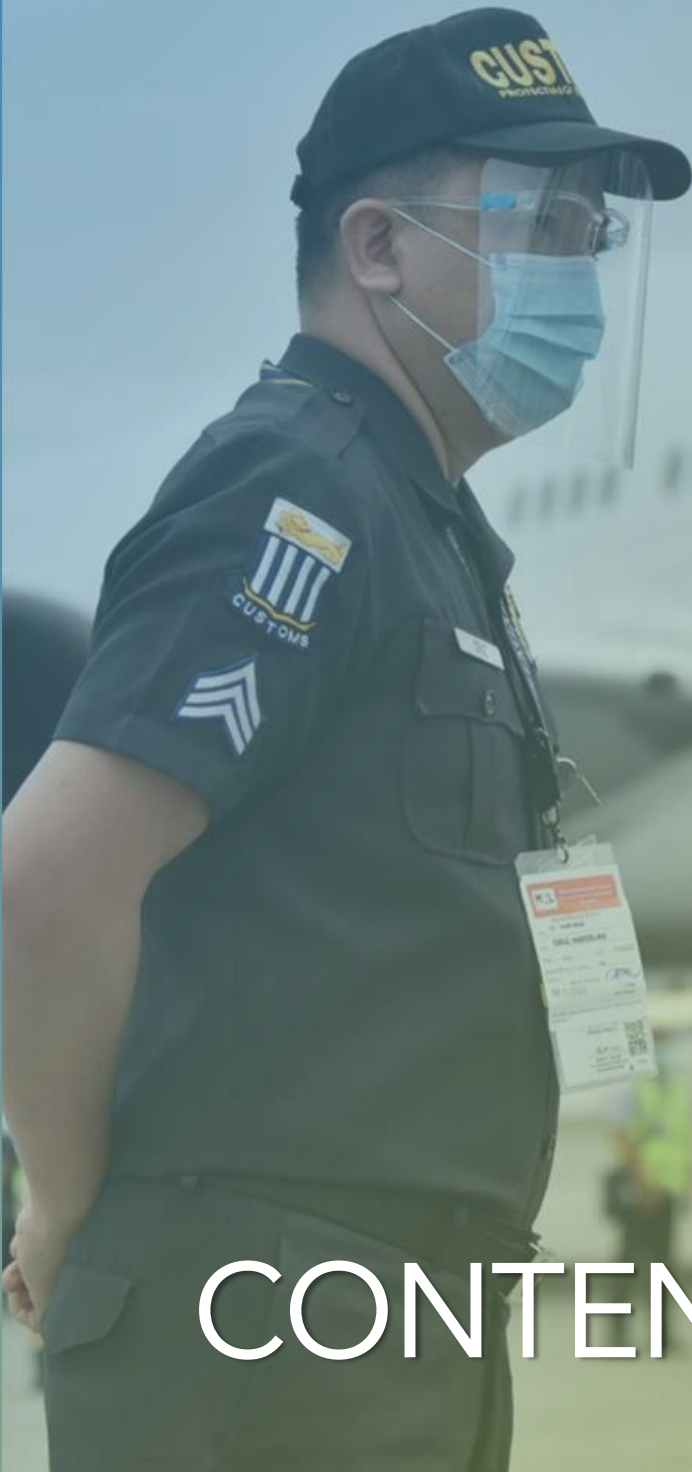




# 3<sup>rd</sup> Quarter ACCOMPLISHMENT REPORT 2021



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REVENUE

COLLECTION

## Revenue Collection for 3<sup>rd</sup> Quarter 2021

BOC posted a total collection of P472.204 from January 1 to September 30, 2021. This is 3.7% or P16.644 B over the target for the period.

Collection Performance	Jan-Sep 2021 (in Billion Peso)			2021 Collection vs 2021 Target		2021 Collection vs 2020 Collection	
	Jan-Sep 2021 Collection	Jan-Sep 2021 Target	Jan-Sep 2020 Collection	Amount	%	Amount	%
Cash	469.597	455.560	395.815	14.037	3.1	73.782	18.6
TEF	2.607		2.226	2.607	0.0	0.382	17.1
<b>Total</b>	<b>472.204</b>	<b>455.560</b>	<b>398.041</b>	<b>16.644</b>	<b>3.7</b>	<b>74.164</b>	<b>18.6</b>

# 3.7%

Collection Efficiency

## Monthly Collection Performance

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

Monthly Revenue Collection (in Billion Peso)			
January 2021 - September 2021			
Month	Actual	Target	Target vs Actual
January	47.270	47.270	100.00%
February	47.185	47.185	100.00%
March	54.727	54.727	100.00%
April	51.781	49.200	105.25%
May	48.617	46.276	105.06%
June	52.166	47.175	110.58%
July	57.169	53.751	106.36%
August	53.359	53.061	100.56%
September	59.931	56.915	105.30%

