



### 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

16 May 2024

CUSTOMS MEMORANDUM CIRCULAR NO. 92-2024

TO: ALL BUREAU OFFICIALS AND EMPLOYEES

SUBJECT: ADOPTION OF BUREAU OF CUSTOMS (BOC) BASIC GOVERNANCE DOCUMENTS FOR YEAR 2024 TO 2028

In furtherance of the Bureau of Customs' Strategic Plan geared towards achieving the BOC's Vision, all officials and employees are hereby directed to adopt and align their respective semi-annual Office Performance and Commitment Review (OPCR) and Individual Performance and Commitment Review (IPCR) to the approved Strategy Plan for Year 2024 to 2028.

Relative thereto, attached is a copy of the abovementioned subject, for your guidance and perusal.

For records purposes, please confirm the dissemination of this circular throughout your offices within fifteen (15) days from receipt hereof.

For strict compliance.





POSITION

### PROCESSES, FUNCTIONS CORE

and overall performance by

MEASURES SUPPORT

### **Economic Growth**

passengers by optimizing the use of ICT, enhancing intelligence gathering and coordination with importation and Secure advance other agencies information on

classification, rules of origin and correct

proper valuation method, rules of

computation of duties and taxes by

integrating the entire assessment

process into the CPS

Ensure proper examination of import documents and goods, application of

ASSESSMENT

PRE-ARRIVAL

### TRADE FACILITATION

Reduce trade costs by simplifying and harmonizing customs procedures and implementing enhanced infrastructures and ICT Systems and by inter-agency cooperation

### ORGANIZATIONAL DEVELOPMENT

professionalism, and reengineering Improve delivery of public services institutionalizing meritocracy and

the organizational structure

### INTEGRITY DEVELOPMENT AND ACCOUNTABILITY

ethics, strengthen accountability Promote transparency, improve integrity action plan by implementing a

> Improve efficiency and effectiveness in MANAGEMENT AND DEVELOPMENT INFORMATION AND COMMUNICATION TECHNOLOGY

the exercise of customs functions

through full automation of all major

customs processes

### Vision

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

### Secured Border

### **Public Trust and Confidence**

**STRATEGY MAP 2028** 

**Bureau of Customs** 

# A modernized Customs administration which is among ASEAN's Top 3 by 2025

### CLEARANCE AND PAYMENT

expeditious clearance of goods implementation of automated payment of lawful duties and and passengers and secured Ensure streamlined and taxes through the full

Prevent customs fraud by enhancing

### SUPERVISION AND CONTROL OVER THE MOVEMENT OF VESSELS, **AIRCRAFTS AND GOODS**

movement of vessels, aircrafts and goods supervision and control over the and digitalizing processes

### POST-CLEARANCE AUDIT

Ensure compliance, detection of fraud and revenue leakages by strengthening the postclearance audit process

### **ENFORCEMENT AND PROSECUTION**

Prevent and suppress smuggling and other customs fraud through advance intelligence information and more aggressive prosecution of smuggling cases

environment, public health and safety, and secure customs premises and Prevent the entry of goods inimical to national security, society. government resources by utilizing advanced technology

BORDER CONTROL

### **LEGAL FRAMEWORK AND** POLICY DEVELOPMENT

FINANCIAL AND LOGISTICS Support and sustain strategic use of financial resources for direction by optimizing the timely delivery of logistics

MANAGEMENT

and participation in internationa through research, consultation, aligned with global standards Develop a legal framework

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

### **Core Values**

Professionalism | Excellence | Integrity | Accountability

DELIVERABLES		Secure advance information on importation and passengers by optimizing the use of ICT, enhancing intelligence gathering and coordination with other agencies		PRE-ARRIVAL ROADMAP (for Groups and Collection Districts
	Decreased number of non-compliant stakeholders	Increased number of seized shipments	Shortened processing time for accreditation	Collection Districts)

		Accredit	tation			NA.	
Development of the new ticketing system	Implementation of the Document Management System (DMS) in all Ports (to include stowage plans, CPRS (Paperless AMO accreditation)	Information dissemination of the automatic renewal of accreditation for compliant stakeholders	Regulation for the automatic renewal of accreditation for compliant stakeholders issued	Information dissemination and implementation of the automated accreditation system.	Regulations to implement the automated accreditation system issued	2024	
Implementation of the new ticketing system	Full utilization of the DMS	accreditation for compliant stakeholders	Implementation of the automatic renewal of	automated accreditation system for brokers	Full utilization of the	2025	
Full utilization of the new ticketing system		accreditation for compliant stakeholders	Development of a system for the automatic renewal of	acereditation system for importers	Full utilization of the automated	2026	DELIVERABLES
Enhancement of the new ticketing system	Enhancement of the DMS	for compliant stakeholders	Full utilization of the system for automatic	other government agencies	Full utilization of the automated accreditation	2027	Pediedsed intilibet of the compilation suscended
ting system						2028	

Pre- clearance	Risk Management	KRA	Secure
Full utilization of ACDD	Full utilization of the Offerse Management System (OMS)  Utilization of the electronic Advance Ruling System (e-ARS)  Issuance of regulations/implementing guidelines of NCIS  Development of user-training manual on NCIS  Cascading of regulations/implementing guidelines ie: NCIS  Full utilization of the NCIS  Full utilization of the NCIS	2024	PRE-ARRIVAL ROADMAP (f
	Enhancement of the	2025	PRE-ARRIVAL ROADMAP (for Groups Secure advance information on importation and passengers by optimizing the use of ICT, enhancing intelligence gathering and coordination with other agencies
Enhancement of ACDD	Enhancement of RMS  of the Cargo Targeting System (CTS)  Enhancement of the e-ARS  Enhancement of the be-ARS	2026	and Col
f ACDD	S) he e-ARS Enhancement of NCIS	2027	lection Districts) Shortened processing time for accreditation Increased number of seized shipments Decreased number of non-compliant stakeholders
		2028	creditation ipments t stakeholders

### **Rules on Specific** method, rules of classification, rules of origin and correct computation of duties and taxes by Ensure proper examination of import documents and goods, application of proper valuation KRA **Examination and Inspection Description of** Goods Information dissemination to all Ports Issuance of regulations to implement format for the proper declaration of Development of goods description the physical examination unit and inspection procedures integrating the entire assessment process into the CPS and stakeholders goods 2024 ASSESSMENT ROADMAP (for Groups and Collection Districts) Preparation and Signing of Customs Memorandum Order and Establishment of a functional and separate Physical Examination Unit with body worn cameras Implementation of Goods and gadgets linked to a **Description Format** recording system 2025 **DELIVERABLES Goods Description Format** Physical Examination Unit with body worn cameras Full Implementation of a and gadgets linked to a functional and separate 50% Compliance to the recording system 2026 Goods Description Format 75% Compliance to the Collection Efficiency 2027 100% Compliance to the Goods Description **Hormat** 2028

