

**BUREAU OF CUSTOMS  
UPDATED FIVE-YEAR STRATEGIC PLAN (Y2008-2012)**

**STRATEGIC GOAL #1 – ENHANCED REVENUE COLLECTION**

**STRATEGIC OBJECTIVE NO. 1- To optimize revenue collection**

STRATEGIC ACTION	KEY PERFORMANCE INDICATOR	TIME FRAME	RESPONSIBLE GROUP (RG)/ COORDINATOR (CO)/ LEAD (LD)
1.1 A uniform payment system (including Tax Credit Certificate) through the implementation of a cashless electronic payment system( <i>known as Payment Abstract Secure System version 5.0 or PASS 5</i> )	<ul style="list-style-type: none"> <li>• Number of ports of entry implementing the PASS 5</li> <li>• Percentage of collections thru PASS 5</li> </ul>	2010	RG: MISTG CO: Deputy Commissioner, MISTG LD: Director, Planning and System Development Service (PSDS)
1.2 Make available the VRIS (Value Reference Information System) to all ports using the E2M Customs System.	<ul style="list-style-type: none"> <li>• Number of ports using the e2m customs system with access to the VRIS</li> <li>• Frequency of updates on Value Reference</li> </ul>	2010	RG : MISTG CO : Deputy Commissioner, MISTG LD: Chief, VRIS Office
1.3 Utilize surveyor in the customs clearance of bulk and break bulk cargoes	<ul style="list-style-type: none"> <li>• Supplemental guidelines issued.</li> <li>• Number of port load and port of destination surveyed and the amount of revenues generated including increments.</li> </ul>	2010  2010-2012	RG: AOCG CO: Deputy Commissioner, AOCG LD: Atty. Ceasar Corpus
1.4 Implement the Passenger Baggage System (PBS) in all international airports	<ul style="list-style-type: none"> <li>• PBS in all international airports</li> </ul>	2010 - NAIA 2011 - all other airports	RG: MISTG CO: Deputy Commissioner, MISTG LD: Deputy Collector for Passenger Service, nationwide

**STRATEGIC GOAL #1 – ENHANCED REVENUE COLLECTION**

**OBJECTIVE NO. 2- To plug revenue leakages**

<b>STRATEGIC ACTION</b>	<b>KEY PERFORMANCE INDICATOR</b>	<b>TIME FRAME</b>	<b>RESPONSIBLE GROUP (RG)/ COORDINATOR (CO)/ LEAD (LD)</b>
2.1 Establish and maintain the National Single Window System for the following 10 government agencies at their head/national offices up to regional offices: BOI, BAI, BOC, FDA, BIR, BPI, BPS, NFA, PEZA, SRA	<ul style="list-style-type: none"> <li>Number of agencies participating in the National Single Window System</li> </ul>	2010 – Agencies’ central and regional offices	RG: MISTG CO: Deputy Commissioner, MISTG LD: Deputy Commissioner, MISTG
2.2. Establish and maintain the National Single Window System for the following 30 government agencies at their head/national offices: BFAR, BF, BIS, BQ, EMB, Ozone Desk, IC, LTO, MARINA, NMIS, OSS-DOF, PCA, CIDG, IPO, NICA, BETP, BI, BSP, FEO, NTC, OMB, PDEA, PNRI, PSB, FPA, FIDA, PNP, DDB, ATO and DOH	<ul style="list-style-type: none"> <li>Number of agencies participating in National Single Window System</li> </ul>	2010 – Agencies’ central offices  2011 – Agencies’ regional offices	RG: MISTG CO: Deputy Commissioner, MISTG LD: Deputy Commissioner, MISTG
2.3 Automate bonds management and raw materials liquidation	<ul style="list-style-type: none"> <li>Issuance of corresponding rules and regulations</li> <li>Implementation of Automated Bonds Management System (ABMS) and Raw Materials Liquidation System (RMLS) nationwide under the e2m Customs System</li> </ul>	2010	RG: MISTG CO: Deputy Commissioner, AOCG LD: Deputy Collector for Operations, nationwide