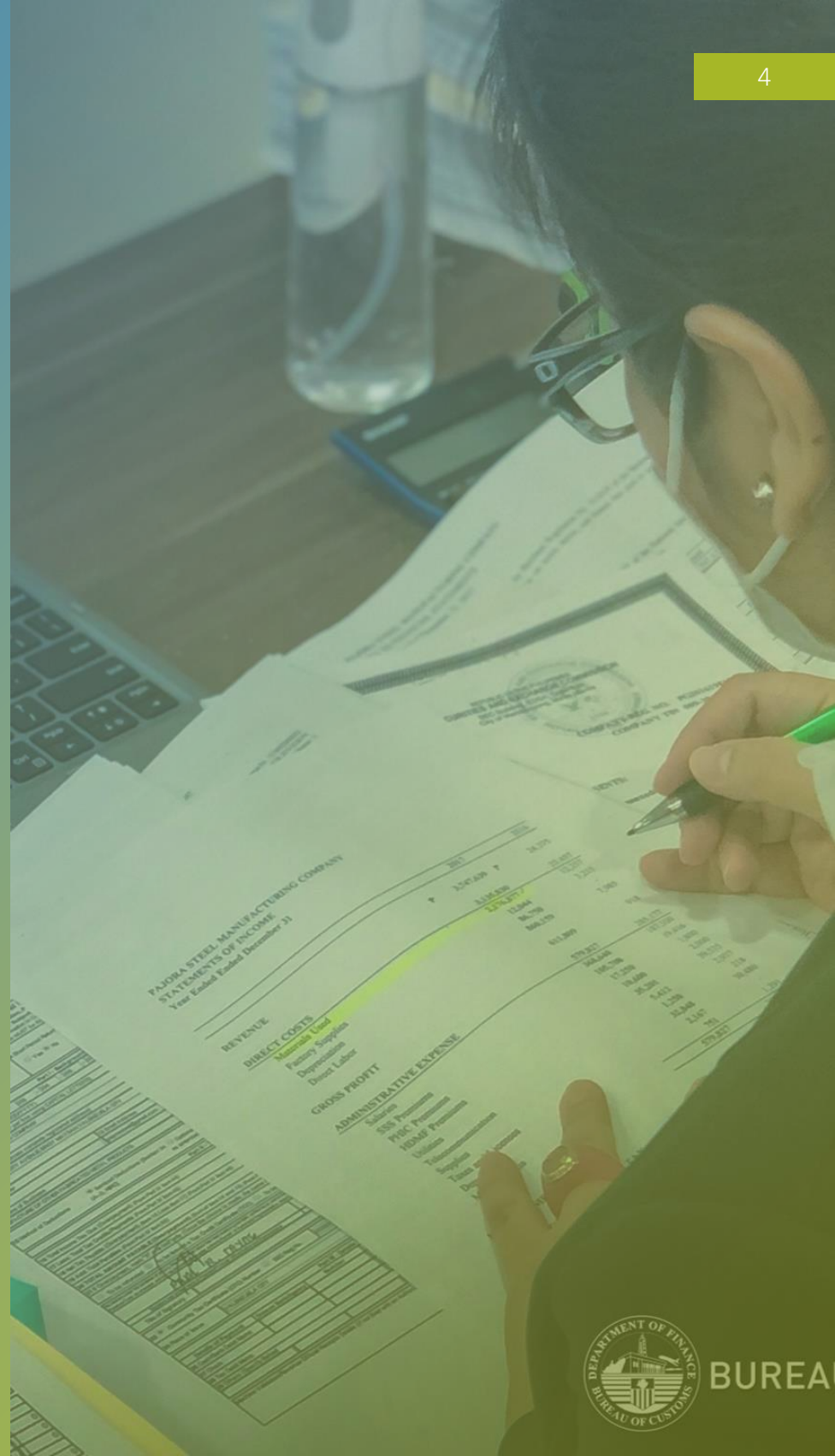
# ADDITIONAL REVENUE COLLECTED

The BOC collected P414 million additional revenue from Public Auctions conducted from January to September 2021.

The BOC also generated additional P1.038 billion customs duties and taxes through intensified post-clearance audit efforts.

Collection from Public Auctions January - September 2021	
Port	Total Proceeds (Php)
POM	103,740,375.00
MICP	254,754,811.00
Batangas	10,743,940.64
Cebu	11,576,050.00
Zamboanga	750,200.00
Davao	24,999,642.00
Subic	6,041,500.00
Clark	182,100.00
Legazpi	1,375,100.00
<b>TOTAL</b>	<b>P414,163,718.64</b>

Collection from Post-Clearance Audits January - September 2021	
Audit Notification Letter (ANL)	Prior Disclosure Program (PDP)
266 Issued	119 Applications
88 Approved Final Audit Report	64 Applications Approved
P299,952,952.08	P738,656,303.82
<b>TOTAL: P1,037,609,255.90</b>	



# DONATION TO NATIONAL GOVERNMENT AGENCIES



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



Live broadcasting  
equipment and FM  
broadcast transmitter



One container of  
Muslim books



Face shield, stretch tents,  
canvass tents, accessories,  
twine, yarn droppings and  
cutting



Twine, yarn dropping  
and cutting



One container of various  
used medical supplies  
and equipment



Twine, yarn droppings  
and cutting



# TRADE FACILITATION

# GROWTH IN TRADE FACILITATION

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: 73.33%; Formalities: 83.33%;  
Institutional Arrangement and Cooperation:  
55.56%; Paperless Trade: 70.37%; Cross-Border  
Paperless Trade: 33.33%.



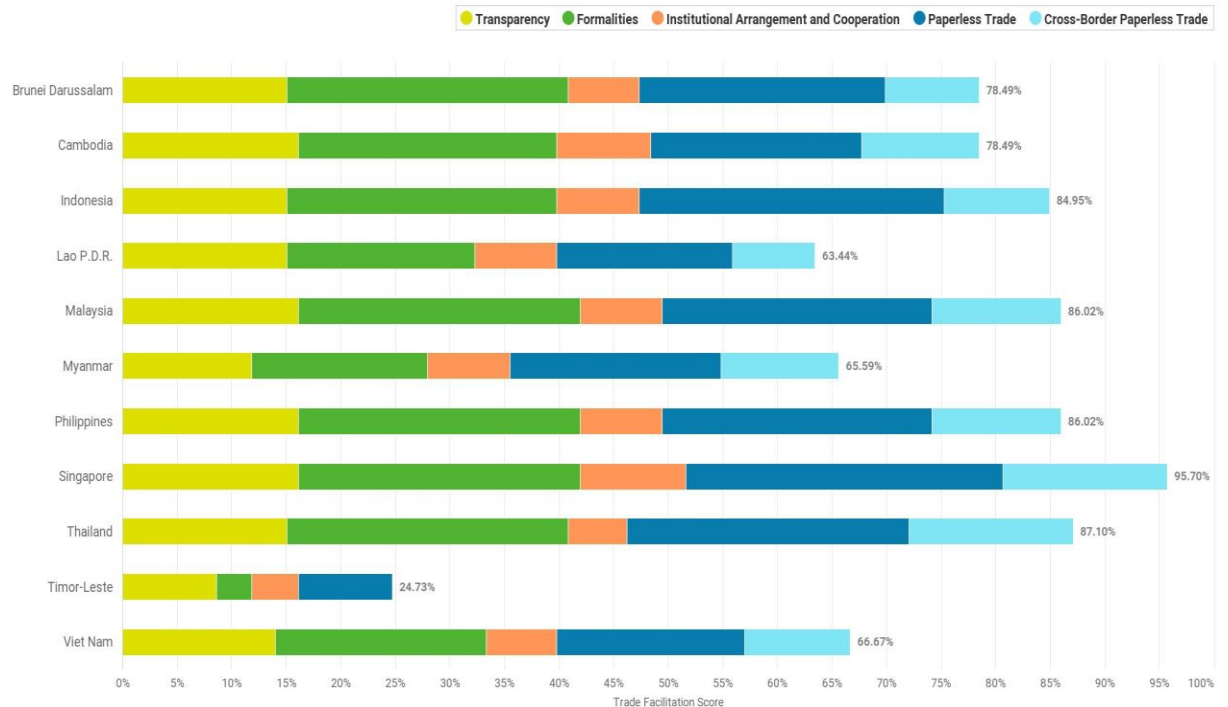
As the BOC continuously gears towards modernization to simplify and streamline trade processes and procedures, the Philippines posted 86.02% score in the implementation of trade facilitation measures in 2021, ranking third among ten other Southeast Asian nations based on the latest Global Survey on Digital and Sustainable Trade Facilitation of the United Nations.