Customs Classifie	cation	Proper Classification	Enhanced Value Information Sys	tem (EVRIS)	NA	<b>V V V V V V V V V V</b>	nsure proper rules of classi	
Review of 35% on AHTN 2022 in preparation for AHTN 2027	Creation of a review team on AHTN 2022 in preparation for AHTN 2027	Monitor and review of proper Tariff Classification of at least 20% of Imported Commodities	Cross-matching of 50% of all transit/warehousing declaration for identification of values for inclusion in the EVRIS	Assignment of specification code of 85% of all imported commodities	2024		examination of import docume fication, rules of origin and corr entire assessmo	A
preparation for AHTN 2027	Review of 70% on AHTN 2022 in	Monitor and review of proper Tariff Classification of at least 30% of Imported Commodities	Cross-matching of 60% of all transit/warehousing declaration for identification of values for inclusion in the EVRIS	Assignment of specification code of 100% of all imported commodities	2025		insure proper examination of import documents and goods, application of proper valuation method rules of classification, rules of origin and correct computation of duties and taxes by integrating the entire assessment process into the CPS	ASSESSMENT ROADMAP (for Groups a
2022 in preparation for AHTN 2027	Review of 100% on AHTN	Monitor and review of proper Tariff Classification of at least 40% of Imported Commodities	Cross-matching of 70% of all transit/warehousing declaration for identification of values for inclusion in the EVRIS	U	2026	DELIVERABLES		(for Groups and Collecti
2027 AHTN	Full Implementation on	Monitor and review of proper Tariff Classification of at least 50% of Imported Commodities	Cross-matching of 80% of all transit/warehousing declaration for identification of values for inclusion in the EVRIS	Updating of Specification codes	2027		Collection Efficiency	nd Collection Districts)
		Monitor and review of proper Tariff Classification of at least 60% of Imported Commodities	Cross-matching of 90% of all transit/warehousing declaration for identification of values for inclusion in the EVRIS		2028			

# **ASSESSMENT ROADMAP (for Groups and Collection Districts)**

2028

ation of Rules of Origin	Ensure proper examination of import documents and goods, application of proper valuation method, rules of classification, rules of origin and correct computation of duties and taxes by integrating the entire assessment process into the CPS    DELIVERAL	nents and goods and correct corressment process Review of the	putation of proper into the CPS  utilization of e-CO ystem	Collection Effice 2026
KRA	2024	2025	DELIVERABLES 2026	2027
	Full implementation of the e-CO system	Review of the utilization of e-CO system	En	Enhancement of the e-CO system
Rules of Origin	Preparation and submission of program for awareness seminars and stakeholders engagement on the use of self-certification			
Application of	Intensified information dissemination and conduct of seminars on Advance Rulings regime for the origin determination of goods for stakeholders			
	Capacity building for BOC personnel concerned (local and international trainings) in identifying origin fraud and illegal transshipment			

S-1		PAY	MENT		est in the second secon	2.4			20	З П		
Formal	Treasury Management	Policy Su	pport		ance mate nt Sys	d	N.K.A		scured ba	nsure stre		
Issuance of regulations for theire angineered XIP process and procedures	Identification of scope and capacity building for real-time system for reconciliation of actual cash collection as against BTr system and submission of budget proposal	Issuance of regulations on the use of other digital payment platforms Issuance of regulations on the online order of payment system for miscellaneous payments	Issuance of regulations on the monitoring and reporting of all collection agents on payment system	Development of online order of payment system for Miscellaneous  Payments	Interconnectivity with other collection agents on payment system	Acceptance of other digital payment platforms	2024		automated systems	Ensure streamlined and expeditious clearance of goods and passengers		
Implementation of the new issuance in all Ports	Development of a real-time system for reconciliation of actual cash collection as against BTr system		Real time monitoring and reporting of all payments received	Integration/Provision of online order of payment systems. Miscellaneous Payments for collection agents	ction agents on payment system		2025				Sh	CLEARANCE AND PAYMENT ROADMAP (for Groups and Collection Districts)
	Partial implementation of a real-time system for reconciliation of actual cash collection as against BTr system		<u>Q</u>	order of payment system for for collection agents		Utilization of other digital payment platforms	2026	DELIVERABLES	Decreased number of unreconciled collection reports between BOC and Bureau of Treasury (BTR)		Shortened clearance period of good	AP (for Groups and Coll
	Full implementation of a real-time system for reconciliation of actual cash collection as against BTr system					yment platforms	2027		collection reports between (BTR)	Reduced non-compliance to customs regulations by travelers	ds from lodgement to On-L	ection Districts)
	Enhancement of a real-time system for reconciliation of actual cash collection as against BTr system						2028	en de la constante de la const	BOC and Bureau of Treasury	s by travelers	clearance period of goods from lodgement to On-Line Release System (OLRS)	

# **CLEARANCE AND PAYMENT ROADMAP (for Groups and Collection Districts)**

Ensure streamlined and expeditious clearance of goods and passengers and secured payment of lawful duties and taxes through the full implementation of automated systems

Shortened clearance period of goods from lodgement to On-Line Release System (OLRS) Reduced non-compliance to customs regulations by travelers

Decreased number of unreconciled collection reports between BOC and Bureau of Treasury

Passeng r and Baggag		Ex	press Shipme	nt	Po	stal	Info	rmal	NKA		
Full implementation of e-Travel System	Approved design of the new Informal Entry System for E-Commerce	Approved design for cross border E- Commerce System	Development of the new Informal Entry System for Express Shipments	Issuance of amended regulations on Informal Entry System for Express Shipments containing Low Dutiable Value commercial goods	Implementation of the PTS in NAIA	Launching of the Postal Tracking System (PTS)	Implementation of Balikbayan Box system	Review and issuance of amended regulations on Balikbayan box	2024		
Full utilization of e-Travel System	Commerce	Development of the new	Implementation of New Informal Entry System for Express Shipments containing Low Dutiable Value commercial goods	Implementation of the Informal Entry System for Express Shipments	FOIN	Implementation of the PTS in	Ports	Implementation of the	2025	DELI	(BIR)
Enhan	Commerce	Implementation of the new	by all concerned personnel in all Ports	Utilization of the Informal Entry		Full utilization of the PTS		Full utilization of the	2026	DELIVERABLES	
Enhancement of e-Travel System	System for E- Commerce	Full utilization of the new Informal Entry	Express Shipments	Enhancement of Informal Entry System for		f the PTS		Enhancement of Balikbayan Box system	2027 2028		

# **CLEARANCE AND PAYMENT ROADMAP (for Groups and Collection Districts)**

Warehousing		Shortened clearance period of goods from lodgement to On-Line Releas  Reduced non-compliance to customs regulations by travele description of the AEDS by all concerned stakeholders in all Ports  Shortened clearance period of goods from lodgement to On-Line Releas  Reduced non-compliance to customs regulations by travele (BTR)  DELIVERABLES  2025  2026  Shortened clearance period of goods from lodgement to On-Line Releas  Reduced non-compliance to customs regulations by travele (BTR)  DELIVERABLES  2026							
Propose the Integration of transit system to CBWs	Implementation of the AEDS in all Ports	Integration of PEZA Export System to the E2M AEDS	Issuance of CMO on the integration of PEZA Export System to the E2M AEDS	2024			streamlined and expeditious clear d payment of lawful duties and taxes automated s		
Implementation of transit system to CBWs		Utilization of the AEDS by all concerned stakeholders in all Ports		2025			rance of goods and passengers an as through the full implementation of systems	· S. A. M. S. C	
Utilization of transit system to CBWs				2026					
				2027	40	nciled collection reports between (BTR)	compliance to customs regulation	of goods from lodgement to On-L	
				2028	622 W 127 M 127 M 127	BOC and Bureau of Treasury	s by travelers	line Release System (OLRS)	

