

ACCOMPLISHMENT REPORT 2016-2022



Department of Finance
BUREAU OF CUSTOMS

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BUREAU OF CUSTOMS DUTERTE LEGACY



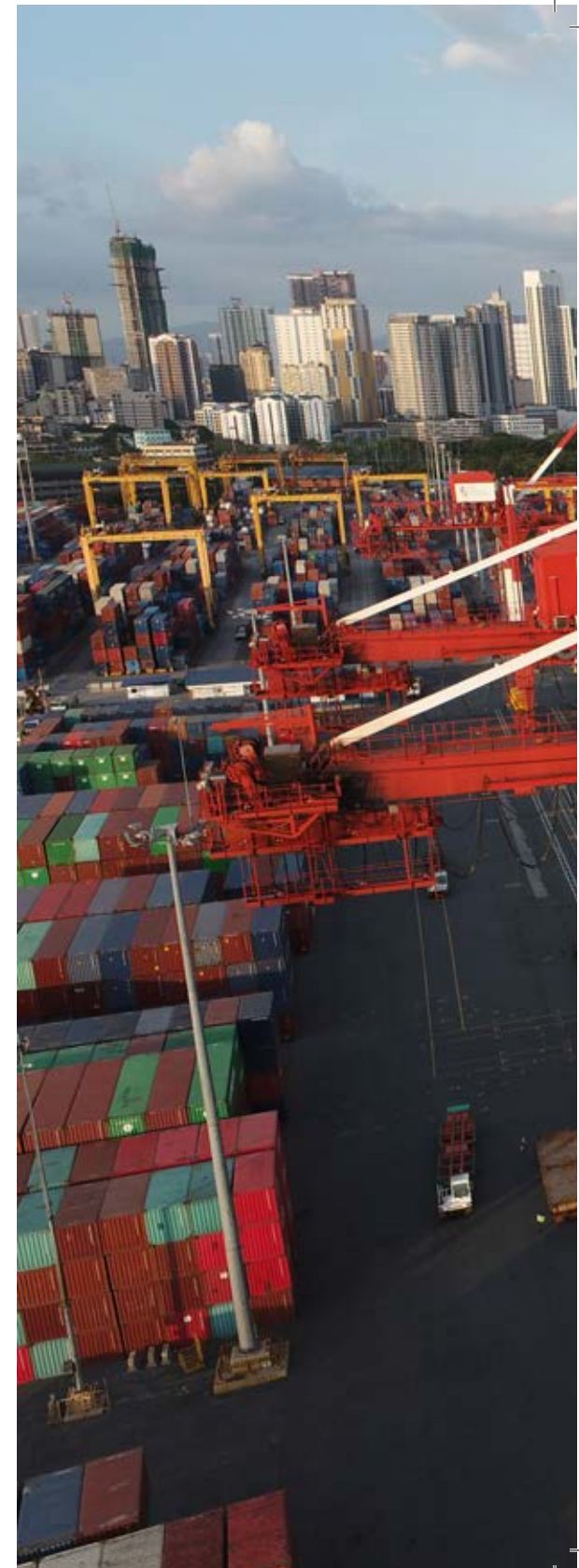


VISION

A modernized and credible Customs administration that is among the world's best.

MISSION

To strengthen border control, enhance trade facilitation and improve collection of lawful revenues.





EXECUTIVE SUMMARY

The operations and activities of the Bureau of Customs under the incumbency of President Rodrigo Roa Duterte were focused on achieving its revenue collection objectives and implementing the necessary reforms to address the issues that were affecting the Bureau's performance and the public's perception of its service.

Guided by President Duterte's singular directive to implement institutional reforms to address corruption allegations and put a stop to smuggling, a continuing effort to change, reform and transform has been the overarching

operational thrust as the Bureau worked to meet its targets and perform its duties.

As one of the frontliners in revenue collection for the national government, the Bureau's revenue collection efforts have resulted in a total of PhP3.391 trillion from July 2016 to May 2022, an increase of 77.1% from the PhP 1.9 trillion for the period July 2010-June 2016. The major expansion in the collection of revenues is attributed to the various reform initiatives that included post-clearance audit, fuel marking and public auction of forfeited goods.





In the area of trade facilitation, the Bureau has been able to introduce innovative ways by which global standards are achieved and institutionalized in all aspects of its operations. Among the most significant of these are the full participation in the WCO Mercator Programme, onboarding into the National Single Window, digitization of customs processes, disposal of overstaying containers, the conduct of a time release study,

and the expeditious release of PPE and COVID-19 vaccines as part of the government's pandemic response. As a result, the Philippines has been continually improving its score in the United Nations Global Survey on Digital and Sustainable Trade Facilitation Report, achieving a score of 86.02% in 2021, from its previous score of 80.65% in 2019. In addition, the Philippines is now ranked 3rd among the 10 ASEAN nations in terms of trade facilitation.



In fulfillment of one of its core missions of border control, the Bureau has intensified its operations and built up its capability and capacity to enforce customs laws. Furthermore, the Bureau has extended its reach and capability by entering into cooperative alliances with counterparts in government as well as the private sector. By strengthening its enforcement capabilities, the Bureau has been able to issue Letters of Authority and Alert Orders against illicit trade operations. With more effective profiling and non-intrusive inspection methods, a total of PhP 93.7 billion worth of smuggled goods and PhP 17 billion worth of illegal drugs have been seized. Additional operations have also brought in major accomplishments such as the condemnation of PhP 23.6 billion worth of forfeited goods and the filing of 467 cases, both administrative and criminal, against importers and brokers.

The transformation program of the Bureau has been at the heart of the pursuit of relevant and sustainable reform. Recognizing that institutional change must be the foundation, the programs have been decisive and forward-looking. Foremost among these were the consistent actions against erring customs employees over the last 6 years, resulting in the dismissal of 27 employees, the suspension of 32 and the reshuffling of 4,034 to various offices.

The cascading of Transparency Programs such as the Anti-Corruption Manifesto under the Presidential Anti-Corruption Commission (PACC), the Creation of the BOC-PACC Command Group & BOC Anti-Corruption Coordinating



Committee and the Bureau's Integrity Programme with the World Customs Organization, have been integral to the reform effort. The ISO Certification of the BOC Offices & Ports, which is aligned with the push to deliver quality service, has resulted in the awarding of ISO 9001:2015 QMS certificates to 13 ports.

The Bureau's enrollment into the Performance Governance System of the Institute for Solidarity in Asia has been the framework by which it has been able to effectively inculcate and propagate

the reform and transform mindset. Having successfully passed the 4 stages with Gold Trailblazer Awards, the Bureau was recognized as an Island of Good Governance in April 2022, a fitting testament to the determination and the collective spirit that has been the driving force of the Bureau of Customs during the Duterte administration.





