



**BUREAU OF CUSTOMS**

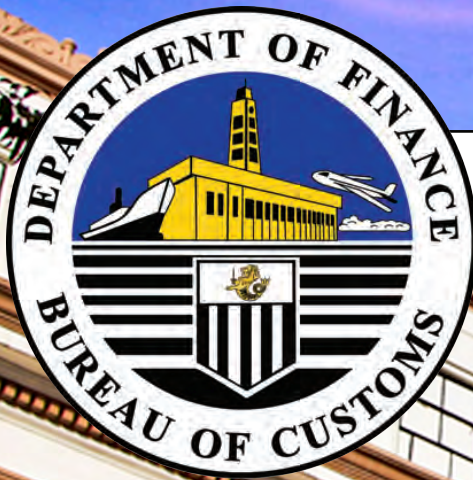
# **MIDYEAR REPORT**

*JANUARY 2020 - JUNE 2020*





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# Bureau of Customs Updates

January to June 2020

- I. BOC Accomplishments
- II. JAO 20-01 Impact
- III. 10-Point Priority Program
- IV. Anti-COVID-19 Efforts
- V. Challenges





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# BOC ACCOMPLISHMENTS

- A. Trade Facilitation
- B. Revenue Collection
- C. Border Control
- D. Anti Graft and Corruption





## **A. TRADE FACILITATION**

- Expeditious Release of PPEs and Medical Supplies
- Yard Utilization Rate
- Average Container Dwell Time
- Number of Overstaying Containers Disposed
- Number of Accreditations Processed
- Number of Online Tickets Processed
- ICT Systems Implemented and for Implementation





# Expeditious Release of PPEs & Medical Emergency Supplies

January 01 to June 30, 2020

Date Covered (March 9 – Declaration of State of Public Health Emergency)	Arrived and Released Shipments
March 9-31, 2020	3,877
April 1-30, 2020	6,195
May 1-31, 2020	2,430
June 1-30, 2020	1,084
<b>TOTAL</b>	<b>13,586</b>

## Port Contribution

Port	No. of PPE Shipments
NAIA	8,654
Cebu	2,194
Clark	1,768
MICP	548
POM	288
Davao	65
Subic	55
Limay	10
CDO	3
Batangas	1

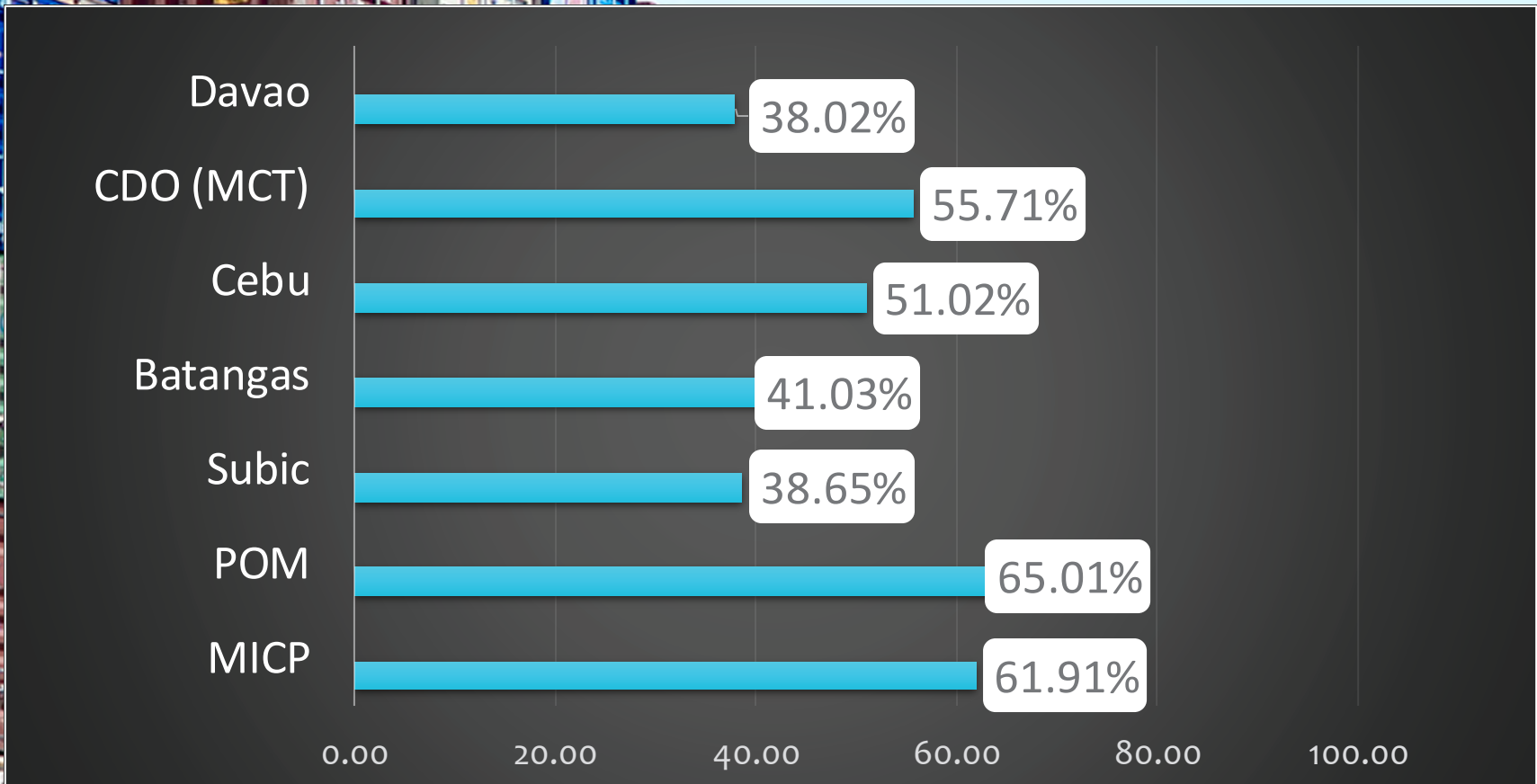
A total of 13,586 shipments of PPEs and Medical Supplies were released from March 9, 2020 to June 30, 2020.