## SUPERVISION AND CONTROL OVER THE MOVEMENT OF VESSELS, AIRCRAFTS AND GOODS (for Groups and Collection Districts)

Supervis monito containers	sion and ring of and goods	Vessel and Superv		Manifest System	785	VD A	Prevent c		
Full implementation and utilization of the OSTracker System in all Ports	Proposed and approved design for Container Monitoring System (CMS)	Development and design of electronic monitoring tool for Special Permits to Discharge and underguarding of vessels	Publication of the Seaport Operations Manual and Airport Operations Manual	Implementation on the electronic submission of Outward Cargo Manifest (OCM)	2024		Prevent customs fraud by enhancing supervision and control over the movement of vessels, aircrafts and goods and digitalizing processes		
	Initial Implementation of CMS	Implementation of the electronic monitoring tool for Special Permits to Discharge and underguarding of vessels		Full implementation of OCM	2025	DELIVERAB			Districts
Enhancement of the OSTracker System	Full implementation and utilization of CMS in all Ports and Subports			Full utilization of OCM	2026	BLES	time monitoring of status of good transshipr	Real time monitoring of entrance	
ystem	Enhancement of CMS			Enhancement of OCM	2027 2028		Real time monitoring of status of goods from arrival, discharge to transit/transfer, transshipment or release	Real time monitoring of entrance and clearance of vessels and aircrafts	



### SUPERVISION AND CONTROL OVER THE MOVEMENT OF VESSELS, AIRCRAFTS AND GOODS (for Groups and Collection Districts)

Prevent customs fraud by enhancing supervision and control over the movement of KRA **Transit** integration of BOC Transit system with all ports covering bonded to bonded development of ETRACC System for system with existing system for free-Proposed integration of BOC Transit Expansion of the ETRACC system in transfers or bonded to free zone Approval of the design for the Regulation on ETRACC for air existing system for free-zone vessels, aircrafts and goods and digitalizing processes Approval of design for the Air shipments shipments transfers 2024 integrated BOC Transit system with existing system for free-Pilot implementation of the **ETRACC** for air shipments Utilization of the ETRACC Partial implementation of System 2025 zone DELIVERABLES ETRACC for all Internationa system with existing system Integration of BOC Transit Full implementation of Real time monitoring of status of goods from arrival, discharge to transit/transfer, for free-zone Real time monitoring of entrance and clearance of vessels and aircrafts Airports 2026 transshipment or release 2027 2028

Cust	oms Bonded Warehouses (C	CBWs)	3		Freven	100 P	SUI
Implementation of Automated Inventory Management System (AIMS) in Metro Ports	Formulation of procedures for the x-ray scanning of containers for export  Implementation of scanning procedures for containers for export		2024		Frevent customs fraud by ennancing supervision and control over the movement of vessels, aircrafts and goods and digitalizing processes		SUPERVISION AND CONTROL OVER THE MOVEMENT OF VESSELS  Districts)
Full implementation of Automated Inventory Management System (AIMS)		Creation of the Wastage Valuation Database (WVD)	2025	D	digitalizing processes		VER THE MOVEMENT OF V
Full utilization of Automated Inventory Management System (AIMS)		Implementation on the use of the WVD in all Ports	2026	DELIVERABLES	Real time monitoring of sta	Real time monitoring o	)F VESSELS, AIRCRAFTS A Districts)
Enhancement of AIMS System			2027		Real time monitoring of status of goods from arrival, discharge to transit/transfer, transshipment or release	Real time monitoring of entrance and clearance of vessels and aircrafts	, AIRCRAFTS AND GOODS (for Groups and Collection
AIMS System			2028	400	arge to transit/transfer,	ssels and aircrafts	os and Collection

Liquidation and Billing Division (LBD)		Audit Sy	stems			77.5	5		Ensure com		Lans of and
Utilization of the LBS in all Ports and Subports	Approval of the amended CAO No. 01-2019 on Post Clearance Audit Issuance of CMO regarding LBD transfer to PCAG	Management System		Full implementation of CARMS	Issuance of regulations on the implementation of CARMS	2024		clearance audit process	Ensure compliance, detection of fraud and revenue leakages by strengthening the post-		064
all Ports and Subports	Implementation of CMO	Development of regulations for a benchmarking transaction audit system for importers	Implementation of Audit Case Management System		Full utilization of CARMS	2025	<u>□</u>	Cess	leakages by strengthening the post-	POST - CLEARANCE AUDIT ROADMAP (for	
Enhancement of LBS		Case Management System			Ē	2026	DELIVERABLES	Improved comp	Increased amou	(for Groups and Collection Districts)	
		System			Enhancement of CARMS	2027		Improved compliance rate of stakeholders after 2025	Increased amount of recovered revenues until 2025	ion Districts)	
		e Management				2028		25	25		

CIN 26 COAT					
	POST C	POST CLEARANCE AUDIT (for Groups and Collection Districts)	s and Collection Distric	cts)	を記して
Ensure compliance	, detection of fraud and revenue le	Ensure compliance, detection of fraud and revenue leakages by strengthening the post-	Increased amount o	Increased amount of recovered revenues until 2025	
The Parish and I	clearance audit process	388	Improved complianc	Improved compliance rate of stakeholders after 2025	
		DELIVERABLES			
KRA	2024	2025	2026	2027 20	2028
	Participation in trai	Updating of the PCA Guidelines and Operations Manual Conduct of regular trainings for PCA personnel Participation in trainings organized by AMS and ASEAN CECWG and country partne	s and Operations Manual gs for PCA personnel ECWG and country partners (i.e. Japan, Australia, etc.)	Japan, Australia, etc.)	
SEAN SPCD)		Submission of PCA cases for publication in PCA bulletins Dissemination to PCA Officers updated PCA Bulletin of ASEAN re	ublication in PCA bulletins I PCA Bulletin of ASEAN regularly	Y The state of the	
ance Auc					
	Signing of MOA on Customs and BIR Information Sharing on PCA	Impleme	Intation of MOA between BOC and BIR on PCA	nd BIR on PCA	
Inclusion	Inclusion of BIR representative in the PCA MSAC	Submission of BUC Repo	Conduct of quarterly MSAC meetings	etings	

# TRADE FACILITATION ROADMAP (for Groups and Collection Districts)

KRA **Ease of Doing Business** Reduce trade costs by simplifying and harmonizing customs procedures and Declaration of obsolescence of outdated Regulatory Government Agencies (TRGA) Utilization of Trade Net Portal by priority implementing enhanced infrastructures and ICT Systems and by Support on - boarding of the Trade Review of existing regulations and Identification of regulations to be and redundant regulations and streamlined and improved stakeholders issuances issuances 2024 inter-agency cooperation Codification of valid and existing regulations and issuances 2025 Issuance of new regulations to streamline and improve processes **DELIVERABLES** Increased compliance with the Mercator Programme and other trade facilitation Yearly increase in the number of Accredited Authorized Economic Operators 2026 Information dissemination of new regulations and issuances Improved compliance to the Ease of Doing Business Law agreements 2027 2028

### KRA **Authorized Economic Operators (AEO) Program** Reduce trade costs by simplifying and harmonizing customs procedures and implementing enhanced infrastructures and ICT Systems and by inter-agency Participation in SWG AAMRA meetings operationalization of Level 1 and Leve Issuance of implementation guidelines Accreditation of additional 2 Level to discuss implementation details Signing of agreement on ASEAN Notification to SWG AAMRA of AEO companies and 2 Level 2 information dissemination to intention to join pilot phase Issuance of guidelines for Issuance of AEO Manual 2 benefits and criteria validation procedures stakeholders companies regularly 2024 cooperation TRADE FACILITATION ROADMAP (for Groups and Collection Districts) Negotiation with other customs administrations for possible Mutual Recognition Accreditation of additional Level stakeholders (Customs Brokers) AEO companies and Level 2 Preparation of guidelines for expansion of AEO to other companies 2025 Conduct of Semi-annual AEO Awareness activities Enhancement of the AEO Portal System Capacity building on Validation procedure for AEO Officers DELIVERABLES Improved compliance to the Ease of Doing Business Law Accreditation of additiona Yearly increase in the number of Accredited Authorized Economic Operators Increased compliance with the Mercator Programme and other trade facilitation on other trade facilitation Coordination with TRGAs and Level 2 companies Level 1 AEO companies benefits for AEOs 2026 Implementation of AAMRA Level 1 AEO companies and Accreditation of additional Level 2 companies Arrangements (MRAs) 2027 Level 1 AEO companies and Accreditation of additional Level 2 companies 2028

