	519
Total	16,102

RELEASED COVID-19 VACCINES

C.Y. 2021

Brand	No. of Shipments	No. of Doses
Sinovac	45	53,030,400
Sinopharm	2	1,000,000
Sinopharm (Hayat Vax)	1	100,000
Astrazeneca	36	36,970,550
Pfizer - Biontech	169	59,868,810
Sputnik V	15	10,005,000
Moderna	37	33,912,460
Johnson & Johnson	8	12,561,650
Total	313	210,448,870

To contribute to the effort in addressing the COVID-19 pandemic, the Bureau of Customs continued to process the expeditious release of goods essential in the fight against the virus, to help the country attain sufficient supplies of PPEs & Covid-19 vaccines.

Since the onset of pandemic, the BOC released a total of 16,102 shipments of PPE and other medical supplies. Also, 313 shipments of Covid-19 vaccines consisting of 210,448,870 doses were facilitated as of December 31, 2021.

The BOC created One-Stop-Shops in its Collection Districts to ensure the expeditious facilitation of these critical shipments and activated several hotline numbers to respond to queries received 24/7 in real-time.

Furthermore, the BOC also conducted inter-port briefings to ensure quality service and to cascade uniform procedures to facilitate the release of PPE and vaccines.

REDUCED CUSTOMS CLEARANCE TIME

The Bureau of Customs periodically conducts Time Release Studies to ensure that the time taken for release or clearances steadily decreases as the Bureau implements improvements and corrective measures for bottlenecks and other related problems. This is a key performance measurement tool to assess, evaluate, and enhance the current performance of the Bureau which will benefit trade facilitation in the Philippines.

TIME RELEASE STUDY
C.Y. 2019 - 2021

Period	Port	Import	Export
2019	MICP	2 days, 10 h, 3min	1 h, 11 min
2020	MICP	2 days, 36 min	4h, 45 min, 51 s
	Manila	2 days, 9 h, 44 min, 48 s	1 day, 21 h, 1 min, 3 s
	MCT	1 day, 17 h, 10 min, 55 s	19 h, 6 min, 13 s
	Davao	2 days, 15 h, 37 min, 11 s	21 h, 21 min, 9 s
	Zamboanga	No import entry processed during the period	3 days, 15 h, 28 min, 21 s
2021	Cebu	4 days, 7 h, 17 min	1 day, 12 h, 29 min
	Clark	5 days, 12 h, 55 min	10 mins
	Subic	2 days, 12 h, 11 min	56 min, 40 s
	NAIA	3 days, 11 h, 35 min	11 min, 40 s
	Aparri	Ongoing Verification	6 days, 17 h, 37 min
	Batangas	5 days, 2 h, 9 min, 50 s	14 h, 6 min
	Iloilo	2 days, 1 h, 24 min	2 h, 13 min
	Legaspi	14 h, 21 min	4 days, 16 h, 34 min
	Limay	22 h, 57 min, 15 s	5 h, 32 min
	San Fernando	2 days, 2 h, 8 mins	17 h, 54 min, 40 s
	Surigao	5 days, 18 h, 33 min	2 days, 15, h, 8 min
	Tacloban	Ongoing data verification	20 h, 26 min



DISPOSAL OF OVERSTAYING CONTAINERS

DISPOSED OVERSTAYING CONTAINERS C.Y. 2021				
Port	Auctioned	Condemned	Donated	Total Disposed
POM	297	173	0	470
MICP	667	707	0	1,374
Batangas	25	103	0	128
Subic	0	49	2	51
Cebu	149	37	66	252
Davao	103	60	2	165
CDO	16	21	0	37
TOTAL	1,257	1,150	70	2,477

A total of 2,477 overstaying containers were disposed of, resulting in revenue generation of P555,443,841.75 from the public auction of 1,257 containers of assorted items, as well as proceeds from Negotiated Sale amounting to P4,748,505.00 from 20 containers and loose cargoes.

Further, 1,150 containers were condemned and 70 containers were donated to various government agencies.

These containers were forfeited after seizure or abandonment proceedings under Sections 1139 and 1141 of the Customs Modernization and Tariff Act (CMTA), which provides for the conditions and modes of disposition, respectively.

Notably, these disposition activities also resulted in the efficient trade facilitation by eliminating port and yard congestion, and ensuring the smooth flow of business within the agency.

DONATIONS TO NATIONAL GOVERNMENT AGENCIES

In 2021, the BOC was able to extend help to various national government agencies of the Philippines including the Department of Education, Department of Social Welfare and Development, City of Mandaue, City of Iloilo, Presidential Communications Group, Technical Education and Skills Development Authority, City of Surigao, Barangay Sasa, National Commission on Muslim Filipinos, Department of Health – Davao Region, Philippine Navy, and the City of Lapu-Lapu.

Various forfeited goods were donated following the directive of Finance Secretary Carlos G. Dominguez to dispose of goods in Customs custody as an aid to Filipinos affected by the pandemic and recent calamities.



6,800 Electronic Devices, School Bags, Books, Shoes from Port of NAIA and Port of Clark



Live broadcasting equipment, FM broadcast transmitter, and Medium Wave Transmitter



One container of Muslim books



Face shield, stretch tents, canvass tents, accessories, twine, yarn droppings and cutting, footwear, rice, and canned goods



