



BUREAU OF CUSTOMS

MAKABAGONG ADUANA, MATATAG NA EKONOMIYA

MASTER COPY



PROFESSIONALISM INTEGRITY ACCOUNTABILITY

U.P. LAW CENTER
OFFICE of the NATIONAL ADMINISTRATIVE REGISTER
Administrative Rules and Regulations
26 July 2023

DEC 07 2023
R 23-1189
OHAR Registration
TIME: 2:30 BY: [Signature]

CUSTOMS MEMORANDUM ORDER
No. 14-2023

SUBJECT: REVISED BUREAU OF CUSTOMS PROGRAM ON AWARDS AND INCENTIVES SERVICE EXCELLENCE (BOC-PRAISE)

Section 1. INTRODUCTION. Pursuant to the Revised Policies on Employee Suggestions and Incentive Awards System (ESIAS) provided under Civil Service Commission (CSC) Resolution No. 010112 and CSC MC No. 01, s. 2001¹ and, this Customs Memorandum Order (CMO) hereby provides the revised guidelines and procedures of Program on Awards and Incentives for Service Excellence (PRAISE).

Section 2. PURPOSE.

1.1 General:

1.1.1 To encourage, recognize, and reward employees' suggestions, innovative ideas, inventions, discoveries, superior accomplishments, heroic deeds, exemplary behavior, extraordinary acts or services in the public interest and other personal efforts contributing to the efficiency, economy, and improvement of the Bureau's operations, whether individually or collectively done regardless of his/her gender, disability, political affiliation, ethnicity, civil status, as well as socio-economic condition.

1.2 Specific:

- 1.2.1 To establish a mechanism for identifying, selecting, rewarding, and providing incentives to deserving employees at the start of each year;
- 1.2.2 To identify outstanding accomplishments, best practices of employees on a continuing basis;
- 1.2.3 To identify outstanding accomplishments and innovations periodically or as the need arises;
- 1.2.4 To provide incentives and interventions to motivate employees who have contributed ideas, suggestions, inventions, discoveries, outstanding accomplishments, and other personal efforts.

¹ CSC MC No. 1, s. 2001 or the Program on Rewards and Incentives for Service Excellence

Bureau of Customs
CENTRAL RECORDS MGT. DIVISION

CERTIFIED TRUE COPY OF THE ORIGINAL
[Signature]
MARGARET G. MANALAYSAY
Administrative Officer V

Section 3. SCOPE. This CMO shall apply to all BOC officials and employees in the career and non-career service.

Section 4. DEFINITION OF TERMS.

- 4.1 **Award** – refers to recognition which may be monetary or non-monetary in nature conferred on an individual or group of individuals for ideas, suggestions, inventions, discoveries, superior accomplishments, heroic deeds, exemplary behavior, extraordinary acts or services in the public interest and other personal efforts contributing to the efficiency, economy, and improvement in government operations and organizational productivity.
- 4.2 **Career** – refers to positions in the civil service characterized by (1) entrance based on merit and fitness to be determined as far as practicable by competitive examination or based on highly technical qualifications; (2) opportunity for advancement to higher career positions; and (3) security of tenure.
- 4.3 **Contribution** – refers to any input which can be in the form of idea or performance that will contribute to the efficiency, effectiveness, and economy in government operations.
- 4.4 **Discovery** – refers to uncovering of something previously existing but found or learned for the first time which will improve public service delivery.
- 4.5 **Idea Type Contribution** – refers to an idea, a suggestion or an invention, or discovery for improvement to effect economy in operation, to increase production and improve working conditions.
- 4.6 **Incentive** – refers to monetary or non-monetary motivation given to an official or employee for contributions, suggestions, inventions, ideas, satisfactory accomplishments, or demonstration of exemplary behavior based on agreed performance standards and norms of behavior.
- 4.7 **Invention** – refers to creation of something previously non-existent which will benefit the government.
- 4.8 **Non-Career** – refers to position in the civil service characterized by (1) entrance on bases other than those of the usual tests of merit and fitness utilized for the career service; and (2) tenure which is limited to a period specified by law, or which is coterminous with that of the appointing authority or subject to his pleasure, or which is limited to the duration of a particular project for which purpose employment was made.
- 4.9 **Performance Type Contribution** – refers to performance of an extraordinary act or service in the public interest in connection with, or related to one's official employment; or an outstanding community service or heroic acts in the public interest; or sustained work

performance for a minimum period of one (1) year which is over and above the normal performance requirement of an individual or group.