SAFE Framew			ership w e Tradin				Facil reem	itation ent	7.7.7	50		Red			CI-10 14 60 4 1
Drafting of CMO on the Provisions of SAFE Package 2021	Creation of TWG on SAFE Package	Implementation of the CICAC	Creation of BOC Customs Industry Consultative Advisory Council (CICAC)			Conduct of National TRS in coordination with the PTFC		Conduct of maturity level assessment on the implementation of the WTO TFA	2024			Reduce trade costs by simplifying and harmonizing customs procedury implementing enhanced infrastructures and ICT Systems and by inter-agency cooperation	· · · · · · · · · · · · · · · · · · ·		1408
Approval of the CMO Ac adopting the provision of the SAFE Package 2021				Conduct of quarterly Trade	Conduct of regular public consultations		Conduct of Tim	Sustained compliance with Trade	2025	DELI		inizing customs procedures and es and ICT Systems and by eration		TRADE FACILITATION ROADMAP (for Groups and Collection Districts)	
Adoption of SAFE Package 2021				Conduct of quarterly Trade Facilitation/Stakeholders' Forum	ations before publishing new guidelines		Conduct of Time Release Study (TRS)		2026	DELIVERABLES	Yearly increase in the nu	Increased compliance wit	Improved con	r Groups and Collect	
Cascading of CMO on SAFE Package 2021				orum	v guidelines			Facilitation Agreement (TFA) based on the maturity level assessment	2027		Yearly increase in the number of Accredited Authorized Economic Operators	Increased compliance with the Mercator Programme and other trade facilitation agreements	Improved compliance to the Ease of Doing Business Law	tion Districts)	
								evel assessment	2028	ende	ed Economic Operators	nd other trade facilitation	Business Law		

		Surve	illan	ce Capab	ility			NA	VDA	Prevent th health a		011016 6044
Procurement of Type "A" uniform	Revisit CMO regarding Body-Worn Cameras	Inventory of satellite phones previously issued  Preparation of requirements	Preparation of requirements	Meet with the Navy, PNP, and PCG by Second Quarter of the Year	Coordination with other government agencies on the use of air assets		Procurement of Additional Firearms	2024		Prevent the entry of goods inimical to national security, society, environment, public health and safety, and secure customs premises and government resources by utilizing advanced technology	BORDER C	
	Procurement of aerial assets to support of water asset	Procurement and installation of three (3) high power rifles per boat		Signing of MOA/MOU and/or procurement of air assets.		Repair and maintenance of water assets	Preparation of Documents for Re-fleeting Program for 2026	2025	DELIVERA		BORDER CONTROL ROADMAP (for Groups and Collection Districts)	
						nce of water assets		2026	ABLES	Increased number of apprehended prohibited and anti-social goods until 2025 Decreased number of apprehended prohibited and anti-social goods from 2026 onwards	oups and Collection	
								2027		ended prohibited and anti- ended prohibited and anti- onwards	Districts)	
						9		2028		social goods until 2025 social goods from 2026		

Anti-Money Laundering	Security Support	785	KDA	Prevent safety, an	
Utilization of Fin CRIME On-line Library within the Customs Enforcement Network (CEN)	Approval of the proposal for the implementation of the Security Survey Inspection (SSI) to BOC infrastructures and accredited storage and condemnation facilities implementation to BOC infrastructures and accredited storage and condemnation facilities (Storage and condemnation facilities).	2024		Prevent the entry of goods inimical to national security, society, environment, public health and safety, and secure customs premises and government resources by utilizing advanced technology	BORD
	Information dissemination of the SSI manual/regulations Implementation of the SSI in all Ports	2025		ity, society, environment, public health a tresources by utilizing advanced techno	BORDER CONTROL ROADMAP (for Gro
		2026	DELIVERABLES		P (for Groups and Col
	Audit on the SSI implementation in all Ports database of all SSI data collected during the audit	2027		Increased number of apprehended prohibited and anti-social goods until 2025  Decreased number of apprehended prohibited and anti-social goods from 2026 onwards	ups and Collection Districts)
	Issuance of updated CMO re: SSI improvements  Analysis and formulation of recommendations based on the generated data from SSI audit Submission of the issue SSI regulation and manual based on the SSI audit recommendations Issuance of updated manual resource of updated manual resourcements	2028		cial goods until 2025 ocial goods from 2026 onwards	

### **ENFORCEMENT AND PROSECUTION ROADMAP (for Groups and Collection Districts)** Increased number of forfeited shipments

Prevent and suppress smuggling and other customs fraud through advance intelligence information and more aggressive prosecution of smuggling cases Increased number of criminal complaints referred with Department of Justice (DOJ) up to 2025 Increased number of administrative cases filed against customs brokers up to 2025

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	ers by 2026	erred criminal complaints against importers

KRA					ice of WSD and In
2024	Silk mission of proposal of the creation of e-	tracking system for PLCO, Alert Order, LOA, MO, and WSD monitoring  Review and propose the revision of	regulations on PLCO, Alert Order, LOA, MO, and WSD issuance, implementation and monitoring	Approval of proposal for the standardization of customs seals and customs badge placed on movable or immovable properties subject of a customs proceedings	Issuance of regulation on the use of eustorns seals and customs badge on movable or immovable properties subject of a customs proceedings in all Ports
DELIVERABLES 2025	Implementation of e-tracking system for PLCO, Alert Order, LOA, MO, and WSD	Issuance of revised regulations on PLCO, Alert Order, LOA, MO, and WSD issuance, implementation and monitoring	Information dissemination of new regulations on PLCO, Alert Order, LOA MO, and WSD issuance, implementation and monitoring	Information disserpination and	Implementation of regulation on the use of customs seals and customs badge on movable or immovable properties subject of a customs proceedings
LES 2026		Implementation of a fully functional e-tracking system for PLCO, Alert Order LOA, IMO, and WSD	monitoring		on the use of customs seals and oustoms badge on movable or immovable properties subject of a distoms proceedings
2027					
2028		2			

