

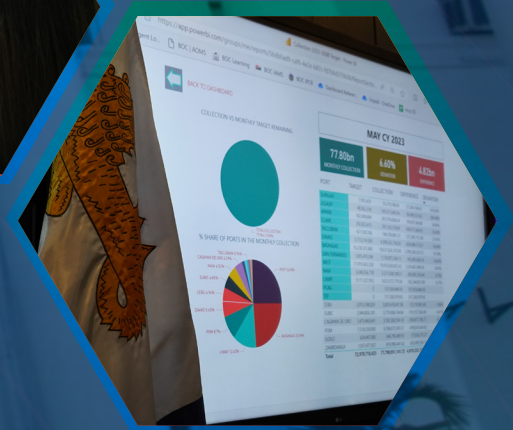


BAGONG PILIPINAS



BUREAU OF CUSTOMS

MIDYEAR ACCOMPLISHMENT REPORT 2023



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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.

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Integrity
Accountability

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EXECUTIVE SUMMARY

The Midyear Accomplishment Report unveils the collective efforts and remarkable achievements of the Bureau of Customs (BOC) as it fulfills its Five-Point Priority Program under the visionary leadership of Commissioner Bienvenido Y. Rubio. Aligned with President Ferdinand Marcos Jr's directives, the BOC remains steadfast in its commitment to these key programs.

The first program focuses on digitizing customs processes, revolutionizing operations and enhancing trade facilitation. The BOC has made tremendous strides by implementing cutting-edge information communication technology systems.

In exceeding revenue targets, the BOC has displayed exceptional performance, surpassing collection targets and bolstering public confidence in its capabilities.

By simplifying procedures and championing secure trade, the BOC has introduced innovative solutions and measures that ensure efficient customs operations, promoting seamless and protected commerce.

The BOC's relentless efforts to curb smuggling in all its forms have yielded extraordinary results, including record-breaking seizures and fortified border security.

Finally, the BOC's consistent effort to uplift employee welfare and foster development has resulted in a highly professional and skilled workforce, achieved through comprehensive training and unwavering support.

The Midyear Accomplishment Report serves as a testament to the BOC's dedication to enhance efficiency, upgrade systems, promote integrity, and cultivate a culture of professionalism within the organization.



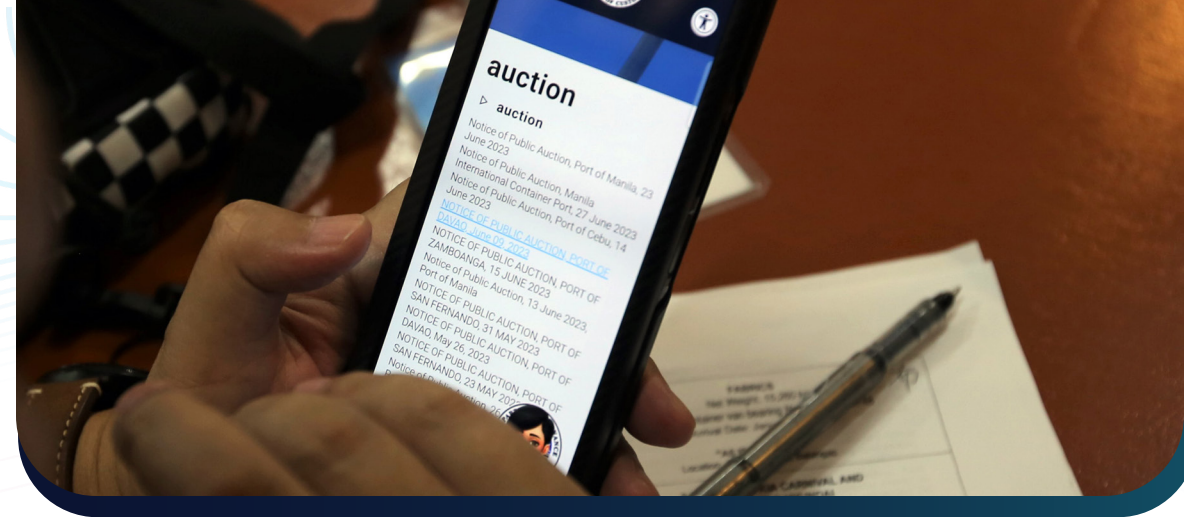
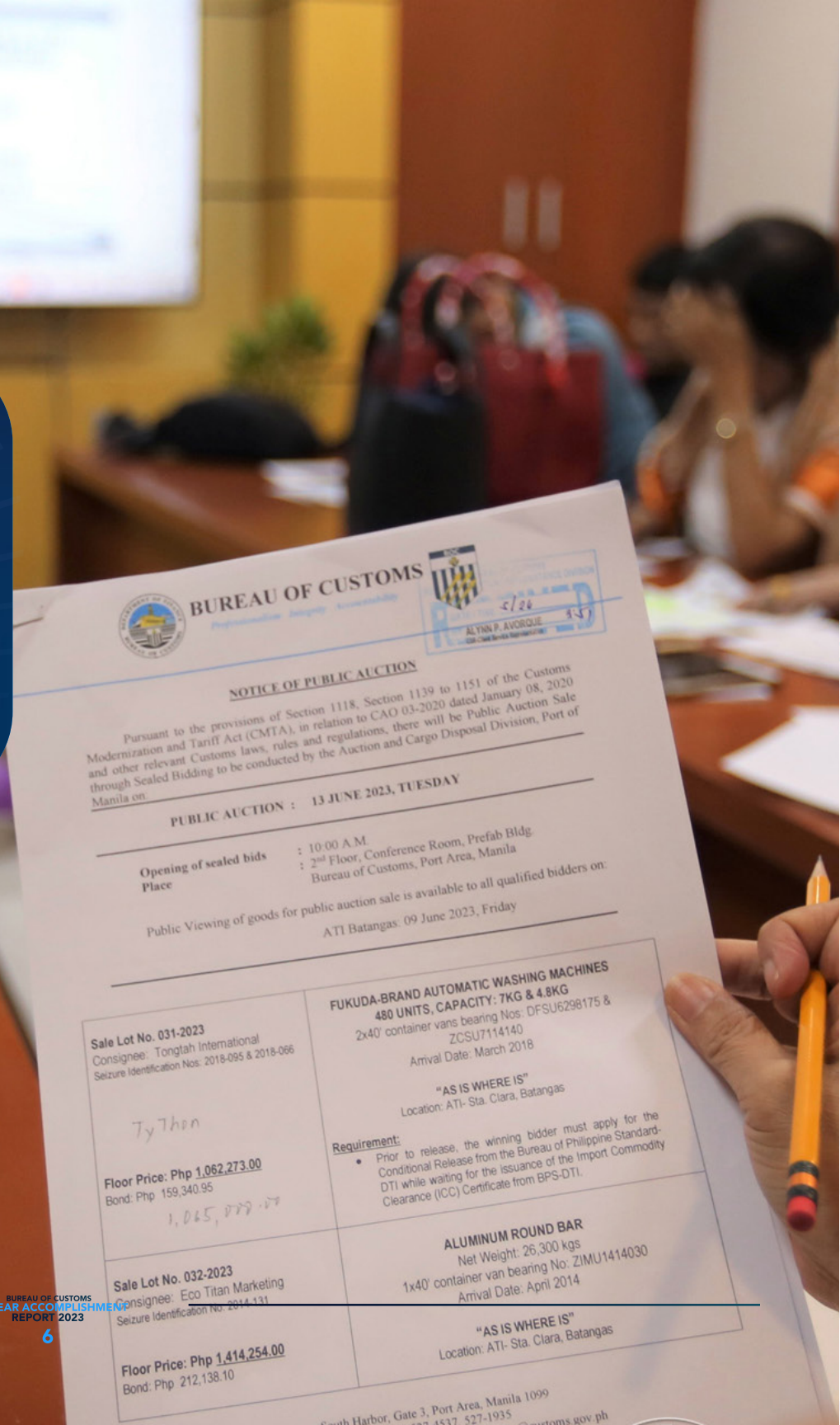