Twine, yarn dropping and cutting



One container of various used medical supplies and equipment



Twine, yarn droppings and cutting



8 Drums of Oil



Twine, yarn droppings and cuttings



Various bathroom items



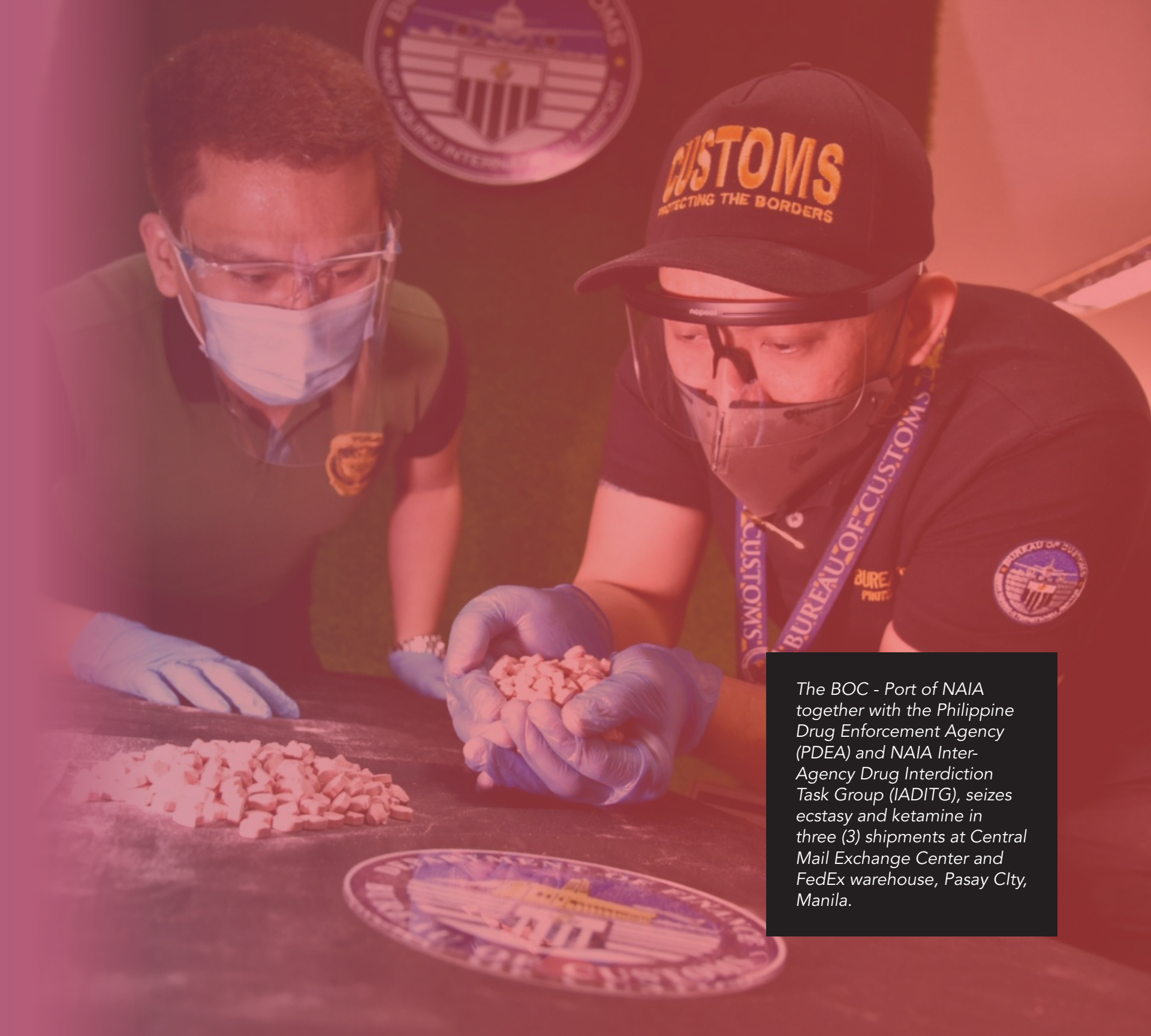
40 Drums of 200 liters of Mold Remover and 125,000 Oil



Twine, yarn droppings and cuttings



BORDER PROTECTION



The BOC - Port of NAIA together with the Philippine Drug Enforcement Agency (PDEA) and NAIA Inter-Agency Drug Interdiction Task Group (IADITG), seizes ecstasy and ketamine in three (3) shipments at Central Mail Exchange Center and FedEx warehouse, Pasay City, Manila.

INTENSIFIED OPERATIONS AGAINST ILLEGAL DRUGS

Consistent with its mandate of Border Security and Protection, BOC has further strengthened its profiling and non-intrusive inspection resulting in seizures of various illegal drugs.

In 2021, the BOC jointly operating with the Philippine Drug Enforcement Agency (PDEA) & PNP Drug Enforcement Group (PDEG) was able to seize a total of P230.26 million worth of illegal drugs.

From July 2016 to December 2021, the BOC recorded P15.376 billion worth of seized illegal drugs.

SEIZED ILLEGAL DRUGS

C.Y. 2021

Dangerous Drugs	Estimated Value
Shabu	82,908,160.00
Ecstasy	137,948,600.00
Marijuana (Dried Leaves)	4,433,432.00
Liquid Marijuana	970,269.00
Ketamine	4,002,500.00
TOTAL	P230,262,961.00

