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IA G Memo No. 21-2024

REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF CUSTOMS

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

MEMORANDUM

TO : ALL GROUPS, PORTS AND SUB-PORTS, AND ALL CONCERNED OFFICES

FROM : ~~ATTY. ERWIN T. MENDOZA~~
Deputy Commissioner, Internal Administration Group 

SUBJECT : ARTA RECOMMENDATION ON THE POSTING OF THE CITIZEN'S CHARTER OR HANDBOOK

DATE : 12 September 2024

This is in reference to the recommendation during the onsite inspection of the Anti-Red Tape Authority – Compliance Monitoring and Evaluation Office at the Port of Manila on 11 September 2024, regarding the posting of the printed copy of the Citizen's Charter of specific services/processes that are provided by their offices.

In this regard, all collection districts and concerned offices are directed to post a printed copy of the Citizen's Charter with specific services/processes applicable to their respective offices at the Public Assistance Complaint Desk located at the Customer Care Center.

In addition, the respective Committee on Anti-Red Tape (CART) Focal Person is directed to monitor compliance with the above-mentioned directive to ensure that the posted Citizen's Charter is readily accessible to the stakeholders.

For your appropriate action.



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BUREAU OF CUSTOMS ACTION PLAN MATRIX

Collection District: II-A - Port of Manila
 Date of Inspection: September 11, 2024

| REMARKS/FINDINGS /RECOMMENDATIONS | ACTION TAKEN/PLAN | TIMELINE | STATUS |
|--|---|---|-------------|
| I. Compliance Matrix | | | |
| Citizen's Charter Certificate of Compliance (COC) Submit COC for F.Y. 2024. | The Planning and Policy Research Division (PPRD) will prepare the Certificate of Compliance for signature of the Commissioner. | 10 working days on /before September 25, 2024 | On-going |
| Client Satisfaction Measurement Report Provide a printed copy of the Client Satisfaction Measurement (CSM) form in the Customer Care Center (CCC). | After the meeting, the CCC immediately placed printed copies of CSM forms at the CCC entrance door, Info Campaign Stand and Public Assistance and Complaint Desk (counter 8). | September 11, 2024 | Implemented |
| II. Citizen's Charter | | | |
| Information Billboard (Interactive Kiosk) Provide the name and designation of the person responsible per step in the Citizen's Charter. | The Public Information and Assistance Division (PIAD) will design collateral materials for Citizen's Charter indicating the name of the customs officer, and the designation of the person responsible per step in the Citizen's Charter processes. The PIAD will disseminate to all collection districts the said collateral materials for uniform application. | December 2024 | On-going |
| Information Billboard (Interactive Kiosk) Update the checklist of requirements to include the number of copies and type of copy needed. | The 2024 edition of the Citizen's Charter shall indicate the actual/ specific documentary requirements of each process. | December 2024 | On-going |
| Information Billboard (Interactive Kiosk) Explore online payment for miscellaneous, if applicable. | The BOC has entered in an agreement with Landbank Link.Biz Portal and is already done with the MOA signing. The BOC is now processing the Non Disclosure and Data Sharing Agreement. Once completed, the BOC e-pay portal can be used for online payment. | December 2024 | On-going |
| Handbook Post printed copy of Citizen's Charter for specific services/processes that are provided by the Collection Districts. | The Chairperson, CART will issue a memorandum directing all Collection Districts to post in their respective PACD the list of specific services/processes applicable in their respective ports. | 10 working days on/before September 25, 2024 | On-going |