# Yard Utilization Rate

January 01 to June 30, 2020



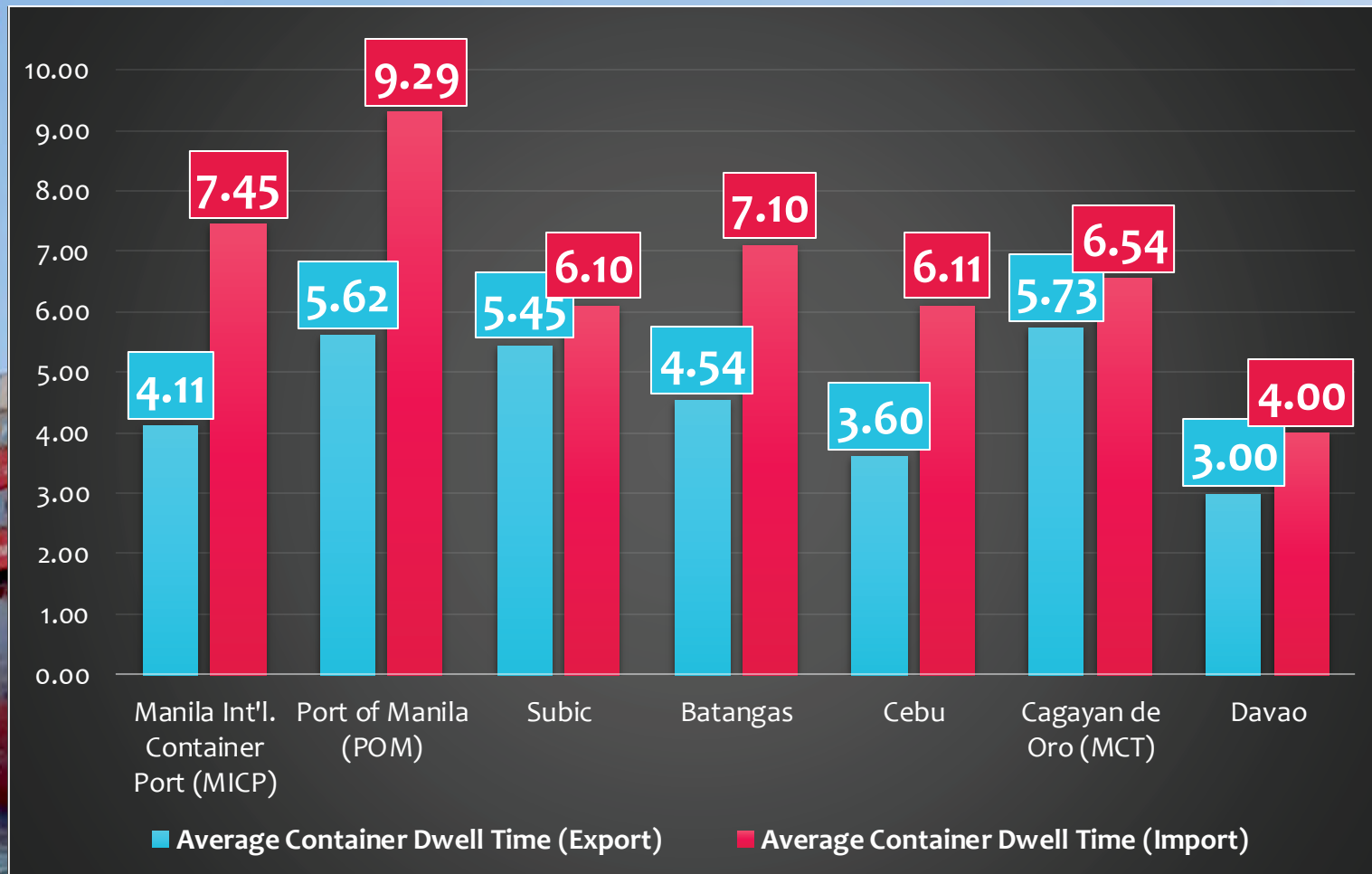
**The global standard for the ideal yard utilization rate is not more than 70%.**