ASSESSMENT AND OPERATIONS COORDINATING GROUP



In the dynamic landscape of international trade, the BOC continually strives for operational excellence, and at its core lies the invaluable contributions of the Assessment and Operations Coordinating Group (AOCG). Throughout the first semester of 2023, the AOCG has demonstrated its indispensable role in the BOC's mission to streamline customs processes, enhance trade facilitation, and boost revenue collection.

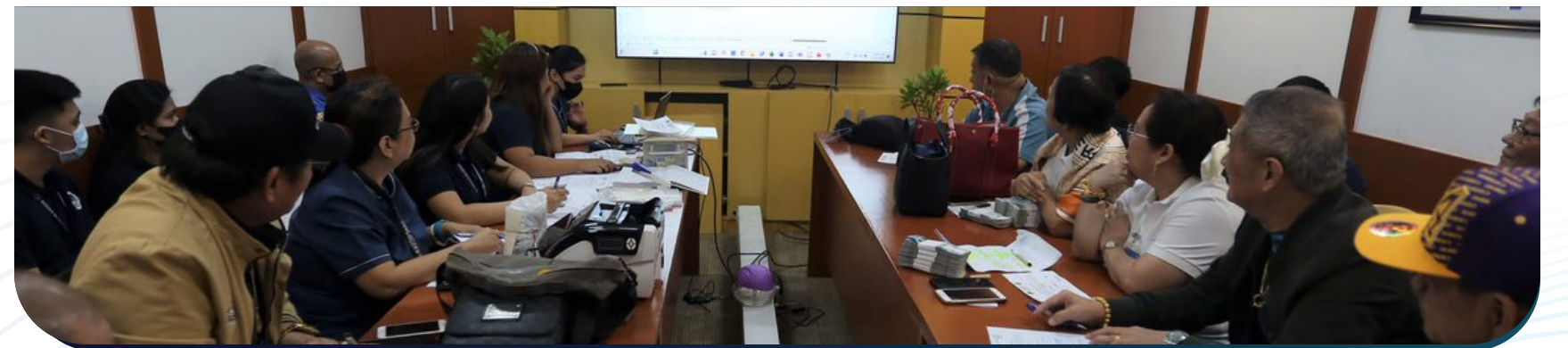
Collection from Auction Sale of Forfeited Goods



The AOCG achieved a significant accomplishment by collecting additional revenue through public auctions of various forfeited goods. From January 1 to June 30, 2023, the BOC collected an impressive amount of P29,718,630 from public auctions conducted in Ports of Manila, Davao, and Manila International Container Port.

Port	Total Proceeds (Php)
POM	28,000,380.00
MICP	241,600.00
Davao	1,468,650.00
Total	P29,718,630.00

Successful public auctions have proven to be an effective means for the BOC to dispose of forfeited items while maximizing their value. Notably, six (6) units of vehicles at the Port of Davao fetched over P1.468 million.



Innovative Solution for Efficient Cargo Monitoring

The AOCG, in partnership with Management Information System and Technology Group (MISTG), has developed a new system to track cargoes that exceed their allowed time in the ports.

The Overstaying Tracker will help monitor the status and actions taken (such as auction, condemnation, donation, etc.) for these cargoes across all ports. The system will also assist management in making informed decisions on how to best dispose of overstaying cargoes in a timely and efficient manner.

The AOCG and MISTG are working closely with all ports to finalize the design of the Overstaying Tracker and aim to launch the system before the year-end.



Ensuring Correct Valuation of Goods to Boost Revenue Collection

The Import Assessment Service (IAS) of the AOCG has significantly contributed to ensuring importers accurately declare the value of their goods, ultimately leading to increased government revenue.

One of the key contributions of the IAS is the creation of 1,437 specification codes in the E2M system from January to June 2023. These codes are instrumental in ensuring the accuracy of the declared value of goods by importers.

Having specific codes for various products allows the BOC to efficiently verify the proper classification and valuation of imported goods, preventing undervaluation, and ensuring correct duties and taxes imposition, thus safeguarding the government's revenue.



Advancing Secure and Efficient Trade Supply Chains

The AOCG played a pivotal role in establishing the BOC's Authorized Economic Operator (AEO) office in 2023. Aligned with the World Customs Organization's SAFE Framework of Standards, the AEO Program aims to facilitate seamless international trade movements while ensuring supply chain security.

The AEO Office serves as a dedicated space for the BOC to collaborate with businesses and international partners, highlighting the trade facilitation benefits of the AEO Program. Currently, three companies, Toyota Motor Philippines Corporation, Panasonic Manufacturing Philippines Corporation, and Coca-Cola Beverages. These three AEO members are currently being evaluated for Level 2 Accreditation.



On January 3, 2023, the Philippines has also signed its first MRA with China. The Philippines aims to conduct negotiations with the Customs administrations of Hongkong, Israel, Japan and Korea by 2023.

Through these initiatives, the BOC is committed to foster secure and efficient trade supply chains, bolstering economic growth and regional cooperation.

Finally, ASEAN Agreement on Mutual Recognition Arrangement was also signed on May 12, 2023.





MANAGEMENT INFORMATION SYSTEM AND TECHNOLOGY GROUP



The Management Information System and Technology Group (MISTG) spearheads the BOC's transformation into a world-class customs administration through digitalization. Aligned with the BOC's priority programs, the MISTG develops and implements advanced information communication technology (ICT) systems to enhance productivity, efficiency, and reduce human intervention.

Streamlining Customs Processes through ICT-Enabled Systems

In the first semester of 2023, the MISTG diligently worked on key ICT projects to streamline customs processes, paving the way for more efficient operations.

Two crucial systems, the Automated Export Declaration System (AEDS) and the Customs Auction Monitoring System (e-Auction System), are set for implementation.

