

CUSTOMS GAZETTE

The Official Newsletter of the Bureau of Customs

Volume 9 Number 1 • May-June 2021



BOC hosts the 30th ASEAN Directors-General of Customs Meeting

The Philippine Bureau of Customs (BOC) assumed the Chairmanship of the ASEAN Directors-General (DG) of Customs Meeting for 2021-2022 on, June 08, 2021 during the commencement of the 30th ASEAN DGs of Customs Meeting from June 8 to 10.

ASEAN DG Chairman, Philippine BOC Commissioner Rey Leonardo B. Guerrero succeeded the incumbent Chairman, Myanmar Customs Department Director-General Kyaw Htin, through the annual chairmanship rotation in the ASEAN DGs of Customs Meeting.

The 3-day virtual conference opened discussions on the progress of the various Strategic Plans of Customs Development (SPCDs), which are the fundamental agenda of Customs integration in the ASEAN region.

[\(See more in page 4\)](#)

P58M-worth of Smuggled Luxury Vehicles Destroyed by Customs



The Bureau of Customs (BOC) led the simultaneous destruction of twenty-one (21) smuggled motor vehicles worth P58.55 million on Friday, June 18, 2021, in Manila and Cagayan de Oro.

The motor vehicles were shipped into the country by different consignees and seized on separate occasions from 2018 to 2020.

[\(See more in page 6\)](#)



BOC Launches Call Center Hotline Service

True to its commitment to innovate its services, the Bureau on May 07, 2021, formally launched its enhanced BOC-Call Center hotline through a partnership with Digital Minds BPO Services Inc.

The partnership is a result of the Bureau's identification of some key areas in the present customer assistance set-up which need improvements such as call management, call monitoring, call storage, and IVR systems.

[\(See more in page 5\)](#)

COVID-19 Vaccination Program in BOC Begins

The Bureau of Customs began the "RESBAKUNA sa BUREAU OF CUSTOMS" COVID-19 Vaccination Program for its employees on June 19, 2021, in the Port of NAIA and June 25, 2021 in the Central Office, in partnership with the Inter-Agency Task Force (IATF), the Department of Health (DOH), and the Local Government Unit.



[\(See more in page 5\)](#)

BOC hits Midyear Collection Target

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

BUREAU OF CUSTOMS

**MIDYEAR
REVENUE COLLECTION**

P302.744 B

January to June 2021

**based on preliminary report from BOC Financial Service*

↑19.6%
compared to the Jan-June 2020 Actual
Collection of **P253.091 B**

↑3.7%
compared to the Jan-June 2021 Target
Collection of **P291.833 B**

Professionalism Integrity Accountability

Despite the effects of the COVID-19 to the overall trading environment and stringent community quarantine since last year, the Bureau of Customs (BOC) collected P52.447 billion in June, surpassing its target of P47.175 billion by P5.272 billion or +11.2% based on the preliminary report from the BOC Financial Service.

This collection includes additional revenues from the Tax Expenditure Fund (TEF) collection of P157.06 million and Post Clearance Audit Group (PCAG) collection of P148.73 million in June.

These collection efforts also mark the 6th consecutive month of BOC in achieving positive collections. To date, the BOC collected P302.744 billion since January 01, 2021, surpassing its midyear collection target of P291.833 billion by +3.7% or P10.911 billion.

Notably, BOC's midyear collection this year is also higher by +19.60% or P49.653 billion than the P253.091 billion midyear collection in 2020.

The collection performance of the BOC and its 17 Collection Districts, under the leadership of Commissioner Rey Leonardo B. Guerrero, is attributed to the improved valuation of the bureau, its digitized and modernized systems, the gradually improving economy resulting to higher volume of importations, and the intensified collection efforts of all districts.

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

CONGRATULATIONS

for hitting the 2021 Midyear Revenue Collection Target

Bureau of Customs
302.744 Billion Pesos posting a surplus of P49.653 billion Pesos.