# Average Container Dwell Time (days)

January 01 to June 30, 2020







# Number of Overstaying Containers Disposed

January 01 to June 30, 2020

PORT	AUCTIONED	CONDEMNED	DONATED	TOTAL DISPOSED
POM	144	194	8	346
MICP	436	251	187	874
BATANGAS	0	31	0	31
SUBIC	77	161	11	249
CEBU		51	13	64
DAVAO	26	22	8	56
CDO	0	11	18	29
<b>TOTAL</b>	<b>683</b>	<b>721</b>	<b>245</b>	<b><u>1,649</u></b>





# Number of Accreditations Processed

January 01 to June 30, 2020

Stakeholder	Approved Applications
Customs Broker	832
Importer	5,066
<b>Total</b>	<b>5,898</b>

The BOC processed the accreditation of 832 customs brokers and 5,066 importers from January to June 2020 through the Bureau's Customer Care Portal which allows online processing of applications for accreditation.







# Online Tickets Processed

January 01 to June 30, 2020

Ticket Category	Processed Online Tickets	% of Total
Online Filing	151,682	77.07%
Feedback & Inquiry	14,016	7.12%
Accreditation	15,022	7.63%
Operations	12,437	6.32%
IT Concerns	2,455	1.25%
Others	873	0.44%
Balikbayan Box	338	0.17%
<b>TOTAL</b>	<b>196,823</b>	<b>100.00%</b>

Average Response Time	Average Resolution Time
0.94 day	4.39 days





# ICT Systems Implemented

- E2M Stabilization
- Electronic Tracking of Containerized Cargo
- Inventory Management System for both CBW and Off-Dock Container Yard/Container Freight Stations
- Online Payment Platform for Miscellaneous Fees
- Passenger Customs Clearance System
- Philippine Customs Modernization Project







## **E2M Stabilization**

The BOC has carried out E2M maintenance updates that resulted in the improvement of the overall performance, stability and maintainability of the E2M system, as follows:

- °Updating of E2M Reference Tables
- °Replacement of the old Asycuda++

- °Establishment of E2M Stabilization Plan
- °Modification of Statistical Management System Reports

## **Electronic Tracking of Containerized Cargo (E-TRACC)**

This system enables the Bureau real-time monitoring of inland movements of containerized goods using a GPS-enabled tracking device to secure transport to the intended destination.

## **Inventory Management System (IMS) for both Container Yard-Container Freight Station (CY-CFS) and Customs Bonded Warehouse (CBW).**

The system shall monitor the real-time status of import goods and raw materials transferred, stored, and withdrawn to protect government revenues against technical smuggling.





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#### **4. Online Payment Platform for Miscellaneous Fees**

To provide real-time and accurate information on revenue collection while expanding modes of payment, the BOC established an online payment system for Miscellaneous transactions.

A Memorandum of Agreement (MOA) among PayMaya Philippines Inc., Bureau of Customs, Bureau of the Treasury (BTr), and Development Bank of the Philippines (DBP) was signed on 11 June 2020. While a Memorandum of Agreement with CIS Bayad Center, Inc. (CBCI) is for final review.

#### **5. Passenger Customs Clearance System at NAIA**

It is a system that will allow passengers to fill-out the Customs Baggage Declaration Form using their mobile phones, making it more accessible to stakeholders while providing readily available data to BOC Examiners.

#### **6. Philippine Customs Modernization Project**

The project aims to transform the Bureau into a world-class customs administration by streamlining and upgrading its operations and processes through Information Communications Technology (ICT).





## **B. REVENUE COLLECTION**

- January to June 2020 Collection Performance
- Prior Disclosure Program (PDP) Payments
- BOC Donations to NGAs and Organizations





# Collection Performance

January 01 to June 30, 2020

Collection Performance	JANUARY 01 – JUNE 30, 2020 (Preliminary) in Billion Pesos			2020 Collection vs 2020 Target		2020 Collection vs 2019 Collection	
	2020 Collection	2020 Target	2019 Collection	Amount	%	Amount	%
<b>TOTAL COLLECTION</b>	<b>253.040</b>	<b>254.246</b>	<b>303.011</b>	- 1.206	- 0.47%	- 49.971	- 16.5%
CASH	251.274	254.246	301.970	- 2.972	- 1.17%	- 50.967	- 16.8%
TEF	1.766	-	1.041	1.766	0%	.725	69.7%

