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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

IA G Memo No. **27-2024**

MEMORANDUM

TO : ALL GROUPS CONCERNED

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

**SUBJECT : SUBMISSION OF INPUTS FOR LEAGUE MAGAZINE'S
SPECIAL COVER OF THE BUREAU OF CUSTOMS'
ACCOMPLISHMENTS**

DATE : 26 November 2024

The Public Information and Assistance Division (PIAD) has partnered with League Publishing Company, Inc., publisher of the leading publication called League Magazine ("League" for brevity), known for featuring inspiring stories of Filipino leadership, innovation, progress, and best practices in local governance—to produce a special feature highlighting the key accomplishments of the Bureau of Customs (BOC) under the leadership of Commissioner Bienvenido Y. Rubio.

The article will focus on Commissioner Rubio's transformative leadership and the BOC's contributions to trade facilitation, anti-smuggling initiatives, and advancements in governance and public service.

In this regard, all concerned Groups are required to submit their responses to the guide questions from League (See Annex A) to PIAD in hard copy and the soft copy via e-mail at piad@customs.gov.ph, **on or before 03 December 2024**.

For strict compliance.





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ANNEX "A"
Questions from LEAGUE Magazine

1. The public perceives BOC as one of the most corrupt agencies. How do you deal with this?
 - *Internal Administration Group (IAG)*
2. What programs are in place to combat corruption within the BOC? What are the programs and measures that you implemented to protect and strengthen the integrity of BOC employees?
 - *Internal Administration Group (IAG)*
3. How do you establish trust with importers, exporters, and the public?
 - *Assessment and Operations Coordinating Group (AOCG)*
4. Your focus is on the digitalization and modernization of BOC; 96.99% of customs processes are now digital. How has this improved BOC processes, particularly in revenue collection and corruption prevention?
 - *Management Information Systems and Technology Group (MISTG) and Revenue Collection Monitoring Group (RCMG)*
5. What were the challenges you encountered while you were implementing digitalization? How did you address these?
 - *Management Information Systems and Technology Group (MISTG)*
6. The BOC is a revenue collection agency, and under your leadership, the BOC was able to achieve a record-breaking revenue collection amounting to more than PhP800 billion. What contributed to this success?
 - *Revenue Collection Monitoring Group (RCMG) and Assessment and Operations Coordinating Group*
7. How do you plan to achieve or exceed your tax collection targets?
 - *Revenue Collection Monitoring Group (RCMG) and Assessment and Operations Coordinating Group*



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