Port of San Fernando 2.39 Billion Pesos posting a surplus of 49 Million Pesos.	Port of Manila 30.86 Billion Pesos posting a surplus of 802 Million Pesos.	Manila International Container Port 76.2 Billion Pesos posting a surplus of 774 Million Pesos.
Port of NAIA 18.54 Billion Pesos posting a surplus of 63 Million Pesos.	Port of Batangas 65.08 Billion Pesos posting a surplus of 206 Million Pesos.	Port of Legaspi 188 Million Pesos posting a surplus of 6 Million Pesos.
Port of Iloilo 1.53 Billion Pesos posting a surplus of 164 Million Pesos.	Port of Tacloban 2.93 Billion Pesos posting a surplus of 40 Million Pesos.	Port of Surigao 23.39 Million Pesos posting a surplus of 5 Million Pesos.
Port of Cagayan De Oro 17.12 Billion Pesos posting a surplus of 110 Million Pesos.	Port of Zamboanga 2.98 Billion Pesos posting a surplus of 49 Million Pesos.	Port of Davao 18.65 Billion Pesos posting a surplus of 269 Million Pesos.
Port of Subic 19.09 Billion Pesos posting a surplus of 337 Million Pesos.	Port of Clark 892 Million Pesos posting a surplus of 101 Million Pesos.	Port of Appari 240 Million Pesos posting a surplus of 19 Million Pesos.

**based on preliminary report from BOC Financial Service*

Professionalism Integrity Accountability

An overview of Philippines Customs' journey towards transformation

By Rey Leonardo B. Guerrero, Commissioner, Philippines Bureau of Customs

When I was appointed to the top position in the Philippines Bureau of Customs (BOC) in October 2018, I was confronted with challenges aplenty, from administrative to operational concerns and systemic deficiencies that made the Bureau vulnerable to corrupt practices. For more than two years now, my team and I have been working tirelessly to reform the negatives, transform the organization, and perform our mandate.



Read More Online at WCO News: Scan the QR code or visit the link below.

<https://mag.wcoomd.org/magazine/wco-news-95-june-2021/an-overview-of-philippines-customs-journey-towards-transformation/>



BOC Enhances E2M System with Additional Features and Integration of Other Systems

The BOC-MISTG plans to implement within June and July 2021 additional features and integrate other systems in the Electronic-2-Mobile System of BOC.

First in June, is the implementation of an Automated Bonds Management System (ABMS) for Warehousing. The ABMS for General Warehousing Bonds is an automated procedure under the E2M system that will effectively monitor the status of bonds from their approval, charging, cancellation up to liquidation and expedite the settlement or collection of due and demandable bonds. BOC will also include the Forfeited Status in the E2M system. This is an additional feature in the system that can be used by Assessment personnel to tag good declarations that are subject to forfeiture.

Auto Assignment of Declaration will also be embedded in the E2M system. It will replace the Goods Declaration System (GDVS) which randomly assigns entries for assessment to BOC examiners and appraisers. Lastly, for implementation in July is the Raw Materials Liquidation System (RMLS) that will track duty-free raw material importations by Customs Bonded Warehouses which are processed into semi-finished or finished products for export. RMLS is also capable of automatically liquidating warehousing entries covering raw materials used up in the manufacture of these products as exported. The RMLS interfaces with the ABMS to automate the charging of warehousing bonds filed to cover the duties and taxes on raw material imports and the subsequent cancellation of the charged amount upon liquidation of the warehousing entry.

All these projects are being developed and monitored by MISTG, and are expected to be completed by June-July 2021.

BOC Boosts Trade Facilitation in Logistics and Port Operations



Commissioner Rey Leonardo B. Guerrero, as the Chairperson of the National Single Window - Technical Working Group (NSW-TWG), gathered various government agencies involved in the movement of cross-border goods during the 1st Meeting of the NSW-TWG Logistics and Port Operations Cluster. The Logistics and Port Operations Cluster Meeting which was held on May 27, 2021 through virtual conference discussed the concept of the Single Window System and how it can facilitate trade by providing a neutral and open electronic platform that optimizes, manages, and automates logistics efficient processes connecting transport and logistics chains.