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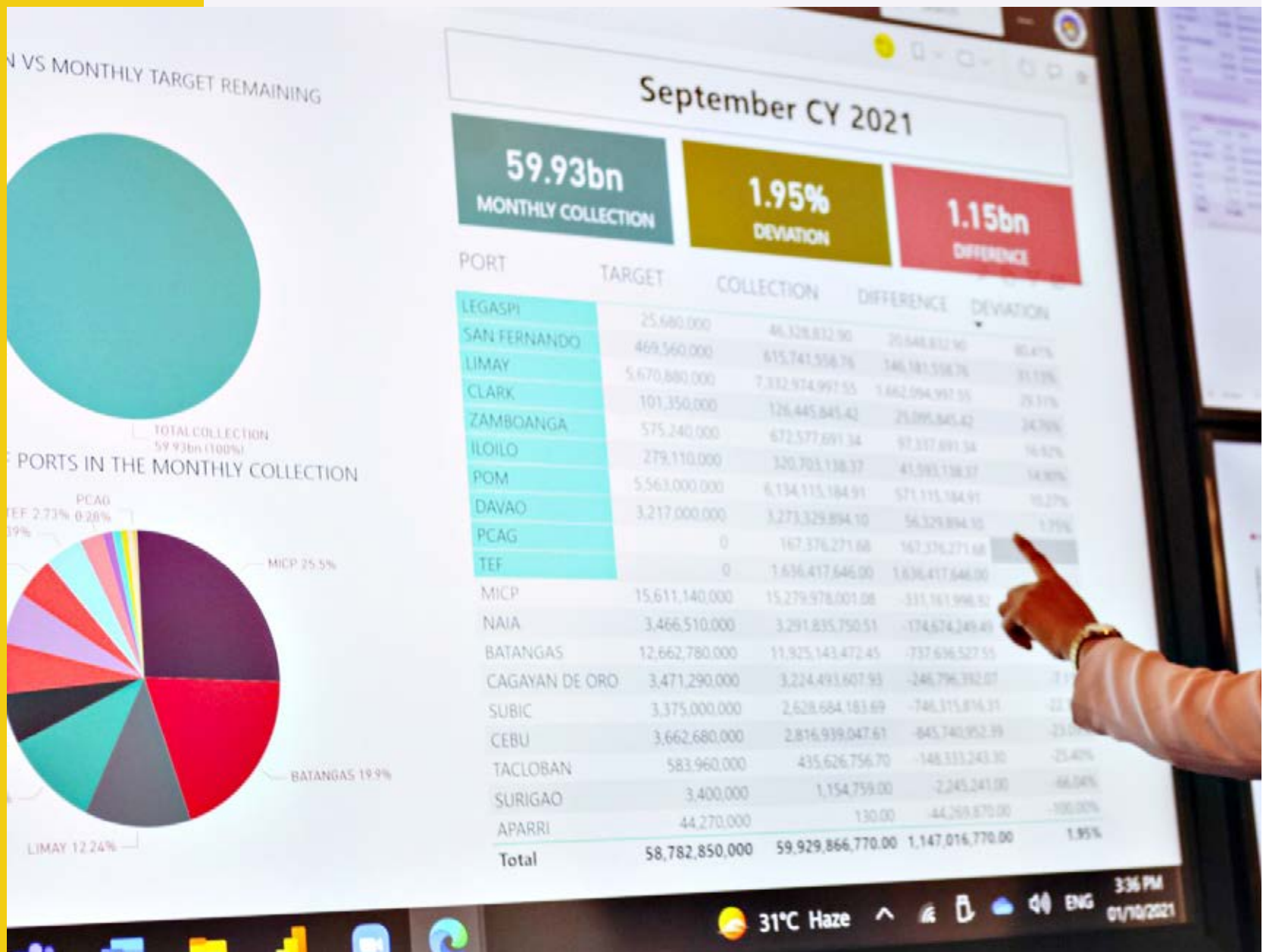
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Part 1:

REVENUE COLLECTION

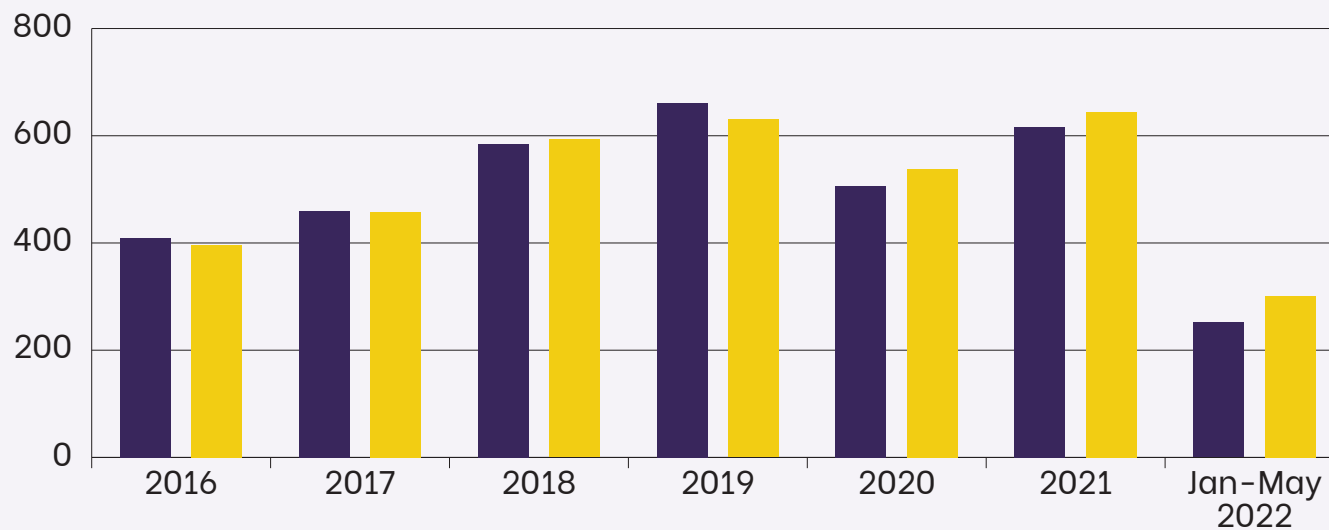
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REVENUE COLLECTION PERFORMANCE

Under the administration of President Rodrigo Roa Duterte, the Bureau of Customs (BOC) increased its revenue collection through the reform initiatives of the agency. This, in turn, resulted in positive collection performance of the Bureau, garnering the amount of PhP

3.391 trillion worth of duties and taxes from July 2016 to May 2022. The BOC's total collection during the six (6) years under the Duterte Administration grew by 77.1% or PhP 1.5 trillion from the PhP 1.9 trillion from July 2010 to June 2016.

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409	459.639	584.881	661.044	506.15	616.749	271.525
396.365	458.184	593.111	630.31	537.687	643.562	322.472

■ Target Collection (PhP) ■ Actual Collection (PhP)



Php 1.915 Trillion
Total Revenue Collection
July 2010 – June 2016



Php 3.391 Trillion
Total Revenue Collection
July 2016 – May 2022

POST-CLEARANCE AUDIT OF IMPORTERS

The BOC successfully plugged revenue leakages and promoted compliance of importers through post-clearance audit verifications and investigations which were reinforced under the current administration.

This effort resulted in the collection of over PhP 5.77 billion worth of customs duties, taxes, and other lawful charges since 2018.

Post-Clearance Audit Collections C.Y. 2018-2022	
Year	Revenue Collection (PhP)
2018	245,968,211.74
2019	2,061,607,324.08
2020	1,218,548,906.64
2021	1,522,216,793.42
Jan-May 2022	721,996,445.66
TOTAL	PhP 5,770,337,681.54

INTENSIFIED FUEL MARKING PROGRAM

The Fuel Marking Program is one of the legacies of President Duterte aimed at increasing the Philippines' revenue collection from oil and curtailing smuggling. As a result, a total of 42.247

billion liters of kerosene, diesel, and gasoline were marked from September 2019 to May 2022, equivalent to PhP 411.62 billion in taxes collected.