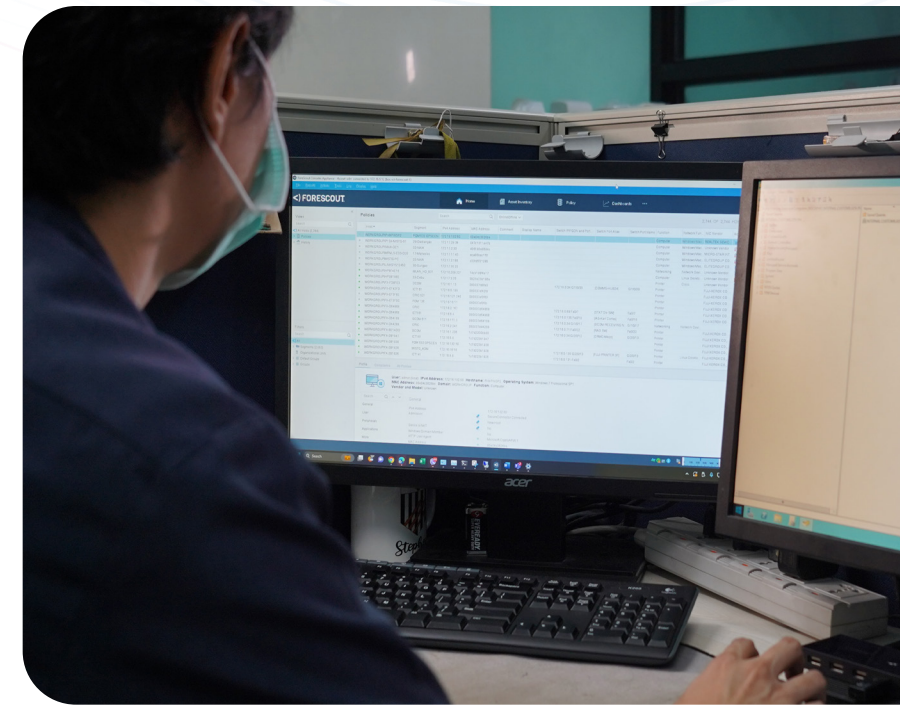
The AEDS enables electronic submission and transmission of authorized Export Declaration-Single Administrative Document, enhancing trade facilitation. The e-Auction System empowers users across all ports to manage online registration and bidding, streamlining auction processes.



Additionally, the MISTG is developing three additional ICT projects: the E-Service Catalog System streamlining service requests and monitoring; the Document Management System (DMS) capturing, tracking, and storing electronic documents with ease; and the Overstaying Container Tracking System (OSTracker) providing real-time updates on the disposition activities of overstaying cargo/containers, enhancing cargo management.

Ongoing ICT Projects for Implementation

- Automated Export Declaration System
- Customs Auction Monitoring System
- E-Service Catalog System
- Document Management System
- Overstaying Container Tracking System





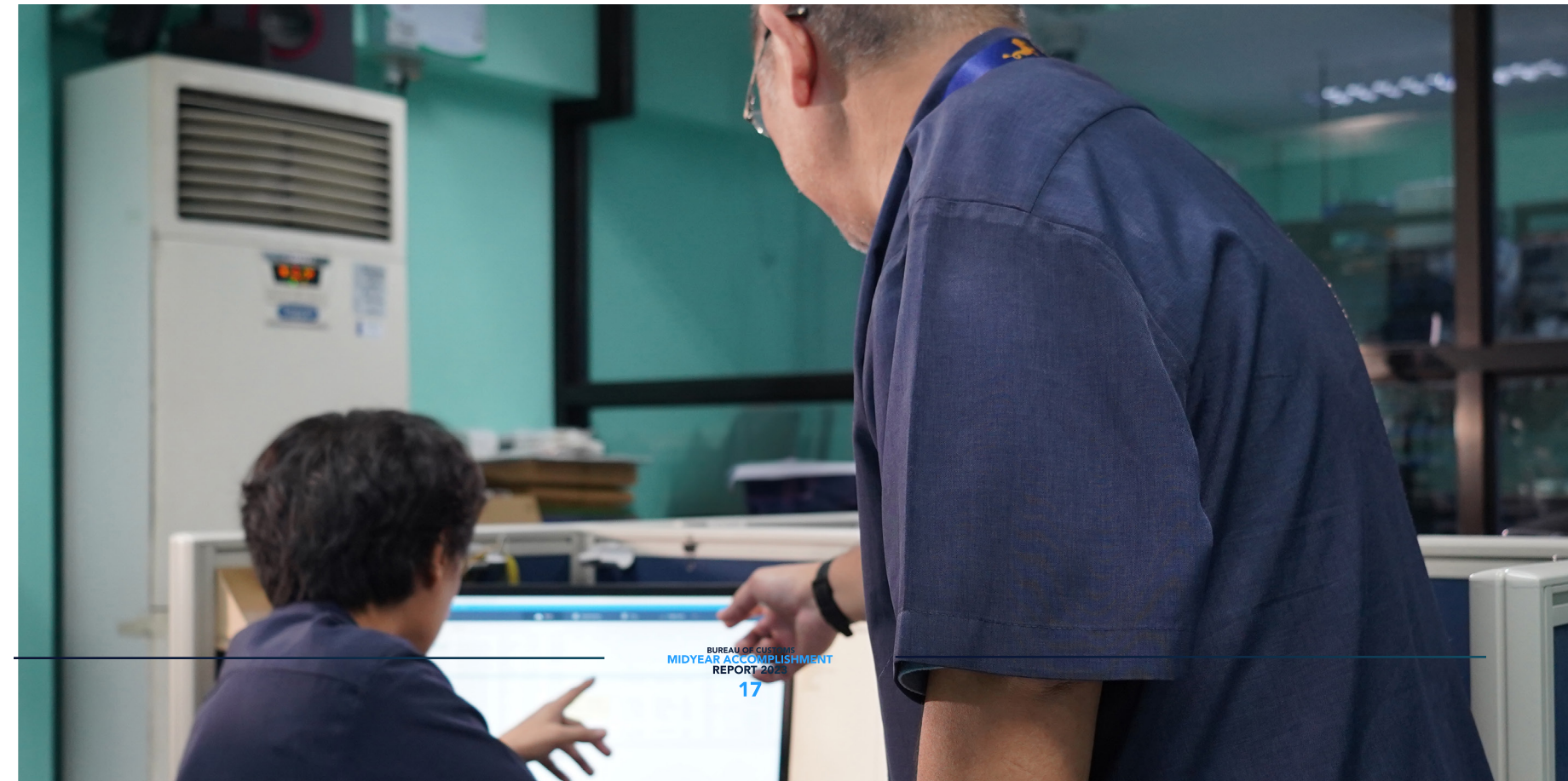
Simplifying and Securing Trade through Inter-Agency Collaboration

To further simplify and secure trade, the MISTG has partnered with the Department of Information and Communications Technology (DICT) to integrate the i-Declare System with e-Travel. This integration allows travelers to complete customs forms and pay duties and taxes electronically, minimizing the need for physical forms and in-person interactions with customs officials. Through this partnership, the BOC gains DICT's support in ensuring efficient and digitally secure service delivery to the public.