The Meeting provided a comprehensive and systematic mechanism for information sharing of matters related to logistics and port operations in support to the on-boarding commitments to the NSW System (TRADENET.gov.ph), as well as to support BOC's goal in eliminating red tape, while ensuring trade facilitation and border control.

BOC Joins PH Trade Facilitation Committee

The BOC joins the Trade Facilitation Committee as Vice-Chairperson under the Executive Order No. 136 series of 2021. The Executive Order signed on May 18, 2021 by President Rodrigo R. Duterte creates the Philippine Trade Facilitation Committee (PTFC) in compliance with the World Trade Organization – Trade Facilitation Agreement (WTO-TFA).

The committee will study, propose, and coordinate the position, activities, or actions of the Philippine government on the implementation of the WTO-TFA and other trade facilitation commitments. The PTFC will also submit compliance reports and represent and advance the country's interests in meetings on the implementation of the WTO-TFA and other trade facilitation commitments. The BOC, as the Secretariat for the PTFC, will provide administrative and technical support to the committee.

BOC Facilitates Trade Compliance on Tariff Classification with Regulatory Agencies

To ensure that all import and export transactions are in conformance with international laws and standards, the Bureau of Customs together with the DOF TRADENET Project Management Office (DOF TRADENET PMO) and Tariff Commission (TC), facilitated the 2nd ASEAN Harmonized Tariff Nomenclature (AHTN) Classification and Identification Workshop last May 26, 2021 through virtual conference.

The workshop focused on the classification and identification of agriculture and food related commodities being used for tariff and statistical purposes by key priority agencies, specifically: Philippine Fiber Industry Development Authority (PhlIFIDA), Philippine Coconut Authority (PCA), National Meat Inspection Service (NMIS), Bureau of Internal Revenue (BIR), Bureau of Animal Industry (BAI), and Food and Drugs Administration (FDA).

MISTG Deputy Commissioner Allan C. Geronimo, NSW-TWG Vice-Chairperson for Technical Matters, highlighted during his welcome message the need to comply with correct classification of goods using commodity and tariff codes as part of customs compliance, as well as establishing accurate data for statistical purposes, origin management, and more importantly, for setting a common reference of import and export restrictions.



BOC hosts the 30th ASEAN Directors-General of Customs Meeting



From page 1

The Philippine Secretary of the Department of Finance, Carlos G. Dominguez, formally welcomed the ASEAN Member States (AMS) and their delegation to the Opening Ceremony of the Meeting. In his remarks, he emphasized "The ASEAN region was severely affected by the pandemic. However, beginning the second half of this year, most of our economies should have gained stable footing on their path to recovery." According to him, the ASEAN countries never run out of energy and determination to quickly reverse the economic contraction experienced and get back to a post-pandemic boom at the soonest possible time. "Among the vital factors aiding the region's economic recovery is trade within the region. The best way forward for the region is to resume integration and cooperation in earnest. We are each other's best allies in recovery," he added.

The Meeting also discussed regional and international issues, and emerging trends in Customs from the World Customs Organization (WCO), and ASEAN Dialogue Partners particularly Australia, China, Japan, and Korea. 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) also attended the meeting to further strengthen the harmonious collaboration within the ASEAN community.

Groups and Collection Districts Awarded for Outstanding Compliance Stage Revalida Performance

The BOC awarded last May 24, 2021 the Groups and Collection Districts in recognition to their transformation commitment and outstanding Compliance Stage Revalida performance last April 2021.

Accordingly, a Bronze Award or Conferral Award was given to those who met the minimum requirements necessary for the completion of the BOC-PGS Compliance Stage or 2nd stage. The 8 Bronze or Conferral Award recipients are Port of Davao, Port of Limay, Port of Manila, Port of Clark, Port of Iloilo, Port of San Fernando La Union,

Port of Surigao and Port of Legazpi.