Five categories were taken into account under the global survey, among which are transparency, formalities, institutional arrangement and cooperation, paperless trade, and cross-border paperless trade.

The Philippines maintained its 100% scores in the transparency and formalities categories, and greatly improved in institutional arrangement and cooperation at 77.78% from 55.56% in 2019. Meanwhile, in the cross-border paperless trade category, the Philippines got a score of 61.11% from 55.56% and 85.19% from 77.78% in the paperless trade category.

## Digital and Sustainable Trade Facilitation in South-East Asia (2021)

Source: UN Global Survey on Digital and Sustainable Trade Facilitation 2021



Source: UN Global Survey on Digital and Sustainable Trade Facilitation 2021 | UNTF SURVEY.ORG



# IMPLEMENTATION OF THE PHILIPPINE CUSTOMS MODERNIZATION PROJECT

This component will support the modernization of BOC's core Customs Processing System (CPS), related technical infrastructure, and internal capacity to manage and operate a sophisticated ICT operation to ensure it contributes to improving operational effectiveness, integrity, accountability, and organizational performance.

## Modernization of Customs Operations

This component will upgrade BOC's back-office enterprise resource planning (ERP) ICT system, support an organizational and structural review, develop human resources (HR) management strategies and tools, and prepare a new customs training curriculum.

## Organizational Development

This component will provide a methodology-based project management support that will ensure the successful and timely delivery of the ICT solutions.

## Project Management and Implementation Support

## Status & Updates

- The PCMP was launched on March 26, 2021
- The BOC submitted the Authorized Signatory Letter (ASL) endorsed by the Secretary of Finance to World Bank on May 5, 2021.
- PMU submitted the User Account Request (UAR) forms of designated users to World Bank on June 9, 2021.
- PMU submitted the Project Operations Manual (POM) to World Bank for review on June 14, 2021.
- CSO 71-2021 and CSO 84-2021 on Project Component Heads and Focal Persons were issued on March 24, 2021 and June 18, 2021, respectively.
- On Procurement of Project Supervision and Quality Assurance (PSQA) Services, the SBAC conducted a Pre-Bid Conference on June 28, 2021.
- As of June 30, 2021, BOC, DBM, PEZA, and PPA had signed the Joint Memorandum Circular (JMC) on Project Steering Committee.

# ICT SYSTEMS DEVELOPED

The Bureau of Customs is continuously working on the implementation of new ICT systems that will further modernize Customs' core processes.

## Authorized Economic Operator Online Portal

An online portal that will be used by stakeholders in applying for Authorized Economic Operator Program.

## Electronic-Advance Ruling System

An application system where stakeholders can apply for advanced ruling on origin and advanced ruling on valuation.

## General Transportation Surety Bond Online Inquiry

Provides stakeholders information on the status of transactions in a timely manner.

## Automated Routing and Monitoring System (ARMS)

The auto assignment of declaration in the Electronic to Mobile (E2M) System that will replace the GDVS.

## Automated Inventory Management System for CBW (AIMS)

A tool to determine and monitor the stock inventory of bonded goods from the time of its entry into the Customs Bonded Warehouse (CBW) up to liquidation of the goods declaration covered by the Warehousing Single Administrative Document (W-SAD).

# NATIONAL SINGLE WINDOW

The National Single Window (NSW), under BOC's leadership, will serve as a reliable institutional platform for inter-agency collaboration that will allow the exchange of trade data among the participating Trade Regulatory Government Agencies (TRGA) at the national and regional levels.

## Onboarding of TRGAs in the TRADENET NSW

1. Biodiversity Management Bureau (BMB)
2. National Tobacco Administration (NTA)
3. Philippine Drug Enforcement Agency (PDEA)
4. Bureau of Agriculture and Fisheries Standards (BAFS)
5. Fertilizer and Pesticide Authority (FPA)
6. Sugar Regulatory Administration (SRA)
7. DTI - Export Marketing Bureau (DTI-EMB)
8. Optical Media Board (OMB)
9. National Meat Inspection Service (NMIS)
10. Bureau of Customs (BOC)
11. Bureau of Quarantine (BOQ)
12. Philippine Nuclear Research Institute (PNRI)
13. Bureau of Plant Industry (BPI)

## Status of exchange of eCO with other ASEAN Member States

Based on the report of DOF, there is a 20 to 25% trending increase in the electronic Certificate of Origin's (e-CO) being sent to the Philippines. As of September 2021, the Philippines has received a total of 86,457 e-COs from other ASEAN Member States (AMS), while the total e-COs issued by the Philippines is at 11. The increase can be attributed to a) Increased businesses as businesses try to return to normal operations; and b) e-COs are being encouraged to be used while less manual COs are being accepted by Custom agencies in ASEAN.

