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Groups push suspension of 'arbitrary' BOC fine on clerical errors

THE Chamber of Customs Brokers, Inc. (CCBI) and Aduana Business Club, Inc. (ABCI) are urging the Bureau of Customs (BOC) to temporarily suspend imposition of the P5,000 fine on clerical errors, describing the penalty as "arbitrary, capricious and whimsical".

The associations said they have received reports of importers and customs brokers being fined on every "perceived violation in alleged failure or incorrect filling up of Box 41 of the IEIRD [Import Entry and Internal Revenue Declaration]."

The imposition of penalties also borders on "grave abuse, and worse, graft

and corruption on the part of concerned customs examiners, appraisers, and assessment personnel."

In a joint letter to Customs commissioner Rey Leonardo Guerrero dated July 1 and received July 10, the associations also asked BOC to immediately conduct a public hearing or consultation with stakeholders "to come up with a just, equitable and judicious implementation" of Customs Administrative Order (CAO) 01-2020 in relation to Customs Memorandum Order (CMO) 49-2019.

CAO 01-2020, issued last March, contains new BOC fines and surcharges

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ASEAN free trade partners, Japan accept PH scanned commercial dox for customs clearance

ASSOCIATION of South East Asian Nations (ASEAN) free trade partners (except India) and Japan have accepted the Philippines' request to allow scanned copies of commercial documents, including certificates of origin (CO), for customs clearance.

Trade assistant secretary Atty. Allan Gepty in a June 4 letter informed Customs commissioner Rey Leonardo Guerrero of the development, and requested BOC to undertake appropriate actions, including preparation of necessary customs issuance, to implement the measure.

BOC, through the Department of Trade and Industry, earlier requested countries with existing FTAs with the Philippines to accept scanned copies of COs as basis in granting preferential treatment at the country of destination. Guerrero said this will facilitate trade amid implementation of community quarantine and to reduce risk of health exposure of both stakeholders and government employees.

A CO is a document attesting that goods in a particular export shipment are wholly obtained or produced or manufactured or processed in a particular country of origin). The CO is a basic requirement in customs clearance or trade documentation for goods of origin exported by local registered companies.

In Office of the Commissioner (OCOM) Memorandum No. 137-2020 dated June 29 and signed July 8, Guerrero said the acceptance of the Philippines' request was "in the spirit of trade facilitation during this COVID-19 pandemic and to implement the reciprocity rule in the submission of scanned copies of Certificates of Origin."

With this, Philippine exporters may submit the scanned copies of commercial documents, including the COs, for customs clearance at the country of destination.

All stakeholders and BOC offices concerned are directed to observe guidelines in OCOM Memo 82-2020 dated April 7 on online submission of documents for export processing, particularly Section 5.2.3 (f) on the issuance of COs bound for Philippine FTA partners.

OCOM Memo 137-2020 also included a summary of FTA partners' response on the request to accept scanned copies of commercial documents as of June 2.

These are:

- Australia and New Zealand (ASEAN-Australia-New Zealand FTA) Form AANZ acceptable.
- South Korea (ASEAN-Korea FTA) Form AK acceptable.
- China (ASEAN-China FTA) Form E acceptable.
- Singapore (ASEAN Trade in Goods Agreement, AANZFTA, ACFTA, ASEAN-India FTA, ASEAN-Japan Comprehensive Economic Partnership, AKFTA) Form D, Form E, Form AANZ, Form AI, Form AJ, Form AK acceptable.
- Brunei (ATIGA, AANZFTA, ACFTA, AIFTA, AJCEP, AKFTA) Form D, Form AANZ, Form E, Form AI, Form AJ, and Form AK acceptable subject to submission of original copy within a month after clearance of the goods.
- Malaysia (ATIGA, AANZFTA, ACFTA, AIFTA, AJCEP, AKFTA) Form D, Form AANZ, Form E, Form AI, Form AJ, Form AK accepted provided that the original copy is submitted 30 days after the lifting of the Movement Control Order in Malaysia.
- Indonesia (ATIGA, AANZFTA, ACFTA, AIFTA, AJCEP, AKFTA) Form D, Form AANZ, Form E, Form AI, Form AJ, and Form AK acceptable provided that the scanned documents are colored/not monochrome.
- Cambodia (ATIGA, AANZFTA, ACFTA, AIFTA, AJCEP, AKFTA) Form D, Form AANZ, Form E, Form AI, Form AJ, and Form AK acceptable subject to submission of original CO within 45 days after clearance of the goods and provided that the CO may be verified electronically or through other means.
- Laos (ATIGA, AANZFTA, ACFTA, AIFTA, AJCEP, AKFTA) Form D, Form AANZ, Form E, Form AI, Form AJ, and Form AK acceptable provided that the scanned documents are colored/not monochrome and that the original copy is submitted

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within a month after clearance of the goods. This measure will remain in effect until September 30, 2020.