- 4.10 **Suggestion** – refers to an idea or proposal intended to improve work performance, enhance systems and procedures, and promote economy in operations for the benefit of the government.
- 4.11 **System** – refers to the agency awards and incentives program for employees.

Section 5. BASIC POLICIES.

- 5.1 Every Department or Agency such as the Bureau of Customs shall establish its own employee suggestions and incentives awards system;
- 5.2 The PRAISE shall give emphasis on the timeliness of giving award or recognition. Aside from conferment of awards during the traditional or scheduled awarding ceremonies, the spirit of on-the-spot granting of recognition shall be institutionalized;
- 5.3 The PRAISE shall provide both monetary and non-monetary awards and incentives to recognize, acknowledge and reward productive, creative, innovative and ethical behavior of employees through formal and informal modes to the extent of putting themselves in danger to perform their duties and functions;
- 5.4 At least five percent (5%) of the Human Resource Management Division (HRMD) funds shall be allocated for the PRAISE and incorporated in the Agency's Annual Work and Financial Plan and Budget, subject to the budgeting and auditing rules and regulations promulgated by the Department of Budget and Management and Commission on Audit;
- 5.5 The PRAISE shall be institutionalized through the creation of BOC PRAISE Committee. The Bureau shall ensure that the first and second rank level employees are represented in the BOC PRAISE Committee, and that merit and fitness principles are upheld in all its policies and programs; and
- 5.6 The BOC PRAISE Committee shall be responsible for the System's implementation, operation, administration and shall ensure that the System will adhere to the principle on providing incentives and awards based on performance, innovative ideas, and exemplary behavior and shall not discriminate based on gender identity, sexual orientation, disabilities, religion, and/or indigenous group membership in the implementation of its rewards and incentive program.

Bureau of Customs
CENTRAL RECORDS MGT. DIVISION

**CERTIFIED TRUE COPY
OF THE ORIGINAL**
mm
MARGARET G. MANALAYSAY
Administrative Officer V

A Modernized and Credible Customs Administration That is Among the World's Best

South Harbor, Gate 3, Port Area, Manila 1099
8527-4537, 8527-1935 ; www.customs.gov.ph | boc.cares@customs.gov.ph

Section 6. AWARDS AND INCENTIVES.

MASTER COPY
hms

6.1 Bureau Wide Awards

Annually and during the Bureau's Anniversary Celebration, the following awards may be considered for conferment:

6.1.1 Best Customs Personnel Award – granted to an individual or individuals who excelled among peers in a functional group, positions, or profession (i.e., Best District Collector of Customs, Best Customs Officer in Assessment, Best Division Chief).

6.1.2 Best Organizational Unit Award – granted to the top organizational unit/s which may be a section, a division, an office, a sub-port, or a port based on meeting agreed targets and other pre-determined criteria.

6.1.3 Collection Achievers Award – conferred to ports and sub-ports who reached at least one hundred percent of their annual collection target. The Collection Achievers Awardees will be announced during the annual BOC Anniversary celebration.

a. Bronze: achieved 100% to 129% of the annual target

b. Silver: achieved 130% to 159% of their annual target

c. Gold: achieved 160% and above of their annual target

6.1.4 Others may be determined by the BOC Praise Committee

6.2 Group / Collection District Awards

As often as maybe necessary and in such fitting occasions such as Flag Raising Ceremony, the following awards may be considered subject to fund's availability:

6.2.1 Service Award – conferred on personnel who are due for compulsory retirement. Employees availing of the incentive need to have rendered at least fifteen (15) years of service in the Bureau. This award shall be in the form of a plaque, a token, and cash incentive.