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Volume of Marked Fuel & Taxes Collected

C.Y. 2019-2022

Period	Volume of Marked Fuel (Liter)	Taxes Collected (PhP)
Sep-Dec 2019	1.868-B	PhP 38.66-B
2020	15.688-B	PhP 109.36-B
2021	17.036-B	PhP 165.96-B
Jan-May 2022	7.655-B	PhP 97.65-B
TOTAL	42.247-B Liters	PhP 411.62-B





PUBLIC AUCTION OF FORFEITED GOODS

An additional revenue amounting to Php 3.404 billion were also collected from public auctions conducted by the Bureau since 2016. Among the auctioned goods were forfeited general

merchandise, electrical goods and supplies, fabrics, vehicles/motorcycles and parts, household goods, and hardware supplies, among others.

Auction Revenue Proceeds C.Y. 2016-2022	
Period	Revenue Collection (Php)
Jul-Dec 2016	249,756,530.62
2017	265,707,969.62
2018	583,745,491.43
2019	480,413,562.12
2020	1,101,366,190.04
2021	591,597,305.87
Jan-May 2022	131,594,766.85
TOTAL	Php 3,404,181,816.55





Part 2: TRADE FACILITATION

- I. PH ranks 3rd among Southeast Asian Nations in Trade Facilitation
- II. WCO Mercator Programme
- III. Onboarding to the National Single Window
- IV. Digitization of Customs Processes
- V. COVID-19 Response Efforts
- VI. Disposal of Overstaying Containers
- VII. Time Release Study

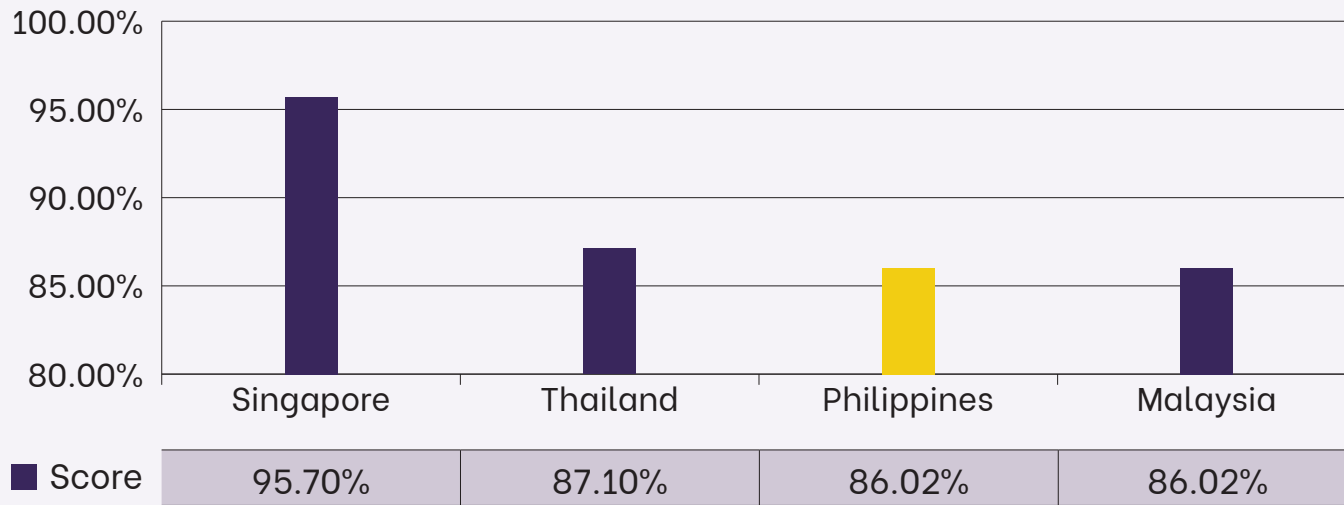
PH RANKS 3RD AMONG SOUTHEAST ASIAN NATIONS IN TRADE FACILITATION

The Philippines' Trade Facilitation score has improved under the time of President Duterte as it ranked third among ten (10) Southeast Asian Nations. In the latest United Nations Global Survey on Digital

and Sustainable Trade Facilitation Report, the overall performance score of the Philippines rose from 80.65% in 2019 to 86.02% in 2021.

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PH Score in the UN Global Survey on Digital and Sustainable Trade Facilitation	2015	2017	2019	2021
Transparency	73.33%	93.33%	100%	100%
Formalities	83.33%	87.5%	100%	100%
Institutional Arrangement & Cooperation	55.56%	55.56%	55.56%	77.78%
Paperless Trade	7.37%	70.37%	77.78%	85.19%
Cross-Border Paperless Trade	33.33%	33.33%	55.56%	61.11%
Trade Facilitation Score	65.59%	69.89%	80.65%	86.02%





WCO MERCATOR PROGRAMME

In 2019, the Bureau enrolled in the Mercator Programme of the World Customs Organization (WCO) to assess and improve its trade facilitation performance.

At the start of the Programme, the Bureau scored a rating of 48.96% implementation maturity in August 2019. By May 2022, the BOC had already achieved a rating of 87.76% as reported by the WCO under its Mercator Stocktaking Report.

48.96%

Maturity Assessment
As of August 2019



87.76%

Maturity Assessment
As of May 2022

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ONBOARDING TO THE NATIONAL SINGLE WINDOW

The National Single Window, as a component of the ASEAN Single Window (ASW), is a legacy system designed in 2012 to facilitate trade through efficiencies in the Customs and authorization processes. The system allows the parties involved in trade to lodge information and documents with a single-entry point to fulfill all import, export, and transit-related regulatory requirements. In 2016, only nine (9) Trade Regulatory Government Agencies (TRGAs) were actively onboarded to the NSW 1.

The Bureau, under the term of President Duterte, spearheaded the technical working group that implemented the National Single Window and the ASEAN Single Window. At present, twenty-one (21) TRGAs have been successfully onboarded to the TradeNET (NSW 2) as of May 2022.