- Myanmar (ATIGA, AANZFTA, ACFTA, AIFTA, AJCEP, AKFTA) Form D, Form AANZ, Form E, Form AI, Form AJ, and Form AK acceptable subject to submission of original copy within a month after clearance of the goods and provided that the scanned documents are colored/not monochrome.
- Thailand (ATIGA, AANZFTA,

ACFTA, AIFTA, AJCEP, AKFTA) Form D, Form AANZ, Form E, Form AI, Form AJ, and Form AK acceptable provided that the original copy is submitted within a month after clearance of the goods. This measure will remain in effect until September 30, 2020.

- Vietnam (ATIGA, AANZFTA, ACFTA, AIFTA, AJCEP, AKFTA) Form D, Form AANZ, Form E, Form AI, Form AJ, and Form AK acceptable provided

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PPA launches e-payment portal for port charges

THE Philippine Ports Authority (PPA) has introduced its electronic payment portal (EPP) to digitize collection of port charges and reduce face-to-face transactions amid the coronavirus disease

(COVID-19) pandemic.

The EPP hosts all payment systems of ports under PPA control and connects to a number of government and commercial banks as well as non-bank institutions

to provide a variety of online payment modes such as payment centers, credit cards, and debit cards, PPA said in a statement.

The EPP will be the central portal for payment of port transactions and is linked to cargo-handling operators' online systems. It will initially be available for Manila and Batangas ports transactions and eventually rolled out to other ports nationwide.

The system is integrated with PPA's legacy application as well as its online systems such as the Electronic Accreditation System, Electronic Permit Management System, and Internet-based Port Operations and Receipting for Terminals System.

The portal may be accessed at [http://epayment-](http://epayment-portal.ppa.com.ph)

portal.ppa.com.ph.

PPA has inked a memorandum of agreement with the Land Bank of the Philippines to host interconnection of different banks for the e-payment portal. Participating banks, mostly from the Bancnet umbrella, include Robinson's Bank, UnionBank, Rizal Commercial Banking Corp., Asia United Bank, BPI Direct Banko, CTBC Bank, Citystate Savings Bank, Development Bank of the

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| 29-Jul | SAN PEDRO v.029W | 2-Aug | 5-Aug | MAERSK ERIE v.032E | 10-Sep | 21-Sep |

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First-border inspection facility for meat, agri products soon to rise

THE Bureau of Animal Industry (BAI) will establish first-border inspection (FBI) facilities in the country's major ports, starting with the Manila International Container Terminal (MICT), for inspection of imported animals, plants, meat, and other farm and fishery products.

The FBI facility will also be established at the Manila South Harbor, Subic Freeport Zone, Port of Batangas, Cebu International Port and Port of Davao.

BAI director Ronnie Domingo said coordination meetings with the Philippine Ports Authority (PPA), concerned officials of MICT and the other five major ports began in February this year to identify suitable locations.

Each facility—to be manned by at least 39 technical personnel—will house an Agriculture Commodity Examination Area (ACEA) and crematorium.

The Department of Budget Management has allocated P500 million for the MICT ACEA and P2 billion for the other five ACEAs.

The proposed MICT ACEA site is at container freight storage 3.

ACEAs are present in all developed countries as part of their strengthened food safety and quarantine, inspection regulations, according to Domingo.

The ACEA, with its controlled temperature environment, will allow quarantine officers to thoroughly inspect contents of an identified high-risk containerized agricultural shipment.

Each ACEA will feature a laboratory to enable immediate testing of samples from commodities suspected to carry animal, fish or plant pests or diseases and other hazardous contents.

The crematorium will ensure safe disposal of confirmed agricultural com-

modities with quarantine violations, if these cannot be returned to origin.