## 56th ASEAN Single Window Technical Working Group Meeting

Representatives from the Management Information System and Technology Group (MISTG) and the Office of the Commissioner (OCOM) have participated in the 56th ASEAN Single Window Technical Working Group Virtual Meeting held last 20-23 September 2021. The topics discussed were on the updates on the exchange of ATIGA e-Form D among the ten (10) ASEAN Member States, ACDD Live Operation, Implementation of the e-Phyto Certificate, and other areas of cooperation



Released Covid-19 Vaccines January - September 2021		
Brand	No. of Shipments	No. of Doses
Sinovac	35	39,000,000
Sinopharm	2	1,000,000
Sinopharm (Hayat Vax)	1	100,000
Astrazeneca	12	9,595,440
Pfizer - Biontech	41	11,333,700
Sputnik V	9	570,000
Moderna	12	6,490,360
Johnson & Johnson	2	3,240,850
<b>TOTAL</b>	<b>114</b>	<b>71,330,350</b>

## RELEASED PPE & COVID-19 VACCINES

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

From January to August 2021, the Bureau processed and released 482 shipments of PPE. Also, 117 shipments of Covid-19 vaccines were cleared, including 39 million doses of Sinovac, 1 million doses of Sinopharm, 100,000 doses of Sinopharm Hayat Vax, 9.595 million doses of Astrazeneca, 11.3 million doses of Pfizer - Biontech, 570 thousand doses of Sputnik V, 6.49 million doses of Moderna, and 3.24 million doses of Johnson & Johnson.

# DISPOSAL OF OVERSTAYING CONTAINERS

A total of 2,000 overstaying containers were disposed of, resulting in revenue generation of P414,163,718.64 from public auction of 1,004 containers of assorted items, condemnation of 939 containers, and donation of 57 containers to various government agencies.

Disposed Overstaying Containers January - September 2021				
Port	Auctioned	Condemned	Donated	Total Disposed
POM	274	115	0	389
MICP	552	638	0	1,190
Batangas	25	81	0	106
Subic	0	0	1	1
Cebu	53	35	56	144
Davao	100	52		152
CDO	0	18	0	18
<b>TOTAL</b>	<b>1,004</b>	<b>939</b>	<b>57</b>	<b>2,000</b>

# PROCESSED CUSTOMS ACCREDITATION



## 11,668

Importers



## 1,784

Customs Brokers

The accreditation of 11,668 importers and 1,784 customs brokers were processed from January to August 2021 through the Bureau's Customer Care Portal which allows online submission and processing of applications for accreditation.

# YARD UTILIZATION RATE

Yard Utilization As of September 30, 2021	
Port	Yard Utilization
Manila Int'l. Container Port (MICP)	66.66
Port of Manila (POM)	56.20
Subic	39.95
Batangas	51.93
Cebu	48.92
Cagayan de Oro (MCT)	51.33
Davao	73.81

The Bureau of Customs has been keeping the yard utilization rate within the desired range of below 70%. The BOC will maintain the ports at manageable levels to avoid possible port congestion.

# TIME RELEASE STUDY

Time Release Study in 2021		
Port	Import	Export
NAIA	3 days, 11 hours, 35 mins	11 min. 40 sec.
Subic	2 days, 12 hours, 11 mins	56 min. 40 sec.
Clark	5 days, 12 hours, 55 mins.	10 min
Cebu	4 days, 7 hours, 17 mins.	1 day 12 hrs 29 mins 23 sec

To measure the actual average release time of goods and identify bottlenecks affecting Customs clearance, the BOC conducted in 2021 a Time Release Study at the Port of NAIA, Subic, Clark, and Cebu.

# EFFICIENCY IN TRADE FACILITATION

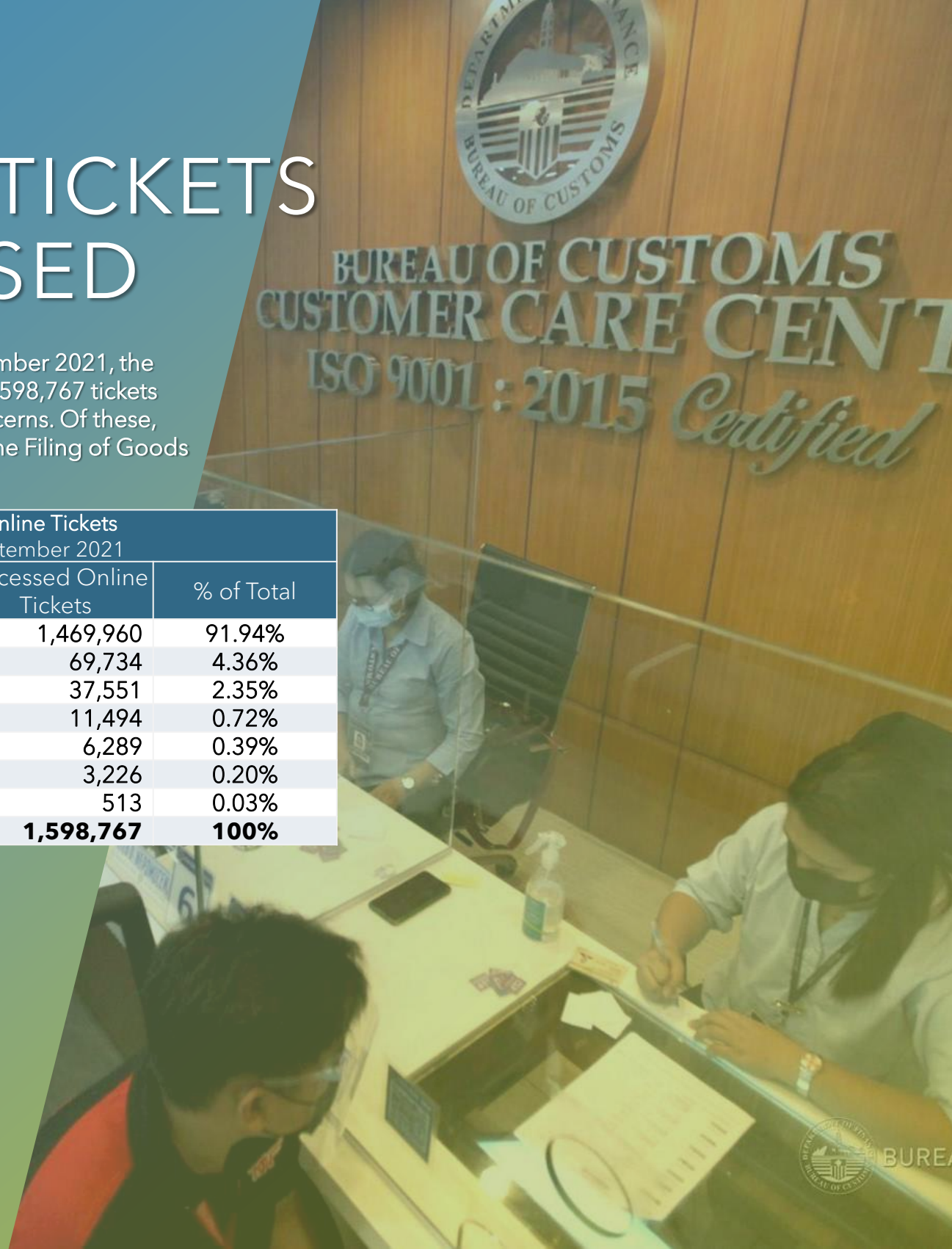
The facilitation of trade in two major ports, the Manila International Container Port (MICP) and the Port of Manila (POM), remains unimpeded, as shown by these trade facilitation indicators.

