



REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF FINANCE  
**BUREAU OF CUSTOMS**

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OFFICE of the NATIONAL ADMINISTRATIVE REGISTER  
Administrative Rules and Regulations

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REGISTERED  
CNAR Registration No. 24-0204  
BY: [Signature]

Date: February 16, 2024

**CUSTOMS MEMORANDUM ORDER**  
NO. 03 - 2024

**SUBJECT: COMMITTEE ON ANTI-RED TAPE ACT IN THE BUREAU OF CUSTOMS IN COMPLIANCE WITH REPUBLIC ACT NO. 11032, ITS COMPOSITION, FUNCTIONS, DUTIES, AND RESPONSIBILITIES.**

**Section 1. Introduction.** In the interest of the service and pursuant to the provisions of Republic Act (RA) No. 11032<sup>1</sup>, Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) No. 2020-07<sup>2</sup> and MC No. 2023-08<sup>3</sup>, this Customs Memorandum Order (CMO) hereby provides for the composition of officials and employees to the Committee on Anti-Red Tape (CART) in the Bureau of Customs (BOC) and providing for its functions, duties, and responsibilities.

**Section 2. Scope.** This Order shall apply to all concerned offices and personnel in the BOC.

**Section 3. Objectives.** This Order is being issued to:

- 3.1 Ensure BOC's compliance with RA No. 11032, its Implementing Rules and Regulations (IRR), and subsequent ARTA issuances;
- 3.2 Establish the BOC-CART and define its composition, functions, duties, and responsibilities;
- 3.3 Identify focal persons and offices within BOC and their functions, duties, and responsibilities;
- 3.4 Minimize bureaucratic red tape and promote transparency and predictability of customs processes; and

<sup>1</sup> RA No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018

<sup>2</sup> ARTA MC No. 2022-07, Subject: Guidelines on the Designation of CART in Agencies Concerned in Compliance with RA No. 11032 and its IRR

<sup>3</sup> ARTA MC No. 2023-08 Amendment on Certain Provisions of Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) No. 2020-07 dated 30 September 2020, Pertaining to the Guidelines on the Designation of a Committee on Anti-Red Tape (CART)



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- 3.5 Promote continual improvement of all customs services for the betterment of public service delivery and ensure efficiency and simplicity of processes.

**Section 4. Composition.** The BOC-CART shall be composed of the following:

**Chairperson:** Deputy Commissioner,  
Internal Administration Group

**Vice Chairperson:** Deputy Commissioner,  
Assessment and Operations Coordinating Group

**Members:** Director, Legal Service  
Director, Administration Office  
Director, Financial Management Office  
Director, Imports and Assessment Service  
Director, Port Operations Service  
Director, Customs Intelligence and Investigation Service (CIIS)  
Chief, System Management Division  
Chief, Planning & Policy Research Division (PPRD)  
Chief, Human Resource Management Division  
Chief, Public Information & Assistance Division (PIAD)  
Chief, Central Records Management Division (CRMD)  
Head, Interim Internal Quality Management System Office  
Head, Customer Care Center, Port of Manila  
CART Focal Person from 17 Collection Districts  
CART Focal Person from 7 Groups

**Secretariat**

**Head:** Representative, PPRD

**Members:** Representative, CRMD  
Representative, PIAD

**Section 5. Functions, Duties, and Responsibilities.** The BOC-CART shall ensure the agency's compliance with the requirements of RA No. 11032, its IRR, and subsequent issuances by the ARTA, as may be applicable. These requirements pertain to the following:

- 5.1 Conduct reengineering of systems and procedures, compliance cost analysis, time and motion studies, and evaluation and improvement of all the services of the Bureau, if deemed necessary, using the concepts





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and tools indicated in the Whole-of-Government (WOG) Reengineering Manual issued by ARTA;

- 5.2 Compliance to the provisions of ARTA MC No. 2022-06, or the MC Establishing the National Policy on Regulatory Management System (NPRMS), as applicable, particularly on the following:
  - 5.2.1 Submission of the Annual Regulatory Plan (ARP) not later than 07 March of each year;
  - 5.2.2 Submission of a Regulatory Notification Form (RNF), in the absence of an ARP, to notify ARTA of every formulation, modification, and repeal of regulations, ordinances, or other related issuances;
  - 5.2.3 Conduct of post-implementation assessment and review of existing regulations, ordinances, or other related issuances;
  - 5.2.4 Conduct of a Preliminary Impact Assessment (PIA) whenever there is an intent to formulate, modify, or repeal a regulation and the subsequent submission of a Preliminary Impact Statement (PIS) for ARTA's review and assessment;
  - 5.2.5 Preparation and submission of a Regulatory Impact Statement (RIS) upon completion of each Regulatory Impact Assessment (RIA) conducted, for ARTA's review and assessment;
  - 5.2.6 Referral of ARTA's policy option recommendations to the appropriate decision-makers within the Bureau; and
  - 5.2.7 Encoding of all existing (both in-effect and repealed) regulations and issuances to populate the Philippine Business Regulation Information System (PBRIS), once operational;
- 5.3 Adoption of the Philippine Good Regulatory Principles (PGRP), Including the coordination of the orientation of employees involved in the PGRP Awards, determination of the qualifications of the agency and documentation of best practices, innovative ideas, and success stories that shall serve as bases for nomination for the PGRP Awards, formulation of internal guidelines and mechanism for nomination, submission of the nomination to ARTA containing the qualifications of the agency with collected evidence and detailed description of its best practices, innovative ideas, and success stories, among others;
- 5.4 Conduct effective knowledge transfer, or Information dissemination among office employees on ARTA-related trainings, briefings, or such