Promoting Personnel Development through ICT Training

Aligned with the BOC's priority program of uplifting employee welfare and development, the MISTG has successfully conducted training sessions to enhance personnel capabilities and knowledge on various ICT systems and portals, including iDeclare and the Customer Care Portal System. By providing refresher training, the MISTG ensured that employees were well-versed in utilizing these systems, facilitating seamless and efficient customs procedures.

These training initiatives have played a crucial role in uplifting employee welfare and development at the BOC, equipping personnel with the skills needed to handle complex ICT systems and portals, resulting in increased operational efficiency and customer satisfaction.





REVENUE COLLECTION MONITORING GROUP

The Revenue Collection Monitoring Group (RCMG) has been instrumental in the BOC's successes in the first semester of 2023, contributing significantly to the accomplishment of the bureau's priority programs. With a focus on increasing revenue collection, curbing smuggling, and harmonizing customs processes, the RCMG has demonstrated exceptional performance and unwavering dedication to the Bureau's mission.

Boosting Revenue with E-Payment System



The RCMG has taken significant steps towards digitalizing its revenue collection process by implementing an e-payment service.

In collaboration with the Landbank of the Philippines, the BOC will utilize the Link.BizPortal for customs-related payment transactions. This digital banking solution streamlines and digitizes manual activities, making payment transactions more efficient and accessible. The online payment system benefits payors by enabling convenient digital payments without the need for physical visits to the BOC.



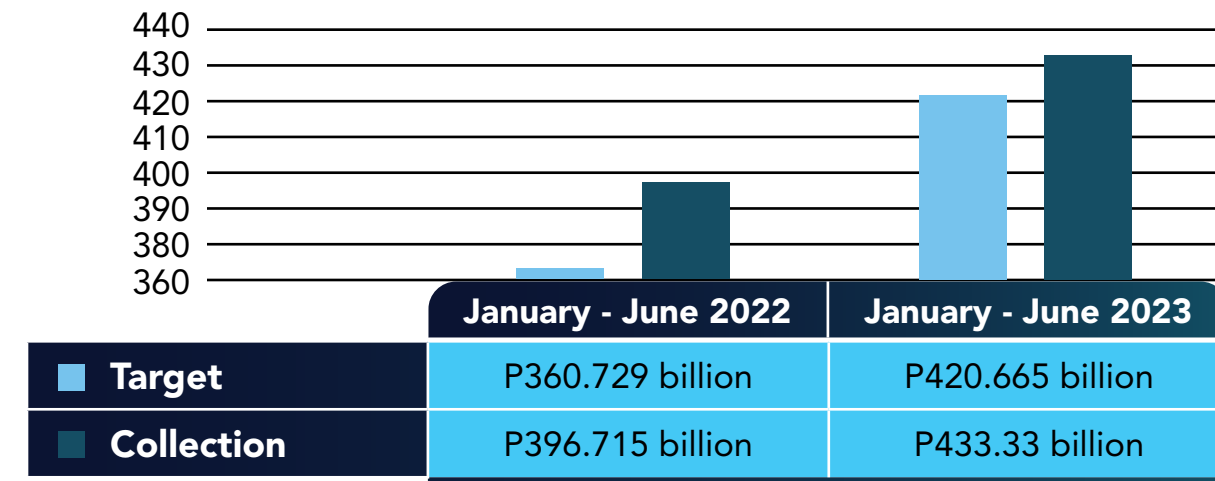
Strong Revenue Collection Performance

The RCMG played a key role in propelling the BOC's revenue collection efforts to new heights. As of June 30, 2023, the BOC surpassed its revenue target by an impressive 3.04%, recording a surplus of P12.768 billion. This remarkable achievement represents a substantial 9.26% growth in revenue compared to the previous year's collection.

Monthly collection targets from January to May 2023 were consistently met by the collective efforts of the 17 Collection Districts of the BOC. The BOC attributed its collection performance to its higher rate of assessment, mainly due to its improved system of determining the customs value of imported goods.

RCMG also monitors the collection vis-a-vis the volume and value of imports per port to check the rate of assessment and ensure proper collection of duties and taxes.

Revenue Collection
2023 vs. 2022



Filed Cases against Illicit Traders

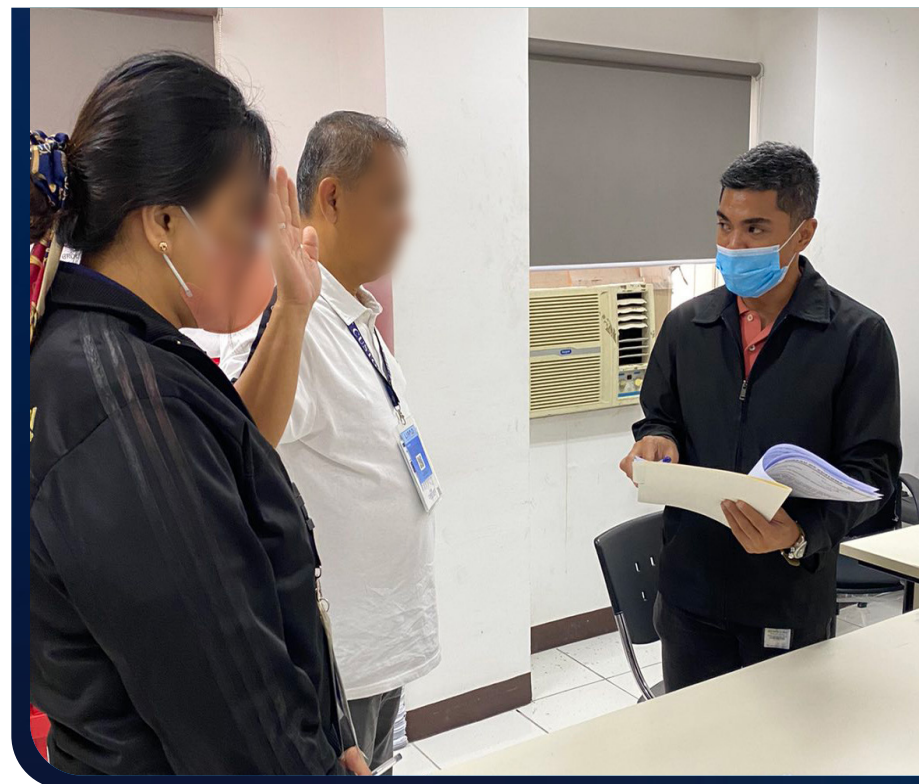
The RCMG's resolute efforts in combating smuggling have yielded tangible results. Through the Bureau's Action Team Against Smugglers, the RCMG has filed 74 criminal complaints before the Department of Justice (DOJ) and two administrative complaints before the Professional Regulation Commission (PRC) against importers and customs brokers who violated customs laws. These cases encompass a range of smuggling activities, including agricultural products, cigarettes, food items, fuel, general merchandise, and used clothing.