Agriculture Secretary William Dar said the establishment of such facilities will strengthen existing FBI procedures in the country, emphasizing the need to prevent the entry of trans-boundary animal diseases such as Foot and Mouth Disease (FMD), Avian Influenza, and African Swine Fever (ASF).

The FBI facilities will also reinforce the implementation of food safety and sanitary and phytosanitary measures for plants, fish and fishery products, according to the Department of Agriculture, BAI's mother agency.

"The ACEAs will enable us to perform 100% inspection of farm commodities especially those on high risk or 'Alert Order' status. This will help us reduce or prevent smuggling of agricultural products, and prevent the entry of major animal, plant and fish diseases that will endanger the country's agricultural industry," Dar said.

"Under the Food Safety Act of 2013 or RA [Republic Act] 10611, all food, meat, and agri shipments must first go through ACEA, before the BOC [Bureau of Customs]," the DA chief noted.

In particular, Section 12 (b) of RA10611 states that: "imported foods shall undergo cargo inspection and clearance procedures by the DA and the DOH at the first port of entry to determine compliance with national regulations. This inspection by the DA and the DOH shall always take place prior to assessment for tariff and other charges by the Bureau of Customs (BOC). The BOC and the Association of International Shipping Lines (AISL) shall provide the DA and the DOH documents such as the Inward Foreign Manifest of Arriving Vessels to



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Singapore retains top spot as international shipping center for 7th year running

SINGAPORE is the top international shipping center for the seventh consecutive year, based on the 2020 Xinhua-Baltic International Shipping Centre Development Index.

The index, in its seventh edition, provides an independent ranking of the performance of the world's largest cities that offer port and shipping business services. It is published by the Baltic Exchange in collaboration with Xinhua, the Chinese state news agency.

Based on factors including port throughput and infrastructure; depth and breadth of professional maritime support services; as well as the general business environment, the latest report shows the top 5 international shipping centers remain the same as 2019, although with some movement.

Singapore is followed by London, Shanghai, Hong Kong and Dubai.

London and Dubai are the only top 5 international shipping centres outside Asia, with London moving up one spot into second place

Dubai retained its fifth place while Athens rose to eighth place.

Singapore maintained its position as the most important shipping hub in the Asia-Pacific region, ranking first for seven consecutive years with its advantages of geographical location, shipping industry ecosystem and supportive government policies.

London, with advantages accruing from providing high-end shipping finance, insurance, and legal services, has climbed back to the second place after dropping to third place in 2018 and 2019.

As the biggest port in terms of container throughput, Shanghai has seen a steady improvement in port facilities and shipping service levels, and has ascended

to the top three for the first time. Hong Kong fell to fourth place mainly due to a decrease in cargo throughput and a drop in rankings relative to other centers in areas such as ship brokerage, insurance and legal services.

Dubai, as the pre-eminent shipping hub in the Middle East, ranked fifth for the third consecutive year. Rotterdam and Hamburg have also retained their positions since 2018, ranking sixth and seventh respectively.

Benefiting from an improving business environment, Athens rose to eighth. New York-New Jersey slipped by one place, while Tokyo rose one place, returning to the ranks of the top 10.

"Whilst this report reflects a pre-COVID 19 world, those locations which continue to build on their strengths, are able to communicate a clear vision for the future and diversify beyond the physical port hub will be the ones who are able to succeed in the future. We call on all the main shipping hubs to continue investing in education, R&D and new services; remain open to global talent and offer an attractive international business environment," said Baltic Exchange Chief Executive Mark Jackson.

enable the DA and the DOH to identify shipments requiring food safety inspection. Shipments not complying with national regulations shall be disposed according to policies established by the DA and the DOH."

DA and DOH will develop regulations on cargo/shipment inspections and clearance procedures for imported products prior to the assessment of BOC. DA and BOC will then forge an agreement to implement the policy as called for under the Food Safety Act of 2013.

DA early this year said it is looking at putting up of a designated cold examination area at MICT as part of a plan to limit unloading of agricultural imports to only five ports to enable a 100% examination of such goods by the government.

At present when BOC opens a container, it is only to make a quick check of the contents for spoilage or contamination. Only when the commodities are delivered to the National Meat Inspection Service is a more thorough examination conducted.