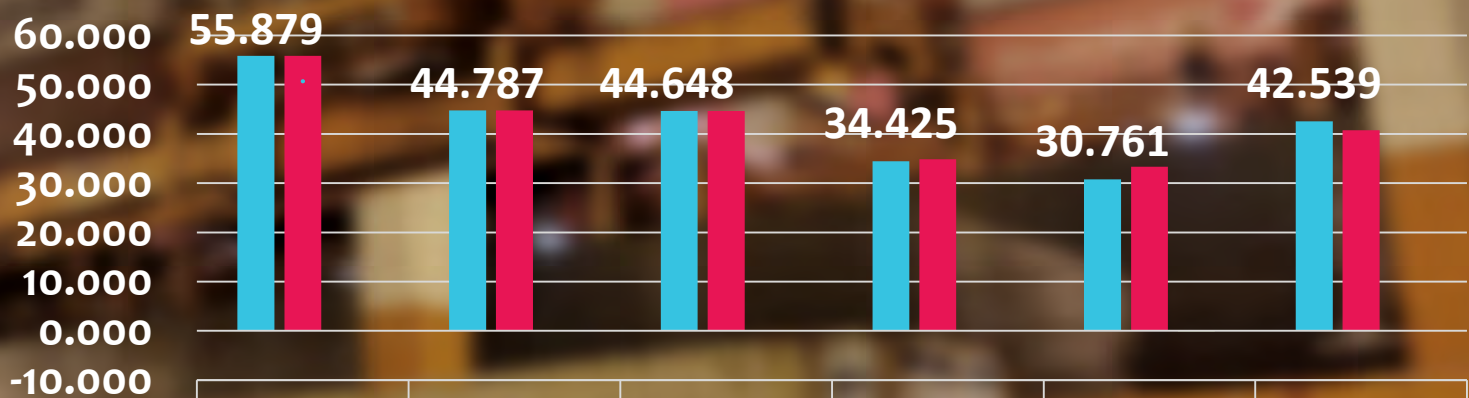
The decline is attributed to decreased importation and the global price reduction of oil due to the COVID-19 pandemic.





# Monthly Collection Performance in Billions

January 01 to June 30, 2020



	January	February	March	April	May	June
■ 2020 Collection	55.879	44.787	44.648	34.425	30.761	42.539
■ 2020 Target	55.879	44.787	44.648	34.863	33.329	40.739
■ % Deviation	0.00%	0.00%	0.00%	-1.26%	-7.71%	4.42%



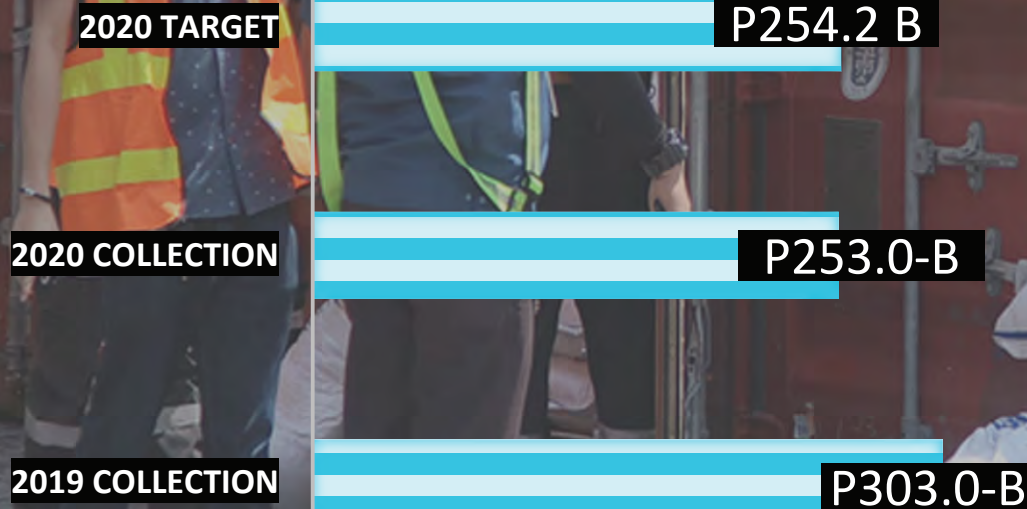


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# Revenue Collection Efficiency

January 01 to June 30, 2020



BOC collected **P253.040-B** out of the P254.246-B target for the period for a collection efficiency of **99.5%**





# Post-Clearance Audit

January 01 to June 30, 2020

<b>Issued Audit Notification Letters (ANL)</b>	<b>20 ANLs</b>
Collection	<b>P15,093,713.92</b>

<b>PDP Applications</b>	<b>42 applications</b> (6 Approved) (4 Denied)
Collection	<b>P607,506,242.84</b>

<b>Total Collection</b>	<b>P622,599,956.76</b>
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The BOC through the Post Clearance Audit Group (PCAG) collected P622.6 million additional revenue as a result of the post clearance audits conducted by the Bureau on importers suspected to have violated the CMTA provisions.