Retirees who have pending administrative/ criminal cases shall not be entitled to the Service Award unless a dismissal of the case has been released.

6.2.2 Gantimpala Agad Award – given to employees who have rendered exemplary service to the public; employees who risked their lives in an emergency situation; and employees who were

Bureau of Customs
CENTRAL RECORDS MGT. DIVISION

**CERTIFIED TRUE COPY
OF THE ORIGINAL**

MARGARET G. MANALAYSAY
Administrative Officer V

commended by clients due to courtesy, promptness, honesty, efficiency, and dedication to duty.

6.2.3 Loyalty Incentive Award – granted to an employee who has continuously and satisfactorily served the Bureau for at least ten (10) years. The recipient shall be entitled to a cash award in accordance with existing policies.

6.2.4 Professional Development Award – shall be awarded to the following employees with a performance rating of at least Very Satisfactory (VS). The said award shall be in the form of a certificate of recognition and cash incentive.

a. Employee who has finished a course or a degree within or outside the country while working in the Bureau at one's own expense.

b. Employee who has passed a licensure examination without receiving financial assistance from the Bureau. The said license should be directly related to the job in the Bureau.

c. Employee who has placed in the Top Ten (10) in a licensure examination which may or may not be directly related to the job in the Bureau and without receiving financial support from the Bureau.

6.2.5 Other awards as may be determined by the Group / Collection District Praise Committee.

6.3 National Awards

The BOC shall participate in the search for deserving employees who may be included in the screening of candidates for awards given by other government agencies, private entities, non-government organizations (NGOs), and other award giving bodies.

6.4 Nature of Awards and Incentives

Both Bureau-wide and Group/ District Level awards and incentives shall be in the form of monetary and/or non-monetary. Apart from the usual Trophies, Plaques, and Certificates, the following are the other forms of non-monetary incentives:

6.4.1 Personal Growth Opportunities – incentives which may be in the form of books, journals, association dues in professional organizations, and other learning opportunities that shall contribute to the employee's growth and development.

Bureau of Customs
CENTRAL RECORDS MGT. DIVISION

CERTIFIED TRUE COPY

OF THE ORIGINAL

Margaret G. Manalaysay
MARGARET G. MANALAYSAY
Administrative Officer V

A Modernized and Credible Customs Administration That is Among the World's Best

South Harbor, Gate 3, Port Area, Manila 1099
8527-4537, 8527-1935 | www.customs.gov.ph | boc.cares@customs.gov.ph

6.4.2 Other Incentives – incentives in kind such as travel package, stay in the hotel, service rings, gadgets, gift certificates, and merchandise.

Section 7. COMPOSITION AND ROLES OF THE BOC CENTRAL AND LOCAL PRAISE COMMITTEE.

7.1 The Composition of BOC PRAISE Committee

7.1.1 Central PRAISE Committee

Chairperson	Deputy Commissioner, Internal Administration Group
Vice-chairperson	Director III, Administration Office
Members	<p>Chief, Accounting Division Chief, Budget Division Chief, HRMD Chief, Planning and Policy Research Division</p> <p>One (1) representative for second level position or alternate, who shall be the designated by the duly accredited employee association and shall serve for a period of two (2) years</p> <p>One (1) representative for first level position or alternate, who shall be the designated by the duly accredited employee association and shall serve for a period of two (2) years</p>
Secretariat	<p>Chief, Central Records Management Division or designated representative</p> <p>Representative, HRMD</p>

7.1.2 Local PRAISE Committee

Designation	Group	Collection District
Chairperson	Deputy Commissioner	District Collector
Members	<p>All Service Directors</p> <p>All Division Chiefs</p> <p>One (1) representative for second level position or alternate, who shall be the designated by the duly accredited</p>	<p>All Deputy Collectors or equivalent</p> <p>One (1) representative for second level position or alternate, who shall be the designated by the duly accredited employee association and shall</p>