<p>2.4 Enhance the use of Post-Entry Audit System</p>	<ul style="list-style-type: none"> <li>• Number of importers audited and amount of revenues collected.</li> <li>• Number of Green entries with discrepancy</li> <li>• Number of participants in the Voluntary Disclosure Program (VDP) <ul style="list-style-type: none"> <li>- with Audit Notification Letter (ANL)</li> <li>- without ANL</li> </ul> </li> <li>• Number of importers profiled</li> <li>• Number of ANLs issued</li> <li>• Number of importers recommended for suspension of their accreditation</li> </ul>	<p>2010 - 2012</p>	<p>RG: PEAG CO: Assistant Commissioner, PEAG LD: Directors, TIRAO and CAO</p>
<p>2.5 Improve risk management techniques in cargo clearance process</p>	<ul style="list-style-type: none"> <li>• Number of selected entries with discrepancies and resulting to revenue collection</li> <li>• Number of Green entries with discrepancies</li> </ul>	<p>2008-2012</p>	<p>RG: IG CO: Deputy Commissioner, IG LD: Chief, Risk Management Office</p>
<p>2.6 Enhanced transit system <i>(previously referred to as transshipment)</i></p>	<ul style="list-style-type: none"> <li>• Issuance of corresponding rules and regulations</li> <li>• Service is outsourced and service provider selected</li> <li>• Number of transit cargoes found to have irregularities and discrepancies</li> </ul>	<p>2010</p>	<p>RG: AOCG CO: Deputy Commissioner, AOCG LD: Deputy Collector for Operations, MICP</p>
<p>2.7 Monitoring system of cargoes transferred to CBWs, PEZA, Special Economic Zones and Freeports</p>	<ul style="list-style-type: none"> <li>• Issuance of covering regulations</li> <li>• Implementation of the enhanced transit system</li> <li>• Number of cargoes transferred and found to have irregularities and discrepancies</li> </ul>	<p>2010</p>	<p>RG: AOCG CO: Deputy Commissioner, AOCG LD: Director, Port Operations Service</p>



3.3 Conduct auction sales using appropriate IT technology	<ul style="list-style-type: none"> <li>• Development and implementation of the system</li> <li>• Issuance of the covering regulations</li> <li>• Frequency of auction sales through electronic bidding</li> </ul>	2010	RG: AOCG CO: Deputy Commissioner. AOCG LD: Director, Port Operation Service
3.4 Automate the monitoring of Deferred Payment Accounts	<ul style="list-style-type: none"> <li>• Actual collection versus demandable</li> <li>• Number of accounts covered by the automated monitoring</li> </ul>	2010	RG: RCMG CO: Deputy Commissioner, RCMG LD: Director, Collection Service
3.5 Review and revise existing regulations covering the schedule of fines, fees, surcharges imposed on customs transactions to make the current rates realistic	<ul style="list-style-type: none"> <li>• Amount of revenue generated from fines, fees and surcharges</li> </ul>	2010	RG: RCMG CO: Deputy Commissioner, RCMG LD: Director, Legal Service
3.6 Expand source of information to be able to identify royalties, commissions, discounts and other adjustments to the transaction value under the WTO valuation regime	<ul style="list-style-type: none"> <li>• Number of sources of information related to royalties, commissions, discounts and other adjustments identified and applied</li> <li>• Additional revenue generated due to this information</li> </ul>	2010	RG: PEAG CO: Assistant Commissioner, PEAG LD: Director, Compliance Assessment Office