Jul-Dec 2016

P3.2-M

2017

P6.63-B

2018

P3.068-B

2019

P3.590-B

2020

P1.855-B

2021

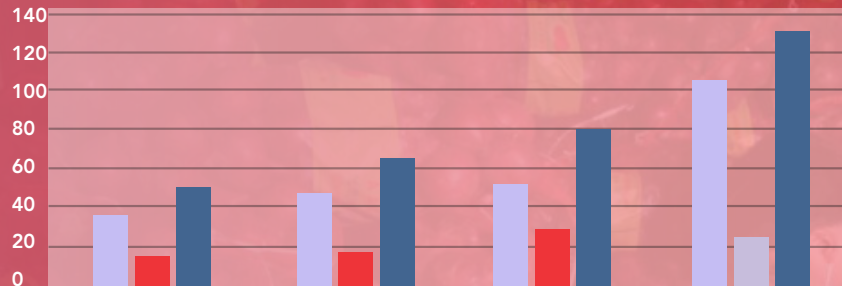
P230.26-B

**TOTAL
P15.376-B**

ISSUED LETTERS OF AUTHORITY AND ALERT ORDERS

Issued Letters of Authority

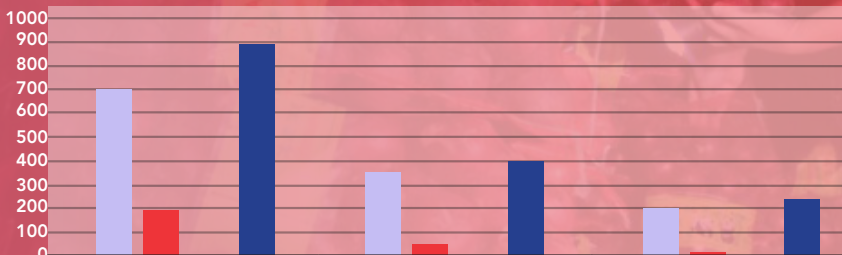
330
 LOA Issued
 2018-2021



	2018	2019	2020	2021
Positive Findings	36	48	52	106
Negative Findings	16	18	29	25
Total Issued	52	66	81	131

Issued Alert Orders (AO)

1,536
 AO Issued
 2019-2021




	2019	2020	2021
Positive Findings	705	350	209
Negative Findings	193	51	18
Pending	0	0	10
Total Issued	898	401	237

Consistent with its mandate of Border Security and Protection, BOC has further strengthened its profiling and non-intrusive inspection resulting in seizures of various illegal drugs.

In 2021, the BOC jointly operating with the Philippine Drug Enforcement Agency (PDEA) & PNP Drug Enforcement Group (PDEG) was able to seize a total of P230.26 million worth of illegal drugs.

From July 2016 to December 2021, the BOC recorded P15.376 billion worth of seized illegal drugs.



A composite team of the BOC-MICP, NBI, and PCG inspects suspected smuggled luxury vehicles and other motor vehicles in a showroom in Quezon City.

INTENSIFIED ANTI-SMUGGLING OPERATIONS

Jul-Dec 2016 2017 2018 2019 2020 2021

P1.705-B P20.82-B P5.068-B P20.605-B P10.629-B P28.426-B

TOTAL
P87.253-B

SUMMARY OF SEIZED SMUGGLED GOODS		
C.Y. 2021		
Commodity	Total	Estimated Value (Php)
Illegal Drugs	111	230,262,961.00
Agricultural Products	188	1,227,574,145.65
General Merchandise	109	1,825,702,402.08
Vehicles & Accessories	54	232,692,739.48
Counterfeit Goods	38	21,650,588,669.78
Used Clothing	32	375,598,079.94
Steel Products	5	9,810,587.64
Cigarettes/Tobacco	131	1,715,613,403.00
Other Products	107	844,852,444.15
Electronics	36	54,261,471.33
Firearms	25	40,275,116.41
Wildlife & Natural Resources	43	9,906,844.00
Alcoholic Beverages	2	3,927,625.80
PPE, Medical Supplies, Cosmetics	92	188,328,043.22
Jewelry	6	688,000.00
Food Stuff	4	0.00
Chemicals	6	9,343,054.80
Currency	6	651,560.00
Fuel & Oil	11	6,717,050.41
TOTAL	TOTAL	P28,426,794,198.69

BOC remained vigilant against unscrupulous importers through intensified intelligence and enforcement operations and consistent examination and inspection of containers in various ports of entry nationwide.

Highlighting its performance in 2021, the Bureau's strengthened anti-smuggling efforts resulted in 1,006 seizures of shipments with an estimated value of P28.426 billion. From 2016 to 2021, the BOC was able to seize P87.253 billion worth of smuggled goods.

FILLED CASES & REVOKED ACCREDITATION

In pursuit of transparency and border security, the Revenue Collection Monitoring Group (RCMG), through the Bureau's Action Team Against Smugglers (BATAS) of the Legal Service, intensified its efforts against erring importers and customs brokers who violated customs laws, rules, and regulations.

The anti-smuggling program of the Bureau of Customs (BOC), in coordination with other government agencies, has resulted in the filing of a total of 103 criminal cases from January to December 2021 for violations of Republic Act No. 10863, also known as the Customs Modernization

and Tariff Act (CMTA), and other pertinent laws. Relative thereto, the BOC now reached a total of 294 filed cases since July of 2016.

In 2021, the BOC also ordered the revocation of Customs accreditation of 690 importers and 220 customs brokers as they were found to have violated the provisions of RA 10863. In total, the BOC was able to file revocations against 1,854 importers and 533 customs brokers since 2016.

The revocation is part of the office's continuous monitoring and post-evaluation of importers and brokers.

FILLED CRIMINAL CASES C.Y. 2016-2021		
Year	No. of Cases	Dutiable Value (Php)
Jul-Dec 2016	6	P94.240-M
2017	15	P6.510-B
2018	69	P2.991-B
2019	27	P3.602-B
2020	74	P3.935-B
2021	103	P851.3-M
TOTAL	294	P17.984-B

REVOKED ACCREDITATION C.Y. 2016-2021			
Period	Importers	Customs Brokers	Total
2016	No data	No data	No data
2017	204	94	298
2018	190	16	206
2019	195	55	250
2020	576	148	724
2021	690	220	910
TOTAL	1,854	533	2,387

CONDEMNED FORFEITED GOODS

CONDEMNED FORFEITED GOODS C.Y. 2016-2021	
Period	Estimated Value (Php)
Jul-Dec 2016	241.27-M
2017	158.51-M
2018	336.32-M
2019	257.30-M
2020	1.437-B
2021	14.261-B
TOTAL	16.691-B

In 2021, the BOC successfully condemned or destroyed P14.261 billion worth of forfeited goods, which brings the total amount of condemned goods to P16.691 billion from July 2016 to December 2021.