# Donations to NGAs (Disposition)

January 01 to June 30, 2020

The BOC, as directed by the Secretary of Finance, processed donations of forfeited goods to support the efforts of the national government.

	Items Donated	Quantity	Date	Port
DSWD	Rice	1500 bags	7-Mar-20	CDO
	Assorted New Apparel	10 packages	19-Mar-20	Iloilo
	Rice	7,500 bags	8-June-20	CDO
OCD	Rice, Aquatic Products	186x40 containers	10-Apr-20	MICP
	Canned Goods	1x40 container	15-Apr-20	POM
	Canned Goods	3x40 containers 4x20 containers	17-Apr-20	POM
DOH Region XI	Forfeited Medical Gloves	1x20 container	14-Apr-20	Davao
PCOO	Broadcasting Equipment	5X40 containers	17-Apr-20	Davao
		1X20 containers		





## C. BORDER CONTROL

- Intelligence and Enforcement Operations
- Examination and Port Inspections
- Value of Seized Illegal Drugs
- Number of Accreditations Revoked
- Number of Cases Filed
- Consignees' Site Inspection
- Customs Bonded Warehouse Inspection
- Marked Petroleum Products under the FMP





# Intelligence and Enforcement Operations

January 01 to June 30, 2020

The BOC implemented 44 Letters of Authority (LOA) against establishments found to storing illegal importations of tobacco, general merchandise, unregistered medicines, and various medical supplies and equipment with an estimated value of P3.835 billion.

Commodity	No. of Apprehensions	Estimated Value
TOBACCO	18	3,210,900,000.00
VEHICLES AND MOTOR PARTS	2	206,000,000.00
LIQUOR	1	307,000.00
FOOD STUFF	2	100,000,000.00
PPE, MEDICAL SUPPLIES, and COSMETICS	11	244,600,000.00
GENERAL MERCHANDISE	3	25,000,000.00
COUNTERFEIT GOODS	1	21,209,890.00
ELECTRONIC PRODUCTS	2	27,000,000.00
INSPECTION	1	0.00
OTHERS	3	0.00
<b>TOTAL</b>	<b>44</b>	<b>3,835,016,890.00</b>





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# Examination and Port Inspection

January 01 to June 30, 2020

Commodity	No. of Apprehensions	Estimated Value
DRUGS	63	192,673,929.40
TOBACCO	51	659,314,000.00
AGRICULTURAL PRODUCTS	49	27,061,900.00
MEAT PRODUCTS	164	78,884,000.00
ELECTRONICS	37	2,020,513.00
FIREARMS	6	303,000.00
VEHICLES AND MOTOR PARTS	20	49,825,250.00
LIQUOR	2	2,127,339.85
JEWELRIES	2	1,013,661.00
PPE, MEDICAL SUPPLIES, and COSMETICS	27	1,154,497.00
STEEL	10	4,755,778.04
GENERAL MERCHANDISE	58	93,803,800.00
OTHER PRODUCTS	1	0
CURRENCY	24	1,181,062,000.00
<b><u>TOTAL</u></b>	<b>514</b>	<b>2,293,999,668.29</b>





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# Value of Seized Illegal Drugs

January 01 to June 30, 2020

Commodity	No. of Apprehensions	Estimated Value
ECSTASY	21	34,928,026.40
MARIJUANA	14	27,535,700.00
SHABU	2	130,050,000.00
POPPY SEEDS	1	0
METHYL KETONE	2	1458
OTHER DRUGS	14	158,745.00
UNREGISTERED CHINESE MEDICINES	9	0
<b>TOTAL</b>	<b>63</b>	<b>192,673,929.40</b>





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## Number of Accreditations Revoked

January 01 to June 30, 2020

Stakeholder	Revoked/ Cancelled
Customs Broker	43
Importer	242
<b>Total</b>	<b>285</b>

## Number of Cases Filed

January 01 to June 30, 2020

Summary of Cases	
Smuggling Cases Filed (DOJ)	19
Administrative Cases Filed (PRC)	21
Cases for DOJ Filing	20





# Consignees' Site Inspection

March 17-June 30, 2020

# CBW Inspection

February-June 30, 2020

Sites/Offices	Consignees w/o Existing Office
2,318	224

CBWs Inspected
28

The BOC is currently conducting verification, inspection and investigation of registered brokers and importers. Warehouses of imported goods were also inspected by the Assessment and Operations Coordinating Group (AOCG).