**STRATEGIC GOAL #2 – DEVELOPED PERSONNEL COMPETENCE AND WELFARE**

**OBJECTIVE NO. 1- To rationalize salaries and benefits of BOC personnel**

STRATEGIC ACTION	KEY PERFORMANCE INDICATOR	TIME FRAME	RESPONSIBLE GROUP (RG)/ COORDINATOR (CO)/ LEAD (LD)
1.1 Review and integrate all studies conducted relating to compensation and other benefits and identify doable recommendations	<ul style="list-style-type: none"> <li>• List of recommendations approved by the Commissioner.</li> <li>• Compensation package implemented</li> </ul>	2010  2011	RG: IAG CO: Deputy Commissioner, IAG LD: Director, Administration Office
1.2. Support to existing bills already in Congress exempting the BOC and BIR from the salary standardization law	<ul style="list-style-type: none"> <li>• Bill refiled at the opening of incoming Congress</li> <li>• No. of hearings attended and position papers submitted</li> <li>• Number of congressman and senators solicited to support the bill</li> </ul>	2010	RG: IAG CO: Deputy Commissioner, IAG LD: Dep Comm, IAG with assistance of the Director, Legal Service

**STRATEGIC GOAL #2 – DEVELOPED PERSONNEL COMPETENCE AND WELFARE**

**OBJECTIVE NO. 2- To design and implement a competency-based Human Resources Management Program (HRM)**

STRATEGIC ACTION	KEY PERFORMANCE INDICATOR	TIME FRAME	RESPONSIBLE GROUP (RG)/ COORDINATOR (CO)/ LEAD (LD)
2.1 Review and revise the Human Resources policies, rules and regulations covering recruitment, promotion, reassignment, rotation, designation, performance evaluation and training based on the outcome of personnel competency assessment system, a project under TRTA 2	<ul style="list-style-type: none"> <li>• Competency grid developed</li> <li>• Job description for all positions defined</li> <li>• Competency assessment implemented</li> <li>• Revised CAO/CMO on recruitment, promotions, designation, reassignment, rotation and performance evaluation system approved by appropriate authorities</li> <li>• Competency-based training plan formulated</li> </ul>	2010-2012	RG: IAG CO: Deputy Commissioner, IAG LD: Director, Administration Office with Chief, HRMD and Chief, ITDD
2.2 Develop and implement a Medium Term Training Plan for 2010-2012 based on a Training Needs Analysis (TNA) conducted and other available relevant information	<ul style="list-style-type: none"> <li>• TNA conducted</li> <li>• Other relevant information identified (e.g. ASEAN TNA and ASEAN Blueprint on Training)</li> <li>• Appropriate curriculum/modules developed/updated.</li> <li>• Evaluation of trainings conducted at different levels.</li> <li>• Annual Plan updated based on Medium Term Plan (2010, 2011, 2012)</li> <li>• Number of trainings and participants by</li> </ul>	2010-2012	RG: IAG CO: Deputy Commissioner, IAG LD: Chief, Interim Training & Development Division

	classification (e.g. values, assessment, port operations, enforcement, etc.)		
2.3 Active participation in regional and international customs trainings/ seminars/workshops (including modern evidence gathering and investigation techniques)	<ul style="list-style-type: none"> <li>• Number of personnel who have undergone foreign seminars/ trainings</li> <li>• Updated list of training and seminars offered by various regional and international fora</li> <li>• List and Number of intelligence and enforcement personnel trained.</li> <li>• List and Number of Courses Attended</li> <li>• Number of evidence gathering tools applied</li> </ul>	2010 - 2012	RG: IAG CO: Deputy Commissioner, IAG LD: Chief, Interim Training & Development Division