 **74**
Criminal
Complaints

 **2**
Administrative
Complaints

Criminal Cases Filed by Type of Commodity

Commodity	No. of Cases
Agricultural Products	56
Fuel	11
Food Items	4
Cigarette	1
General Merchandise	1
Used Clothing	1



Strengthened BOC-DOJ Collaboration

Efficient prosecution of cases is a vital aspect of the RCMG's responsibilities. In 2023, the RCMG initiated a meeting with the DOJ to enhance collaboration through the DOJ-BOC Task Force. Both parties reviewed policies and circulars to streamline communications and procedures for case processing, aiming to resolve bottlenecks and expedite legal actions.





Harmonizing Customs Processes through Policy Formulation

The RCMG's Project Management Office (PMO) played a critical role in simplifying customs processes and securing trade. The facilitation of customs issuances showcased the RCMG's dedication to enhancing efficiency and transparency. Notably, Customs Administrative Order No. 01-2023 amended CAO 02-2022, leading to significant improvements in the Rules and Regulations for the Implementation of the ATA System in the Philippines. Additionally, three Customs Memorandum Orders (CMOs) issued from January to June 2023 streamlined processes and promoted transparency.

Promoting Knowledge-Sharing through BOC-DOJ Legal Summit

Exemplifying its commitment to knowledge-sharing and advancements in its Legal Service, the RCMG organized a Legal Summit in partnership with the DOJ. The summit convened state prosecutors, customs lawyers, and key stakeholders to enrich their knowledge and capabilities in profiling, preparing and drafting pleadings, and prosecuting customs cases. Engaging discussions covered essential topics on customs laws, rules, regulations, legal procedures, and jurisprudence. Expert insights into the latest developments and challenges in prosecuting customs cases were shared and discussed, fostering further enhancements in customs law enforcement and prosecution.



BOC Issuances

The PMO continuously releases Memoranda/ Circulars/ Orders that are aligned with the different new projects of the Bureau for automation or updates.

No.	CAO / CMO No.	Title
1	CAO 1-2023	Amendment to CAO 2-2022 on the Rules and Regulation in the Implementation of ATA System in the Philippines
2	CMO 9-2023	Amendment to Annex "B" of CMO No. 19-2022 entitled: "Implementation of Electronic Zone Transfer System (E-ZTS) for the Inter-Zone Transfer of Goods Between PEZA-Registered Enterprises (PREs)"
3	CMO 10-2023	Guidelines on the Operation of the Bureau of Customs Customer Assistance and Response Services (BOC-CARES) Unit to Establish Effective Mechanism in Addressing Stakeholders Complaints/Concerns
4	CMO 12-2023	Guidelines on the Issuance of Proof of Origin, Granting of Preferential Tariff Treatment, and Verification Procedures under the Regional Comprehensive Economic Partnership (RCEP) Agreement

Ensuring Compliance with COA Standards

The RCMG, specifically the Revenue Accounting Division (RAD), has been instrumental in upholding the BOC's compliance with International Public Sector Accounting Standards (IPSAS), resulting in significant recognition from the COA. The COA's issuance of an Unmodified Opinion, also known as an Unqualified Opinion, on the BOC's Financial Statements acknowledges the agency's adherence to IPSAS and its stringent accounting practices. The RCMG-RAD's contribution establishes a strong foundation for financial management within the BOC.





POST-CLEARANCE AUDIT GROUP



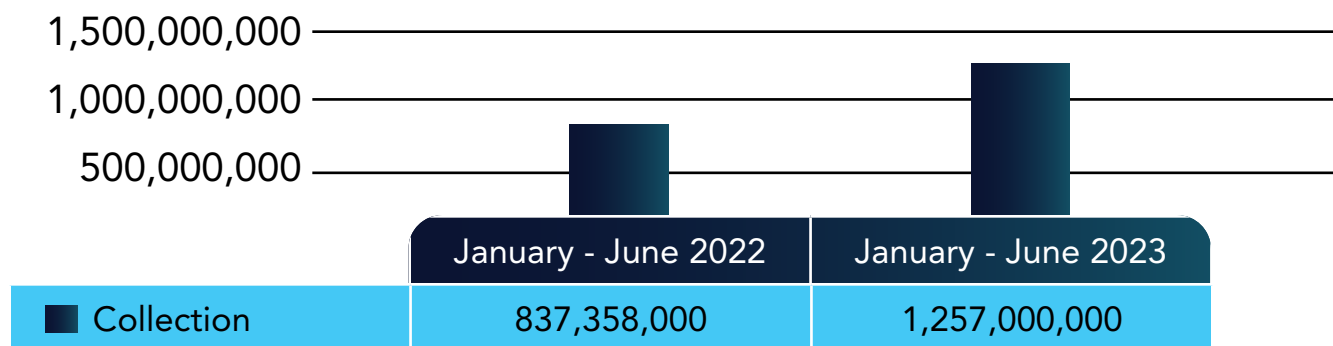
The Post-Clearance Audit Group (PCAG) plays a significant role in ensuring compliance among importers with customs laws, regulations, and procedures after the release of goods from customs control. Since its revival in 2017, by virtue of Executive Order No. 46 series of 2017, the PCAG has protected government revenue, facilitated legitimate trade, and ensure compliance among importers.

Collecting Revenue for the BOC through Audit Findings and Prior Disclosure Program



The post-clearance audit verifies the accuracy and completeness of customs declarations, ensuring correct classification of goods, declared customs value, origin, and other relevant information. The PCAG's thorough audits detect attempts to undervalue goods, misclassify for lower duties, or engage in fraudulent activities, protecting government revenue. This has contributed to increased revenue collection, generating additional revenues of P58.294 million from audit findings and P1.199 billion from the 121 Prior Disclosure Program applications in the first half of 2023. The Group's efforts have led to a running total of additional revenue of P1.257 billion, a 50% increase compared to the previous year's collection for the same period.

**Collections from Post-Clearance Audits and PDP Applications
2022 vs 2023**



Collection from Audit Findings	P58.294 million
Collection from PDP Applications	P1.199 billion



Recognition of PCAG's Top Importers Based on Voluntary Disclosures

Identifying areas of non-compliance, the PCAG provides valuable feedback to importers and exporters, promoting smoother and more efficient trade. The group acknowledged top importers, including Mondelez Philippines Inc, Japan Tobacco International, Inc., and Glaxosmithkline Philippines, Inc., for settling deficiency duties and taxes. Nestle Philippines Inc and Wyeth Philippines, Inc. received recognition for their voluntary disclosures through the Bureau's Prior Disclosure Program (PDP). These importers' commitment to responsible tax practices showcases their dedication to compliance and supports the government's revenue collection efforts.