Service of WSD ar	nd Implementation LOA and Mission Order	2.5	V 0 A			Prever		
Procurement of security Wi-Fi cameras	Submission of proposal for the procurement of security Wi-Fi cameras based on the approved budget  Submission of proposal for the creation of regulation on the use of security Wi-Fi cameras to warehouses subject of a LOA	2024			information and more aggressive prosecution of smuggling cases	nt and suppress smuggling and other c		ENFORCEM
Information dissemination of relative regulations issued  Full implementation on the use of security Wi-Fi cameras in all Ports	Approval of the proposed procurement of security Wi-Fi cameras based on the 2025 budget  Submission of proposal for the creation of regulation on the use of security Wi-Fi cameras to warehouses subject of a LOA	2025	DI	753	prosecution of smuggling cases	Prevent and suppress smuggling and other customs fraud through advance intelligence		ENFORCEMENT AND PROSECUTION ROADMAP
Submission of budget proposal for the upgrading of security  Wi-Fi cameras	Progurement of the security Wi-Fi cameras  Approval of the proposal for the creation of regulation on the use of security Wi-Fi cameras to warehouses subject of a LOA	2026	DELIVERABLES	Decreased number of adm	Increased number of .	Increased number of crin		THE RESERVE OF THE PARTY OF THE
Procurement of upgraded security Wi-Fi cameras	Submission of proposal for the procurement of upgraded security Wi-Fi cameras based on the approved budget  Submission of proposal for the review of regulation on the use of security Wi-Fi cameras to warehouses subject of a LOA	2027		Decreased number of administrative cases and referred criminal complaints against importers and customs brokers by 2026	Increased number of administrative cases filed against customs brokers up to 2025	ed number of criminal complaints referred with Department of Justice (DOJ) up to 2025	Increased number of forfeited shipments	(for Groups and Collection Districts)
Deployment of upgraced security Wil-Fi cameras to Ports  Ports  Information dissemination of the revise regulations issued	Revision of regulations on the use of security Wi-Fi cameras for deployment to warehouses subject of a LOA issued	2028		al complaints against importers	stoms brokers up to 2025	rtment of Justice (DOJ) up to	nents	5)

	Case Management System(CMS)		KRA	Pre inte	
Submission of proposal for the establishment of permanent storage areas with specifications for safe keeping of hard copies and pieces of evidence	Design for the electronic monitoring of seizure and forfeiture proceedings	Inclusion of Case Management System in the ticketing system	2024	Prevent and suppress smuggling and other customs fraud through advance intelligence information and more aggressive prosecution of smuggling cases	ENFORCEME
Uti	Submission and approval of design and system requirements for linkage of case management system with AMO and RMO submitted and approved  Integrated systems for legal cases, AMO and RMO concerns  Expansion and subscription of the current dashboard (Microsoft Power-BI) on legal processes  Operationalization of expanded dashboard on legal processes	Fully operationalized Case Management System	2025 DE	er customs fraud through advance ive prosecution of smuggling cases	ENFORCEMENT AND PROSECUTION ROADMAP
Utilization of the dashboard		Implementation of Case Management System in all Ports and Subports	DELIVERABLES 2026 2027	Increased number of forfeited shipments Increased number of criminal complaints referred with Department of Justice (DOJ) up to 2025 Increased number of administrative cases filed against customs brokers up to 2025 Decreased number of administrative cases and referred criminal complaints against importers and customs brokers by 2026	ADMAP (for Groups and Collection Districts)
		I Ports Enhancement of Case  Management System	2028	d shipments  n Department of Justice (DOJ) up to inst customs brokers up to 2025 criminal complaints against importers 2026	tricts)

### KRA meritocracy and professionalism, and reengineering the organizational structure **Human Resource Management and Development** Improve delivery of public services and overall performance by Institutionalizing conduct of Competency Assessment of creation of plantilla positions for other Implementation of BOC CBHRMS and standards for Level II - Accredited employees assigned at the Ports Submission of proposal for the Compliance with PRIME-HRM-**BOC Ad Hoc Offices to DBM** Integration of Competency-Based Tools in BOC HRM Systems 2024 ORGANIZATIONAL DEVELOPMENT ROADMAP (for Group/s) development intervention based on the results of the Competency Compliance with PRIME-HRM-Assessment conducted to all Conduct of learning and standards for Level III -Deregulated Status employees 2025 DELIVERABLES one (1) best practice per HRM Post-implementation review Implementation of at least Improved compliance to requirements for PRIME-HRM Accreditation. of BOC CBHRMS Increased in the number of qualified and competent personnel system 2026 for Excellence in HRM to Conferral by CSC Center Filling of newly created plantilla positions for BOC Redevelopment of **CBHRM Tools** 2027 Ad Hoc Offices redeveloped CBHRM Implementation of at innovations of HRM Implementation of least three (3) 2028 areas tools

# ORGANIZATIONAL DEVELOPMENT ROADMAP (for Group/s)

Learning and Development	100	KRA	me Im
Supplemental policy for Monitoring and Evaluation of L&D Programs  Development of the following L&D Tools and Policies in compliance with PRIME-HRM Standards for Level II Accredited Status:  1. Issuance of CMO re: Reestablishment of the Interim Learning and Development Division 2. Revised CMO re: Policies and Guidelines for Participation in Learning and Development Programs to incorporate changes in processing of international L&D program and in evaluation and monitoring tools  3. Updated Learning and Development Program Database with budget utilization and sex disaggregation  Development of Curriculum for-Leadership Course	Submission of proposal for the establishment of Knowledge Management System (e.g. e-lib) Scoping for KMS Module under IAMS	2024	Improve delivery of public services and overall performance by Institutionalizing meritocracy and professionalism, and reengineering the organizational structure
Full implementation of the BOC Training Tracks  Development of L&D Tools and Policies in compliance with PRIME HRM Standards for Level III Accredited Status	Establishment of interim guidelines for KMS Module under IAMS  Pilot Implementation of Knowledge Management System	DELIN 2025	verall performance by Institutionalizing ngineering the organizational structure
Implementation of at least one (1) best practice for the implementation of L&D  Programs	DELIVERABLES 2026		
Development of strategies for innovation of L&D Programs	Conduct of system review of KMS Module under IAMS	2027	Increased in the number of qualified and competent personnel. Improved compliance to requirements for PRIME-HRM Accreditation.
Implementation of at least one (1) best practice for the implementation of L&D Programs	Adoption and implementation of corrective measures to improve KMS Module under IAMS	2028	petent personnel. -HRM Accreditation.

## ORGANIZATIONAL DEVELOPMENT ROADMAP (for Group/s)

Improve delivery of public services and overall performance by Institutionalizing meritocracy and professionalism, and reengineering the organizational structure

Increased in the number of qualified and competent personnel.

Improved compliance to requirements for PRIME-HRM Accreditation.

	Learning	and Develo	pment		K d d
Accreditation of at least three (3)		Conduct of research study for the construction of BOC Capacity Building Center	Development of Program of Instruction for Leadership Course/s  Development of Competency-Based Learning and Development (L&D) Plan based on the Learning Needs  Assessment and Competency Assessment conducted	2024	
Renewal of CPD Program Provider	Submission of project proposal for the procurement of LDMO minibus for 2026	Submission of project proposal for the establishment of BOC CBC for 2026	Revision of Program of Instructions (POIs) based on established Competency-Based L&D Plan  Partial implementation of established Competency-Based L&D Plan	2025	P
Accreditatio			Full Implementation of established Competency-Based L&D Plan Continuous evaluation and monitoring of the Competency-Based L&D Plan	2026	DELIVERABLES
Accreditation of at least three (3) CPD Programs for	Procurement of minibus for BOC	Construction of BOC Capacity Building Center	lished Competency-Based Plan and monitoring of the sed L&D Plan	2027	
grams for		Operationalization of BOC Capacity Building Center	Adoption and implementation of corrective measures to revise and/or update the established Competency-Based L&D Plan	2028	

CPD Programs for Licensed Customs Brokers for the year

Accreditation at the Professional Regulations Commission (PRC)

Licensed Customs Brokers for the year

## ORGANIZATIONAL DEVELOPMENT ROADMAP (for Group/s)

Improve delivery of public services and overall performance by Institutionalizing meritocracy and professionalism, and reengineering the organizational structure

Increased in the number of qualified and competent personnel.

Improved compliance to requirements for PRIME-HRM Accreditation.