Trade Regulatory Government Agencies (TRGAs) onboarded to the NSW as of May 2022:

1. Biodiversity Management Bureau (BMB)
2. National Tobacco Administration (NTA)
3. Philippine Drug Enforcement Agency (PDEA)
4. Bureau of Customs (BOC)
5. Bureau of Agriculture and Fisheries Standards (BAFS)
6. DTI – Export Marketing Bureau (DTI-EMB)
7. National Meat Inspection Service (NMIS)
8. Fertilizer and Pesticide Authority (FPA)
9. Sugar Regulatory Administration (SRA)
10. Optical Media Board (OMB)
11. Bureau of Plant Industry (BPI)
12. Philippine Nuclear Research Institute (PNRI)
13. Bureau of Quarantine (BOQ)
14. Philippine Coconut Authority (PCA)
15. Bureau of Fisheries and Aquatic Resources (BFAR)
16. Philippine National Police – Firearms and Explosives Office (PNP-FEO)
17. Oil Industry Management Bureau (OIMB)
18. Bureau of Animal Industry (BAI)
19. National Telecommunications Commission (NTC)
20. Bureau of Internal Revenue (BIR)
21. Department of Foreign Affairs – Office of Protocol (DFA)





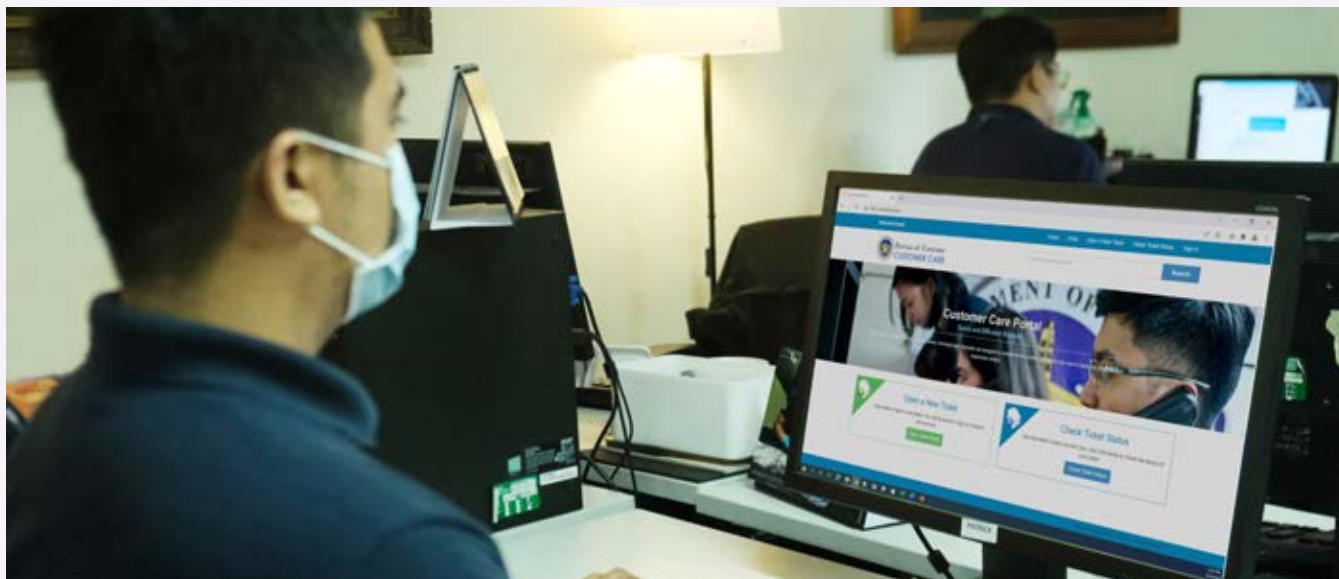
DIGITIZATION OF CUSTOMS PROCESSES

The BOC continues to streamline customs processes through the implementation of Information and Communication Technology (ICT) to digitalize and automate many of its frontline transactions.

Under the Duterte administration, thirty-one (31) ICT projects and systems were developed and 82% or 139 out of the 170 customs processes have already been automated. These projects, which are also aligned with the Ease of Doing Business Act and the Anti-Red Tape Act, enabled the Bureau to provide more efficient and transparent delivery of government services and transactions.

82%

**139 out of the 170
Customs processes
are now automated**



COVID-19 RESPONSE EFFORTS

The BOC also processed the release of goods essential in the fight against the COVID-19, and helped the country attain sufficient supplies of PPEs & Vaccines.

Since the onset of pandemic, the Bureau released a total of 16,168 shipments of PPEs and other medical supplies. Also, 385 shipments of COVID-19 vaccines consisting of 245,060,520 doses were facilitated as of May 2022.

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PPE & Medical Supplies C.Y. 2020-2022

Period	No. of Shipments
Mar-Dec 2020	15,585
2021	519
Jan-May 2022	64
TOTAL	16,168

Covid-19 Vaccines C.Y. 2021-2022

Period	No. of Shipments	No. of Doses
2021	313	210,448,870
Jan-May 2022	72	34,611,650
TOTAL	385	245,060,520



DISPOSAL OF OVERSTAYING CONTAINERS

To efficiently facilitate trade by eliminating port and yard congestions, a total of 10,750 overstaying containers were disposed since 2016, of which 6,522 were auctioned, 3,942 were condemned, and 286 were donated to various government agencies. These

containers were forfeited after seizure or abandonment proceedings under Sections 1139 and 1141 of the Customs Modernization and Tariff Act (CMTA), which provides for the conditions and modes of disposition, respectively.

Disposed Overstaying Containers C.Y. 2016-2022				
Period	Auctioned	Condemned	Donated	Total Disposed
Jul-Dec 2016	947	93	0	1,040
2017	520	289	12	821
2018	1,115	358	0	1,473
2019	752	425	6	1,183
2020	1,782	1,278	159	3,219
2021	1,257	1,205	70	2,532
Jan-May 2022	149	294	39	482
TOTAL	6,522	3,942	286	10,750

TIME RELEASE STUDY

Aligned with thrust of the current administration to boost the country's trade efficiency, the BOC conducted Time Release Studies to ensure that the time taken for release or clearances would steadily decrease as the Bureau

implements improvements and corrective measures for bottlenecks and other related problems. On the average, it takes about two days for the Bureau to process imports and one day to process exports.



Time Release Study C.Y. 2019-2021			
Period	Port	Import	Export
2019	MICP	2 days, 10 h, 3 min	1 h, 11 min
2020	MICP	2 days, 36 min	4 h, 45 min, 51 s
	Manila	2 days, 9 h, 44 min, 48 s	1 day, 21 h, 1 min, 3 s
	MCT	1 day, 17 h, 10 min, 55 s	19 h, 6 min, 13 s
	Davao	2 days, 15 h, 37 min, 11 s	21 h, 21 min, 9 s
	Zamboanga	No import entry processed during the period	3 days, 15 h, 28 min, 21 s
2021	Cebu	4 days, 7 h, 17 min	1 day, 12 h, 29 min
	Clark	5 days, 12 h, 55 min	10 min
	Subic	2 days, 12 h, 11 min	56 min, 40 s
	NAIA	3 days, 11 h, 35 min	11 min, 40 s
	Aparri	5 days, 1 h	6 days, 17 h, 37 min
	Batangas	5 days, 2 h, 9 min, 50 s	14 h, 6 min
	Iloilo	2 days, 1 h, 24 min	2 h, 13 min
	Legaspi	14 , 21 min	4 days, 16 h, 34 min
	Limay	22 h, 57 min, 15 s	5 h, 32 min
	San Fernando	2 days ,2 h, 8 min	17 h, 54 min, 40 s
	Surigao	5 days, 18 h, 33 min	2 days, 15 h, 8 min
	Tacloban	5 days, 18 h	20 h, 26 min
	MICP	2 days, 2 h, 42 min	6 h, 32 min
	Manila	3 days, 1 h, 24 min	12 h, 9 min
	CDO (MCT)	1 day, 19 h,, 56 min	15 h, 24 min
	Davao	4 days, 10 h, 27 min	2 days, 19 h, 7 min
Zamboanga	6 h, 31 min	49 min	





Part 3:

BORDER CONTROL

- I. Issued Letters of Authority and Alert Orders
- II. Seized Smuggled Goods
- III. Seized Illegal Drugs
- IV. Condemned Forfeited Goods
- V. Filed Criminal & Administrative Cases against Unscrupulous Stakeholders
- VI. Revoked Customs Accreditation of Erring Importers & Customs Brokers
- VII. Warehouse Inspection
- VIII. Consignees' Site Inspection
- IX. Customs Operations Center
- X. Improvements in Enforcement Assets

ISSUED LETTERS OF AUTHORITY & ALERT ORDERS

Consistent with the directive of President Rodrigo Roa Duterte to combat smuggling, the BOC remained vigilant against illicit trade through intensified intelligence and enforcement operations and consistent examination and inspection of containers and warehouses.