Description	MICP	POM
Number of entries filed and processed since the start of JAO	Total from January-Sept 30, 2021 - 267,827 Daily average - 992	Total from January-Sept 30, 2021 - 220,023 Daily average - 815
Average number of days to process without inspection	Reefer - 1 day Dry Containers - 1 day	Reefer - 1 day Dry Containers - 1 day
Average Customs Clearance Time	5.46 days	2 days
Average Container Dwell Time	Export - 6.59 days Import - 6.17 days	Export - 12.64 days Import - 7.09 days
Number of Notices of Abandonment Issued	174,608	55,885
Number of Notices of Abandonment Lifted	2,948	5
Number of Decrees of Abandonment Issued	456	161

# ONLINE TICKETS PROCESSED

For the period January to September 2021, the BOC processed and resolved 1,598,767 tickets covering various issues and concerns. Of these, 91.94% were related to the Online Filing of Goods Declaration.

Processed Online Tickets January - September 2021		
Ticket Category	Processed Online Tickets	% of Total
Online Filing	1,469,960	91.94%
Operations	69,734	4.36%
Accreditation	37,551	2.35%
Feedback & Inquiry	11,494	0.72%
Others	6,289	0.39%
IT Concerns	3,226	0.20%
Balikbayan Box Inquiries	513	0.03%
<b>TOTAL</b>	<b>1,598,767</b>	<b>100%</b>







## BOC assumes Chairmanship of the ASEAN DGs of Customs for 2021-2022

The Philippines, through the Bureau of Customs (BOC), assumed the Chairmanship of the ASEAN Directors-General (DGs) of Customs for 2021-2022 and hosted the three-day 30th Virtual ASEAN Directors-General Meeting on June 8-10, 2021.

One of the topics highlighted during the virtual conference was the progress of the various Strategic Plans of Customs Development (SPCDs), which are the fundamental agenda of Customs integration in the ASEAN region. Furthermore, discussions on emerging trends in Customs from the World Customs Organization (WCO), and ASEAN Dialogue Partners particularly Australia, China, Japan, and Korea were also tackled. The Private Sector, notably the ASEAN Joint Business Councils (ASEAN JBC), EU-ASEAN Business Council (EU-ABC), and the US-ASEAN Business Council (US-ABC) were also in attendance.

The Meeting is held annually to attain strengthened cooperation among ASEAN Customs administrations in combating illicit trade, promoting trade facilitation by streamlining and simplifying border procedures, reinforcing collaboration in the areas of customs valuation and classification, among others, promoting partnership between Customs and businesses, and promoting more substantial Customs modernization.



# BORDER PROTECTION

U.S. DEPARTMENT OF FINANCE  
BUREAU OF CUSTOMS AND BORDER PROTECTION



### Summary of Seized Smuggled Goods January - September 2021

Commodity	No. of Seizures	Estimated Value (Php)
Illegal Drugs	88	7,420,509,457.00
Agricultural Products	122	523,273,442.24
General Merchandise	90	1,816,520,346.22
Vehicles & Accessories	34	83,038,219.02
Counterfeit Goods	30	17,511,493,219.78
Used Clothing	26	63,171,413.10
Steel Products	4	5,310,587.64
Cigarettes/Tobacco	98	1,336,608,885.50
Other Products	84	196,729,654.30
Electronics	34	23,549,182.38
Firearms	21	40,120,666.41
Wildlife & Natural Resources	26	4,050,248.46
Alcoholic Beverages	1	3,905,504.80
PPE, Medical Supplies, Cosmetics	68	187,760,895.60
Jewelry	6	650,000.00
Food Stuff	3	0.00
Chemicals	5	9,343,054.80
Currency	5	144,560.00
Fuel & Oil	5	1,970,000.00
<b>TOTAL</b>	<b>750</b>	<b>29,228,149,337.25</b>

# SEIZED SMUGGLED GOODS

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

The Bureau's strengthened anti-smuggling efforts resulted in 750 seizures of shipments with an estimated value of P29.228 billion.

Intelligence & Enforcement Operations	Examination & Port Inspection
<b>P19.556-B</b>	<b>P9.672-B</b>
Total Value	
<b>P29.228-B</b>	

# INTENSIFIED INTELLIGENCE & ENFORCEMENT OPERATIONS

From January to September 2021, 86 Letters of Authority (LOA) were issued by BOC resulting in the seizure of various imported goods. Of these, 73 LOAs were found to be positive and resulted in the issuance of Warrants of Seizure and Detention.

BOC's intensified intelligence and enforcement operations, in coordination with national law enforcement agencies, resulted in the seizure of various smuggled goods with an estimated value of P19.556 billion.

**86** LOAs Issued

**73** Positive LOAs

Seized Smuggled Goods from Intelligence & Enforcement Operations  
January - September 2021

Commodity	No. of Seizures	Estimated Value (Php)
Agricultural Products	6	17,250,000.00
General Merchandise	18	1,742,374,700.00
Vehicles & Accessories	1	2,000,000.00
Counterfeit Goods	19	17,405,404,760.00
Used Clothing	11	45,300,000.00
Cigarettes/Tobacco	6	174,266,000.00
PPE, Medical Supplies, Cosmetics	8	169,000,000.00
Food Stuff	1	0.00
Fuel & Oil	3	500,000.00
<b>TOTAL</b>	<b>73</b>	<b>19,556,095,460.00</b>

# INTENSIFIED EXAMINATION & PORT INSPECTION

Seized Smuggled Goods from Port Examination & Inspection  
January - September 2021