**STRATEGIC GOAL #2 – DEVELOPED PERSONNEL COMPETENCE AND WELFARE**

**OBJECTIVE NO. 3- To enhance Resource Management System.**

<b>STRATEGIC ACTION</b>	<b>KEY PERFORMANCE INDICATOR</b>	<b>TIME FRAME</b>	<b>RESPONSIBLE GROUP (RG)/ COORDINATOR (CO)/ LEAD (LD)</b>
3.1 Integrate HRMS with Financial System and Physical Property Management System	<ul style="list-style-type: none"> <li>Integrated system implemented</li> </ul>	2010	RG: MISTG CO: Deputy Commissioner, MISTG LD: Director, Administration Office
3.2 Institutionalize annual budget planning and cascading for more effective budget proposals and rationalize budget allocation	<ul style="list-style-type: none"> <li>CMO issued in 2010.</li> <li>Budget planning and cascading implemented annually starting 2010</li> </ul>	2010-2012	RG: IAG CO: Deputy Commissioner, IAG LD: Director, Financial Management Office
3.3 Continuous maintenance and upgrading of Customs Capacity Building Center	<ul style="list-style-type: none"> <li>Sources of funds for maintenance and upgrades identified</li> </ul>	2011	RG: IAG CO: Deputy Commissioner, IAG LD: Chief, ITDD

**STRATEGIC GOAL #2 – DEVELOPED PERSONNEL COMPETENCE AND WELFARE**

**OBJECTIVE NO. 4- To continue the implementation and update of Integrity Action Plan (IAP).**

<b>STRATEGIC ACTION</b>	<b>KEY PERFORMANCE INDICATOR</b>	<b>TIME FRAME</b>	<b>RESPONSIBLE GROUP (RG)/ COORDINATOR (CO)/ LEAD (LD)</b>
4.1 Update, implement, and monitor accomplishments of the Integrity Action Plan	<ul style="list-style-type: none"> <li>• IAP updated/revised by 2010</li> <li>• Number of activities implemented</li> <li>• Impact survey/evaluation conducted</li> </ul>	2010 - 2012	RG: IDC CO: IDC Secretariat LD: Director, Administration Office

**STRATEGIC GOAL #2 – DEVELOPED PERSONNEL COMPETENCE AND WELFARE**

**OBJECTIVE NO. 5- To work for the passage of a Customs Service Act (A new structure, a new plantilla, better salary structure, a new personnel management system)**

<b>STRATEGIC ACTION</b>	<b>KEY PERFORMANCE INDICATOR</b>	<b>TIME FRAME</b>	<b>RESPONSIBLE GROUP (RG)/ COORDINATOR (CO)/ LEAD (LD)</b>
<p>5.1 Draft the New Customs Service Act correlated to the Customs and Tariff Modernization Act (CTMA) already in Congress. To include, among others, provisions for the following:</p> <ul style="list-style-type: none"> <li>• Terms of office of BOC officials</li> <li>• Exemption from Salary Standardization</li> <li>• Employees' Welfare</li> <li>• Customs Lateral Attrition</li> <li>• Customs Academy</li> <li>• Professionalization of customs personnel</li> </ul>	<ul style="list-style-type: none"> <li>• Bill filed at the opening of incoming Congress</li> <li>• No. of hearings attended and position papers submitted</li> <li>• Number of congressman and senators solicited to support the bill</li> </ul>	<p>2010</p>	<p>RG: IAG            CO: Deputy Commissioner, IAG            LD: Director, Legal Service with Director, Administration Office</p>

**STRATEGIC GOAL #3 – SECURED TRADE FACILITATION**

**OBJECTIVE NO. 1- To further facilitate trade and commerce by enhancing the cargo clearance process.**

STRATEGIC ACTION	KEY PERFORMANCE INDICATOR	TIME FRAME	RESPONSIBLE GROUP (RG)/ COORDINATOR (CO)/ LEAD (LD)
1.1 Full automation of the import and export procedures in all ports of entry using the E2M Customs System	<ul style="list-style-type: none"> <li>• Number of automated import and export procedures implemented in all ports</li> <li>• Average cargo clearance time</li> <li>• Number of ports with automated procedures</li> </ul>	2010	RG: MISTG CO: Deputy Commissioner, MISTG LD: Director, PSDS
1.2 Establish a pre-arrival cargo clearance process for low risk shipments and compliant importers	<ul style="list-style-type: none"> <li>• Covering rules and regulations are issued</li> <li>• Number of shipments cleared prior arrival</li> <li>• Faster average cargo clearance time</li> </ul>	2010	RG: AOCG CO: Deputy Commissioner, AOCG LD: Deputy Commissioner, AOCG
1.3 Establish a pre-arrival consultation process for classification, valuation and rules of origin	<ul style="list-style-type: none"> <li>• Issuance of covering rules and regulations</li> <li>• Number of consultation and number of shipments facilitated</li> </ul>	2010	RG: AOCG CO: Deputy Commissioner, AOCG LD: Director, Import Assessment Service
1.4 Implement the Authorized Economic Operators (AEO) Program	<ul style="list-style-type: none"> <li>• Covering rules and regulations issued</li> <li>• Number of accredited AEO</li> <li>• Number of AEO transactions facilitated</li> </ul>	2010	RG: AOCG CO: Deputy Commissioner, AOCG LD: Coll. John Simon