Enhancing Customs Policies and Procedures for Improved Trade Facilitation

Through audits and engagement with importers and exporters, the PCAG gains valuable insights into industry practices and challenges. This feedback enables the group to improve customs policies and procedures while building capacity within the customs administration. The PCAG is revisiting and reviewing Customs Administrative Order No. 01-2019 to include provisions for post clearance audit of Customs Bonded Warehouses (CBWs), locators, and consolidators, ensuring greater compliance and oversight. Additionally, the group is exploring the possibility of transferring operational support for the liquidation and billing divisions/units under the PCAG, streamlining processes and enhancing efficiency.





ENFORCEMENT GROUP

The Enforcement Group (EG) has achieved exceptional results in its relentless pursuit to curb smuggling during the first half of 2023. Aligned with Commissioner Rubio's priority program, the group has made significant contributions to the Bureau's mission.



Strong Anti-Smuggling Operations

In the first half of 2023, the Enforcement and Security Service (ESS) under EG seized over P1.263 billion worth of smuggled goods, curbing the distribution of anti-social goods, including dangerous drugs, and safeguarding public health and safety.

Summary of Seizures of ESS		
No.	CAO / CMO No.	Title
January	59	196,561,725.02
February	29	189,629,158.65
March	90	602,589,367.25
April	13	17,711,908.68
May	37	80,546,750.00
June	15	176,340,290.00
Total	243	1,263,379,199.60



Collaborating with other law enforcement and military agencies, such as the Philippine Coastguard, Philippine National Police, and Philippine Navy, the ESS successfully executed operations leading to the seizure of approximately 2.97 million liters of illicit diesel fuel, 80,800 liters of illicit gasoline, three (3) truck lorries, and six (6) fuel-carrying vessels.



Strengthening Maritime Patrol to Combat Smuggling

The EG has bolstered its maritime presence with Fast Patrol Vessels operated by the ESS Water Patrol Division (ESS-WPD), deterring smuggling activities over maritime waters. Notable seizures include P7.395 million worth of smuggled cigarettes confiscated in Zamboanga on January 5, P21.649 million worth of smuggled onions seized in the same area on January 25, and over P19.212 million worth of smuggled cigarettes successfully seized in Davao on February 22. The ESS-WPD's maritime presence preserves the integrity of trade and ensures the security of maritime waters.



Facilitating Secured Trade through Fuel Marking Program

The EG has achieved significant milestones in its marking operations, ensuring proper taxation and detection of illicit fuel products. Using a proprietary Fuel Analyzer, over 9.418 billion liters of diesel, gasoline, and kerosene were effectively marked in the first half of 2023, resulting in the collection of over P114.533 billion in taxes. The EG's marking operations prevent the circulation of illicit fuel, distinguishing between legitimate and illicit products, and safeguarding the integrity of the fuel industry.

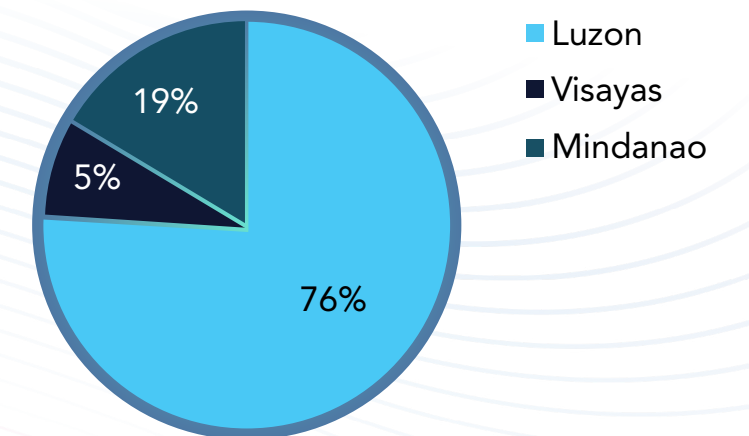


Volume of Marked Fuel and Revenue Collected

Fuel Type	Volume	Revenue Collected
Diesel	5,438,302,999	196,561,725.02
Gasoline	3,951,388,436	55,028,477,825.84
Kerosene	29,250,910	255,169,805.28
Total	9,418,942,345	114,533,778,299.03

The distribution of marked fuel volume shows that Luzon accounts for 76%, followed by Mindanao with 19% and Visayas with 5%. This pattern is attributed to Petron, the oil refinery giant supplying refined fuel products to nationwide oil depots. The robust marking operations in Luzon reflect the region's significant role in the country's fuel industry.

Regional Distribution of Marked Fuel



Securing National Borders from Environmental Hazards

The Environmental Protection & Compliance Division (EPCD), operating under the EG-ESS, secures the nation's borders from potential environmental hazards by intercepting shipments of Ozone Depleting Substances alternatives, Controlled Chemicals, and other hazardous Chemicals. The EPCD's vigilant efforts in scrutinizing importation documents have resulted in the confiscation of environmentally harmful substances, upholding the country's commitment to environmental protection and compliance.



Ensuring Secured Trade of Imported Motor Vehicles

The ESS Motor Vehicle Monitoring and Compliance Office (EMVMCO) plays a vital role in promoting secured trade and preventing transnational crimes involving imported motor vehicles. EMVMCO issued 3,768 clearances of "no derogatory information" nationwide and verified 58,700 units in the first semester of 2023, ensuring compliance with necessary legal requirements. Collaborating with the Land Transportation Office (LTO), EMVMCO submitted 489 transmittal reports covering 6,189 units of vehicle Engine/Chassis, streamlining registration processes, and promoting efficient and compliant motor vehicle trade practices.



INTELLIGENCE GROUP



The Intelligence Group (IG) of the BOC has achieved remarkable success in the first half of the year, reaffirming its vision of being a modern, credible, and proactive intelligence group securing Philippine trade borders from customs violations. Its clear mission includes gathering intelligence, conducting internal inquiries and investigations, and developing countermeasures against corruption, smuggling, and customs fraud, making it a forefront protector of customs operations.



Cracking Down on Smugglers Leads to Record-Breaking Seizures

The IG has proven its mettle in the fight against smuggling, making headlines with record-breaking seizures of illicit goods in various ports and regions. In the first half of the year, the IG's relentless efforts resulted in the confiscation of a staggering PHP 23,851,101,267.65 worth of smuggled commodities, dealing a significant blow to criminal syndicates engaged in illicit trade.

The group successfully seized a range of high-value commodities in its anti-smuggling operations. Counterfeit goods topped the list at PHP 15,544,667,817.94, followed by agricultural products at PHP 2,900,073,821.17. Tobacco products accounted for PHP 1,856,155,293.40 of seized goods, while illegal drugs amounted to PHP 1,140,626,459.35. General merchandise rounded out the top five at PHP 960,212,707.59.