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related matters obtained by office staff and submission of a status report on the activities conducted within sixty (60) days from the end of the training;

- 5.5 Register new regulations and issuances to the following, if applicable, within fifteen (15) days from issuance:
  - a. University of the Philippines Office of National Administrative Register (UP ONAR), and
  - b. Official Gazette for publication;
- 5.6 Set up the most current and updated service standards and inclusion of the same in the Citizen's Charter of the Bureau in accordance with the suggested template and prescribed manner of writing issued by ARTA through MC No. 2019-02 and its Reference B, including the following:
  - 5.6.1 Submission of the updated Citizen's Charter Handbook to ARTA, together with an updated Certificate of Compliance (CoC) duly signed by the Head of Agency or authorized representative;
  - 5.6.2 Identification of official personnel who shall encode and submit the Citizen's Charter through the Anti-Red Tape Electronic Management Information System (ARTEMIS), once operational;
  - 5.6.3 Monitoring and periodic review of the Citizen's Charter of the Bureau, specifically the procedures/ steps, timeline, documentary requirements, fees, and other information indicated in the Citizen's Charter; and
  - 5.6.4 Posting of the most current and updated Citizen's Charter - Information Billboard in the most conspicuous space of the office, with the relevant pages of the Citizen's Charter Handbook placed in the service counters of offices providing external services and the soft copy of the Citizen's Charter Handbook posted at the official website of the Bureau pursuant to ARTA MC No. 2019-02
- 5.7 Compliance of the BOC on the zero-contact policy in accordance with RA No. 11032;
- 5.8 Compliance of the external and internal services of the Bureau with the prescribed processing time as mandated by RA No. 11032 or the respective mandate under special law;
- 5.9 Implementation of the Harmonized Client Satisfaction Measurement (CSM) in accordance with the guidelines provided under MC No. 2022-005 and its amendment as may be applicable;





- 5.10 Submission to ARTA not later than the last working day of April of each year of the Client Satisfaction Measurement Report for each service based on the guidelines issued by ARTA; and
- 5.11 Establishment and management of a public assistance complaints desk or ARTA Helpdesk to effectively receive complaints, feedback, and monitor customer satisfaction via hotline numbers, short message service (SMS), information and communication technology, or other mechanisms where clients may express their complaints, comments, or suggestions.
- 5.12 Ensure that complaints forwarded by the Presidential Complaints Center, the Contact Center ng Bayan of the Civil Service Commission (CSC), and the Legal Office of ARTA are acknowledged, received, responded to, and acted upon within the designated period by the intended recipient within the Bureau.

In addition, under ARTA MC No. 2021-11 or the "Guidelines for Nationwide Implementation of Referral and Handling of Complaints involving Section 12(f) and 21(a) to (g) of RA No. 11032 to the CART and/or Legal Offices of Government Agencies", Section V. (2) of MC No. 2021-11 states that the CART/agency is given full discretion to adopt all lawful methods in resolving the complaint referred by ARTA.

- 5.13 As may be applicable, serve as the overall coordinating body for the establishment of an Electronic Business One Stop Shop (e-BOSS) in compliance with the mandate under RA No. 11032, its IRR, and other issuances by the ARTA. The CART must facilitate and assist various departments and offices involved during the development and implementation of e-BOSS, including logistical and personnel requirements, security of the system, development of a communication plan, implementation of contingency measures, and protection of data and information;
- 5.14 Ensure compliance and submission of the Zero Backlog Report under ARTA MC No. 2022-02, as amended by MC No. 2023-01, on or before 07 March of every year. It shall serve as the coordinating body relative to the implementation of the Report Card Survey (RCS) 2.0, providing the information and documents required by the Authority, as applicable.
- 5.15 Coordinate with the Bureau's communications/public relations office the dissemination of ARTA Information, Education, and Communication materials for public consumption. Moreover, it shall recommend policies, issuances, and measures to facilitate the implementation of RA No. 11032 and further improve related issuances and existing guidelines; and



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5.16 Perform such other functions, duties, and responsibilities under RA No. 11032 (amending RA No. 9485), its IRR and other issuances issued by ARTA.

**Section 6. Separability Clause.** If any part or provision of this CMO shall be declared invalid, such declaration shall not affect the validity of the remaining provisions of this CMO.

**Section 7. Effectivity.** This Order shall take effect immediately.



**BIENVENIDO Y. RUBIO**  
Commissioner

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