Following the Bronze tier, a Silver Award was given to Groups and Collection Districts who exceeded the minimum requirements of the 1st stage through introducing innovations in its PGS implementation journey. The 2 Silver Awardees are the Port of Zamboanga and Port of Tacloban.

Lastly, groups and collection districts who exhibited their best effort in PGS implementation by exceeding the minimum requirements of the 2nd Stage and by showcasing breakthroughs at the unit or enterprise level that demonstrate

its progress towards transformation.

The 4 Gold Collection District awardees are the Manila International Container Port (MICP), Ninoy Aquino International Airport (NAIA), Port of Subic, Port of Cebu, while all the Groups namely the Revenue Collection Monitoring Group (RCMG), Internal Administration Group (IAG), Management Information Systems and Technology Group (MISTG), Assessment and Operations and Coordinating Group (AOCG), Intelligence Group (IG), Enforcement Group (EG) and Post-Clearance Audit Group (PCAG) were awarded a Gold Award.



BOC Recognized by Louis Vuitton Company for Anti-Smuggling and Anti Counterfeit Drive



BOC Commissioner Rey Leonardo B. Guerrero on June 14, 2021 received a plaque of recognition from famous luxury brand Louis Vuitton. The recognition came as part of the Bureau of Customs relentless drive against smuggling and counterfeit items.

Louis Vuitton Malletier, commonly known as Louis Vuitton or by its initials LV, is a French fashion house and luxury goods company founded in 1854 by Louis Vuitton. The brand is a manufacturer of high-end bags, belts, shoes and other fashion items. As such the brand is commonly the victim of counterfeit and fake items that are illegally imported into the country.

Through the combined efforts of BOC Enforcement Group's Enforcement and Security Service (EG-ESS) and Intelligence Group's Customs Intelligence and Investigation Service (IG-CIIS) a total of Php 2.1 Billion in estimated counterfeit goods were seized for the year 2021.

BOC Launches Call Center Hotline Service

From page 1

Digital Minds BPO Services is a NAGA-based office that caters to Business Process Outsourcing for the United States and Australia. BOC shall be the first local government agency that the company will provide services for.

In his statement, BOC Commissioner Rey Leonardo B. Guerrero stressed that the acquisition of a 3rd Party Call Center is a move aimed to improve services for the public. With the aid of Digital Minds BPO Inc., the Bureau underscores its drive to reform, transform and perform.

Through the collaboration between BOC and Digital Minds BPO Services Inc., the Bureau is a step closer to attaining its vision to be a World-Class Customs Administration that is among the world's best.

BOC-NAIA Starts Customer Feedback QR Code System

The Port of NAIA, during its Stakeholders' Engagement Meeting on June 15, 2021, launched its newest addition to the port's digital services, Customer Feedback QR Code System, which transformed the manual satisfaction rating system to online. It is now connected to the dashboard of the Port of NAIA which reflects real-time statistics on stakeholders' feedback.

From its soft launching last May 2021, the Port of NAIA received a 3.82 Overall Rating which results to stakeholders being "Satisfied" with the performance of the port, based on a 4-Point Likert Scale, as of June 2021.

The Customer Feedback QR Code shall be posted in conspicuous areas in the different offices and warehouses of Port of NAIA and in all its media platforms to better reach its stakeholders. This can be accessed and filled out using mobile phone conveniently at any place and time.

According to District Collector Carmelita M. Talusan, the satisfaction rating to be yielded by the Customer Feedback QR Code System will be essential to monitor the port's performance and measure the efficiency of its systems and personnel.

COVID-19 Vaccination Program in BOC Begins



From page 1

The inoculation and instrumentalities, and program was given informal sector workers green light after the announcement of the national government that their residences and those working private household. Since the start of the COVID-19 pandemic in the Philippines, the Bureau of Customs has been assuming a fundamental role in the economic recovery of the country through revenue collection, in the facilitation of counter COVID supplies such as face masks and time sensitive importations such as medicines and vaccines, and in the prevention of hazardous and life threatening unregistered and fake medicines and other importations at the Philippine borders.