Summary of Seized Products in the 1st Semester of 2023		
Commodity	No. of Seizures	Estimated Value (Php)
Counterfeit Goods	214	15,544,667,817.94
Agricultural Products	123	2,900,073,821.17
Cigarettes/Tobacco	135	1,856,155,293.40
Illegal Drugs	49	1,140,626,459.35
General Merchandise	7	960,212,707.59
Fuel / Oil	9	726,028,553.11
Steel Products	1	585,203,500.00
Electronics	12	46,289,808.08
Food Stuff	6	30,067,061.24
Chemicals	6	17,088,235.43
Firearms	2	11,986,218.42
Currency	2	11,343,517.40
PPE, Medical Supplies, Cosmetics	4	10,714,938.29
Vehicles & Accessories	2	7,233,227.71
Other Products	9	3,276,636.52
Jewelry	22	133,472.00
Total	603	P23,851,101,267.65

In terms of the number of seizures, the IG reported the following top 5 seized commodities: counterfeit goods (214 seizures), tobacco (135 seizures), agricultural products (123 seizures), illegal drugs (49 seizures), and jewelry (22 seizures).

Intensified Vigilance Yields Success in Mitigating Agricultural Smuggling

The IG has played a crucial role in the BOC's campaign to combat agricultural smuggling. From January to June 2023, the IG conducted 123 seizure operations, targeting reported smuggled agricultural products across different ports and regions nationwide. These operations led to the discovery and confiscation of more than PHP 2.9 billion worth of smuggled agricultural products, underscoring IG's commitment in protecting the local agricultural industry and ensuring a level playing field for legitimate traders.



Strengthened Inter-Agency Coordination to Combat Drug Smuggling

The IG, together with the X-ray Inspection Project, exhibited robust collaboration with the Inter-Agency Drug Interdiction Task Group (IADITG) at key locations such as the Ninoy Aquino International Airport (NAIA), Port of Clark, and the Philippine Drug Enforcement Agency (PDEA) in the first half of the year. As a result of their intensified efforts, a staggering PHP 1,140,626,459.35 worth of illegal drugs were seized.

Illegal Drugs	No. of Seizures	Estimated Value
Shabu	22	952,920,528.00
Cocaine	3	71,936,504.80
Unlabelled	3	55,416,719.16
Marijuana	15	46,851,947.39
Ecstasy	3	13,434,400.00
Cannabidiol	2	56,000.00
Ketamine	1	10,360.00
Total	49	P1,140,626,459.35

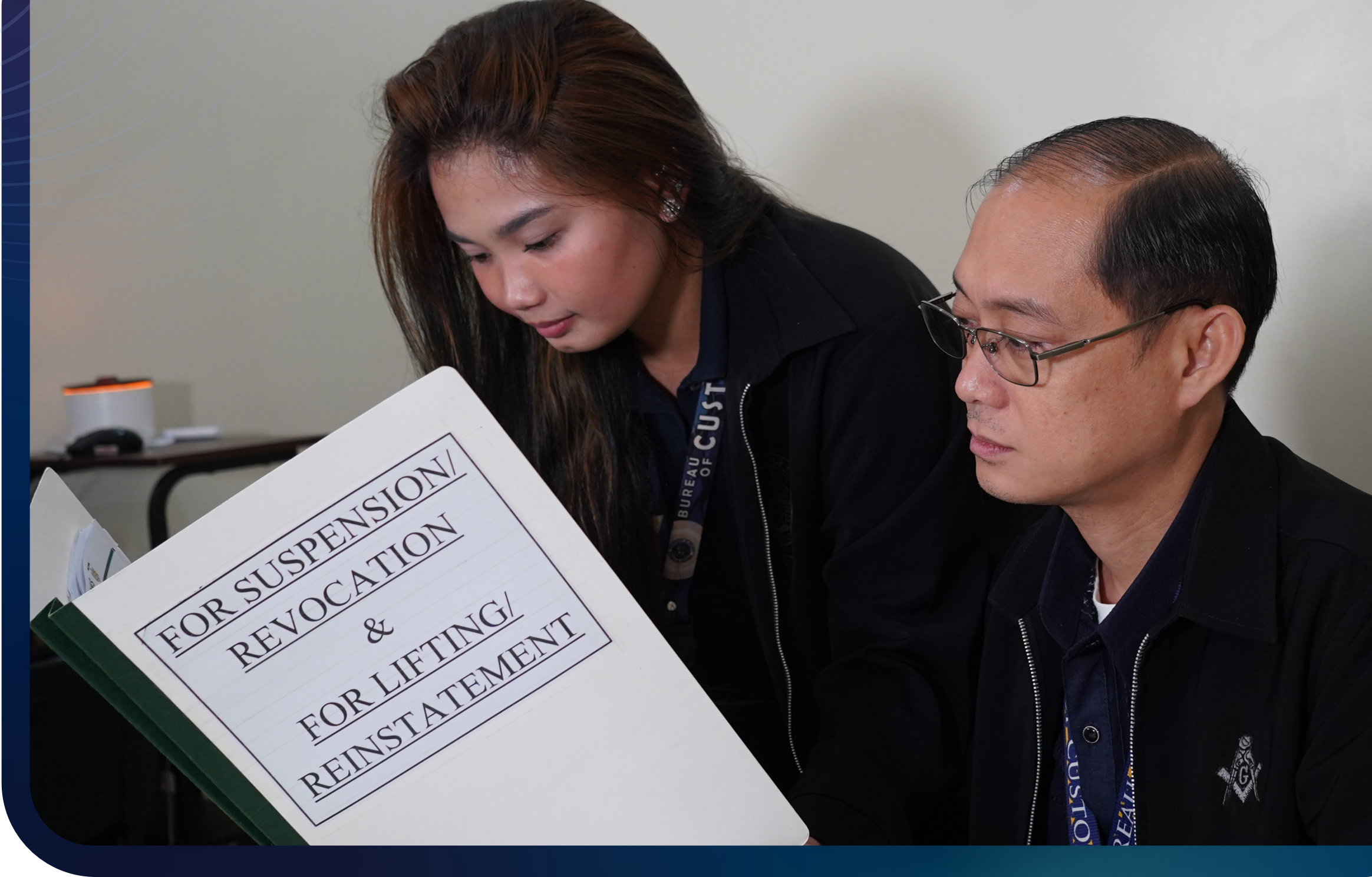
This successful joint operation underscores the BOC's commitment to combat drug smuggling and protect the nation from illicit substances. The strong partnership and coordination between BOC and other enforcement agencies have proven instrumental in preventing dangerous drugs from infiltrating the country, ensuring the safety and well-being of the Filipino people.



Ensuring Trade Integrity through Accreditation

The Accounts Management Office (AMO) under IG has successfully processed the accreditation of 7,115 importers and 1,234 customs brokers, demonstrating its commitment in facilitating legitimate trade and ensuring compliance with customs regulations.

The AMO also took firm action against those who violated customs laws, rules, and regulations. As a result, the accreditation of 85 importers and 33 customs brokers was revoked. This demonstrates the AMO's dedication to maintain the highest standards of integrity and ensure that only reputable and compliant entities are accredited to engage in customs-related activities.





INTERNAL ADMINISTRATION GROUP

Committed to achieving the BOC's 5-Point Priority Programs, the Internal Administration Group (IAG) has showcased remarkable accomplishments in three crucial areas: Digitalization of Customs Processes, Simplification of Procedures and Facilitation of Secured Trade, and Upliftment of Employee Welfare and Development.