Top 10 port cities of the Xinhua-Baltic International Shipping Centre Development Index

| Ranking | 2020 | 2019 | 2018 | 2017 | 2016 |
|---------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1 | Singapore | Singapore | Singapore | Singapore | Singapore |
| 2 | London | Hong Kong | Hong Kong | London | London |
| 3 | Shanghai | London | London | Hong Kong | Hong Kong |
| 4 | Hong Kong | Shanghai | Shanghai | Hamburg | Hamburg |
| 5 | Dubai | Dubai | Dubai | Shanghai | Rotterdam |
| 6 | Rotterdam | Rotterdam | Rotterdam | Dubai | Shanghai |
| 7 | Hamburg | Hamburg | Hamburg | New York - New Jersey | New York - New Jersey |
| 8 | Athens | New York - New Jersey | New York - New Jersey | Rotterdam | Dubai |
| 9 | New York - New Jersey | Houston | Tokyo | Tokyo | Tokyo |
| 10 | Tokyo | Athens | Busan | Athens | Athens |

Maritime and Port Authority of Singapore Chief Executive, Quah Ley Hoon, for her part said: "Singapore is deeply honoured to retain the top spot in the 2020 Xinhua-Baltic International Shipping Centre Development (ISCD) Index for the seventh year running. This good news comes amidst the COVID-19 gloom. The real test will be how we bounce back in a world shaken by an unprecedented crisis. We will need a global and co-ordinated effort. In this regard, Singapore will continue to rally governments and the global shipping community to work together and emerge stronger. Within Singapore, we stand united with our maritime companies, industry partners and unions, and

will strive to maintain our position as a leading International Maritime Centre and a global hub port."

President of The China Economic Information Service, a wholly-owned company of the Xinhua News Agency, Xu Yu Chang, said: "This year, the China Economic Information Services and Baltic Exchange collaborated together with great efforts to launch the Index as scheduled amid the challenging situation brought forth by Covid-19. I believe the continued release of the Index will further contribute to the sustainable global economic growth by optimising shipping resources worldwide as well as promoting the scientific development of international shipping centers."

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| Nefeli | 20003N | 22-Jul | 23-Jul | 25-Jul | 26-Jul | 28-Jul | 28-Jul | 29-Jul | |
| AS Serafina | 20003N | 29-Jul | 30-Jul | 1-Aug | 2-Aug | 4-Aug | 4-Aug | 5-Aug | |
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| FEEDER VESSEL | VOY. | ETD MNL (NTH) | ETD MNL (STH) | ETA NAN | ETA SKU | ETA HKG | | | |
| AS Serafina | 20002N | 18-Jul | 20-Jul | 24-Jul | 25-Jul | 26-Jul | | | |
| Putnam | 20004N | 25-Jul | 27-Jul | 31-Jul | 1-Aug | 2-Aug | | | |
| BMX - Manila - Lianyungang - Qingdao LCT CARGO: NORTH / MON 0400H • SOUTH / TUE 1700H | | | | | | | | | |
| FEEDER VESSEL | VOY. | ETD MNL (NTH) | ETD MNL (STH) | ETA LYG | ETA TAO | | | | |
| GH Scirocco | OKRVBN | 18-Jul | 19-Jul | Phase out | Phase out | | | | |
| Jack London | OKREDN | 23-Jul | 25-Jul | 30-Jul | 1-Aug | | | | |
| IFX - Manila - Pusan - Qingdao - Shanghai LCT: CARGO / SAT 1200H • ED & ARRASTRE / FRI 1700H • FSI / FRI 1300H | | | | | | | | | |
| FEEDER VESSEL | VOY. | ETD MNL (NTH) | ETA PUS | QIN | SHA WQG2 | | | | |
| APL Oregon | OFD0GE1MA | 19-Jul | 23-Jul | 25-Jul | 27-Jul | | | | |
| KMTC Mundra | 2002E | 26-Jul | 30-Jul | 1-Aug | 3-Aug | | | | |
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| FEEDER VESSEL | VOY. | ETD MNL (STH) | ETD MNL (NTH) | ETA SHA WQG4 | ETA NBO | | | | |
| BF Mahia | 030W | 21-Jul | 22-Jul | - | - | | | | |
| Vivaldi | 031W | 28-Jul | 29-Jul | - | - | | | | |
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| FEEDER VESSEL | VOY. | ETD MNL (NTH) | ETA SHA (WQG4) | | | | | | |
| Navios Delight | 0QA6AN | 18-Jul | 25-Jul | | | | | | |
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| FEEDER VESSEL | VOY. | ETD MNL (NTH) | ETA TAICHUNG | ETA XIAMEN | ETA YANTIAN | | | | |
| Navios Tempo | 028N | 21-Jul | 26-Jul | 27-Jul | 29-Jul | | | | |
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PPA launches e-payment portal...