BOC-NAIA, PDEA, NAIA-IADITG seize P18.81M worth of Illegal Drugs, arrest 3 claimants in May

BOC Port of NAIA, Philippine Drug Enforcement Agency (PDEA), and NAIA Inter-agency Drug Interdiction Task Group (NAIA-IADITG) on two occasions in May 2021, seized misdeclared "Party Drugs" worth P15.7M and P3.11M, respectively.

On May 11, 2021, the team nabbed 2 claimants of three packages containing 9,243 Ecstasy Tablets with street value of P15.7M, while on May 17, 1 claimant of 622 grams of Ketamine worth P3.11M was nabbed, both as a result of controlled delivery operations.



These party drugs are classified as dangerous drugs under the R.A. 9165 otherwise known as the Comprehensive Dangerous Drugs Act of 2002.

All arrested and seized illegal drugs are in the custody of PDEA for case building and criminal prosecution for violation of R.A. 9165 in relation to Section 1401 of R.A. 10863 or Customs Modernization and Tariff Act.

P58M-worth of Smuggled Luxury Vehicles Destroyed by Customs



From page 1

Seven (7) motor vehicles from the Manila International Container Port (MICP), Port of Manila (POM), and Port of Subic were gathered and condemned at the Bureau of Customs, Port Area, Manila. It includes one brand new McLaren 620R and one used Hyundai Genesis from POM; one used Bentley 2007, one used Porsche 911 C2S, and one used Mercedes-Benz from MICP; and one-unit Lotus and one unit Toyota Solara from the Port of Subic.

Meanwhile, fourteen (14) knocked-down used Mitsubishi Jeeps seized by the Port of Cagayan de Oro were destroyed simultaneously at Diamond Logistic in Baloy, Brgy. Tablon, Cagayan de Oro. The condemnation of

the vehicles is pursuant to Presidential Directive 2017-447, in which President Rodrigo Roa Duterte reiterated the need to destroy smuggled vehicles to send the strong message that the government is serious in its efforts against smuggling.

The condemnation activity was witnessed by representatives from the Department of Finance (DOF), Commission on Audit (COA), and key officials of the Bureau of Customs, headed by Commissioner Rey Leonardo B. Guerrero.

This is the second condemnation activity of BOC this year involving various smuggled vehicles. It can be recalled that last February 9, 2021, BOC also destroyed 17 motor vehicles from MICP, Port of Cebu, and Port of Manila.

P242M-worth of Smuggled Cigarettes seized by Customs in May and June

Five BOC Ports namely the Port of Manila, Port of Cagayan De Oro, Port of Subic, Port of NAIA, and Manila International Container Port seized, on different dates, smuggled and misdeclared cigarettes worth more than P242M from May to June 2021.



Port	Value	Date	Reason for Seizure
Subic	P92M	June 24	Misdeclared as Ice Cream
MICP	P38M	June 11	Various Smuggled & Infringing Goods
NAIA	P4M	June 06	Misdeclared as Paper Hand Towel
Subic	P66.2M	May 28	Misdeclared as footwears
CDO	P30M	May 21	Misdeclared as Personal Effects
POM	P20.37M	May 7	Misdeclared as Paper Products

Warrants of Seizure and Detention were issued accordingly against the abovementioned shipments in violation of the National Tobacco Administration (NTA) Memorandum Circular No. 03, series of 2004; NTA Board Resolution No. 079 2005; Section 155 of R.A. 8293 (Intellectual Property Code of the Philippines); and Section 1400 in relation to Section 1113 (f) of Republic Act No. 10863 otherwise known as the Customs Modernization and Tariff Act (CMTA).



