OCOM Memo No. 72-2022

MEMORANDUM

TO : **ALL DEPUTY COMMISSIONERS; and
ALL DISTRICT COLLECTORS**

FROM : **REY LEONARDO B. GUERRERO**
Commissioner   BOC-03-15058

SUBJECT : **CONSTANT MONITORING OF 2022 ROADMAP
DELIVERABLES**

DATE : **02 JUNE 2022**

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1. In reference to the above-cited subject, all Groups and Collection Districts (CDs) are directed to include the deliverables assigned to your Group or CD *(see Annex A)* in the Office Performance Commitment Review (OPCR) Form indicated in the BOC Basic Governance Documents. Likewise, all Groups and CDs shall observe the timely updating and monitoring of the roadmap deliverables.

2. Moreover, all Groups and CDs shall determine the appropriate action to develop a rapid response and identify the areas that need critical attention to achieve success and further development of the deliverable.

3. In preparation for the ISO 9001:2015 Certification of your respective offices, you are directed to establish success indicators that are Specific, Measurable, Attainable, Realistic, and Timebound (SMART).

4. The Raters/Immediate Supervisors are enjoined to observe the Rating System:

Numerical Rating	Adjectival Rating	Description
5.0	Outstanding	Performance **exceeded expectations by 30% and above** the planned targets. Performance demonstrated was exceptional in terms of quality, technical skills, creativity and initiative, showing mastery of task. Accomplishments were made in more that expected but related aspects of the target.
4.0 – 4.99	Very Satisfactory	Performance **exceeded expectations by 15-29%** of the planned targets.

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Numerical Rating	Adjectival Rating	Description
3.0 – 3.99	Satisfactory	Performance **met 100% to 114%** of the planned targets. For accomplishments requiring 100% of the targets, such as those pertaining to accuracy and fixed number which may no longer exceeded, a rating of 5 shall be given for meeting the target a 1 for falling short or of failing to meet the target.
2.0 – 2.99	Unsatisfactory	Unsatisfactory Performance of **51-99%** of the planned targets.
1.0 – 1.99	Poor	Performance of **50% or less** of the planned targets.

5. In the evaluation of the submitted OPCRs, the PPRD shall ensure that the above instructions are observed.

6. For strict compliance.

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2022 STRATEGIC DELIVERABLES

1. POST CLEARANCE AUDIT GROUP (PCAG)

ROADMAP	KRA	DELIVERABLE
Core Process: Post-Clearance Audit	Audit Systems	Regulations on the implementation of CARMS issued
		Approved Design and Submission of Budget Proposal for the Audit Case Management System
		Review and Amendment of CAO No. 01-2019 on Post Clearance Audit

2. INTERNAL ADMINISTRATION GROUP (IAG)

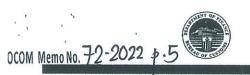| ROADMAP	KRA	DELIVERABLE
Support Process: Organizational Development	Human Resource Management and Development	Integration of Competency Based Tools in BOC HRM Systems
		Compliance with PRIME-HRM standards for Level II – Accredited Status
	Learning and Development	Proposal for establishment of Knowledge Management System (e.g e-lib)
		Development of curriculum for basic and developing levels
	Employee Morale and Welfare	Development of Occupational Safety and Health Programs
		Development of implementation plan and revision of Customs Memorandum Order (CMO) on PRAISE to include WCO recommendations
	Automation	Full implementation of Internal Administration Management System (IAMS)
Support Process: Integrity Development and Accountability	Leadership and Commitment	Accreditation of PGS institutionalized status
	Reform and Modernization	Development and implementation of Change Management Plan (CMP)
		Development of BOC Rationalization Plan, and proposal for exemption from Salary Standardization Law (SSL)
	Transparency and Accountability	Revision of BOC Citizen's Charter
		Implementation of enhanced BOC Communication Plan to incorporate gender and diversity and integrity