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# Marked Petroleum Products under the Fuel Marking Program

January 01 to June 30, 2020

**Volume of Marked Fuel**

**9.14 Billion Liters**

The Bureau of Customs marked 9.14 billion liters of fuel even during the period of quarantine restrictions, which manifests its unrelenting effort in implementing the Fuel Marking Program (FMP) to deter illegal importation, manufacturing and other fraudulent activities relating to the use and sale of petroleum products in the country.





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## D. ANTI-GRAFT & CORRUPTION

- Issued Show Cause Orders
- Number of Employees under Investigation
- Number of Employees Dismissed, Suspended and Administratively Charged

*Professionalism*

*Integrity*

*Accountability*

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# Anti-Graft and Corruption Efforts

January 01 to June 30, 2020

## BOC Efforts Against Graft & Corruption

Issued Show Cause Orders against BOC Employees	35
Employees under Investigation	41
Employees Dismissed	6
Employees Suspended	5
Employees Administratively Charged	13

To fight graft and corruption, investigations were conducted and cases were filed against errant customs employees. From January to June 2020, 35 customs personnel were served with Show Cause Orders and 41 are under investigation. Also, 6 BOC employees were dismissed while 5 were suspended. There are also 13 administrative cases involving BOC personnel pending with the Ombudsman.





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# IMPACT OF JAO 20-01

- Objectives and Coverage of JAO 20-01
- BOC Issuances in support of JAO 20-01
- Reduced Processing Time
- JAO Implementation in Major Ports
- Inspection of Cold Storage Facilities





# Objectives of JAO 20-01

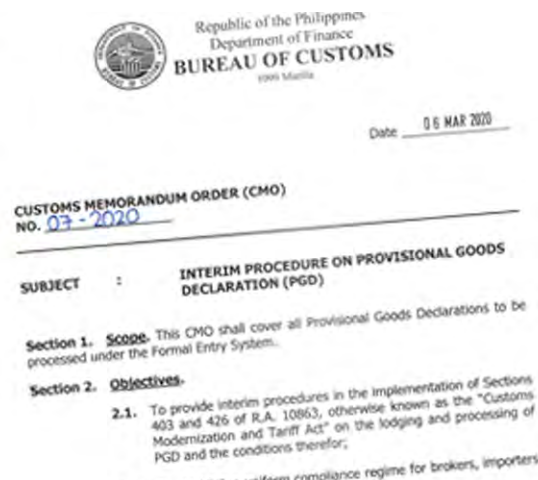
- I. To **facilitate**, in the most expeditious manner possible, **the simplified release of imported critical or needed equipment or supplies**; and
- II. To **ensure availability of essential goods** by adopting measures to minimize the disruption of the supply chain.

## COVERAGE

### Containerized Cargoes with:

1. **Frozen goods**
2. **Chilled goods**
3. **Dry goods**





# BOC Issuances in support of the JAO

1. April 08 - CMO 10-2020 (Summary Abandonment Proceedings during the ECQ)
2. March 06 - CMO 7-2020 (Provisional Goods Declaration (PGD))
3. Online Transaction/Submission/Filing

Tel. No. 525-4332, 525-1915  
Website: www.customs.gov.ph Email: bccarecs@customs.gov.ph  
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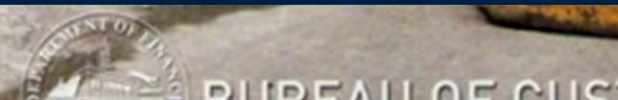




# Reduced Processing Time

Process	Customs Clearance Timeline
Lodgement/Online Filing	Two (2) days from date of discharge
Final Assessment	24 hours from date of online filing
Payment	24 hours from final assessment
Claim/Withdrawal	Three (3) days from payment and one (1) day for reefers
Failure to Comply with the Timelines	Notice of Abandonment

Type	Processing Time
Dry Vans	7-12 days
Reefers	5-10 days







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# JAO Implementation in Major Ports

Description	MICP	POM
Number of entries filed and processed since the start of JAO	Total from April to June 30 – 133,499 Daily Average – 1,483 entries/day	Total from April to June 30 – 22,353 Daily Average – 247 entries/day
Average number of days to process without inspection	Reefers – 1 day Dry Containers – 1 day	Reefers – 1 day Dry Containers – 1 day
Average Customs Clearance Time	10.26 days	2 days
Average Container Dwell Time	Export – 7.43 days Import – 4.30 days	Export – 6.57 days Import – 8.05 days
Number of Notices of Abandonment Issued	45,641	24,802
Number of Notices of Abandonment Lifted	1,900	484
Number of Decrees of Abandonment Issued	145	52





# Cold Storage Facilities Inspected

May 20-June 30, 2020

No. of Mission Orders Issued

40

No. of Storage Facilities Inspected

40

The inspections were done to determine the utilization of cold storage facilities and to check if it had any correlation with port utilization with the view to avoiding congestion.





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# 10-POINT PRIORITY PROGRAM



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*Integrity*

*Accountability*

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## WHY THE NEED FOR THE 10-POINT PRIORITY PROGRAM?

