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OCOM Memo No. 80-2023

REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF CUSTOMS

A modernized and credible customs administration that upholds good governance and is among the world's best

MEMORANDUM

FOR : ASSISTANT COMMISSIONER
DEPUTY COMMISSIONERS
ALL DISTRICT COLLECTORS
ALL CONCERNED OFFICES

FROM : BIENVENIDO Y. RUBIO
Commissioner *[Signature]*

SUBJECT : REITERATION ON THE SUBMISSION OF THE ACTION TAKEN
FOR OVERDUE COMPLAINTS

DATE : 19 December 2023

In reference to Republic Act (RA) 11032, also known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 which aims to promote integrity, accountability, proper management of public affairs and public property, as well as to streamline current systems and procedures of government services and the prevention of graft and corruption in government, all concerned offices are hereby directed to follow the provisions of RA 11032, specifically section 9(b)(1) with the following processing time:

No. of Days	Type of transaction
Three (3) working days	Simple transactions
Seven (7) working days	Complex transactions
Twenty (20) working days	Highly technical transactions

In line thereto, requests, and complaints endorsed by the Public Information and Assistance Division – Customer Assistance and Response Service (PIAD-CARES) shall prioritize and expedite the processing and resolution prescribed on the RA. 11032.

For strict compliance.