From 2018 to 2022, the Bureau has issued 379 Letters of Authority (LOAs) against various warehouses with derogatory reports and 1,590 Alerts Orders (AOs) against shipments suspected to have violated customs laws.

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Issued Letters of Authority C.Y. 2018-2022						
Status	2018	2019	2020	2021	2022 Jan-May	TOTAL
Positive Findings	36	48	52	106	38	280
Negative Findings	16	18	29	25	11	99
TOTAL ISSUED	52	66	81	131	49	379

Issued Alert Orders C.Y. 2019-2022					
Status	2019	2020	2021	2022 Jan-May	TOTAL
Positive Findings	705	350	217	34	1,306
Negative Findings	193	51	20	15	279
Pending	0	0	0	5	5
TOTAL ISSUED	898	401	237	54	1,590

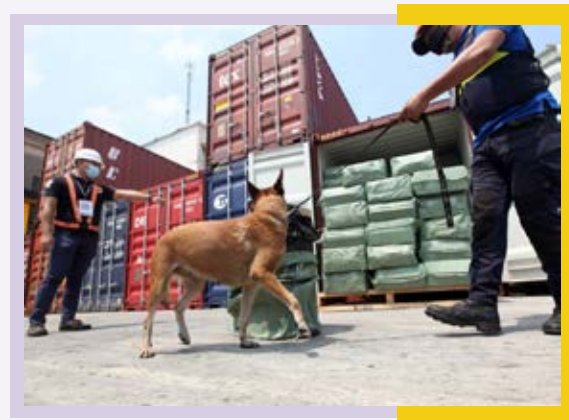


SEIZED SMUGGLED GOODS

The BOC strengthened its profiling and non-intrusive inspection of shipments which led to the successful seizures of various smuggled commodities pursuant to the directive of the President.

Since 2016, the BOC was able to seize a total of PhP 93.7 billion worth of smuggled goods.

Seized Smuggled Goods C.Y. 2016-2022	
Period	Estimated Value (PhP)
2016	1,705,689,412.26
2017	20,828,492,023.72
2018	5,068,000,000.00
2019	20,605,521,886.65
2020	10,629,225,145.59
2021	28,426,794,198.69
Jan-May 2022	6,464,827,090.82
TOTAL	PhP 93,728,549,757.73



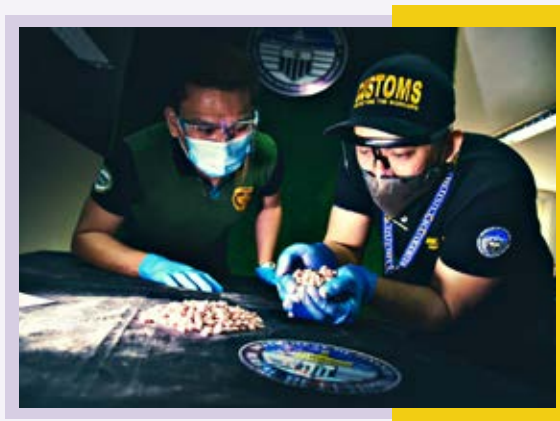
SEIZED ILLEGAL DRUGS

In support to the anti-drug campaign of President Duterte, the BOC also intensified the profiling and non-intrusive inspection of shipments suspected to contain illegal drugs.

From July 2016 to May 2022, the BOC, jointly operating with PDEA and PDEG, seized a total of PhP 17.018 billion worth of illegal drugs.

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Seized Illegal Drugs C.Y. 2016-2022	
Period	Estimated Value (PhP)
Jul-Dec 2016	3,200,000.00
2017	6,630,000,000.00
2018	3,068,000,000.00
2019	3,590,000,000.00
2020	1,855,000,000.00
2021	230,262,961.00
Jan-May 2022	1,642,251,050.00
TOTAL	PhP 17,018,714,011.00







CONDEMNED FORFEITED GOODS

The BOC successfully condemned PhP 23.6 billion worth of forfeited smuggled goods from July 2016 to May 2022.

Among the condemned goods forfeited were luxury and sports vehicles which is pursuant to the Presidential Directive 2017-447, wherein President Rodrigo Roa Duterte reiterated the need to destroy smuggled vehicles to send a strong message to unscrupulous individuals and groups that the government is serious in its efforts against smuggling.

Condemned Forfeited Goods C.Y. 2016-2022

Period	Estimated Value (PhP)
2016	241,270,000.00
2017	158,510,000.00
2018	336,320,000.00
2019	257,300,000.00
2020	1,437,000,000.00
2021	14,437,258,468.59
Jan-May 2022	6,756,110,249.52
TOTAL	PhP 23,623,768,718.11



FILED CRIMINAL & ADMINISTRATIVE CASES AGAINST UNSCRUPULOUS STAKEHOLDERS

Filed Criminal & Administrative Cases C.Y. 2016-2022

Period	No. of Cases Filed
2016	6
2017	15
2018	69
2019	38
2020	126
2021	166
Jan-May 2022	49
TOTAL	469

The Bureau's Action Team Against Smugglers (BATAS), in coordination with the Department of Justice (DOJ), intensified its efforts against erring importers and brokers.

Under the current administration, the BOC recorded 469 total criminal and administrative cases filed before the DOJ since 2016.





REVOKED CUSTOMS ACCREDITATION OF ERRING IMPORTERS & CUSTOMS BROKERS

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From January to May 2022, the BOC ordered the revocation of Customs accreditation of 173 importers and 45 customs brokers as they were found to have violated the provisions of Republic Act No. 10863 or the Customs Modernization and Tariff Act (CMTA).

In total, the BOC has filed revocations against 2,028 importers and 578 customs brokers since 2017. The revocation is part of the Bureau's continuous monitoring and post-evaluation of importers and brokers under the directive of President Duterte.

Revoked Customs Accreditation C.Y. 2017-2022		
Period	Importers	Customs Brokers
2017	204	94
2018	190	16
2019	195	55
2020	576	148
2021	690	220
Jan-May 2022	173	45
TOTAL	2,028	578



WAREHOUSE INSPECTION

Consistent with the Bureau's border security measures, 2,025 Customs Bonded Warehouses (CBW) and CBW members have been inspected since 2016, 121 of which were closed for non-compliance.

**Inspected & Closed CBW & Members
C.Y. 2016-2022**

Period	Inspected	Closed
2016	253	5
2017	338	8
2018	353	10
2019	381	7
2020	375	62
2021	224	14
Jan-May 2022	101	15
TOTAL	2,025	121





CONSIGNEES' SITE INSPECTION

The BOC also conducted inspections among 2,720 consignees, 369 of which were found to be non-compliant resulting in the revocation of their accreditations.