Customs disposes forfeited vehicles, gambling paraphernalia, cigarettes, and other goods

On June 14, 2021, the Port of Cagayan de Oro (CDO) destroyed Php 75 million worth of assorted smuggled cigarettes inside the facility of Terra Cycliq Corporation in Brgy. Mantibugao, Manolo Fortich, Bukidnon, on Monday, June 14, 2021. The shipment arrived last January 11, 2021 and was found out to contain kitchenware instead of the cigarettes.

Moreover, on June 18, 2021, the BOC led a simultaneous destruction of twenty-one (21) smuggled motor vehicles worth P58.55 million in Manila and Cagayan de Oro.

Seven (7) motor vehicles from the Manila International Container Port (MICP), Port of Manila (POM), and Port of Subic were condemned in Manila. It included one brand new McLaren 620R and one used Hyundai Genesis from POM; one used Bentley 2007, one used Porsche 911 C2S, and one used Mercedes-Benz from MICP; and one-unit Lotus and one unit Toyota Solara from the Port of Subic.

Meanwhile, fourteen (14) knocked down used Mitsubishi Jeeps seized by the Port of Cagayan de Oro were destroyed simultaneously in Cagayan de Oro.

BOC-NAIA also turned over seized gambling paraphernalia covering 75 poker chip-sets and other gambling paraphernalia intercepted in Central Mail Exchange Center (CMEC) to the PAGCOR.

The disposition - condemnation and turnover activities are pursuant to Presidential Directive 2017 447 reiterating the need to destroy smuggled vehicles, and are also in line with the Customs Modernization and Tariff Act Chapter 10 and its related sections.



Fake BOC Employee Nabbed For Estafa



The Intelligence Group - Customs Intelligence and Investigation Service (IG-CIIS) Port of Manila District Office in coordination with the Manila Police District, arrested a certain Macario Samson who was posing as a BOC employee to swindle money from unsuspecting victims.

The suspect who also went under the alias "INTSIK" was arrested in an operation conducted by members of MPD together with CIIS operatives. Mr. Samson was discovered to be posing as a BOC employee under the name Emmanuel T. Dizon who was also discovered to have an ID of International Container Terminal Inc. (ICTSI) Director with the name of Steven So Chan. The suspect together with his accomplice, allegedly swindled the amount of Php 230,000 from the victim as part of an online transaction to sell a motorcycle for Php 300,000.

In the complaint filed with MPD station 5, the suspect asked the victim to pay a downpayment of Php 230,000 to allow the suspect to retrieve and release the supposed motorcycle from the custody of BOC.

BOC, BIR, FIU Apprehend Unmarked Diesel Fuel

The BOC Port of Limay, headed by Acting District Collector William B. Balayo, in coordination with the Bureau of Internal Revenue (BIR) and the Field Inspection Unit (FIU) conducted spot inspection of tanker trucks transporting petroleum products on May 21, 2021 at Brgy. Batangas II, Mariveles, Bataan, in accordance with the DOF-BOC-BIR Joint Circular 001.2021 prescribing the implementing guidelines for the Field Testing under the Fuel Marking Program. At around 2130H, the composite team of BOC, BIR and FIU apprehended a tanker truck bearing more or less 30,000 liters of diesel which are not covered by a Withdrawal Certificate or other proofs of

payment of excise and value added tax. Upon testing by the FIU, it was found out that the petroleum products were completely unmarked indicating that no legal taxes were paid.

The truck driver identified as a certain "Victor Legaspi" and his helper identified as a certain "Clinton Legaspi" were detained at the detention facility of the Mariveles Police Station and was subjected to inquest for alleged violation of the National Internal Revenue Code, as amended, and the TRAIN Law.

The tanker truck and the unmarked petroleum product was taken into custody by the Port of Limay and subjected to seizure proceedings in accordance with the CMTA.

P3.55B-worth of Counterfeit Items seized by Customs in May and June

The Intellectual Property Rights Division (IPRD), Customs Intelligence and Investigation Service (CIIS), Enforcement and Security Service (ESS), and the Manila International Container Port (MICP) and the Port of Manila, in coordination with National Law Enforcement Agencies, on several occasions, seized various illegal and counterfeit goods in Metro Manila with an estimated value of P3.55B from May to June 2021.

