



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF CUSTOMS

MEMORANDUM

TO : ALL DISTRICT COLLECTORS
ALL OTHERS CONCERNED

SUBJECT : Complaints concerning BOC and/or other government Agencies

DATE : 09 February 2017

Your attention is invited to the provisions of Section 11 of the Revised Rules on Administrative Cases in the Civil Service, which states:


“Requisites of a Valid Complaint. – Except when initiated by the disciplining authority or his/her authorized representative, no complaint against a civil service official or employee shall be given due course unless the same is in writing, subscribed and sworn to by the complainant.xxx

No anonymous complaint shall be entertained unless there is obvious truth or merit to the allegations therein or supported by documentary or direct evidence, in which case the person complained of may be required to comment.xxx”

To efficiently serve the interest of our stakeholders, all **valid** complaints received by your respective Offices involving services rendered by the Bureau should be addressed within twenty four (24) hours. This is without prejudice to the result of the administrative complaint as may be filed under the circumstances.

In the event that the complaint or issue does not concern this Bureau, please direct the complainant to the right agency or office.

For strict compliance.


NICANOR E. FAELDON
Commissioner



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Section 11. *Requisites of a Valid Complaint.* – Except when initiated by the disciplining authority or his/her authorized representative, no complaint against a civil service official or employee shall be given due course unless the same is in writing, subscribed and sworn to by the complainant. In cases initiated by the proper disciplining authority or his/her authorized representative, a show cause order is sufficient.

No anonymous complaint shall be entertained unless there is obvious truth or merit to the allegations therein or supported by documentary or direct evidence, in which case the person complained of may be required to comment.

The complaint in triplicate copies shall be written in a clear, simple and concise language and in a systematic manner as to apprise the person complained of, of the nature and cause of the accusation against him/her and to enable him/her to intelligently prepare his/her defense or answer/comment. However, should there be more than one (1) person complained of, the complainant is required to submit additional copies corresponding to the number of persons complained of.

The complaint shall contain the following:

- a. full name and address of the complainant;
- b. full name and address of the person/s complained of as well as his/her/their position/s and office/s;
- c. a narration of the relevant and material facts which shows the acts or omissions allegedly committed;
- d. certified true copies of documentary evidence and affidavits of his/her witnesses, if any; and
- e. certification or statement of non-forum shopping.

The absence of any of the aforementioned requirements may cause the dismissal of the complaint without prejudice to its refiling upon compliance with the above requirements.

Section 12. *When and Where to File a Complaint.* – Except when otherwise provided for by law, an administrative complaint may be filed at anytime with the Commission or any of its Regional Offices, heads of departments, agencies, provinces, cities, municipalities and other instrumentalities.