Inspected & Closed Consignee's Sites C.Y. 2021-2022

Period	Inspected	Non-Compliant
2021	1,168	279
Jan-May 2022	1,552	90
TOTAL	2,720	369

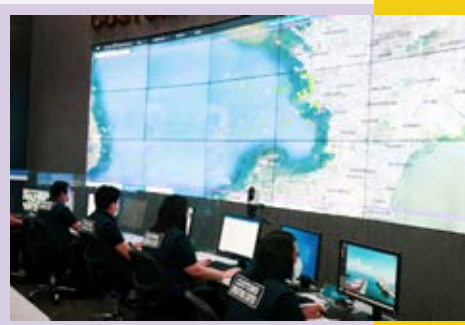
CUSTOMS OPERATIONS CENTER



The BOC also established the Customs Operations Center which serves as a fusion center to integrate and analyze intelligence, enforcement, and operational information gathered from various sources.

It houses the different intelligence, enforcement, risk management, and scanning systems of the Bureau of Customs such as:

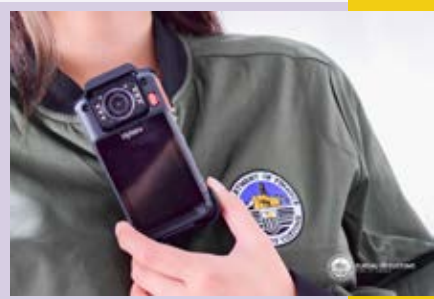
1. Vessel Tracking System (VTS)
2. Electronic Tracking of Containerized Cargo
3. National Customs Enforcement Network Cargo Targeting System (CTS)
4. X-ray Inspection Project (XIP)
5. BOC e2m System
6. BOC Dashboard Systems
7. Customer Care Portal System (CCPS)
8. National Single Window (NSW)
9. CCTV Systems and Body Cameras
10. Fuel Marking Dashboard







IMPROVEMENTS IN ENFORCEMENT ASSETS



To bolster the country's border security and trade facilitation, improvements in the Bureau's enforcement assets were also given priority with the procurement of:



200

Body-worn Cameras



20

Fast Patrol Vessels



60

X-ray Machines



16

Trace Detection Systems



100

Rifles (CZ BREN 805A1)





Part 4:

INTEGRITY & TRANSPARENCY

- I. Action against Erring Customs Employees
- II. Transparency Programs
- III. ISO Certification of BOC Offices & Ports
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ACTION AGAINST ERRING CUSTOMS EMPLOYEES

In line with the President's call to stop corruption and other illegal activities in the government, the Bureau of Customs issued a total of 1,456 show-cause orders from 2016 to May 2022 against erring personnel. As a result,

688 personnel were investigated, 187 have administrative cases, 27 were dismissed, 32 were suspended, 23 were reprimanded, 209 were relieved from their posts while 4,034 were reshuffled or transferred to various offices.



Description	2016 Jul-Dec	2017	2018	2019	2020	2021	2022 Jan-May	Total
Personnel Issued with Show-Cause Orders	No data	No data	No data	139	115	1,153	49	1,456
Personnel Investigated	No data	No data	74	103	50	145	316	688
Personnel with Filed Administrative Cases	17	6	68	28	20	44	4	187
Transmitted to Ombudsman	No data	No data	No data	156	4	4	0	164
Transmitted Cases to NBI	No data	No data	No data	No data	57	22	7	86
Personnel Dismissed	No data	No data	1	14	6	3	3	27
Personnel Suspended	No data	No data	4	4	1	17	6	32
Personnel Reprimanded	No data	1	3	1	11	6	1	23
Personnel Relieved	No data	40	75	45	13	19	17	209
Personnel Reshuffled/ Transferred	88	123	1,183	899	841	721	179	4,034



TRANSPARENCY PROGRAMS

SIGNING OF THE ANTI-CORRUPTION MANIFESTO

As part of BOC's support and commitment to curbing corruption and Red Tape in government, all officials and personnel of the Bureau signed a Manifesto against

corruption on March 30, 2021. The manifesto is aimed at enabling a God-centered anti-corruption advocacy and moral transformation.

CREATION OF THE BOC-PACC COMMAND GROUP & BOC'S ANTI-CORRUPTION COORDINATING COMMITTEES

The BOC-PACC Command Group and BOC's Anti-Corruption Coordinating Committees were created to oversee the anti-corruption campaign within the Bureau, aligned with the PACC's Project

Kasangga. The initiative serves as a holistic way of eliminating corruption, which complements the task force of the Department of Justice and national government.

BUREAU'S INTEGRITY PROGRAMME WITH THE WORLD CUSTOMS ORGANIZATION (WCO)

The Bureau enrolled in the Integrity Development Program of the World Customs Organization (WCO) where it

received a 70% favorable rating based on responses from both internal and external stakeholders.

ISO CERTIFICATION OF BOC OFFICES & PORTS

Aligned with the Bureau's efforts to provide quality and efficient services to the public, the BOC embarked on the ISO 9001:2015 Quality Management System (ISO QMS) Certification of its units and offices under the leadership of President Duterte. Before, only the Port of Batangas was ISO-certified.

However, with the consistent effort of the Bureau, thirteen (13) ports, sub-ports, and offices have been awarded with ISO 9001:2015 QMS certificate, while the rest are in various stages of the ISO compliance process.

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ISO 9001:2015 QMS CERTIFIED:

- ✓ Port of Manila
- ✓ Port of Legaspi (with CCC)
- ✓ Port of Clark (with CCC)
- ✓ Port of NAIA (with CCC)
- ✓ Port of Davao (with CCC)
- ✓ Port of Batangas (with CCC)
- ✓ Port of Tacloban (with CCC)
- ✓ Subport of Mactan
- ✓ Subport of Dumaguete
- ✓ Subport of Iligan
- ✓ CCC – Port of Manila
- ✓ CCC – Port of Subic
- ✓ CCC – Port of Limay



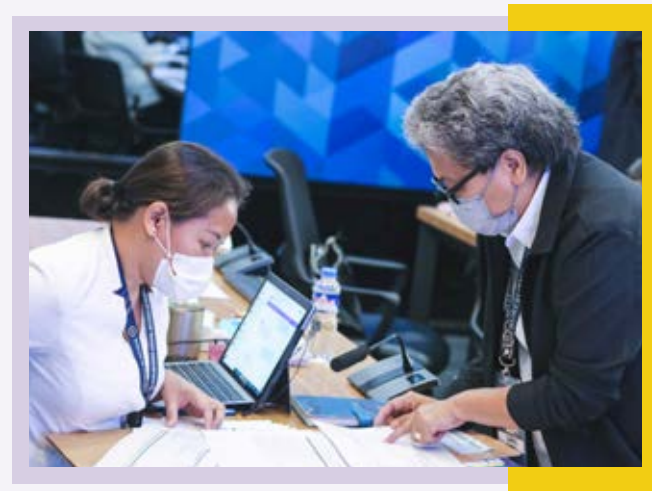
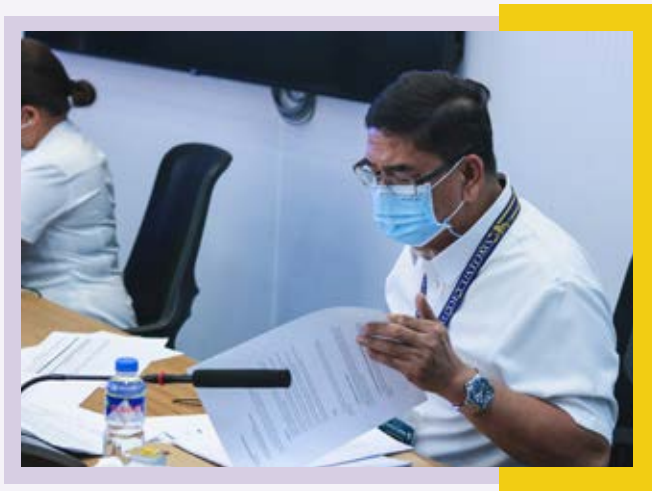