Among the condemned goods were various forfeited automotive vehicles, counterfeit goods, agricultural products, foodstuff, and general merchandise.



CBW INSPECTION

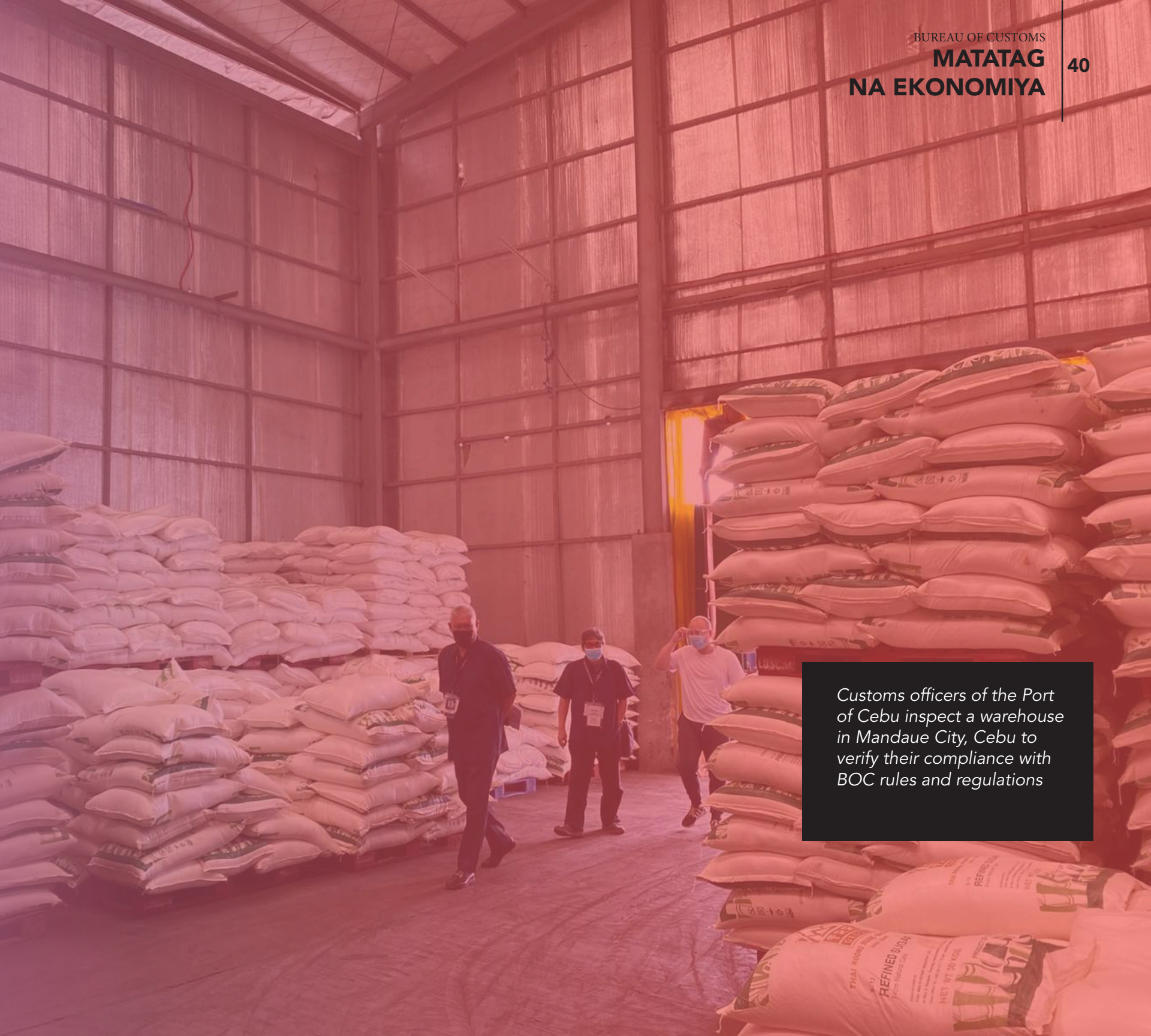
Aligned with its border security measures, BOC inspected 64 Customs Bonded Warehouses (CBW) and CBW members, 13 of which were closed for non-compliance.

CBW INSPECTION C.Y. 2021		
Description	Inspected	Closed
Customs Bonded Warehouse	13	10
Members	51	13
TOTAL	64	13

CONSIGNEES' SITE INSPECTION

CONSIGNEES' SITE INSPECTION C.Y. 2021	
Description	Qty
Sites/Offices Inspected	1,168
Consignees found to be non-compliant	279

The BOC also inspected 1,168 offices of various consignees, 279 of which were found to be non-compliant, resulting in the revocation of their accreditations.



Customs officers of the Port of Cebu inspect a warehouse in Mandaue City, Cebu to verify their compliance with BOC rules and regulations



ESTABLISHMENT OF THE CUSTOMS OPERATIONS CENTER

It houses the different intelligence, enforcement, risk management, and scanning systems of the Bureau of Customs such as:

1. Vessel Tracking System (VTS)
2. Electronic Tracking of Containerized Cargo (E-TRACC)
3. National Customs Enforcement Network (NCEN)
4. Cargo Targeting System (CTS)
5. X-ray Inspection Project (XIP)
6. BOC e2m System
7. BOC Dashboard Systems
8. Customer Care Portal System (CCPS)
9. National Single Window (NSW)
10. CCTV Systems and Body Cameras
11. Fuel Marking Dashboard

The Customs Operations Center, established in December 2020, serves as a fusion center to integrate and analyze intelligence, enforcement, and operational information gathered from various sources.

The Customs Operations Center is a significant unit for the Bureau of Customs to continuously deliver on its mandate of securing borders, facilitating trade, and collecting lawful revenues.