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PROFESSIONALISM   INTEGRITY   ACCOUNTABILITY

ROADMAP	KRA	DELIVERABLE
	Audit and Investigation	Certification of remaining District Ports, Sub-ports, and Offices on ISO 9001:2015
	Code of Conduct	Revision of BOC Function-Specific Code of Conduct and Governance Culture Code
Support Process: Integrity Development and Accountability	Morale and Organizational Culture	Development and implementation of BOC Integrity Action Plan (IAP)
		Survey/feedback on BOC Organizational Value Transformation Programs
		Conduct of gap analysis on Gender Equality and development of action plan for Gender and Development
	Stakeholders Engagement	Issuance of guidelines on Customer Feedback and Complaints Program
		Formulation of Standard Operating Procedures (SOPs) for public consultations and stakeholders' engagement
		Negotiation with international organization for funding of programs related to trade facilitation, integrity, gender and diversity, capacity building and the like
		Revisit all existing bilateral, multilateral, and memorandum of agreements with other countries
Support Process: Financial and Logistics Management	Budget and Forecasting	Proposal for budget management system
		Development of a process manual on budget proposal
		Institutionalization of Program Performance and Budget Execution Review (PPBER) and Program and Budget Advisory Committee (PBAC)
	Accounting and Disbursement	Cascading of manual on accounting processes (documentary requirements) to all Groups and Collection Districts
		Proposal for automation of Accounting Process system
	Asset Management	Proposal for a comprehensive Asset Management Program
	Contract Management	Proposal for Contract Management Electronic Monitoring System

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3. ENFORCEMENT GROUP (EG)

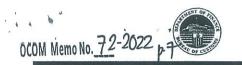| ROADMAP	KRA	DELIVERABLE
Core Process: Border Control	Surveillance Capability	Planning and Budget Proposal for the procurement of hand held radios and repeaters/transmitters to be used by Port operations personnel
		Granting of access to the vessel tracking system (VTS) for the District Collector, Deputy Collector, and Chief Operations Unit
		Surveillance Capability Planning and Budget proposal for the LEASE of AIR ASSETS
		Planning and Budget Proposal for the procurement of unmanned aerial vehicle camera (AUV) to be used by WPD
		Planning and Budget Proposal for the procurement of three (3) high powered rifles per boat to be used by WPD
		Planning and Budget Proposal for the accreditation of service provider for the repair and maintenance of water assets
	Security Support - Installation/Equipment	Planning and Budget Proposal for the upgrade of CCTVs and additional procurement of CCTVs with facial recognition for Major ports
	Security Support	Planning and Budget Proposal for installation of Long-Range CCTVs in all Ports
		Planning and Budget Proposal for the Establishment of a Security Warehouse (Central Office)
	Security Support Equipment	Security Support Equipment Planning and Budget Proposal for the renovation and expansion of the ESS Firing Range
		Planning and Budget Proposal for the procurement of handheld radios to be used by RCD
		Planning and Budget Proposal for the procurement of additional Body-Worn Cameras (BWC)
Core Process: Enforcement and Prosecution	Fuel Marking	Capacity building for 50 % of Fuel Marking Personnel to conduct field testing without Service Provider intervention

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ROADMAP	KRA	DELIVERABLE
		Dashboard on data on Fuel Marking

4. INTELLIGENCE GROUP (IG)
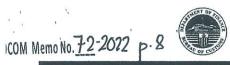
ROADMAP	KRA	DELIVERABLE
Core Process: Pre-Arrival	Accreditation	Proposal to link the verification of authenticity of stakeholders' documents with other government agencies
		Proposed design for the automated accreditation system for stakeholders
	Risk Management	Analytics-based Risk Management System (RMS)
		Inspection Act linked with Offense Database
		RMO Data Sources Portal upgraded to National Customs Intelligence System (NCIS)
Core Process: Assessment	Examination and Inspection	Proposed budget for Remote Image Analysis Center (Government counterpart)
Core Process: Clearance and Payment	Formal	Approved design for the integration of XRay scanners to the CPS
		Regulations for the re-engineered XIP process and procedures issued
Core Process: Border Control	Security Support	Regulations on the Security Survey Inspection (SSI)and SSI Manual issued and implemented
Core Process: Enforcement and Prosecution	Implementation of WSD, LOA, and Mission Order	Issuance of IRR for CAO 3-2019 to include the creation of a Clearing House for LOAs

ROADMAP	KRA	DELIVERABLE
		Submit budget proposal for the development of a system for etracking of LOA, MO and WSD
		Standardization of customs seals placed on movable or immovable properties subject of a customs proceedings
		Submit budget proposal for the procurement of security Wi-Fi cameras for deployment to warehouses subject of a LOA
Support Process : Integrity Development and Accountability	Audit and Investigation	Conduct of strategic review on the corruption risk areas in BOC