Commodity	No. of Seizures	Estimated Value (Php)
Illegal Drugs	88	7,420,509,457.00
Agricultural Products	116	506,023,442.24
General Merchandise	72	74,145,646.22
Vehicles & Accessories	33	81,038,219.02
Counterfeit Goods	11	106,088,459.78
Used Clothing	15	17,871,413.10
Steel Products	4	5,310,587.64
Cigarettes/Tobacco	92	1,162,342,885.50
Other Products	84	196,729,654.30
Electronics	34	23,549,182.38
Firearms	21	40,120,666.41
Wildlife & Natural Resources	26	4,050,248.46
Alcoholic Beverages	1	3,905,504.80
PPE, Medical Supplies, Cosmetics	60	18,760,895.60
Jewelry	6	650,000.00
Food Stuff	2	0
Chemicals	5	9,343,054.80
Currency	5	144,560.00
Fuel & Oil	2	1,470,000.00
<b>TOTAL</b>	<b>677</b>	<b>9,672,053,877.25</b>

Issued Alert Orders

January - September 2021

Issued Alert Orders	Qty
Negative	11
Positive	159
Pending	13
<b>TOTAL</b>	<b>183</b>

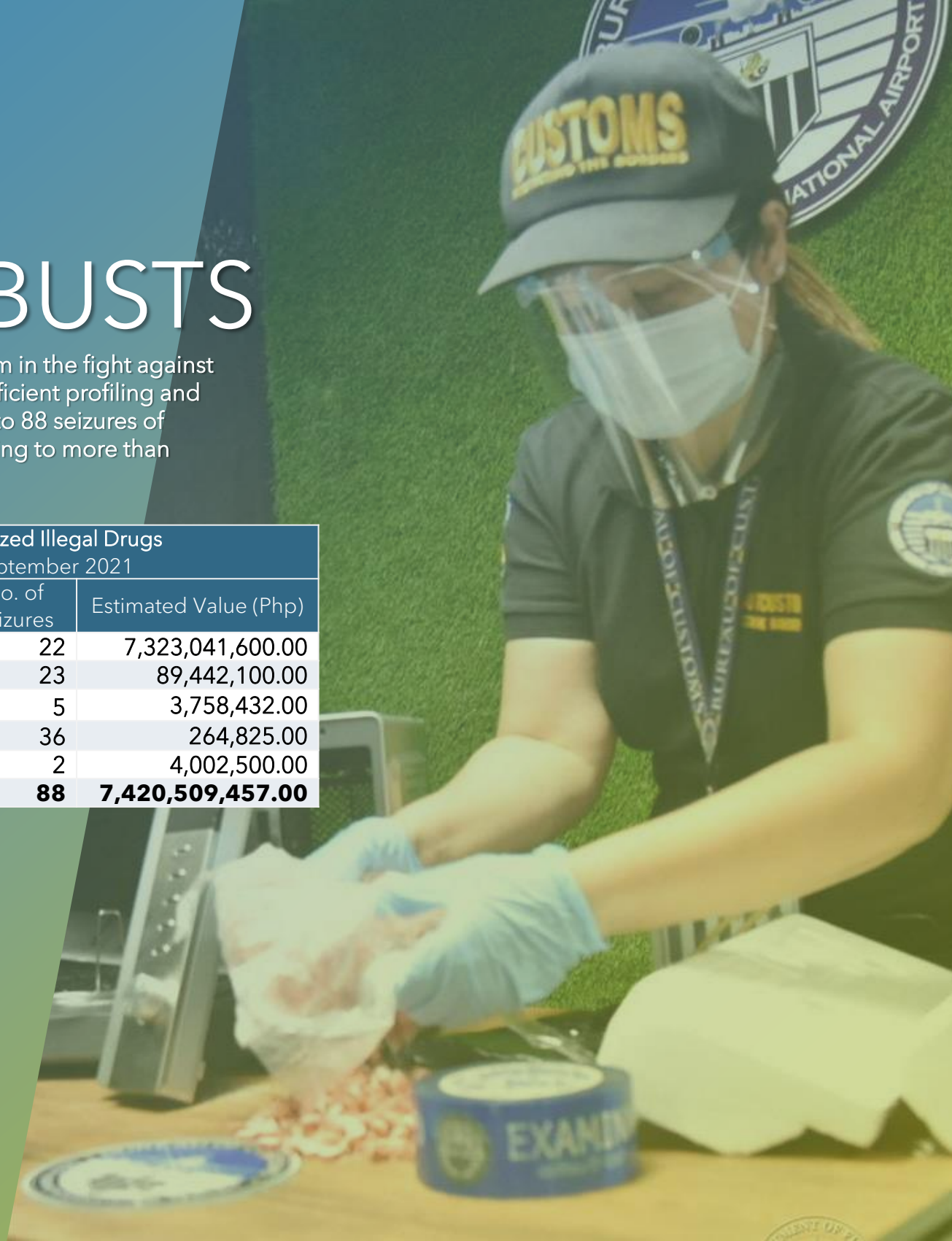
A total of 183 Alert Orders were issued by BOC in all collection districts from January to September 2021 against various shipments suspected to have violated the rules and regulations of the Bureau.

BOC's prompt action against suspicious and alerted shipments led to 677 seizures of various smuggled goods amounting to P9.672 billion.

# DRUG BUSTS

BOC sustained its momentum in the fight against illegal drugs. The Bureau's efficient profiling and non-intrusive inspection led to 88 seizures of various illegal drugs amounting to more than P7.420 billion.

Summary of Seized Illegal Drugs January - September 2021		
Commodity	No. of Seizures	Estimated Value (Php)
Meth (Shabu)	22	7,323,041,600.00
Ecstasy	23	89,442,100.00
Marijuana (Dried Leaves)	5	3,758,432.00
Marijuana (Liquid)	36	264,825.00
Ketamine	2	4,002,500.00
<b>TOTAL</b>	<b>88</b>	<b>7,420,509,457.00</b>





# CONDEMNED FORFEITED GOODS

The BOC has been steadfast in facilitating the disposition of various forfeited goods. For the period January to September 2021, condemnation activities of various forfeited goods amounting to P11.690 billion were conducted by BOC.