HEIGHTENED BORDER PROTECTION CAPABILITIES

In line with its mandate of further strengthening border protection, BOC procured 200 body-worn cameras to be used during official customs activities. The device is capable of recording videos and audio, serving as a communication device between the user and the monitoring facility.

BOC also acquired 20 units of 12.7-meter boats equipped with three engines capable of doing over 45 knots top speed. The vessels will be deployed to ports nationwide to combat smuggling along the coastlines. Further, four mobile x-ray machines were procured. The additional assets have features that allow non-intrusive scans at a rate of 120 containers per hour and can produce clear pictures of items.

Moreover, BOC also procured 16 Trace Detection Systems for a stronger interdiction capability.

PROCURED EQUIPMENT & TOOLS

200

Body-Worn Cameras

20

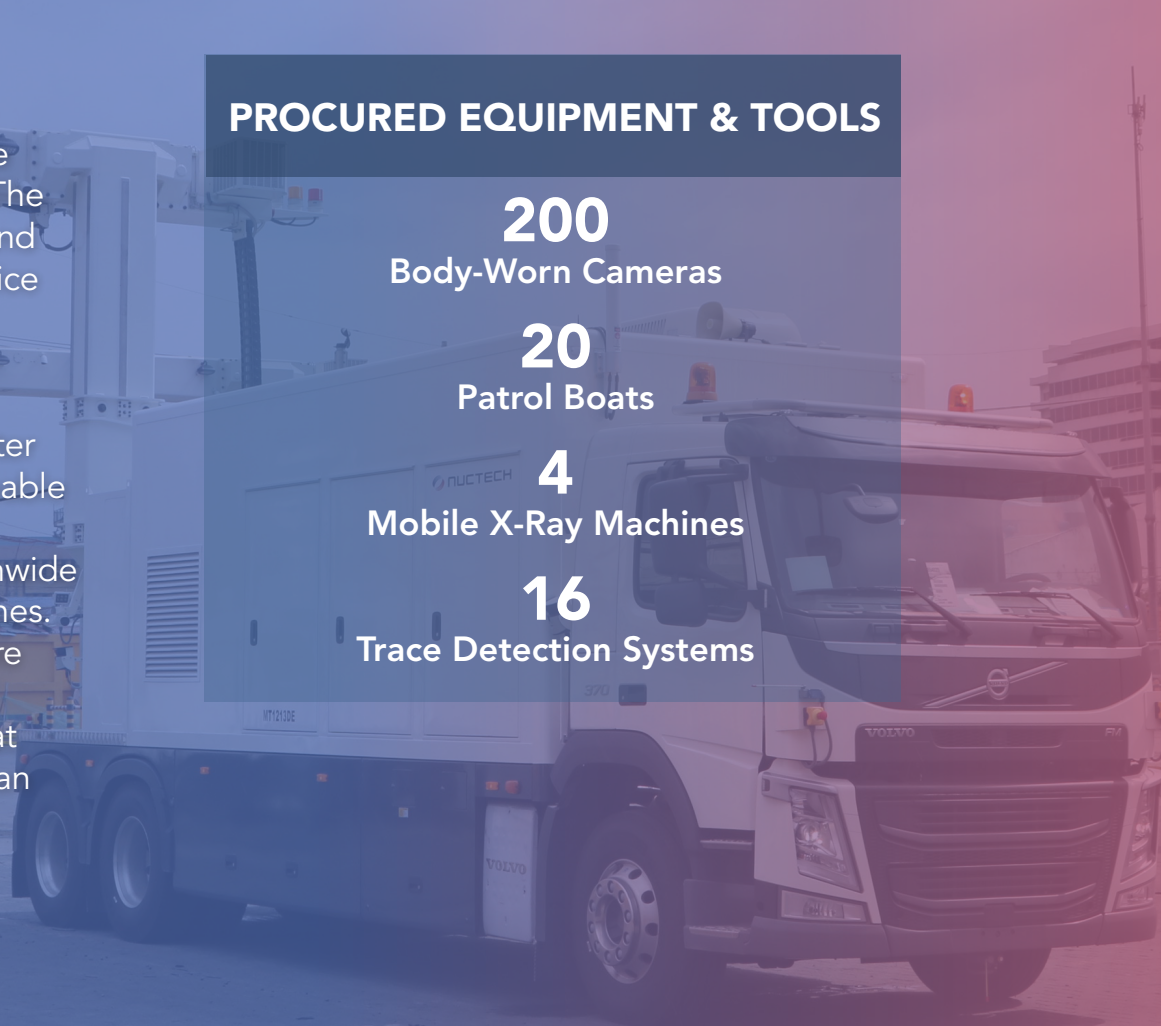
Patrol Boats

4

Mobile X-Ray Machines

16

Trace Detection Systems







ANTI-GRAFT AND CORRUPTION



BUREAU OF CUSTOMS

ACTION AGAINST ERRANT BOC EMPLOYEES

Consistent with its campaign against corruption, 1,153 show-cause orders were issued against customs employees for non-compliance with existing customs rules and regulations in 2021.

Of these, 133 were investigated by the BOC-Customs Intelligence and Investigation Service (CIIS).

This resulted in the filing of 44 administrative cases before the BOC-Legal Service and the transmittal of 4 cases to the Office of the Ombudsman and 14 to the National Bureau of Investigation (NBI).

Consequently, 3 Customs personnel were dismissed, 17 were suspended, 6 were reprimanded and 19 were relieved. In addition, 721 were reshuffled or transferred to various offices and/or ports due to irregular and unlawful activities.