WCO INTEGRITY DEVELOPMENT PROGRAM

The BOC also enrolled in the Integrity Development Programme of the WCO. During the WCO Integrity Diagnostics Mission and Survey conducted from August 27 to September 24, 2021, the WCO gave the Bureau a 70% rating based on their assessment of the BOC's integrity and quality mechanisms and procedures that are currently in place and are being implemented within the agency.

70%

**Favorable Rating in
the WCO Integrity
Diagnostics Mission
and Survey**



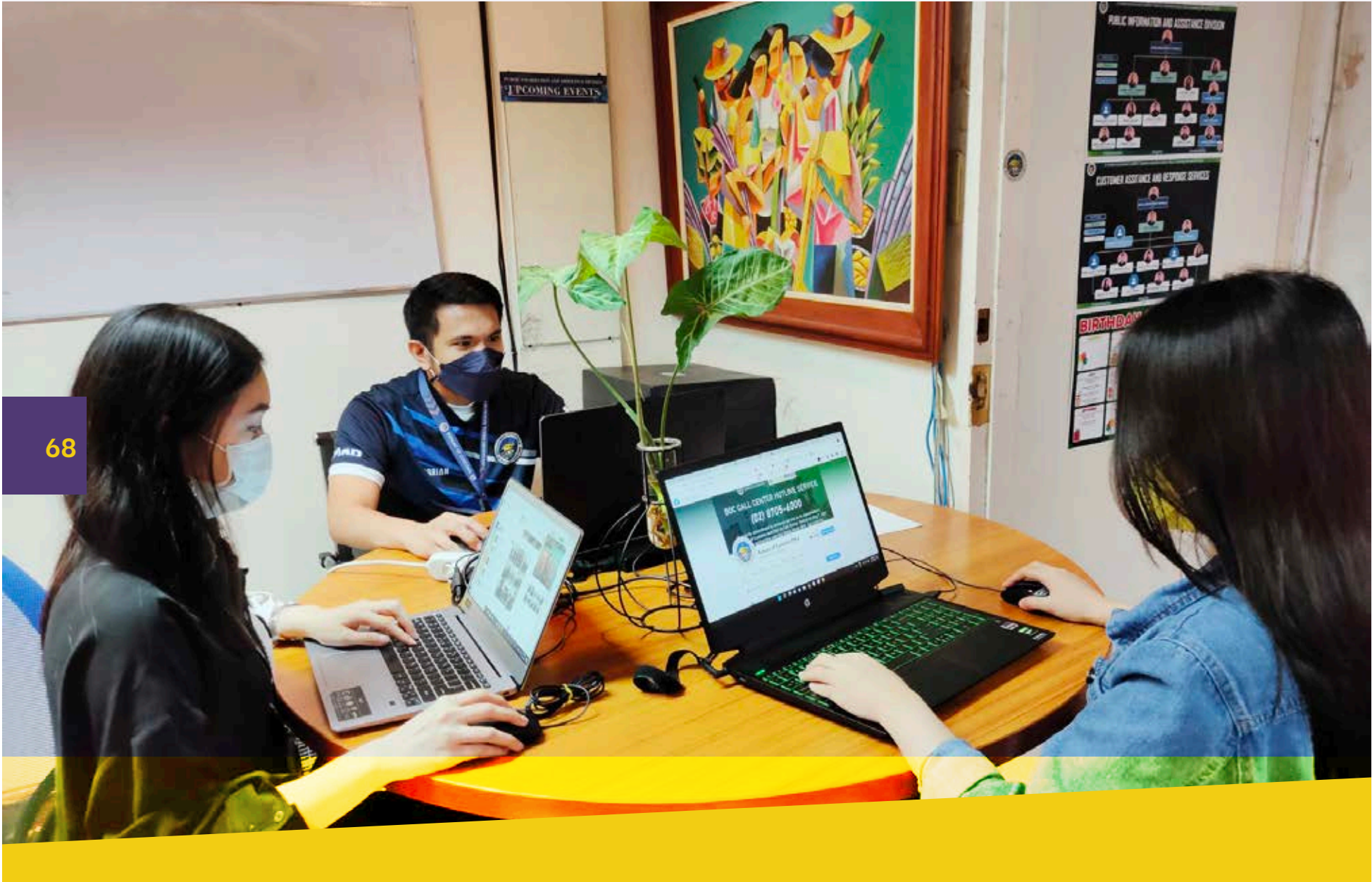
ISLAND OF GOOD GOVERNANCE

With the support of the Duterte administration to transform and reform the BOC and its processes and services, the Bureau enrolled in the 4-Stage Performance Governance System (PGS) of the Institute for Solidarity in Asia (ISA) in 2019.

Since its enrolment in November 2019 and after sequential Revalidas, the Bureau consistently bagged the highest award—the Gold Governance Trailblazer award—as it passed the 1st Stage “Initiation Stage”, the 2nd Stage “Compliance Stage”, the 3rd Stage “Proficiency Stage”, and finally the 4th Stage “Institutionalization Stage” of the PGS.







ENHANCED FEEDBACK MECHANISM



The BOC-Customer Assistance & Response Services (BOC-CARES), as the frontliner for stakeholders' interaction, remained consistent in serving as an efficient and effective mechanism to address customs-related inquiries and concerns from the transacting public.

Stakeholders feedback mechanism was fortified under the Duterte administration, resulting in immediate resolution of complaints and concerns.

BOC Resolution Rate on Complaints and Concerns

C.Y. 2021-2022

Complaint Center	2021			Jan-May 2022		
	Processed	Resolved	Resolution Rate	Processed	Resolved	Resolution Rate
Hotline 8888	334	334	100%	161	157	97.50%
Contact Center ng Bayan	14	14	100%	3	2	66.67%
Presidential Complaint Center	260	260	100%	122	106	86.88%
TOTAL	608	608	100%	286	265	83.68%

CUSTOMER CARE CENTER

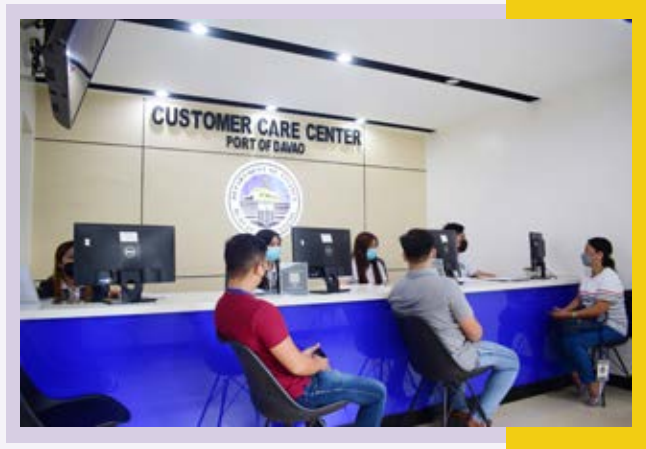
As the Duterte administration enforced a Zero-contact Policy to eliminate corruption, the Bureau of Customs established the Customer Care Center (CCC) in the Port of Manila in 2019, a first in the history of the agency.