5. REVENUE COLLECTION MONITORING GROUP (RCMG)

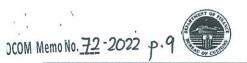| ROADMAP	KRA	DELIVERABLE
Core Process: Pre-Arrival	Accreditation	New regulations on re-engineered accreditation procedures issued (brokers, importers, and third parties)
	Risk Management	Regulations on the use of enhanced Offense Database issued
Core Process: Assessment	Examination and Inspection	Regulations to implement the new examination and inspection procedures under the CPS issued Cascading to all Ports and Information dissemination to stakeholders
Core Process: Clearance and Payment	Payment - Policy Support	Regulations on the monitoring and reporting of other collection agents on payment system
		Review and recommendation on MOA with BAP (for PAS6)
	Informal	Review and issuance of amended regulations on Balikbayan box and De Minimis shipment
	Express Shipment	Review and issuance of amended regulations on Informal Entry System for Express Shipments containing Low Dutiable Value commercial goods

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PROFESSIONALISM   INTEGRITY   ACCOUNTABILITY

ROADMAP	KRA	DELIVERABLE
Core Process: Supervision and Control Over the Movement of Vessels, Aircrafts and Goods	Transit	Regulation on ETRACC for air shipments
	Customs Bonded Warehouses (CBWs)	A Deliverables 2022 2023 2024 2025 2026 2027 Customs Bonded Warehouses (C BWs) Regulations to enhance warehousing procedures issued and implemented to prevent the use of CBW as conduit for smuggling
	Customs Facilities and Warehouses (CFWs)	Implementing Guidelines on CAO No. 9- 2019 issued
		Implementation of the Guidelines on CAO No. 9-2019
Core Process: Trade Facilitation	Ease of Doing Business	Review of existing regulations and issuances
		Issuance of new regulations to streamline and improve processes
	Trade Facilitation Agreement	Implementation of the Trade Facilitation Agreement thru the Mercator Program
Core Process: Enforcement and Prosecution	Implementation of WSD, LOA, and Mission Order	Regulation on the use of customs seals issued in all ports
	Case Management System (CMS)	Proposal for the establishment of permanent storage areas with specifications for safe keeping of hard copies and pieces of evidence

6. ASSESSMENT AND OPERATIONS COORDINATING GROUP (AOCG)

ROADMAP	KRA	DELIVERABLE
Core Process: Assessment	Rules on Specific Description of Goods	Amendment of CAO 01-2020 to include imposition of sanctions for noncompliance to CMO No. 20 – 2020
	Examination and Inspection	Functional and separate Physical Examination Unit with body cameras and gadgets linked to a recording system
	Enhanced Value Reference Information System (EVRIS)	Manual on the use of the correct tariff classification, specification code issued
		Continuous updating of specific codes of the commodities to minimize declaration of "OTHERS" and compliance in the EVRIS specific codes

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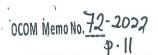| ROADMAP	KRA	DELIVERABLE
Core Process: Clearance and Payment	Payment - Enhanced Automated Payment System	Additional modes of payment for modified assessment
	Informal	Proposed design for the informal entry process functionality in the CPS
Core Process: Clearance and Payment	Warehousing	Integration of transit system to CBWs
Core Process: Supervision and Control Over the Movement of Vessels, Aircrafts and Goods	Vessel and Aircraft Supervision	Amendment or revision of Port Operations Manual (CMO 22-2010) and airport operations manual
	Transit	Approved design for the development of ETRACC System for Air shipments
		Partial implementation of ETRACC for air shipments
	Customs Bonded Warehouses (CBWs)	Creation of the Wastage Valuation Database (WVD)
		Proposed Digitization of CBW records
		Implementation of AIMS- CBW in all Ports
		Implementation of the inventory management system for all CFWs in all Ports
		Accreditation of all existing container yards, terminals and warehouses as CFWs
	Monitoring of Overstaying Cargoes	Proposed design of system for monitoring overstaying cargoes
Core Process: Trade Facilitation	Authorized Economic Operators Program	Clearance and monitoring procedures for AEO for level II
		Negotiation with other customs administration for possible Mutual Recognition Agreement (MRA)
		Operationalization of the AEO office
		Approval of at least one application for AEO
		Enhancement of Authorized Economic Operator (AEO) Portal System