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Designed and developed by in-house technology and online platform experts, the EPP is an upgrade of the port authority system implemented since 2018.

PPA general manager Atty. Jay Daniel Santiago said the EPP is continuously being improved but its completion and implementation was fast tracked due to the COVID-19 pandemic.

"We are really keen on automating our collection of port charges to reduce face-to-face transaction, thus, boosting the integrity of our process," Santiago said. "This scheme now allows payment of transactions anytime and anywhere electronically."

PPA said all port users can access the EPP using their access credentials as required by the agency.

Aside from the EPP, PPA is in the process of completing its automated passenger ticketing system. When implemented, the system will centralize booking and payment of passenger tickets, preventing overbooking and overloading resulting in safer sea travel.

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Groups push suspension...

Continued from page 1

for clerical errors, misdeclaration, misclassification, and undervaluation, while CMO 49-2019 issued last year orders the mandatory filling in of Box No. 41 (Supplemental Units) in the lodgment of goods declaration in BOC's Electronic-to-Mobile System.

Under CAO 01-2020, errors may be clerical when they are inadvertent, which may include misspelling and/or incorrect input of data while drafting, copying or transposing a document such as consignee(s) name, importing vessel or aircraft, port of departure, port of destination and date of arrival, the number and/or marks of packages, the quantity, the nature and correct commodity description of the goods, its value set forth in a proper invoice, packing list and such other information as may be required by rules and regulations, provided that it is not attendant with fraud and not due to gross negligence.

BOC assistant commissioner and spokesperson Atty. Vincent Philip Maronilla, in a text message to PortCalls, said "we will take the letters of CCBI and ABCI under advisement and discuss them thoroughly if the issues raised merit a change in our policy."

BOC will conduct an online discussion about CAO 01-2020 on its Facebook page on July 15.

CCBI and ABCI said they are receiving countless complaints from importers and customs brokers who claim they are being slapped with the P5,000 fine "even if goods covered by their import entries do not bear the tariff headings listed in Annex A of CMO 49-2019."

The associations said it is "very clear" under CMO 49-2019 that the requirement for filling out Box 41 in the import entry only applies to goods with tariff headings specified in Annex A of the said order. CMO 49-2019 covers all lodgment of goods declaration under the consumption entry (formal and informal) for HS codes (Harmonized Commodity Description and Coding System) listed in Annex A of the order.

They added that under the CMO, in case of discrepancy/ies in the number

of packages or units declared in Box 41 vis-a-vis that stated in the bill of lading (B/L) or packing list, the concerned customs examiner should update the goods declaration accordingly to reflect the number of units stated in the B/L or packing list.

"Interestingly, CMO 49-2019 did not provide for penalties in case of discrepancy in the number of units declared in Box 41," the groups said.

Under CAO 01-2020, however, an importer, customs brokers, or any port stakeholder will be penalized with a P5,000 fine per clerical error committed in the goods declaration.

CCBI and ABCI noted they are "not questioning whatever noble motive/s that may lie behind the imposition of the fine", and declared they are "dependable allies of the Bureau of Customs in fostering a corrupt free Aduana" and are in the agency's promotion of trade facilitation.

The groups, however, said the imposition of penalties on every perceived violation and even on goods not covered by the order "amounts to an arbitrary, capricious and whimsical application of CMO 49-2019 and CAO 1-2020...upon hapless stakeholders."

"These acts border on the thin line of grave abuse, and worse, graft and corruption on the part of concerned customs examiners, appraisers, and assessment personnel/s," they added.

CCBI and ABCI said there should also be a discussion on the propriety of the P5,000 fine per clerical error.

Under Section 108 of the Customs Modernization and Tariff Act, they noted BOC should not impose substantial penalties for errors when such errors are inadvertent and there was no fraudulent intent or gross negligence in their commission, but to discourage repetition of such errors, "a penalty may be imposed but shall not be excessive."