Office	Value	Date	Place
MICP, CIIS-IPRD, ESS	150M PHP	May 05, 2021	Binondo, Manila
MICP, POM, CIIS-IPRD, ESS,	316M PHP	May 07, 2021	Navotas City and Pasay City
POM, CIIS-IPRD	2B PHP	June 03, 2021	Paranaque City
POM, CIIS-IPRD	1B PHP	June 14, 2021	Makati City
CIIS-IPRD	96M PHP	May 12, 2021	Taytay, Rizal

Further investigations were conducted accordingly for the possible violation of Section 1400 of RA 10863 also known as the Customs Modernization and Tariff Act (CMTA) as well as RA 8293 or the Intellectual Property Code of the Philippines.

BUREAU OF CUSTOMS FOI REQUEST GUIDELINES

Agency: Bureau of Customs

Receiving Officer Representatives: Alexandra Camille P. Diaz
Christian A. Intoy

Designation: Lead Client Service Representative

Office: Public Information and Assistance Division

Receiving Office: BOC-CARES, PUBLIC INFORMATION
AND ASSISTANCE DIVISION

Contact Numbers: 0905-299-7977 (Globe)
0929-503-5138 (Smart)

Email: boc.cares@customs.gov.ph



**MAKABAGONG ADUANA
MATATAG NA EKONOMIYA**

May nais ka bang malaman sa iyong Gobyerno?

Ang Freedom of Information ay nagbibigay daan para buksan ang mga pampublikong dokumento para sa lahat. Dahil sa FOI, lahat ay madaling makaka-access ng mga government records, documents, research data, at iba pang impormasyon.

Paano?

- 1 Mag-request**
Kumpletuhin ang Request Form at ibigay sa Receiving Officer ng ahensya.
- 2 Maghintay**
Hintaying matapos iproseso ang iyong request sa loob ng 15-35 working days depende sa uri ng iyong request.
- 3 Kunin**
Makakatanggap ng mensahe kung kailan at paano makukuha ang inyong request.
Alamin ang kumpletong proseso at detalye ng FOI sa www.foi.gov.ph.

HOW TO MAKE A REQUEST?

MODE OF REQUEST: ELECTRONIC/eFOI PORTAL

- 1** Type www.foi.gov.ph in your browser's home address.
- 2** **Sign Up** *No existing FOI account?*
Click "Sign Up" and fill all necessary information. Attach a valid ID to create an account.
- 3** **Log in** *With existing FOI account?*
Click "Log In". Enter your email address and password to log in.
- 4** Once logged-in, you will be directed to FOI Dashboard. The Dashboard contains all FOI request made by the user.
- 5** **Make a Request**
Click "Make a Request" button and choose "Bureau of Customs" from the drop down list, then click "Write my Request" button.
- 6** Accomplish your request by filling all required fields then click "Send my Request".
- 7** BOC shall evaluate your request and will notify you within 15 working days.
- 8** BOC shall prepare the requested information. The requested file shall be sent thru your FOI account, email or snail mail depending on the size of the file.

MODE OF REQUEST: STANDARD/PAPER-BASED

- 1** Provide a duly signed letter request addressed to the Chief, Public Information and Assistance Division.
- 2** Send the hard copy of the letter request to Customer Care Center.
- 3** BOC shall evaluate your request and will notify you within 15 working days.
- 4** BOC shall prepare the requested information. The requested file shall be sent thru your FOI account, email or snail mail depending on the size of the file.

FOI Appeals

If you are not satisfied with the response to your FOI request, you may ask us for an internal review of the decision by writing an appeal to boc.cares@customs.gov.ph. Your request for the review should explain why you are dissatisfied with the response and should be made within fifteen (15) calendar days from the Notice of Denial. The final decision on the appeal shall be made within thirty (30) working days from the receipt of your appeal.

CUSTOMS GAZETTE

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