Learning and Developr	ment	NA	<b>X 8 8 8 9 9 9 9 9 9 9 9 9 9</b>
	Development of L&D Plan for Pool of Trainers Partial implementation of L&D Plan for Pool of Trainers	2024	
Recommendation and selection of one (1) BOC subject matter expert to the ASEAN Regional Customs Expert  Recommendation and selection of 1 BOC Pool of Trainers to the WCO Accredited Expert	Full implementation of L&D Plan for Pool of Trainers	2025	
Recommendation and selection of one (1) BOC subject matter expert to the ASEAN Regional Customs Expert  Recommendation and selection of 1 BOC Pool of Trainers to the WCO Accredited Expert	Review of the implemented L&D Plan for Pool of Trainers	2026	DELIVERABLES
	Adoption and implementation of corrective measures to revise and/or update the L&D Plan for Pool of Trainers	2027	
Selection and Recommendation of 1 BOC subject matter expert to the ASEAN Regional Customs Expert  Selection and Recommendation of 1 BOC Pool of Trainers to the WCO Accredited Expert	Selection and recommendation of three members from the BOC pool of trainers to the ASEAN Regional Customs Expert	2028	

Automat ion	Employe	e Morale a	nd We	lfare	Perforn	nance Mana	ageme	ent	3	KBA	m <sub>e</sub>	5
Enhancement of IAMS	Submission of all documentary requirements for the grant of reward for 2021 under the Attrition Act of 2005	Cascading of Revised CMO on PRAISE and formulation of programs and activities in accordance with the CMO	Development of Occupational Safety and Health Programs	Issuance and cascading of CMO on Occupational Safety and Health Programs	מוזמפו מווומווצמווומווג	Design and development of the PMS	Implementation and cascading of the revised CMO on SPMS	Issuance of Revised CMO on SPMS	2024		Improve delivery of public services and overall performance by Institutionalizing meritocracy and professionalism, and reengineering the organizational structure	OR OR
Pilot implementation of the enhanced IAMS	Submission of all documentary requirements for the grant of reward for 2022 under the Attrition Act of 2005	Implementation of Revised CMO	Programs	Implementation of CMO on Occupational Safety and Health	Implementation and capacity building on the use of the PMS under enhancement of IAMS	Information dissemination and implementation of the enhanced rating portal under enhancement of IAMS			2025	DEL	all performance by Institutionalizing neering the organizational structure	ORGANIZATIONAL DEVELOPMENT
Bureau-wide implementation of the enhanced IAMS		ed CMO on PRAISE	Health Programs	Evaluation of implemented Occupational Safety and					2026	DELIVERABLES	Increased in the number of a lmproved compliance to rea	MENT ROADMAP (for Group/s)
Conduct of system review of IAMS		Post-implementation review of PRAISE	Health Programs	Submission of proposal for additional					2027		Increased in the number of qualified and competent personnel.  Improved compliance to requirements for PRIME-HRM Accreditation.	iroup/s)
		Formulation of new programs and activities to be incorporated in the revised CMO on PRAISE	Programs	Implementation of the additional Occupational					2028		sonnel. Accreditation.	

### Promote transparency, improve ethics, strengthen accountability by implementing KRA Transparency and **Reform and Modernization** Accountability Convening of Change Management Team Submission of draft functions of different Restructuring to include revised staffing Finalization of the proposal on the BOC Drafting of Change Management Plan enhanced BOC Communication Plan Issuance of CSO creating the Change Implementation of the updated BOC Post-implementation review on the divisions/offices/units in the BOC Revision of BOC Citizen's Charter a comprehensive strategic integrity action plan Management Team Citizen's Charte 2024 (CMP) INTEGRITY DEVELOPMENT AND ACCOUNTABILITY ROADMAP (for Groups) Post-implementation review incorporate the findings on Change Management Plan Charter thru Internal Audit implementation timetable on the compliance to the the post-implementation updated BOC Citizen's Communication Plan to Enhancement of BOC implementation of a submission of BOC Restructuring and requirements and Consolidation of Approval and 2025 review Decreased number of complaints filed with the Philippine Competition Commission Improved transparency and Net Trust Rating DELIVERABLES (PCC), Anti-Red Tape Act (ARTA), Civil Service Commission (CSC) and Ombudsman Implementation of the updated Post-implementation review of Communication Plan on the implementation of BOC Formulation of Appeals **BOC Citizen's Charter** Mechanism and Restructuring 2026 CMP Implementation of BOC Redevelopment of CMP Restructuring 2027 organization based or employee teedback Assessment of BOC Implementation of redeveloped CMP performance and review of the restructured 2028

Code of Conduct	Audit and Inv	stigation	KRA	Prom	
Revision of the BOC Function-Specific Code of Conduct and Governance Culture Code Implementation of the revised BOC Function-Specific Code of Conduct and Governance Culture Code	conducting regular internal and external risk analysis and assessment to include the identification of corruption risks in different BOC areas  Conduct of internal and external Risk Analysis and Assessment	ISO 9001:2015 Certification of remaining District Ports  Formulation of policies/quidelines for	2024	Promote transparency, improve ethics, strengthen accountability by implementing a comprehensive strategic integrity action plan	
Post-implementation review on the revised BOC Function- Specific Code of Conduct and Governance Culture Code	Development of Corruption Risk Mapping based on the analysis and assessment conducted	100% of already certified po	2025	n accountability by implementing a grity action plan	INTEGRITY DEVELOPMENT AND ACCOUNTABILITY ROADMAP (for Groups and Collection Districts)
Implementation of the revised BOC Function-Specific Code of Conduct and Governance Culture Code	Development of integrity policies and/or guidelines based on the Corruption Risk Mapping  Incorporation of findings from the Corruption Risk Mapping in the post-implementation review of the BOC Function-Specific Code of Conduct	100% of already certified ports subjected to IQA prior external audit	DELIVERABLES 2026		ITY ROADMAP (for Gro
	Conduct of internal and external Risk Analysis and Assessment	al audit	2027	Improved transparency and Net Trust Rating Decreased number of complaints filed with the Philippine Competition Commission (PCC), Anti-Red Tape Act (ARTA), Civil Service Commission (CSC) and Ombudsman	ups and Collection Dis
	Revision of Corruption Risk Mapping based on the analysis and assessment conducted		2028	ating Competition Commission (CSC) and Ombudsman	tricts)

# INTEGRITY DEVELOPMENT AND ACCOUNTABILITY ROADMAP (for Group/s and Collection Districts)

Promote transparency, improve ethics, strengthen accountability by implementing a

Improved transparency and Net Trust Rating

comprehensive strategic integrity action plan Commission (PCC), Anti-Red Tape Act (ARTA), Civil Service Commission (CSC) and Decreased number of complaints filed with the Philippine Competition Ombudsman

Stakeholders Engagement		Morale and	nal Culture	KRA		
Formulation of Standard Operating Procedures (SOPs) for public consultations and stakeholders' engagement	Analysis of the 2023 feedback results to further improve the client engagement	Implementation of action plan for Gender and Development		Implementation of the BOC Integrity Action Plan (IAP)	2024	
Institutionalization of feedback mechanism/ system for public consultations and stakeholders' engagement	Introduction and implementation of new methods to enhance client feedback and complaints		Conduc	grity Action Plan (IAP)	2025	₽.
		Post-implementation review of action plan for Gender and Development	Conduct of survey/feedback on Awareness and Institutional Trust (AIT)	Post-implementation review of IAP	2026	DELIVERABLES
		Redevelopment of action plan for Gender and Development	ness and Institutional Trust (AIT)	Redevelopment of IAP	2027	
		Implementation of redeveloped action plan for Gender and Development		Implementation of redeveloped IAP	2028	

