



BUREAU OF CUSTOMS

MAKABAGONG ADUANA, MATATAG NA EKONOMIYA



PROFESSIONALISM

INTEGRITY

ACCOUNTABILITY

OCOM Memo No. 158-2021

MEMORANDUM

MASTER COPY
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TO : ALL DISTRICT AND SUBPORT COLLECTORS

FROM : REY LEONARDO B. GUERRERO
Commissioner *R*



BOC-03-12961

SUBJECT : FREQUENCY AND DATA ANALYSIS OF CLIENT FEEDBACK MECHANISM

DATE : November 29, 2021

1. In compliance to IATF's Memorandum Circular No. 2021-1 dated June 3, 2021 to continually achieve a government-wide improvement through seamless public service delivery, the Client Feedback Form of the Bureau of Customs was modified to capture the total citizen/client experience, expectations, and satisfaction in the delivered public service with the following service quality dimensions: Responsiveness, Reliability, Access and Facilities, Communication, Costs, Integrity, Assurance and Outcome.
2. In this regard, all Customer Care Centers (CCC) are directed to check the information and complete the details using the prescribed template and submit to the Public Information and Assistance Division your respective data from January 2021 up to present for the statistician's subsequent analysis.
3. Deadline of submission is on or before December 05, 2021. For further inquiries, you may contact Ms. Alexandra Camille Diaz at 09357374832.
4. For strict compliance.