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PROFESSIONALISM INTEGRITY ACCOUNTABILITY

7. **MANAGEMENT INFORMATION SYSTEM AND TECHNOLOGY GROUP (MISTG)**

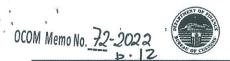| ROADMAP	KRA	DELIVERABLE
Core Process: Pre Arrival	Accreditation	Implementation of the Document Management System (DMS) in all Ports
	Risk Management	Integration of Cargo Targeting System (CTS) to the E2M System
		Enhancement of the electronic Advanced Ruling System (e-ARS)
	Licensing & Clearance	On – boarding of the Trade Regulatory Government Agencies (TRGA)
Core Process: Assessment	Application of Rules of Origin	Utilization of the Electronic Certificate of Origin (ECO) System for ASEAN Member State by all Ports
Core Process: Clearance and Payment	Payment - Enhanced Automated Payment System	Interconnectivity with other collection agents on payment system
		Implementation of PAS6
	Formal	Enhanced ARMS
	Informal	Implementation of the regulations on Informal Entry System for Low Value Express Shipments
	Postal	Approved design for the Postal Tracking System (PTS)
	Passenger and Baggage	Enhancement of the Passenger Baggage and Foreign Currency Declaration System (PBFCDS)
	Export	Enhancement of the Automated Export Declaration System (AEDS)
	Transshipment	Enhancement of the E2M System to allow lodgment of goods declaration for transshipped cargoes
	Transit	Approved design for the integration of BOC Transit system with existing system for free-zone
Core Process: Supervision and Control Over the Movement of Vessels, Aircrafts and Goods	Manifest System	Enhancement of the Manifest System to include electronic submission of Outward Cargo Manifest and regulations issued
	Transshipment	Proposed design for the development of a monitoring and tracking system of transshipment goods

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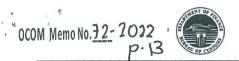| ROADMAP	KRA	DELIVERABLE
	Transit	Proposed design for integration of transshipment system with the CPS
		Approved design for the integration of BOC Transit system with existing system for free-zone
		Integration of the ETRACC System to the E2M System
		Implementation of the ETRACC System in all Ports covering goods, bound for bonded warehouses and free-zone
	Customs Bonded Warehouses (CBWs)	Integration of the Automated inventory Management System for CBWs to the RMLS of the BOC
		Enhancement of Export Module of E2M to include constructive exports
Core Process: Post – Clearance Audit	Liquidation and Billing Division (LBD)	Enhancement of the Liquidation and Billing System (LBS)
Core Process: Enforcement and Prosecution	Case Management System (CMS)	Inclusion of seizure cases in the case management system
		Design and system requirements for linkage of case management system with AMO and RMO submitted and approved
		Expansion and subscription of the current dashboard (Microsoft Power-BI) on legal processes
Support Process: Information and Communication Technology Management and Development	Policy Support	Drafting of Memorandum for all Systems to be implemented
		Creation of Amended ISSP for CY 2022
	Automation	Enhancement of implemented systems
		Finalization of the TORs related to the Customs Modernization Project
		Partial Procurement of the subcomponents under the Customs Modernization Project - Modernization of Customs Operations
	System Maintenance and Management	E2M Support and Maintenance Project
		Network Backhaul Project Support and Maintenance
		Yearly review of subscriptions for possible discontinuance or addition of subscriptions
		Procurement of software licenses/ services

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PROFESSIONALISM   INTEGRITY   ACCOUNTABILITY

8. COLLECTION DISTRICTS

ROADMAP	KRA	DELIVERABLE
Core Process: Pre-Arrival	Accreditation	Implementation of the Document Management System (DMS) in all Ports
Core Process: Assessment	Examination and Inspection	Functional and separate Physical Examination Unit with body cameras and gadgets linked to a recording system
Core Process: Assessment	Application of Rules of Origin	Utilization of the Electronic Certificate of Origin (ECO) System for ASEAN Member State by all Ports
Core Process: Clearance and Payment	Payment - Enhanced Automated Payment System	Implementation of PAS6
Core Process: Clearance and Payment	Informal	Implementation of the regulations on Informal Entry System for Low Value Express Shipments
Core Process: Supervision and Control Over the Movement of Vessels, Aircrafts and Goods	Transit	Partial implementation of ETRACC for air shipments
Core Process: Supervision and Control Over the Movement of Vessels, Aircrafts and Goods	Transit	Implementation of the ETRACC System in all Ports covering goods, bound for bonded warehouses and free-zone
Core Process: Supervision and Control Over the Movement of Vessels, Aircrafts and Goods	Customs Bonded Warehouses (CBWs)	Implementation of AIMS- CBW in all Ports
Core Process: Supervision and Control Over the Movement of	Customs Facilities and Warehouses (CFWs)	Implementation of the inventory management system for all CFWs in all Ports