# INFORMATION AND COMMUNICATION TECHNOLOGY MANAGEMENT AND DEVELOPMENT ROADMAP (for Group/s)

Auction	System Maintenance and Management		Policy Support		KRA		Improve 6	
Implementation of Automated Auction System (e-Auction)	Yearly revie	Conti	Creation and approval of ISSP for CY 2024-2026		2024		Improve efficiency and effectiveness in the exercise of customs functions through full automation of all major customs processes.	
Full implementation of Automated Auction System in all Ports and Subports	Yearly review of all software license subscriptions for possible discontinuance or addition of subscriptions Complete procurement of software licenses/ services included in the annual budget	Continuous allocation of funding for supporting and maintaining the Network Backhaul Project	Creation and approval of Amended ISSP for CY 2025	Drafting of memorandu	2025		ie of customs functions through full ms processes.	
E <sub>D</sub>	ons for possible discontinuance	porting and maintaining the N	Creation and approval of Amended ISSP for CY 2026	Drafting of memorandums for all systems to be implemented	2026	DELIVERABLES		
Enhancement of e-Auction System	e or addition of subscriptions the annual budget	etwork Backhaul Project	Creation and approval of ISSP for CY 2027-2029	nented	2027		Eliminated acceptance of spurious or falsified import clearances	Increased percentage of automation of customs processes
<b>m</b>			Creation and approval of amended ISSP for CY 2028		2028		mport clearances	oms processes

recounting and Identification of scope and capacity Identification of scope and capacity Suilding for Accounting Process system Accounting Accounting Process system	Review of Program Performance and Budget Execution Review (PPBER) and Institut Program and Budget Advisory Committee (PBAC)	Draft CMO for annual project and budget proposal	2024		Support and sustain strategic direction by optimizing the use of financial resources for timely delivery of logistics			FINANCIAL AND LOGISTICS MANAGEMENT ROADMAP (for Groups and Collection Districts)					
pe and capacity Pilot implementation of ng Process system Accounting Process system under IAMS II	erformance and liew (PPBER) and Institutionalization of PPBER get Advisory and PBAC	Cascading and implementation of approved CMO on annual project and budget proposal	2025		tion by optimizing the use of financial reso ly delivery of logistics		on by optimizing the use of financial resour delivery of logistics			on by optimizing the use of financial resou delivery of logistics			L AND LOGISTICS MANAGEMI
Bureau-wide implementation of Accounting Process system under IAMS II	on PPBER and PBAC	mentation n annual oroposal	2026	DELIVERABLES	lmpr	# -	market and the second s	ENT ROADMAP (for Groups ar					
Enhancement of Accounting Process system under IAMS II			2027	Section Sectio	Improved logistics management	Improved budget disbursement rate	Improved budget utilization rate	nd Collection Districts,					
			2028	200	6873 XX	1000年の日本の日本の日本の日本の日本の日本の日本の日本の日本の日本の日本の日本の日本の	A THE RESERVE						

Contract Management		Asset Ma	nagement	KKA			Support		
Identification of scope and capacity building for Contract Management Electronic Monitoring System	Submission of proposal for Contract Management Electronic Monitoring System	Implementation of IAMS Asset Management Module	Identification of scope and capacity building for comprehensive Asset Management Program	2024			Support and sustain strategic direction by optimizing the use of financial resources for timely delivery of logistics		FINANCIAL AND LOG
ng / building for Contract Management / itoring System		Review of IAMS Asset Management Module and provide report for improvement	Pilot implementation of comprehensive Asset Management Program	2025			ig the use of financial resource istics		FINANCIAL AND LOGISTICS MANAGEMENT ROAD
Electronic Monitoring System	Pilot implementation of		Bureau-wide implementation of comprehensive Asset Management Program	2026	DELIVERABLES		Annual Park Shares		TROADMAP (for Group)
Electronic Monitoring System	Bureau-wide implementation		Enhancement of comprehensive Asset Management Program	2027		Improved logistics management	Improved budget disbursement rate	Improved budget utilization rate	MAP (for Groups and Collection Districts)
Electronic Monitoring System	Enhancement of Contract Management			2028			Φ		s)

FTA/MOA				ATA RNET	Customs Convention on Containers	Advance Pa Informa Passenge Recoi (APIS/P	r Name	NAA		The section	Develop	
Negotiation with international organization for funding of programs related to trade facilitation, integrity, gender and diversity, capacity building and the like	Revisit/Review existing bilateral and multilateral trade agreements with other countries	Revisit/Review existing bilateral and multilateral trade agreements with other countries	Implementation of the CAO and CMO	Review of existing CAO and drafting of CMO	Creation of TWG and draft a position paper re: becoming a signatory state to the Convention			2024		consultation, and participation in international fora	Develop a legal framework aligned with global standards through research,	
Implementation of programs funded by international organization					Endorsement to DFA of the Instrument of Accession to become a signatory state to the Convention	Submission of budget proposal for the APIS/PNR and include in the Bureau's Information System Strategic Plan (ISSP)	Creation of TWG on Advance Passenger Information/ Passenger Name Records (APIS/PNR)	2025	DELIVER	ernational fora.	tandards through research,	LEGAL FRAMEWORK AND POLICY DEVELO
					Pursue the concurrence of the Senate to the Instrument of Accession to the Office of the President	software	Do to the rowers and	2026	ABLES	Issuance of regulations pertaining to applicable Conventions.	Accession to all international Conventions related to customs	PMENT ROADMAP (for Groups)
					Submission of Instrument of Accession to the WCO	of APIS/PNR	Pilot implementation	2027		taining to applicable Con	al Conventions related to	Groups)
						implementation of APIS/PNR		2028		ventions.	customs.	

CMC

0		w w					
Secured Border		Economic Growth		Confidence	Public Trust	Impact Indicator	
6	U	4	ω	2	1	#	
Number of Seized Shipments (No. of issued WSDs)	Value of Exports (based on 10-year growth rate)	Value of Imports (based on 10-year growth rate)	Collection Performance	Trust rating – General Public (third party survey)	Trust rating - External Stakeholders (third party survey)	Measure	new .
IG	AOCG	RCMG	RCMG	IAG OSM Central	IAG OSM Central	Source	
704	58B dollars	PHP7,726,144. 98	PHP883.518B	67%	93%	Baseline	IMPACT SCORECARD
774	5% increase			67%	93%	2024	ORECARD
735	5% increase	4.	At least 2% i			2025	
698	5% increase	4% increase yearly	At least 2% in excess of collection target	67%	93%	2026	
663	5% increase		on target			2027	
630	5% increase			67%	93%	2028	

O		500
A modernized Customs administration which is among ASEAN's Top 3 by 2025	Goal	
7	#_	
Paperless Trade Score (UN Global Survey for Digital and Sustainable Trade) Note: Every 2 years	Measure	A CONTROL OF THE PARTY OF THE P
Trade Facilitation and Paperless Trade in Philippines   UN Global Survey on Digital and Sustainable Trade Facilitation (untfsurvey.org	Source	STRAT
87.10% (UN Global Survey 2023)	Baseline	STRATEGIC GOAL
	2024	
90%	2025	
	2026	
92%	2027	
	2028	