- To address issues of corruption and inefficiency
- To provide the framework for change to happen and innovation to take root

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*Integrity*

*Accountability*

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## 10-Point Priority Program for 2020 (as of June 26, 2020)

PRIORITY PROGRAMS (PP)	PERCENTAGE OF ACCOMPLISHMENT
1. Full Automation of Frontline Transactions	86.11%
2. Improvement of Risk Management System	79.67%
3. Implementation of Customs Modernization Program	51.22%
4. ISO Certification of Customs Offices & PGS Compliance	59.41%
5. Enhancement of Trade Facilitation	90.63%
6. Rationalization of Penalty Regime	80.25%
7. Filling-up of BOC Plantilla Positions	38.33%
8. Enhancement of Management and Technical Skills	73.75%
9. Enhancement of Stakeholder Engagement	89.23%
10. Intensification of Border Protection	77.33%





1

## Full Automation of Frontline Transactions (86.11%)

### Activities

- 1) Systems Improvement in all BOC Core Processes
- 2) On-Line Accreditation Process for Accounts Management Office (AMO)

### Status

- Currently ongoing E2M Stabilization Project with the primary contractor but critical modules already being deployed in various ports.
- The MISTG initially deployed Trade Engine activity in the first quarter.
- Memorandum of Agreement for the implementation of online payment thru the PAY MAYA INC. (PAYMAYA) was signed last 11 June 2020
- Finalizing the Memorandum of Agreement with CBCI (Bayad Center)
- On-line submission of documents is now integrated via the Customer Care Portal of the Bureau of Customs





# 2

## Improvement of Risk Management System (79.67%)

### Activities

- 1) Enhancement of framework for Setting and Updating Rules in the Selectivity System for the Risk Management
- 2) Strengthening RMO with the operationalization of its units
- 3) Enabling the IT capabilities for a more efficient targeting/profiling

### Status

- 100% roll-out of the Universal Risk Management System (URMS) and the utilization of the Cargo Targeting System consistent update of parameters of the Selectivity Screen
- On-boarding of unit heads and personnel
- Trainings on systems, intelligence, risk management, and quality management
- Engagement in integrity, awareness, and partnership programs





# 3

## Implementation of Customs Modernization Program (51.22%)

### Activities

- 1) Enhancement of the existing computerization programs
- 2) Construction, repair, and renovation of Port of Manila, Cebu, and Iloilo
- 3) Installation of the Internal Administration Management System (IAMS)
- 4) BOC Restructuring

### Status

- Two projects: Network Backhaul and Cybersecurity project are in post-qualification process.
- BOC building and Port of Clark renovation underwent a pre-bid conference last February.
- Puerto Princesa Port Construction is in post-qualification process while renovation of Port of Aparri is for scheduling of Pre-Procurement
- For IAMS, Kiosks and Biometric terminals were delivered. As of date, 10 out of 13 modules were already completed.







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# 4

## ISO Certification of Customs Offices and Performance Governance System Compliance (59.41%)

### Activities

- 1) ISO Certification – to establish Quality Management System Bureau-wide
- 2) Performance Governance System Compliance

### Status

- Subport of Dumaguete passed the external audit stage 1 or the documentation audit conducted by TUV SUD while Port of Batangas (already ISO Certified in 2019) is set to have its first surveillance audit
- Completed all activities: PGS Core Team, Office for Strategy Management (OSM), Multi Sector Governance Council (MSGC), and Early Wins, while 7 of 9 on the Compliance Stage Intervention are accomplished.
- The PGS Core Team with the help of PA AGSMO, realigned the Governance Roadmaps of BOC to check if all deliverables are on track.





# 5

## Enhancement of Trade Facilitation (90.63%)

### Activities

- 1) Adoption of the recommendations of WCO Mercator Programme
- 2) Full implementation of the Authorized Economic Operator Program

### Status

- Improved processes pursuant to recommendations on Advance Ruling, Provisional Goods Declaration, and Transit, including realization of trainings to newly hired personnel.
- All issuances related to WCO Mercator Programme have been implemented immediately by all ports
- CSO 33-2020 on the creation of AEO Office was issued on March 06, 2020
- Conduct of Information Campaign was successful, and trainings/webinars are scheduled ahead.





# 6

## Rationalization of Penalty Regime (80.25%)

### Activities

- 1) Review and drafting of Rules on Penalty Regime
- 2) Issuance of Manual of Penalties
- 3) Information Campaign on New Penalty Regime

### Status

- Accomplished review of rules on penalty regime, including drafting of New Rules on Penalties, and codified Manual of Penalties
- CAO on Manual of Penalties already approved by the Commissioner and was transmitted to DOF for review. Continuous coordination and discussion with DOF Legal Team being conducted.