The groups pointed out that "so long as those perceived 'inadvertent' clerical errors do not in any way affect the amount of duties and taxes to be paid, that P5,000 is so excessive and (a) substantial fine." — **Roumina Pablo**

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SBMA extends suspension of rent, port charges to Oct 28

THE Subic Bay Metropolitan Authority (SBMA) has extended the suspension of rent and other payments--including port charges--due since the start of the enhanced community quarantine (ECQ) in March.

SBMA Chairman and Administrator Wilma T. Eisma said the SBMA Board of Directors on June 30 passed a resolution extending the grace period for collection of all due accounts until October 28, or a total of 119 days. The suspension period now covers the March to September 2020 billings for lease rentals, common use service area fees, port charges, garbage collection fees, sublease shares, and gross

revenue shares.

This is the third extension of the grace period, which Eisma said will benefit business locators leasing lands, buildings and other infrastructure from the SBMA, and residents paying lease on a monthly basis.

Eisma said the extension of the grace period takes off from Department of Trade and Industry's Memorandum Circular No. 20-29, which provided for a minimum 30-day grace period for the cumulative amount of residential and commercial rents that fell due during the quarantine.

"But to better assist the businesses here in Subic, the SBMA opted for a longer time when payments could be deferred to

give the local businesses enough time to recover," Eisma said.

"There is really a need to cushion the impact of the lockdown and provide economic relief to Subic stakeholders in support of RA [Republic Act] 11469, or the Bayanihan to Heal as One Act," she added.

Under the resolution, the SBMA management also allowed amortized payments of all the unpaid billings from March to September 2020 in six monthly installments, or from October 2020 to March 2021.

Eisma said billings will not earn any interest or penalty until March next year if the installment is completed.

Interests and other penalties will also be applied to installments that were not paid on time, and all unpaid bills by the end of the October 27 grace period will start earning interests, charges, and penalties the following day, Eisma added.

Regular policy on credit and collection would apply to billings issued prior to the March ECQ, although interest and other charges are waived for such billings for the period July 1 to October 27, 2020.

While sub-lessees are not covered by the suspension because only sub-lessors have contracts with the SBMA, the latter are encouraged to extend the same benefit to their tenants.

Lift ban on mature coco exports, MinDA chief appeals anew

MINDANAO Development Authority (MinDA) Secretary Emmanuel Piñol renewed an appeal to President Rodrigo Duterte to lift the Marcos-era ban on export of mature coconuts and issue a special permit for Mindanao exporters.

The MinDa chief said Presidential Decree (PD) No. 1106 should be lifted to immediately help coconut farmers affected by the coronavirus disease (COVID-19) pandemic.

Issued in 1985 by former President Ferdinand Marcos, PD 1106 banned exports

of mature and dehusked coconuts.

"We are re-submitting our recommendation to the President, noting that if we want to restart the economy, we can directly focus on our coconut farmers who are actually among sectors affected by the pandemic," Piñol said in a statement.

"Since there is a standing order for the green and brown and young coconuts outside of the country, let's work on that as we appeal that Mindanao be given special permit."

After taking his oath as chairman

of MinDA in August last year, Piñol requested the lifting of PD 1106 through Executive Secretary Salvador Medialdea, noting the action would mostly benefit coconut farmers in Mindanao.

Disadvantaged sector

Piñol said unless the ban is lifted, the country's coconut farmers—who he said are reeling from effects of low copra prices due to the influx of other alternative cooking oils—would not be able to take advantage of the mature coconut market.

In November 2018, the Philippine Coconut Authority's Governing Board, chaired by Piñol who was then Secretary of the Department of Agriculture, approved a resolution that would request the interagency committee on Executive Order 1016 series of 1985 to lift the ban on mature coconut exports.

EO 1016 mandated the creation of an interagency committee which will annually update the list of prohibited products for export being implemented by the Bureau of Customs.

BOC Port of Legazpi inaugurates new building

THE Bureau of Customs (BOC) Port of Legazpi formally opened its new office building on July 1 at Quezon Avenue Extension, Pier Site, Legazpi City, Albay.

The customshouse sits on a two-storey building with a floor area of 700 square meters. It has nine office rooms, a multipurpose hall, pantry, lobby and conference room.

The structure provides a better work layout, limiting face-to-face transactions and enabling better implementation of BOC's zero contact policy, BOC Legazpi said.

The new building will have a Customer Care Center that will serve as a one-stop-shop for all Customs related inquiries, concerns and complaints.



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