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IA G Memo No. 27-2022

MEMORANDUM

03-14790

FOR : ALL DISTRICT COLLECTORS
ALL SERVICE DIRECTORS
ALL DIVISION CHIEFS
ALL OTHERS CONCERNED

FROM : 
DONATO B. SAN JUAN
Deputy Commissioner, IAG

SUBJECT : NOTICE TO PUBLIC ON THE RESUMPTION OF BOC-CARES
OPERATION FROM 7:00AM TO 7:00PM, MONDAYS TO
FRIDAYS

DATE : April 08, 2022

To enhance the responsiveness of the Bureau over client concerns through an active and responsive platform, the Bureau of Customs Customer Assistance and Response Services (BOC-CARES) under the Public Information and Assistance Division shall resume its 7:00 AM to 7:00 PM, Mondays to Fridays schedule of operations starting April 18, 2022.

For your consideration and information.



NOTICE TO PUBLIC

The public is hereby informed that the Bureau of Customs Customer Assistance and Response Services (BOC-CARES) will resume operations from 7:00 AM to 7:00 PM, Mondays to Fridays, starting April 18, 2022. This is to further enhance the responsiveness of the Bureau over client concerns through the following platforms:

- Facebook (Bureau of Customs PH)
- Twitter (@customsPH)
- Instagram (@customs.ph)
- Email (boc.cares@customs.gov.ph)
- Customer Care Portal System (CCPS)