NATURE	Jul-Dec 2016	2017	2018	2019	2020	Jan-Dec 2021	TOTAL
Personnel Issued with Show-Cause Orders	No data	No data	No data	139	115	1,153	1,407
Personnel Investigated	No data	No data	74	103	50	133	360
Personnel with Filed Administrative Cases	17	6	68	28	20	44	183
Transmitted to Ombudsman	No data	No data	No data	156	4	4	164
Transmitted Cases to NBI	No data	No data	No data	No data	57	14	71
Personnel Dismissed	No data	No data	1	14	6	3	24
Personnel Suspended	No data	No data	4	4	1	17	26
Personnel Reprimanded	No data	1	3	1	11	6	22
Personnel Relieved	No data	40	75	45	13	19	192
Personnel Reshuffled/ Transferred	88	123	1183	899	841	721	3,855



INTENSIFIED ANTI-CORRUPTION CAMPAIGN

Signing of the Anti-Corruption Manifesto

As part of BOC's support and commitment to curbing corruption and red tape in government, all officials and personnel of the Bureau signed a Manifesto against corruption on March 30, 2021. The manifesto is aimed at enabling a God-centered anti-corruption advocacy and moral transformation.

Creation of the BOC-PACC Command Group & BOC's Anti-Corruption Coordinating Committees

The BOC-PACC Command Group & BOC's Anti-Corruption Coordinating Committees were created to oversee the anti-corruption campaign within the Bureau, aligned with the PACC's Project Kasangga. The initiative serves as a holistic way of suppressing corruption, which complements the task force of the Department of Justice and national government.

Bureau's Integrity Programme Diagnostic with the World Customs Organization (WCO)

The Bureau enrolled in the Integrity Development Program of the World Customs Organization (WCO), where it received a 70% favorable rating based on responses from both internal and external stakeholders.



Serving as the frontline for stakeholders interaction, the BOC-CARES has been handling thousands of requests for assistance, and information, as well as complaints and grievances from the general public.

ENHANCED FEEDBACK MECHANISM

BOC RESOLUTION RATE ON COMPLAINTS & CONCERNS C.Y. 2021			
Description	Processed & Resolved	Ongoing Resolution	Resolution Rate
Hotline 8888	334	2	99%
Civil Service Commission	14	0	100%
Presidential Complaint Center	260	3	98%

From January to December 2021, the Bureau of Customs – Customer Assistance & Response Services (BOC-CARES) successfully processed and resolved 334 referred cases from Hotline 8888; 14 from the Civil Service Commission; and 260 from the Presidential Complaint Center. Serving as the frontline for stakeholders’ interaction, the BOC-CARES has been handling thousands of requests for assistance and information, as well as complaints and grievances from the general public.

To further boost the agency’s client support service, BOC partnered with Digital Minds BPO Services, Inc. to ensure better transparency and greater efficiency in the facilitation of customs service management. This campaign is key to realizing our vision of a modernized and credible Customs administration that is among the world’s best.

ISO CERTIFICATION OF OFFICES & PORTS

In its bid towards becoming a modernized and credible customs administration at par with international best practices, the Bureau of Customs (BOC) continues to undertake the ISO 9001:2015 Quality Management System (ISO QMS) Certification of its Units and Offices.

In 2021, nine (9) BOC ports, subports, and offices have already been awarded with ISO 9001:2015 certifications, while the rest are in various stages of the ISO compliance process.

ISO 9001: 2015 CERTIFIED

Port of Manila

Port of Clark

Port of NAIA

Port of Davao

Port of Batangas
(with CCC Batangas)

Subport of Mactan

Subport of Dumaguete

Subport of Iligan

CCC – Manila

ONGOING ISO AUDIT

Office of the Commissioner

CCC-Cebu

CCC-Subic

(External Audit Stage 1 – Passed)

CCC-Limay

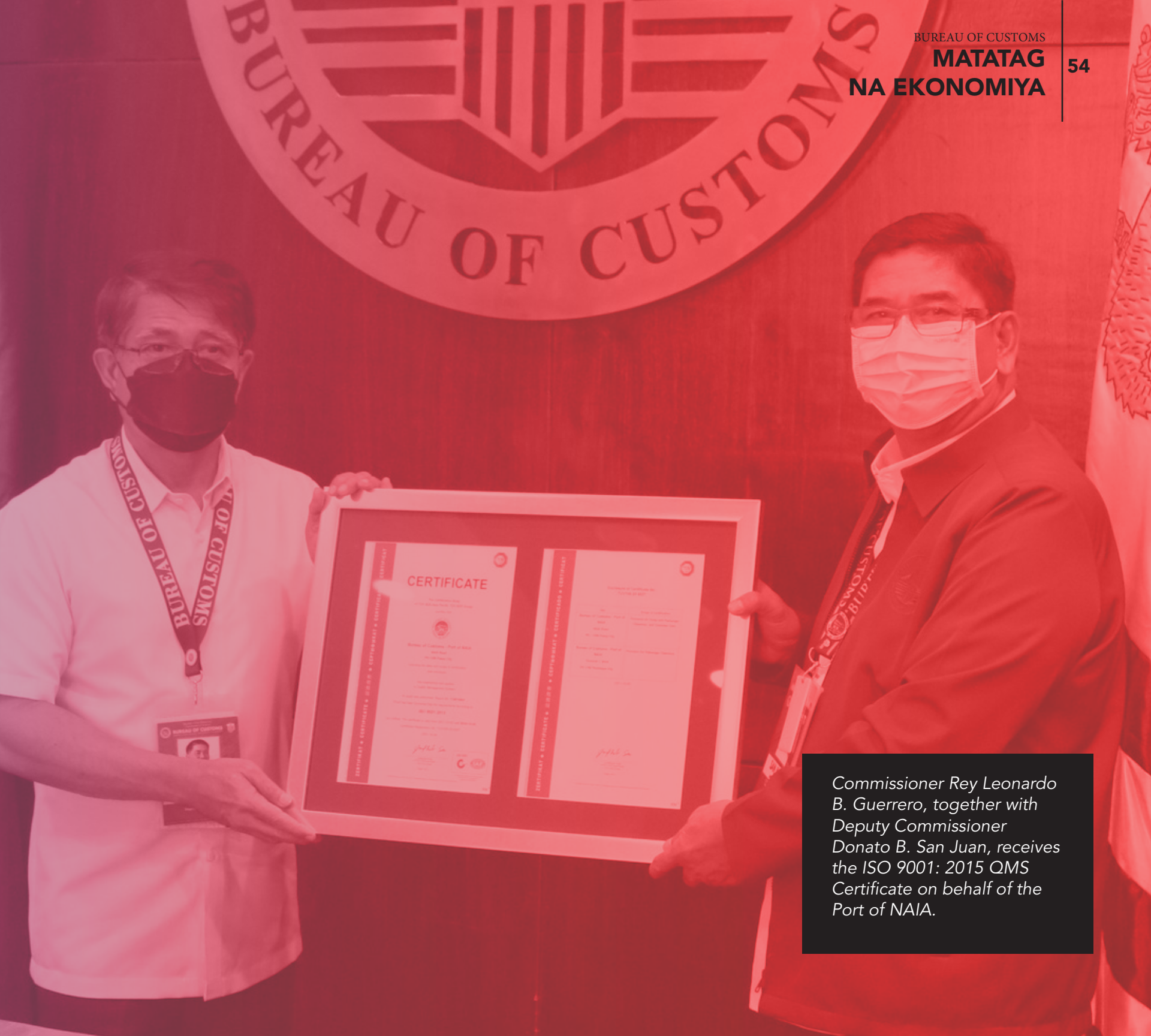
(External Audit Stage 1 – Passed)