		п			m		747	
process into the Cro	computation of duties and taxes by integrating the entire assessment	application of proper valuation method, rules of classification, rules	Ensure proper examination of import documents and goods,		ASSESSMENT	Secure advance information on importation and passenger's by optimizing the use of ICT, enhancing intelligence gathering and coordination with other agencies	Objective	CMC 47.5054
13	12	1	10		9	00	#	
Collection Performance	No. of containers with issued WSD over total no. of containers subjected for physical examination based on non-intrusive inspection	No. of containers subjected for physical examination over total no. of containers subjected to non-intrusive inspection	Total no. of imported containers subjected to non-intrusive inspection yearly over total number of containers	DPSR	Percentage of compliance of load port survey reports (LPSR) for bulk and break-bulk shipments	Processing time for accreditation (AMO Level)	Measure	CORE F
RCMG	IG	īG	IG		AOCG	īG	Source	CORE PROCESS SCO
PHP883.51 8B	531 / 91,040 0.006%	91,040 / 779,664 11.68%	779,664 / 1,514,325 51%	7%	93%	4 days	Baseline	CORECARD
	1% increase			6%	94%	4 days	2024	THE RESERVE OF THE PERSON NAMED IN
At least		3%	2% c	5%	95%		2025	
At least 2% excess of target	2% increase	3% increase yearly	2% decrease yearly	4%	96%	3 days	2026	
rget	as e			3%	97%		2027	
				2%	98%		2028	

	Ξ	ଜ			
and control over the movement of vessels, aircrafts and goods and digitalizing processes	SUPERVISION AND CONTROL  Prevent customs fraud by enhancing supervision	goods and passengers and secured payment of lawful duties and taxes through the full implementation of automated systems	CLEARANCE and PAYMENT  Ensure streamlined and expeditious clearance of	Objective	
17	16	15	14	#	
No. of CFWs utilizing the automated inventory management system	No. of CBWs utilizing the automated inventory management system	Number of Districts with ideal Yard Utilization rate (70%)	Reduced Clearance Period from Portal Upload to OLRS for Consumption	Measure	6
AOCG	AOCG	AOCG	AOCG	Source	CORE PROCESS SCO
100%	100%	7 out of 7 Districts with containerized cargo	3 days	Baseline	
100%	100%	7 out of 7 Districts with containerized cargo	2 days	2024 2025 2026 2027	RECARD
				2028	

-	•			-	19		
procedures and implementing enhanced infrastructures and ICT Systems and by inter-agency cooperation	narmonizing customs	TRADE FACILITATION  Reduce trade costs by simplifying and	and revenue leakages by strengthening the post-clearance audit process	Ensure compliance, detection of fraud	POST - CLEARANCE AUDIT	Objective	76 808
23	22	21	20	19	18	#	No.
ASEAN Trade Facilitation Score (UN Global Survey) Note: Every 2 years	No. of AEOs	Percentage of compliance to the Mercator Program / TFMIC (Trade Facilitation for Middle Income Countries)	Amount of revenues recovered (5% yearly increase)	No. of PDPs with ANL 5% of ANL target	No. of Audits (No. of Issued ANLs) (5% yearly increase)	Measure	
UN Global Survey on Digital and Sustainable Trade Facilitation (untfsurvey.	AOCG	IAG	PCAG	PCAG	PCAG	Source	COR
87.10% (UN Global Survey 2023)	3	85%	1,932,933,486	23	496	Baseline	E PROCESS
	5	88%	2,029,580,142	26	520	2024	CORE PROCESS SCORECARD
90% Rank 2	7	1	2,131,059,149. 23	27	546	2025	O
T	9	90%	2,237,612,106. 69	29	573	2026	
92% Rank 2	11		2,349,492,712	30	601	2027	
	13	92%	2,466,967,347	32	631	2028	

F	~		
ENFORCEMENT AND PROSECUTION  Prevent and suppress smuggling and other customs fraud through advance intelligence information and more aggressive prosecution of smuggling cases	BORDER CONTROL  Prevent the entry of goods inimical to national security, society, environment, public health and safety, and secure customs premises and government resources by utilizing advanced technology	Objective	
25	24	#	
No. of complaints filed with DOJ	No. Seizures (No. of issued WSDs)	Measure	
RCMG	IG	Source	CORE PROCESS SCORECARD
72 cases	704	Baseline	SCORECA
72 cases	774	2024	RD
72 cases	735	2025	
68 cases	698	2026	
64 cases	663	2027	
60 cases	630	2028	

		3							
	ORGANIZATIONAL DEVELOPMENT Improve delivery of public services and overall performance by Institutionalizing meritocracy and professionalism, and reengineering the organizational structure								
0	<b>ာ</b>	27	26	#					
Harmonized Client Satisfaction Measurement feedback for internal	Harmonized Client Satisfaction Measurement feedback for external stakeholders	Compliance to the requirements of PRIME-HRM Accreditation Level	Percentage of employees who completed competency-based trainings	Measure	SUPPOR				
	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	IAG	IAG	Source	SUPPORT MEASURES SCORECARD				
	98%		25%	Baseline	ES SCORE				
85%	98%	PRIME- HRM Level II Accredited Status	50%	2024	ECARD				
87%	98%		75%	2025					
90%	98%	PRIME-HRM Level III Deregulated Status	95%	2026					
92%	98.5%		10	2027					
95%	98.5%	CSC- conferred Center for Excellence in HRM	100%	2028					

			z					CMC 42-2034			
INTEGRITY DEVELOPMENT AND ACCOUNTABILITY  Promote transparency, improve ethics, strengthen accountability by implementing a comprehensive strategic integrity action plan  32											
33	32			31	30	29	#				
Percentage of Compliance to the activities under the WCO adopted Integrity Action Plan	BOC CARES Resolution Rate (Complex and Highly Technical Complaints)	BOC CARES Resolution Rate (Simple Complaints)		New ISO Certification	Maintenance of ISO Certification	No. of BOC Employees administratively charged	Measure	SUPPO			
IAG	IAG	IAG		IAG	IAG	IG	Source	RT ME			
	95%	96%	Fernando)	4 Collection Districts (Ports of Aparri, Zamboanga, Iloilo, and San	100%	6	Baseline	SUPPORT MEASURES SCORECARD			
60%	95.5%	96.5%		All 6 Major Ports			2024	ECARD			
100%	96%	97%		50% of Subports		10% decrea	2025				
	96.5%	97.5%		All Subports	100%	10% decrease from the previous year	2026				
	97%	98%		OCOM Offices  Consolidation of Port  Certification		vious year	2027				
	97.5%	98.5%		Offices ion of Port			2028				

	7		0		
use of financial resources for timely delivery of logistics	Support and sustain strategic direction by optimizing the use of financial resources for timely delivery of logistics and sustain strategic direction by optimizing the	FINANCIAL AND LOGISTICS MANAGEMENT	INFORMATION AND COMMUNICATION TECHNOLOGY MANAGEMENT AND DEVELOPMENT  Improve efficiency and effectiveness in the exercise of customs functions through full automation of all major customs processes.	Objective	CHC 42-5054
37	36	35	34	#	
Increased rate of compliance to COA recommendations	Disbursement Rate based on policy set by DBM	Obligation Rate	Percentage of Automated Processes	Measure	SUPPOR
IAG	IAG	IAG	MISTG	Source	SUPPORT MEASURES SCORECARD
64%	Regular Budget - 90.99% All Funds - 72.03%	Regular Budget - 91.17% All Funds - 87.3%	96.99%	Baseline	S SCORE
Central Office - 80% Collection Districts - 90%			98.8%	2024	CARD
Central Office - 85%	Central Office - 80%	Central Office - 95%	100%	2025 2026	
Central Office - 90%	.0%		Automation of new processes	2027	
0 0				2028	