Active Participation in International Engagements

Spearheaded by the External Affairs Office, the BOC has proactively engaged with Customs administrations worldwide, leading to numerous fruitful collaborations. Through notable events such as the World Customs Organization Council Meeting, ASEAN Directors-General of Customs Meeting, and the Korea Customs Week, the BOC has gained valuable insights and adopted best practices in trade facilitation, border control, and revenue collection from its international counterparts. These efforts underscore the BOC's unwavering commitment to continuous improvement and effective customs administration.

Within the ASEAN region, the BOC remains dedicated to promote collaboration and drive progress in trade facilitation and customs development. By forging strategic regional partnerships, the BOC endeavors to create an enabling environment for sustainable economic growth while adhering to international customs standards.



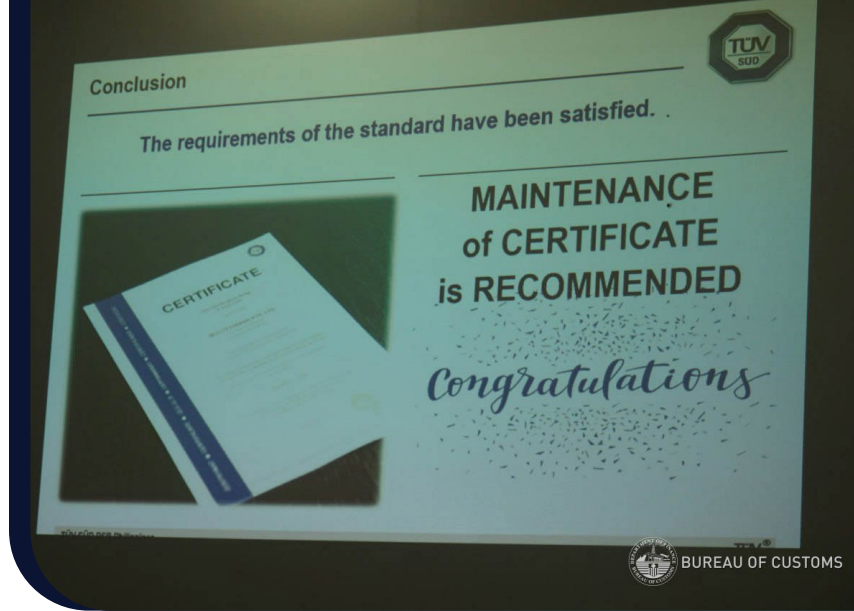
Employee Welfare and Development Initiatives

Recognizing the crucial role of its personnel, the IAG has spearheaded efforts to uplift employee welfare and development.

First, the Employees' Consultative Assembly conducted by the IAG has provided an avenue for participatory governance, fostering a sense of belongingness and unity among the BOC's workforce.

Demonstrating a keen focus on employee well-being, the Medical and Dental Division organized wellness services, medical tests, and vaccination programs in collaboration with the Philippine Red Cross and other partners. Furthermore, active participation in disaster preparedness drills underscored the BOC's unwavering commitment to personnel safety and community protection.

Moreover, the Human Resource Management Division successfully recruited 71 new personnel and promoted 214 existing employees. The selection process followed the Competency-based Human Resource Management (CBHRM) framework and a comprehensive merit and selection program. These measures were implemented to ensure that the Bureau acquires and retains high-quality talent, contributing to its continued success.



Promoting Quality Service through ISO Certification

The BOC, through the Interim Internal Quality Management System Office, continues to promote integrity and improve its quality management systems, resulting in the acquisition of 23 ISO 9001:2015 Quality Management System (QMS) certificates to date.

Eleven collection districts, including the Port of Manila, Manila International Container Port, and Port of Cebu, are already ISO QMS certified, along with all Customer Care Centers. The Port of Zamboanga, Port of Limay, and customs processes at international airports in NAIA Terminal 1 and Davao have also secured the ISO certificate. Additionally, seven subports and the Risk Management Office have obtained ISO certifications.

Regular surveillance audits are conducted to ensure compliance, and other BOC offices are currently undergoing internal audits to prepare for ISO certification. The commitment to continuous improvement and expanding QMS scope showcases the BOC's dedication to quality service and excellence.

Ensuring Integrity in BOC Financial Statements

The BOC successfully obtained an Unmodified Opinion, the highest evaluation granted by the Commission on Audit (COA) to a government agency. This recognition is a testament to the unwavering dedication and hard work of IAG's Accounting Division in ensuring the accuracy and integrity of the BOC's Financial Statements.

The achievement not only boosts employee morale within the BOC but also reinforces public confidence in the agency's commitment to transparency and accountability. With this accolade, the BOC stands as a beacon of excellence, showcasing its stringent financial controls and dedication to fraud prevention.

This recognition further solidifies the BOC's image as a trustworthy custodian of public funds and resources, motivating the agency to continually strive for excellence in its financial management practices.



Investing in Personnel Development

The Interim Training Development Division (ITDD) has contributed to the realization of the BOC's priority program to uplift employee development. In the first half of 2023, the division has successfully facilitated a total of 157 learning and development programs, showcasing a strong commitment in enhancing the skills and competencies of BOC personnel.

An impressive aspect of the division's efforts is the organization of 62 international learning and development programs, demonstrating the BOC's effort in providing its employees with exposure to global best practices and trends. Through these international programs, BOC personnel are equipped with valuable insights and knowledge that can be applied to their roles, enhancing the efficiency and effectiveness of customs operations.

By fostering a culture of continuous learning and professional growth, the ITDD has empowered BOC employees to excel in their respective fields. These accomplishments pave the way for a more skilled and competent workforce, positioning the BOC for even greater success in fulfilling its mandate of promoting secure and efficient trade while ensuring revenue collection and combating smuggling.



Promoting Transparency through Effective Communication Strategies

The Public Information and Assistance Division (PIAD) has made remarkable strides in promoting transparency and integrity in the BOC through effective communication strategies and a strengthened feedback mechanism.


In the first semester of 2023, the PIAD successfully conducted two significant activities, the Communications Summit, and the Image Building Workshop. These events marked a groundbreaking milestone as they were the first-ever activities conducted by the BOC with the primary goal of enhancing the Bureau's image and fostering public awareness through strategic communications and public relations.


Moreover, the Customer Assistance and Response Service under PIAD, the Bureau's frontline office, has achieved remarkable success in addressing stakeholder concerns. With an impressive 90% resolution rate, the team efficiently processed 24,474 out of 27,390 issues raised across multiple communication channels, including social media, email, calls, and the portal from January to June 2023.

The PIAD's efforts have significantly contributed to building a more transparent and communicative BOC, enhancing public trust and awareness of the Bureau's operations. By fostering strong relationships with the public and stakeholders, the PIAD plays a crucial role in shaping the image of the BOC and upholding its commitment to transparency and integrity.

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