The CCC serves as focal point for all customs-related inquiries, both for

walk-in and online, in compliance with Ease of Doing Business law. As a result, the BOC curbed face-to-face transactions and the suki system.

At present, all 17 collection districts have successfully established their respective local Customer Care Centers.







COMPLIANCE TO FREEDOM OF INFORMATION (FOI)

The BOC, through the BOC-CARES under the Public Information and Assistance Division (PIAD), has been consistent in providing feedback and building a strong bridge between the government and the public. Since 2019, the BOC has been fully compliant to the Freedom of Information (FOI) requirements as validated by the Presidential Communications Operations Office (PCOO).

It was through the Executive Order (EO) No. 2 series of 2016 signed by President Rodrigo Roa Duterte on July 23, 2016 that made the FOI fully operational, providing the public with a constitutional right to information and full public disclosure and transparency in the public service.



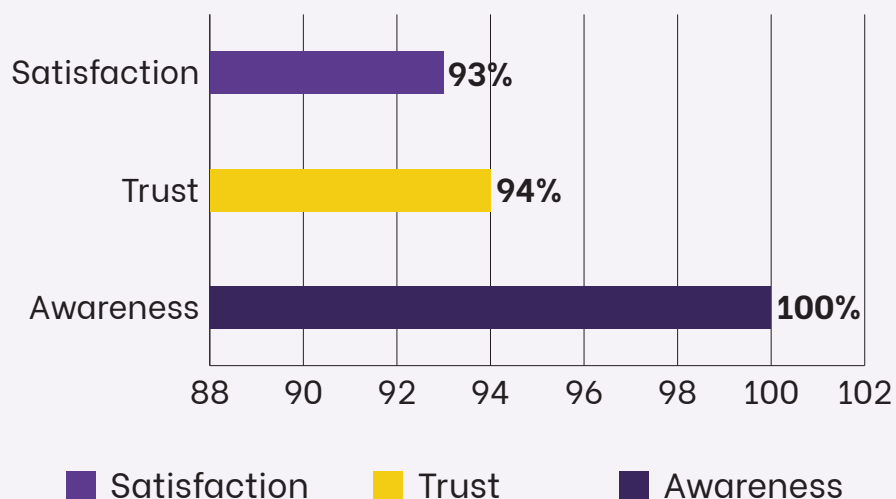
AWARENESS, INSTITUTIONAL TRUST, SATISFACTION SURVEY BY PSRC

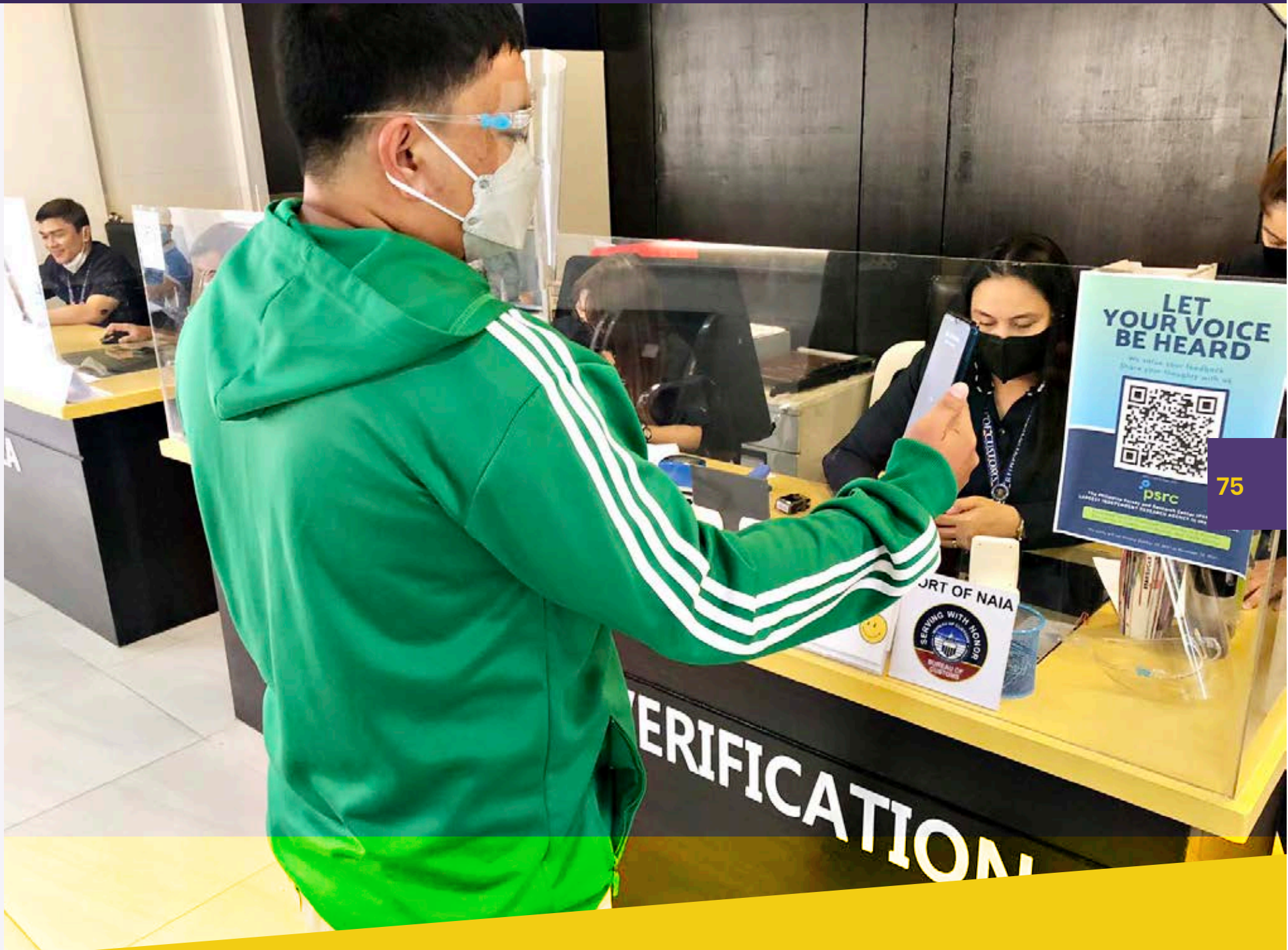
To gauge the performance of the BOC and to get valuable feedback from stakeholders, the Bureau commissioned the Philippine Statistics & Research Center (PSRC) to conduct an awareness and institutional trust

and satisfaction survey in 2021.

The survey which was conducted among 1,000 direct external stakeholders, showed a 93% satisfaction, 94% trust and 100% awareness rating.

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