# 7

## Filling-up of BOC Plantilla Positions (38.33%)

### Activity

- 1) Hiring and Promotion of 1000 BOC Employees

### Status

- 2,500 applications received, 1,300 applications ongoing assessment
- Conducted Zoom examinations for applicants to Chief Customs Operation Officer last June 22-27, 2020
- Conducted examinations for applicants to Special Agent I positions (1<sup>st</sup> batch)
- Issuance of 34 original and promotional appointments
- Submission of Recovery Plan specifying re calibrated recruitment program



# 8

## Enhancement of Management and Technical Skills (73.75%)

### Activities

- 1) Updating of Training Policies and Guidelines
- 2) Improvement of Programs for Management and Technical Skills Trainings
- 3) Establishment of Competency Based Human Resource System
- 4) Establishment of New Customs Capacity Building Center

### Status

- Approved CMO on Policies and Guidelines for (1) Participation in L&D Programs and (2) Availment of Scholarship Grants and Creation of Scholarship Review Committee
- On-going completion of database/pool of BOC trainers, speakers, and experts.
- Approved training programs under OCOM Groups and POIs for in-house trainings.
- 48 trainings including in-house, external, and international, with 1,056 personnel
- Establishment of electronic Training Library





# 9

## Enhancement of Stakeholders Engagement (89.23%)

### Activities

- |   |   |
|---|---|
| 1) Regular Consultations with the Multi-Sectoral Governance Council | 3) Implementation of the Communication Plan |
| 2) Upgrade of the BOC Website                                       | 4) Creation of Local Customer Care Centers  |

### Status

- 5 of 20 MSGC meetings (Plenary and Committee) were conducted and 8 special meetings were granted
- Consistent creation of links and use of multimedia to include infographics, video, and pictures; including FAQs and Search Engine Optimization
- On-going implementation of the BOC Communication Plan
- All ports submitted to GSD their proposed design and budget for the provision of CCC facilities and endorsed to the Budget Division for approval. Of which 3 are funded, 8 are for approval of the Commissioner, and 2 are for resubmission of the proposal.





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## Intensification of Border Protection (77.33%)

### Activities

- 1) Full implementation of Fuel Marking Program
- 2) Program on Data Analytics
- 3) Strengthening of Customs Water Patrol Division

### Status

- 8.08 Billion Liters of Petroleum Products are marked, 3 RUM Security Warehouses were inspected and accredited, and 10 major collection districts were armed with Fuel Marking personnel
- Conduct of Boat Management Trainings for WPD personnel by Bureau of Fisheries and Aquatic Resources (BFAR)
- Hiring of 2 Launch Patrons and 24 Customs Seamen (CSM), and 20 units of Patrol Boats with trailers are undergoing procurement proceedings





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# Anti-COVID-19 Efforts

- COVID -19 Testing on Customs Employees
- Disinfection of Facilities, Distribution of PPE and Medical Supplies
- Flexible Work Schedule/Work-From-Home
- Physical Distancing
- No Contact/Online Transaction Policy





# COVID-19 Testing on Customs Employees

As of June 30, 2020

## Conducted Tests

**1,845**  
Customs  
Personnel

Rapid Anti-Body Test

**1277**

RT-PCR Swab Test

**568**

## Results

Positive	<b>28</b>
Recovered	<b>34</b>
Death	<b>1</b>



# Disinfection of Facilities, Distribution of PPE and Medical Supplies

- Weekly disinfection of facilities since March 19, 2020 in OCOM, POM, MICP, and NAIA.
- PPE and medical supplies such as facemasks, gloves, alcohol, footbath, and thermal scanners distributed in BOC Central Office, Port of Manila, MICP, and NAIA.





# Flexible Work Schedule/Work-From-Home

## Alternative Work Schedule

- Skeleton Work Force
- Work-From-Home, and
- Compressed Work Schedule.

- Shuttle vans for frontliners under the skeleton workforce.





# Health Protocols

## Social distancing

BOC employees were advised to follow health protocols such as social distancing to avoid COVID-19 contamination.

# No Contact/Online Transaction Policy

The Customer Care Center has been handling the needs of stakeholders during the ECQ.





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# CHALLENGES

*Professionalism*

*Integrity*

*Accountability*





# CHALLENGES

## Internet Connectivity

Employees under WFH Arrangement experienced connectivity issues

## Outdated Computer System

Minimal slowdown encountered due to technical issues

## Safety & Health of Frontliners

Frontliners transact directly with stakeholders and the public



# Connect With Us



**Hotline Number**  
1532 or (02) 8705-6000



**Mobile Number**  
0905-299-7977 (Globe)  
0929-503-5138 (Smart)



**Website**  
[www.customs.gov.ph](http://www.customs.gov.ph)



**Facebook**  
[@BureauOfCustomsPH](https://www.facebook.com/BureauOfCustomsPH)



**Twitter**  
[@CustomsPH](https://twitter.com/CustomsPH)



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