RECOMMENDATION FOR ISO CERTIFICATION

Port of Subic

Port of Legaspi

Port of Tacloban



Commissioner Rey Leonardo B. Guerrero, together with Deputy Commissioner Donato B. San Juan, receives the ISO 9001: 2015 QMS Certificate on behalf of the Port of NAIA.

BOC BAGS ISA GOLD TRAILBLAZER AWARDS FOR THE 3 STAGES OF THE PGS

BOC enrolled in the 4-Stage Performance Governance System (PGS) of the Institute for Solidarity in Asia (ISA) in 2019. Since then, the Bureau has consecutively bagged the Gold Governance Trailblazer awards as it passed the first three (3) stages of the PGS. The Bureau aims to carry this momentum until it passes the final stage to fully ensure that reforms are truly achieved and realized.



**INITIATION STAGE
GOLD TRAILBLAZER AWARD
NOVEMBER 28, 2019**

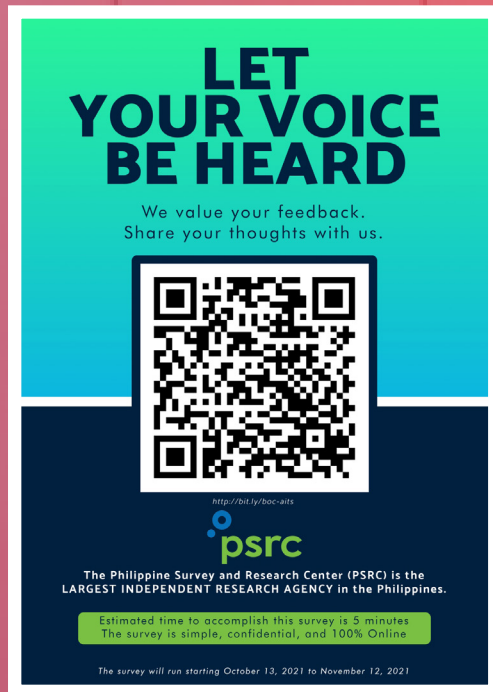


**COMPLIANCE STAGE
GOLD TRAILBLAZER AWARD
NOVEMBER 10, 2020**




**PROFICIENCY STAGE
GOLD TRAILBLAZER AWARD
SEPTEMBER, 2021**

AWARENESS, INSTITUTIONAL TRUST, AND SATISFACTION (AITS) SURVEY



LET YOUR VOICE BE HEARD

We value your feedback.
Share your thoughts with us.



<http://bit.ly/boc-aits>

psrc

The Philippine Survey and Research Center (PSRC) is the
LARGEST INDEPENDENT RESEARCH AGENCY in the Philippines.

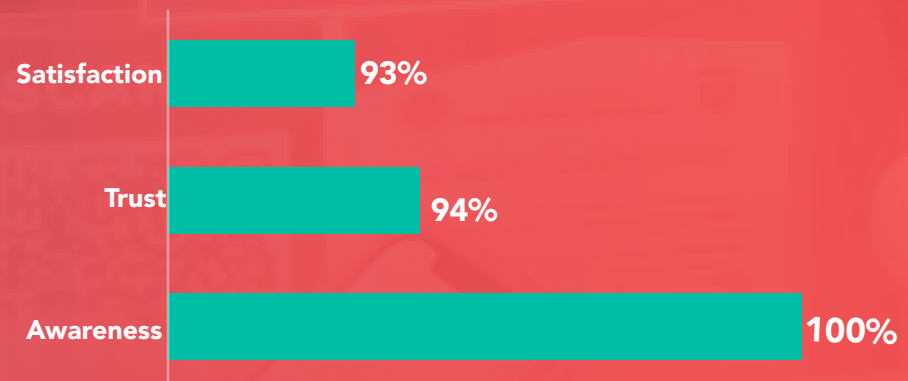
Estimated time to accomplish this survey is 5 minutes
The survey is simple, confidential, and 100% Online

The survey will run starting October 13, 2021 to November 12, 2021

The Bureau of Customs (BOC) commissioned the Philippine Survey and Research Center (PSRC) to conduct an Awareness, Institutional Trust, and Satisfaction Survey as part of its Integrity Development Program for 2021.

Of the 1,000 external stakeholders surveyed during a 1-month period, which started on October 13, 2021, 100% responded that they are aware of the mandate of BOC, 94% expressed institutional trust in the agency, while 93% were satisfied with its performance.