Bureau of Customs
 CENTRAL RECORDS MGT. DIVISION
CERTIFIED TRUE COPY
 OF THE ORIGINAL
Margaret G. Manalaysay
 MARGARET G. MANALAYSAY
 Administrative Officer V

A Modernized and Credible Customs Administration That is Among the World's Best

South Harbor, Gate 3, Port Area, Manila 1099
 8527-4537, 8527-1935 | www.customs.gov.ph | boc.cares@customs.gov.ph

	employee association and shall serve for a period of two (2) years One (1) representative for first level position or alternate, who shall be the designated by the duly accredited employee association and shall serve for a period of two (2) years	serve for a period of two (2) years One (1) representative for first level position or alternate, who shall be the designated by the duly accredited employee association and shall serve for a period of two (2) years
Secretariat	Employee designated by Deputy Commissioner	Employee designated by Deputy Commissioner

7.2 Duties and Responsibilities:

The BOC PRAISE Committee shall be responsible for the development, administration, monitoring, and evaluation of the awards and incentives system of the Bureau of Customs. As such, the Committee shall meet periodically to perform the following tasks:

- 7.2.1 Establish a system of incentives and awards to recognize and motivate employees for their optimum performance and best conduct;
- 7.2.2 Formulate, adopt, and amend internal rules, policies, and procedures to govern the conduct of their activities which shall include the guidelines to be observed in evaluating the nominees and the mechanism for recognizing awardees pursuant to this CMO;
- 7.2.3 Develop criteria for awards and incentives in compliance with the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM);
- 7.2.4 Determine the appropriate forms of awards and incentives to be granted;
- 7.2.5 Monitor the implementation of approved suggestions and ideas through regular feedback and reports;
- 7.2.6 Prepare plans, identify resources and proposed budget for the System annually;
- 7.2.7 Develop, produce, and distribute a system policy manual and orient the employees on the same;

Bureau of Customs
CENTRAL RECORDS MGT. DIVISION
**CERTIFIED TRUE COPY
OF THE ORIGINAL**
Margaret G. Manalaysay
MARGARET G. MANALAYSAY
Administrative Officer V

- 7.2.8 Document best practices, innovative ideas, and success stories which will serve as promotional materials to sustain interest and enthusiasm;
- 7.2.9 Submit an annual report on the awards and incentives system to the CSC, through HRMD, on or before 30th day of January;
- 7.2.10 Monitor and evaluate the System's implementation every year and make necessary improvements to ensure its suitability to the Bureau;
- 7.2.11 Address issues relative to the rewards and incentives within fifteen (15) days from the date of receipt by the Committee; and
- 7.2.12 PRAISE Committee/s together with the HRMD shall maintain a database of the profiles of the awardees as well as the awards and corresponding demographics.

The PRAISE Committee/s may also employ external or independent body/ies to assist them attain a more judicious and objective implementation of this System of awards and incentives.

Section 8. PROCEDURES OF NOMINATION AND SELECTION.

8.1 Announcement of Awards and Incentives

- 8.1.1 At the start of the year, the PRAISE Committee/s will announce identified bureau-wide, group and collection district level, as well as national-level awards and incentives for the current year. The said awards and incentives shall be relevant to the goals of the Bureau; and
- 8.1.2 The details of the awards and incentives shall be disseminated to different groups and collection districts through HRMD.

8.2 Submission of Nominations

- 8.2.1 All nominations for Group and Collection Districts level awards and incentives shall be submitted to their respective PRAISE Committees within a timeline set by the Committee/s;
- 8.2.2 The endorsement of the nominees shall include the following:
 - a. Letter of indorsement;
 - b. Accomplished Personal Data Sheet;
 - c. Approved Individual Performance Commitment Report for the last rating period covered for the award;