Condemned Forfeited Goods January - September 2021	
Commodities	Estimated Value (Php)
Counterfeit Goods	9,900,214,733.00
Cigarettes & Agricultural Products	922,571,164.48
Food, Raw Products, Poultry Needs	166,645,853.67
Automobiles	108,774,648.35
Garments, Assorted Goods & General Merchandise	539,218,011.31
Mechanical and Electric Goods	26,436,890.00
Chemical & Mineral Products	21,505,287.00
Scrap Metals	3,950,000.00
Others	900,000.00
<b>TOTAL</b>	<b>11,690,216,587.81</b>

# BUREAU'S ACTION TEAM AGAINST SMUGGLERS

## CASES FILED AGAINST UNSCRUPULOUS STAKEHOLDERS

In the third quarter of 2021, 131 cases were filed before the Department of Justice (DOJ) and the Professional Regulation Commission (PRC) against 242 unscrupulous importers (and their representatives) and customs brokers.

# 75

Criminal  
Cases



# 56

Administrative  
Cases

## REVOKED CUSTOMS ACCREDITATIONS

BOC ordered the revocation of Customs accreditation of 534 importers and 177 customs brokers pursuant to Customs Memorandum Order No. 11-2014.

# 534

Importers

# 177

Customs Brokers



# FUEL MARKING PROGRAM IMPLEMENTATION

More than 12.669 billion liters of kerosene, diesel, and gasoline were marked for January to September 2021, equivalent to P119 billion duties and taxes collected by the Bureau of Customs.

The Fuel Marking Program aims to raise revenues while curbing fuel smuggling and leveling the Philippine oil industry's playing field. Beginning with its implementation in September 2019 until September 2021, the BOC and BIR marked a total of 30.225 billion liters of fuel and collected P296.81 billion in duties and taxes.

**12.669** Billion Liters

Volume of Marked Fuel

**P119** Billion Pesos

Value of Marked Fuel



# CBW INSPECTION

The Bureau of Customs inspected 54 Customs Bonded Warehouses (CBW) and CBW members, 9 of which were closed for non-compliance.

CBW Inspection January - September 2021		
Commodities	Inspected	Closed
Customs Bonded Warehouse	13	7
Members	41	2
<b>TOTAL</b>	<b>54</b>	<b>9</b>

# CONSIGNEES' SITE INSPECTION

A total of 1,670 consignees were inspected, 187 of which were found to be non-compliant resulting in the revocation of their accreditations.

Consignees' Site Inspection January - September 2021	
Commodities	Closed
Sites/Offices Inspected	1,670
Consignees without Existing Office	187

# HEIGHTENED BORDER PROTECTION CAPABILITIES

To strengthen the Bureau's border security measures and capabilities, various equipment and tools were procured this year which include body-worn cameras, patrol boats, and mobile x-ray machines.



Procured Equipment & Tools:

**200**

Body-Worn Cameras

**20**

Patrol Boats

**3**

Mobile X-Ray Machines



# ANTI-CORRUPTION MANIFESTO



We, the Commissioner, Deputy Commissioners, Assistant Commissioner, Port Collectors and officials of the Bureau of Customs, in pursuit of the President's directives to weed out corruption with the Presidential Anti-Corruption Commission's (PACC's) mandate, have jointly, voluntarily, and whole-heartedly agree to do the following without mental reservation and purpose of evasion, to wit:

1. Free ourselves from corruption activities;
2. Combat corruption in our own districts and offices;
3. Cooperate with our government in combating corruption;
4. Remain loyal to our oaths of office.

Failure to sign our part in this manifesto should mean voluntary resignation from our office and may incur the curse of the LORL be upon us.

Sherielus G. D.  
[Signatures]

# ANTI-GRAFT & CORRUPTION



# 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 stamping out corruption, which complements the task force of the Department of Justice and national government.

# ACTION AGAINST ERRANT EMPLOYEES

Action Against Errant Customs Employees January - September 2021	
Personnel Issued with Show-Cause Orders	516
Personnel Investigated	126
Personnel with Filed Administrative Cases	31
Transmitted to Ombudsman	1
Transmitted Cases to NBI	57
Personnel Dismissed	3
Personnel Suspended	12
Personnel Reprimanded	6
Personnel Relieved	6
Personnel Reshuffled/Transferred	543

Consistent with its campaign against corruption, 516 show cause orders were issued against customs employees for non-compliance with existing customs rules and regulations.

Of these, 126 were investigated by the BOC-Customs Intelligence and Investigation Service (CIIS). This resulted in the filing of 31 administrative cases before the BOC-Legal Service.

During the period, 3 Customs personnel were dismissed, 12 were suspended, 6 was reprimanded and 6 were relieved.

Moreover, BOC also issued 111 Customs Personnel Orders for the 543 employees who were reshuffled or transferred to various offices and/or ports due to irregular and unlawful activities.

## 111

Customs  
Personnel Order

## 543

No. of Employees  
Reshuffled/Transferred



# ENHANCED FEEDBACK MECHANISM

From January to September 2021, the Bureau of Customs - Customer Assistance & Response Services (BOC-CARES) successfully processed and resolved 271 referred cases from Hotline 8888; 11 from the Civil Service Commission; and 192 from the Presidential Complaint Center.

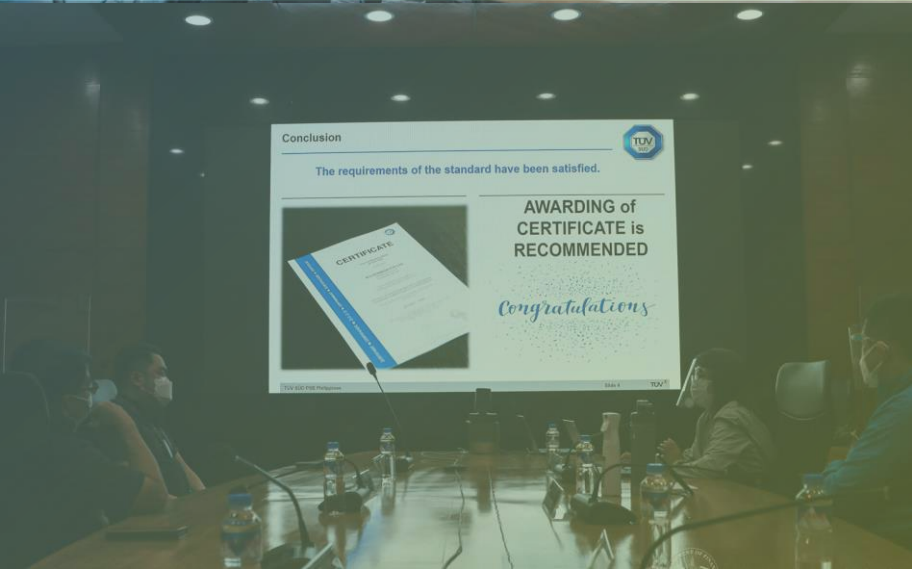
**BOC Resolution Rate on Complaints & Concerns**  
January - September 2021