AWARENESS, INSTITUTIONAL TRUST, AND SATISFACTION (AITS) RATING SURVEY FOR C.Y. 2021





10-POINT PRIORITY PROGRAM

OPERATIONS CENTER



CU OPERATIONS CENTER



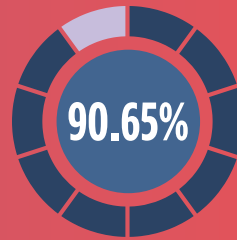
RATE OF ACCOMPLISHMENTS

10-POINT PRIORITY PROGRAM FOR C.Y. 2021

The 10-Point Priority Program, under the leadership of Commissioner Rey Leonardo B. Guerrero, aimed to further strengthen the Bureau of Customs (BOC) by addressing existing operational deficiencies and preparing for future challenges.

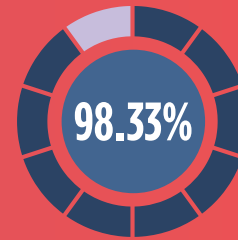
As of 31 December 2021, BOC has completed 88.94% of the target activities under the 10-Point Priority Program for 2021.

**IMPLEMENTATION OF CUSTOMS
COMPUTERAZATION PROGRAM**

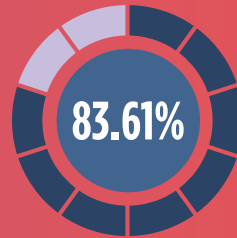


98.33%

**PURSUIT OF INTEGRITY DEVELOPMENT
AND QUALITY MANAGEMENT**

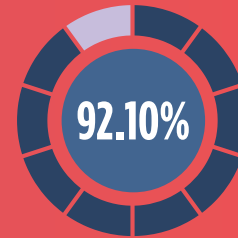


**INTENSIFICATION OF POST
CLEARANCE AUDIT AND POST-ENTRY
MODIFICATION MEASURES**

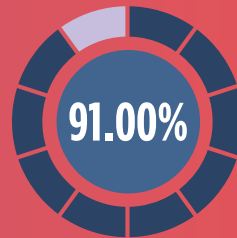


92.10%

**STRENGTHENING OF PORT
SURVEILLANCE, MARINE, INTERDICTION,
& WATER PATROL CAPABILITY**

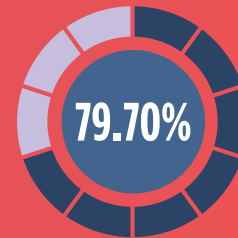


**ONBOARDING OF TRADE REGULATORY
AGENCIES TO THE NSW**

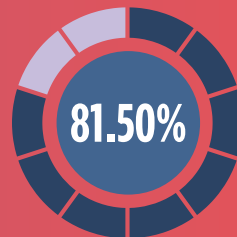


79.70%

**ENHANCEMENT OF CUSTOMS
FACILITIES AND WAREHOUSES (CFW)
MANAGEMENT**

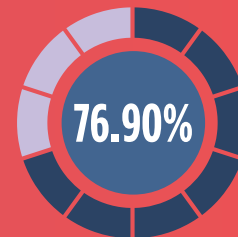


**FULL IMPLEMENTATION OF AEO
PROGRAM**



76.90%

**STREAMLINING OF EXPORT CLEARANCE
PROCESS**

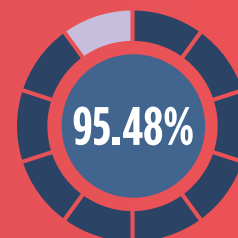


**PROMOTION AND APPLICATION OF
ADVANCE RULING PROGRAM**



95.48%

**SIMPLIFICATION OF INFORMAL ENTRY
PROCESSING**



PORT ACCOMPLISHMENTS

In 2021, all 17 Ports under the BOC were able to contribute to the overall performance of the Bureau in collecting lawful revenues of approximately Php645 billion, providing efficient trade facilitation through the processing of entries, Balikbayan Boxes, COVID-19 shipments, and enhancing the nation's border protection through the issuance of Warrants of Seizure and Detention for those shipments that violate customs laws.

#	Port	Revenue Collection	Processed Entries	Processed Balikbayan Boxes	Processed PPE (Shipments)	Processed Vaccines (Doses)	Issued WSD
1	Port of San Fernando, La Union	Php 5.487-B	352	NIL	NIL	NIL	NIL
2	Port of Manila	Php 64.8-B	424,441	59,988 entries	142	NIL	112
3	Manila Int'l Container Port	Php 160.9-B	506,443	5,501,036 boxes	190	NIL	229
4	Port of NAIA	Php 38.9-B	1,544,647	9,764 entries	294	205.517-M	165
5	Port of Batangas	Php 141-B	19,362	NIL	NIL	NIL	4
6	Port of Legaspi	Php 416.58-M	48	NIL	NIL	NIL	2
7	Port of Iloilo	Php 3.168-B	622	NIL	NIL	NIL	5
8	Port of Cebu	Php 32.217-B	138,691	20,289 entries	364	3,410,550	174
9	Port of Tacloban	Php 5.98-B	701	NIL	NIL	NIL	NIL
10	Port of Surigao	Php 42.41-M	72	NIL	NIL	NIL	NIL
11	Port of Cagayan de Oro	Php 35.46-B	19,561	54,900 pkgs	NIL	NIL	25
12	Port of Zamboanga	Php 6.201-B	65	NIL	NIL	NIL	108
13	Port of Davao	Php 37.98-B	45,843	99 entries	29	1,512,000	41
14	Port of Subic	Php 38.115-B	8,725	161,710 cartons	91	NIL	92
15	Port of Clark	Php 2.084-B	144,500	813 entries	892	NIL	52
16	Port of Aparri	Php 423.56-M	64	1,397 boxes	NIL	NIL	1
17	Port of Limay	Php 71.85-B	2,595	NIL	NIL	NIL	4



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