Bureau of Customs
CENTRAL RECORDS MGT. DIVISION

**CERTIFIED TRUE COPY
OF THE ORIGINAL**
Margaret G. Manalaysay
MARGARET G. MANALAYSAY
Administrative Officer V

A Modernized and Credible Customs Administration That is Among the World's Best

South Harbor, Gate 3, Port Area, Manila 1099
8527-4537, 8527-1935 | www.customs.gov.ph | boc.cares@customs.gov.ph

- d. Certificate of No Pending Administrative or Criminal Case from the Legal Service;
 - e. Certification that the nominee/s has not been found guilty of administrative or criminal offense at the time of nomination;
 - f. Letter of commendation or justification of the nomination from the Head of Office concerned;
 - g. Documentation that describes the circumstances in which the nominees displayed innovative ideas, heroic deeds, outstanding performance, inventions, discoveries, superior accomplishments, exemplary behavior, or extraordinary acts;
 - h. Any other documents which may be required by the PRAISE Committee/s
- 8.2.3 Nominations for the Group / Collection District level awards and incentives shall be properly evaluated, deliberated, and recommended by the respective PRAISE Committees before conferring the awards.
- 8.2.4 The PRAISE Committees shall evaluate the nominations based on the completeness of the submitted documents as well as on the criteria set by the Committee for each award and incentive category;
- 8.2.5 The following officers shall select the winners for the below-listed award categories under Section 6 of this CMO:
- a. Group-level: Deputy Commissioner concerned
 - b. District-level: District Collector concerned
- 8.2.6 The Central PRAISE Committee Secretariat shall consolidate all the nominations for the bureau-wide awards and incentives, and prepare the list of qualified nominees to be submitted to the BOC PRAISE Committee for deliberation; ✓
- 8.2.7 The BOC PRAISE Committee shall submit to the Commissioner the evaluated and ranked nominees for selection;
- 8.2.7 The Central PRAISE Committee shall convene to evaluate the nominations and announce the names of the top five (5) qualified employees in each category of the bureau-wide awards and incentives;

Bureau of Customs
CENTRAL RECORDS MGT. DIVISION

**CERTIFIED TRUE COPY
OF THE ORIGINAL**
Margaret G. Manalaysa
MARGARET G. MANALAYSA
Administrative Officer V

- 8.2.8 The respective PRAISE Committee Secretariats shall prepare Minutes of the Deliberation on the selection of the qualified nominees of each award and incentive category;
- 8.2.9 If an employee wants to appeal the nomination of any one in the shortlist, he/she must file a written appeal addressed to the Chairperson of the BOC PRAISE Committee within one (1) week upon announcement of the nominees;
- 8.2.10 The Central PRAISE Committee Secretariat shall collate the appeals and coordinate with divisions concerned to discern if the appeal holds merit;
- 8.2.11 The Central PRAISE Committee Secretariat shall submit the summary of the justified appeals to the Central PRAISE Committee;
- 8.2.12 The Central PRAISE Committee shall reevaluate the nominations and disqualify based on justified appeals, and submit the remaining shortlisted nominees to the Commissioner for his final selection;
- 8.2.13 The respective PRAISE Committee Secretariats shall ensure that minutes of all meetings are recorded, filed, and accessible for PRAISE Committees for deliberation and reference;
- 8.2.14 The qualified nominees who were not selected as winners shall receive a letter of recognition signed by the Commissioner or the Deputy Commissioner/District Collector concerned, depending on the award category.

Section 9. FEEDBACK MECHANISM.

9.1 Collating of Feedbacks

- 9.1.1 At the end of every semester, the BOC PRAISE Committee Secretariat shall conduct a survey among the BOC employees regarding the programs on rewards and recognition implemented during the previous semester.
- 9.1.2 Once the survey results data are collected, the BOC PRAISE Committee Secretariat shall prepare a report on the result of the survey conducted which will be submitted to the BOC PRAISE Committee for evaluation.