ROADMAP	KRA	DELIVERABLE
Vessels, Aircrafts and Goods		
Core Process: Supervision and Control Over the Movement of Vessels, Aircrafts and Goods	Customs Facilities and Warehouses (CFWs)	Implementation of the Guidelines on CAO No. 9-2019
Core Process: Trade Facilitation	Trade Facilitation Agreement	Implementation of the Trade Facilitation Agreement thru the Mercator Program
Support Process: Integrity Development and Accountability	Leadership and Commitment	Accreditation of PGS institutionalized status
Support Process: Integrity Development and Accountability	Audit and Investigation	Certification of remaining District Ports, Sub-ports, and Offices on ISO 9001:2015
Support Process: Financial and Logistics Management	Budget and Forecasting	Institutionalization of Program Performance and Budget Execution Review (PPBER) and Program and Budget Advisory Committee (PBAC)
Support Process: Financial and Logistics Management	Accounting and Disbursement	Cascading of manual on accounting processes (documentary requirements) to all Groups and Collection Districts

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June 8, 2022

CUSTOMS SPECIAL ORDER

NO. _89 - 2022_

SUBJECT: **DESIGNATION OF PETTY CASH CUSTODIAN FOR PORT OF MANILA (POM)**

In the exigency of the service and to ensure available cash for petty expenses that is recurring for the offices mentioned, **JO-HANNA P. GUILLERMO** is hereby designated as Petty Cash Custodian for the Port of Manila, in addition to her assignment as Administrative Officer.

The SDO shall have a maximum accountability of **One Hundred Fifty Thousand Pesos** (₱150,000.00).

The said fund shall be used exclusively for the following expenditure items:

1. Purchase of meals, snacks, and other logistical requirements for meetings and events shall be allocated as follows:
   - For morning and afternoon meetings and events, meals and other expenditure shall not exceed P150.00 per participant;
   - For breakfast, lunch and dinner meetings and events, meals and other expenditures shall not exceed P300.00 per participant.
2. Mass card for deceased BOC personnel and their immediate family (parents, parents-in-law, siblings, spouse and children) and high ranking official;
3. Urgent miscellaneous expenses (supplies) allowable under existing rules and regulations.

The allocated petty cash fund shall exclude reimbursement for petroleum, oil, and lubricants (POL) expenses incurred by the BOC, specially covered by another petty cash fund.

The disbursements shall be subject to existing budget, accounting and auditing rules and regulations.

This Order shall take effect immediately and shall last until revoked.

REY LEONARDO B GUERRERO
Commissioner

BOC-03-15285

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June 8, 2022

CUSTOMS SPECIAL ORDER
NO. _90-2022_

SUBJECT: **DESIGNATION OF PETTY CASH CUSTODIAN FOR PORT OF MANILA (POM)**

In the exigency of the service and to ensure available cash for petty expenses that is recurring for the offices mentioned, **CHRISLA MAE D. ESPINO** is hereby designated as Petty Cash Custodian for the Port of Manila, in addition to her assignment as Assistant Customs Operations Officer.

The SDO shall have a maximum accountability of **One Hundred Thousand Pesos** (₱100,000.00).

The said fund shall be used exclusively for the following expenditure items:

1. Emergency purchase of non-common office supplies that cannot be obtained in credit; or spare parts needed in the immediate repair and maintenance of motor vehicles and other equipment;
2. Emergency purchase of low-valued semi-expendable property;
3. Reproduction of documents/dockets from Court records of level service; and
4. Emergency purchases for Commission on Audit – Port of Manila requirements.

The allocated petty cash fund shall exclude reimbursement for petroleum, oil, and lubricants (POL) expenses incurred by the BOC, specially covered by another petty cash fund.

The disbursements shall be subject to existing budget, accounting and auditing rules and regulations.

This Order shall take effect immediately and shall last until revoked.

REY LEONARDO B GUERRERO
Commissioner

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