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OCOM Memo No. 27-2025

REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF CUSTOMS

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MEMORANDUM

TO: : ASSISTANT COMMISSIONER
ALL DEPUTY COMMISSIONERS
ALL DISTRICT COLLECTORS
ALL GROUPS
ALL COLLECTION DISTRICTS

FROM: : BIENVENIDO Y. RUBIO
Commissioner *[Signature]* 22 APR 2025

SUBJECT: : UPDATING OF INFORMATION OFFICERS AND ACTION
OFFICERS FOR CY 2025

DATE: : 21 April 2025

In line with the Bureau of Customs' (BOC) commitment to ensuring the accuracy, timeliness, and consistency of information dissemination, all groups, collection districts, divisions, services, offices, and units are hereby directed to designate their respective Information Officers and Action Officers for CY 2025.

The designated **Information Officers** will be responsible for the following:

1. *Coordination with the Public Information and Assistance Division (PIAD):* Coordinate with PIAD on media-related matters, public information campaigns, and the development and dissemination of official BOC statements and communication materials.
2. *Gathering and Validating Reports:* Collect and verify relevant data and reports from their respective Groups, attached units, and offices to support accurate public communication.
3. *Timely Submission of Updates:* Facilitate the prompt submission of accurate data, reports, and updates as required by PIAD.

Meanwhile, assigned **Action Officers** will be tasked with the following responsibilities:

1. *Handling Client Concerns:* Address and resolve inquiries, complaints, and feedback from clients and stakeholders in a



Gate 3, South Harbor, Port Area, Manila 1018

+63 (02) 8705-6000, +63 (02) 8527-1968 | www.customs.gov.ph | boc.cares@customs.gov.ph

timely and professional manner, in compliance with ARTA-mandated turnaround times.

2. *Direct Coordination with the Public Information and Assistance Division (PIAD)*: Ensure timely and efficient communication with CARES to facilitate the resolution of issues and concerns.
3. *Tracking and Reporting*: Maintain a record of all client-related concerns and complaints, ensuring proper follow-up and reporting to PIAD.

Please submit the names and contact details of your designated Information Officers and Action Officers to PIAD **on or before 30 April 2025**.

For any questions or clarifications, please contact **Alyzza Sophia A. Vinluan** at mobile number **0921-877-0683** or via email at **ea.vinluana@customs.gov.ph**.

For strict compliance.