9.2 Processing of Feedbacks

- 9.2.1 Every month following a semester, the BOC PRAISE Committee of both Central and Collection District shall convene to deliberate on the result of the survey conducted to identify, recommend, and

A Modernized and Credible Customs Administration That is Among the World's Best

South Harbor, Gate 3, Port Area, Manila 1099
8527-4537, 8527-1935 | www.customs.gov.ph | boc.ccras@customs.gov.ph

Bureau of Customs
CENTRAL RECORDS MGT. DIVISION
**CERTIFIED TRUE COPY
OF THE ORIGINAL**
Margaret G. Manalaysay
MARGARET G. MANALAYSAY
Administrative Officer V

adopt necessary improvements on the programs implemented during the previous semester.

Section 10. REPORTING.

The BOC PRAISE Committee, through HRMD, shall prepare and submit the Annual PRAISE Reports to its respective Civil Service Commission Regional Office on or before the thirtieth (30th) day of January to enable the employees to qualify for nomination to the CSC sponsored national awards such as the Lingkod ng Bayan, Dangal ng Bayan, and Pagasa Awards.

Section 11. FUNDING.

The BOC shall allocate at least five percent (5%) of the HRMD funds for the PRAISE and incorporate in the Agency's Annual Work and Financial Plan and Budget.

Section 12. REPEALING CLAUSE.

All other issuances inconsistent with this Order are hereby considered repealed, superseded, or modified accordingly.

Section 13. SEPARABILITY CLAUSE.

If, for any reason, any provision of this CMO is held to be unconstitutional or invalid, other sections or provisions hereof which are not affected thereby shall continue to be in effect.

Section 14. EFFECTIVITY.

This BOC PRAISE shall become effective upon approval by the Civil Service Commission. Subsequent amendments shall likewise be submitted to the CSC for evaluation and shall take effect immediately upon approval.

Section 15. COMMITMENT.

I hereby commit to implement and abide by the provisions of this Customs PRAISE which shall be the basis for the grant of awards and incentives including Productivity Incentive Bonus.

Bureau of Customs
CENTRAL RECORDS MGT. DIVISION

**CERTIFIED TRUE COPY
OF THE ORIGINAL
MARGARET C. MANALAY
Administrative Officer V**


BIENVENIDO Y. RUBIO
Commissioner



AUG 09 2023

Civil Service Commission National Capital Region (CSC-NCR) Action for the Bureau of Customs
(BOC) Program on Awards and Incentives for Service Excellence (PRAISE)

Reviewed by:



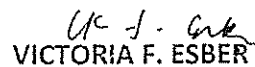
MA. FERLITA L. GUILLERMO
Chief Human Resource Specialist
Policies and Systems Evaluation Division

Recommended by:



HANS R. ALCANTARA
Acting Director III

Approved by:

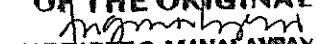


VICTORIA F. ESBER
Director IV

1.04.00 2023

Bureau of Customs
CENTRAL RECORDS MGT. DIVISION

**CERTIFIED TRUE COPY
OF THE ORIGINAL**



MARGARET G. MANALAYSAY
Administrative Officer V



MASTER COPY
hmt

06 November 2023

BIENVENIDO Y. RUBIO
Commissioner
Bureau of Customs
South Harbor, Gate 3
Port Area, Manila

Dear Commissioner Rubio:

Thank you for submitting to this Office the proposed guidelines on the Program on Awards and Incentives for Service Excellence (PRAISE) of the Bureau of Customs (BOC).

Evaluation of the proposed BOC PRAISE shows its general compliance with CSC Memorandum Circular No. 1, s. 2001. Thus, the same is hereby APPROVED.

We look forward to the successful implementation of the BOC PRAISE.

Very truly yours,

V. F. Esber
VICTORIA F. ESBER
Director IV

C: DIRECTOR II MIRA MICHELLE A. BRAZIL
CSC FO – Department of National Highways

PSED/HRA/MFLG/rar

Bureau of Customs
CENTRAL RECORDS MGT. DIVISION

CERTIFIED TRUE COPY
OF THE ORIGINAL
M. G. Manalaysay
MARGARET G. MANALAYSAY
Administrative Officer V

Bawat Kawani, Lingkod Bayani