Description	Processed & Resolved	Ongoing Resolution	Resolution Rate
Hotline 8888	271	0	100%
Civil Service Commission	11	0	100%
Presidential Complaint Center	192	7	96%

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

## ISO 9001:2015 Certified

1. Port of Manila
2. Port of Clark
3. Port of Batangas (with CCC Batangas)
4. Subport of Mactan
5. Subport of Dumaguete
6. CCC - Manila

## Recommended for ISO Certification

1. Port of Subic
2. Port of Legaspi
3. Port of Tacloban

## Ongoing ISO Audit

1. OCOM
2. NAIA
3. Port of Davao
4. Subport of Iligan
5. CCC - Cebu
6. CCC - Subic
7. CCC - Limay



# BOC bags ISA Gold Trailblazer Award for PGS Proficiency Stage

The Bureau of Customs (BOC) passed the 3rd Stage of the Performance Governance System (PGS) "Proficiency Stage" and once again received the Gold Governance Trailblazer award, the highest PGS award during the Public Governance Forum – BOC Proficiency Revalida via Zoom Conference on September 03, 2021.

During the Proficiency Revalida organized by the Institute for Solidarity in Asia (ISA), Commissioner Guerrero presented the BOC's accomplishments and breakthrough results yielded from the sustained momentum of the implementation of its programs and innovations initiated during the early stages of PGS journey.





# 10-POINT PRIORITY PROGRAM

## 10-POINT PRIORITY PROGRAM

# STATUS & UPDATES

### Implementation of Customs Modernization Program

- Established the Customs Training Institute Strategy Roadmap and Scorecard
- Connected the Ports of Manila, Cebu, Davao and MICP with the Customs Operations Center
- Body-Worn cameras in Batangas, Legaspi, Clark, and NAIA were activated
- Issued Customs Memorandum Order on Cargo Targeting System
- Finalized the Terms of Reference (TOR) on the improvement of the E2M System
- Conducted Vessel Tracking Seminar, Cargo Targeting System/National Customs Enforcement Network Organization Seminar, and Security Awareness Training

### Intensification of Post Clearance Audit and Post-Entry Modification Measures

- Developed the Post Clearance Audit Group Operations Manual
- Gap analysis and preparation for ISO certification completed
- Documents for PCAG were submitted through the CCC and BOC online portal
- Recommended 405 out of 500 target companies for audit.
- Issued 261 Audit Notification Letters (ANL) (Target of 250 ANLs for this year)
- Ongoing audit of 170 companies with ANL
- 79 approved Financial Audit Reports with total collection of Php298,451,714.60
- Processed 116 Prior Disclosure Program applications with total collection of Php731,116,729.91

### Onboarding of 15 Agencies to the NSW

- Out of 32 Agency Counterpart Teams, 22 Agencies have been engaged for general orientation and capacity building.
- Successfully conducted the Export Webinar on the "Philippine Implementation of the Electronic Certificate of Origin (e-CO) Form and TradeNet System"
- Onboarded 9/15 TRGAs (FPA, SRA, BAFS, DTI-EMB, NMIS, OMB, PNRI and BPI)
- Total of 61 Agency Counterpart Teams (ACT) were created and have been engaged for general orientation and capacity building

## 10-POINT PRIORITY PROGRAM

# STATUS & UPDATES

### Full Implementation of AEO Program

- Invitation letters to Super Green Lane companies and other companies to apply for Authorized Economic Operator (AEO) accreditation
- Issued Customs Memorandum Order 26-2021 on AEO Online Portal
- Submitted inputs to the ASEAN AEO Paper Comparison
- AEO Online Portal now available online

### Promotion and Application of Advance Ruling Program

- e-Advance Ruling System Process Flowchart available through the official BOC Website
- Completed the migration of Advance Ruling System (ARS) from manual to the Customer Care Portal
- Conducted Technical Trainings on Customs Valuation Agreement including INCOTERMS and relevant valuation matters and Rules of Origin
- CMO on Implementation of Automated Filing for ARS was approved by the Commissioner (CMO 32-2021)

### Pursuit of Integrity Development and Quality Management

- Awarded with Gold Trailblazer Award during the BOC Proficiency Revalida
- Subport of Mactan and Ports of Manila and Clark was awarded with ISO 9001:2015 QMS Certification
- Port of Batangas maintained its ISO QMS Certification provided that its scope was expanded to include the processes of CCC-Batangas.
- Subport of Dumaguete and CCC-Manila have also successfully maintained their ISO 9001:2015 QMS Certification.



# 10-POINT PRIORITY PROGRAM

## Strengthening of Port Surveillance, Marine, Interdiction, and Water Patrol Capability

- Completed the Safety of Life at Sea (SOLAS) Certification
- Conducted Regular Mandaragat Training and Small Boat Operations and Maintenance Course
- Ongoing Sea Trial training for the 1st fast boat delivered last September 6, 2021

## Enhancement of Customs Facilities and Warehouse (CFW) Management

- Customs Memorandum Order 17-2021 (Inventory Management System (IMS) for Off-Dock and Off-Terminal CFW) was signed by the Commissioner
- Completed the selection of Service Provider for the IMS
- Commissioner signed Customs Memorandum Order 21-2021

## Streamlining of Export Clearance Process

- CMO 18-2021 on prepayment of Customs Documentary Stamp (CDS) already approved and signed by the Commissioner
- Conducted meeting on the drafting of CMO implementing CAO 8-2020 regarding export procedures
- Revisited CMO 4-2020 and conducted exploratory consultation with MISTG
- Ongoing review of CMO on Enhancement of the Electronic Tracking of Containerized Cargo System (ETRACC)

## Simplification of Informal Entry Processing

- Improvement of Systems for Informal Entry Processes was fully implemented through CMO 9-2021
- CAO 2-2021 Clearance of Goods under the Informal Entry Process already signed by Secretary of Finance



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PROFESSIONALISM  
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