**STRATEGIC GOAL #3 – SECURED TRADE FACILITATION**

**OBJECTIVE NO. 2- To improve the Selectivity System through application of Risk Management techniques.**

STRATEGIC ACTION	KEY PERFORMANCE INDICATOR	TIME FRAME	RESPONSIBLE GROUP (RG)/ COORDINATOR (CO)/ LEAD (LD)
2.1 Conduct periodic review, enhancement and updating of the Selectivity Screens	<ul style="list-style-type: none"> <li>• 80% of Red Shipments resulting in seizure or payment of additional duties and taxes</li> <li>• Percentage of Green Shipments versus Percentages of Yellow and Red Shipments (Target: 20% Green and 80% Selected)</li> <li>• Frequency of updates on criteria/ parameters</li> </ul>	2010-2012	RG: OCOM CO: Deputy Commissioner, IG LD: Head, Risk Management Office
2.2 Conduct periodic review, enhancement and updating of Trade Information Risk Assessment data parameters	<ul style="list-style-type: none"> <li>• Percentage of selected auditees resulting in deficiency assessment and/or penalty</li> <li>• Frequency of updates on data parameters utilized for risk management</li> </ul>	2010 - 2012	RG: PEAG CO: Assistant Commissioner, PEAG LD: Directors, TIRAO and CAO
2.3 Establish a system that will link the outputs of scanning and imaging applications/technologies to Risk Management System	<ul style="list-style-type: none"> <li>• Project proposal prepared</li> <li>• Funds available for application development</li> <li>• Number of scanned images <i>exported</i> to RMS</li> </ul>	2012	RG: MISTG CO: Deputy Commissioner, MISTG LD: Director, PSDS

**STRATEGIC GOAL #3 – SECURED TRADE FACILITATION**

**OBJECTIVE NO. 3- Develop and implement programs that incorporate the world’s best practices and international standards.**

STRATEGIC ACTION	KEY PERFORMANCE INDICATOR	TIME FRAME	RESPONSIBLE GROUP (RG)/ COORDINATOR (CO)/ LEAD (LD)
3.1 Refile the Customs Modernization Bill to consider, among others, the relevant provisions in the proposed New Customs Service Act	<ul style="list-style-type: none"> <li>• CTMA bill refile on the first business day of the incoming Congress</li> </ul>	July 2010	RG: RCMG CO: Deputy Commissioner, RCMG LD: Director, Legal Service
3.2 Codify customs regulations based on Revised Kyoto Convention (RKC) format/standards: <ul style="list-style-type: none"> <li>• Present Rules and Regulations.</li> <li>• Upon enactment of the new bill, rules and regulations based on RKC implementation</li> </ul>	<ul style="list-style-type: none"> <li>• Issued Codified Rules and Regulations and posted in the BOC website.</li> <li>• Number of yearly updates</li> </ul>	December 31, 2011 – 2012	RG: RCMG CO: Deputy Commissioner, RCMG LD: Director, Legal Service
3.3 Enhance the implementation of Voluntary Compliance Program under the Transaction Value System	<ul style="list-style-type: none"> <li>• More importers subjected to compliance audit</li> <li>• Number of compliant firms and their revenue contribution increased.</li> <li>• Compliance program formulated and maintained</li> <li>• Number of importers availing of the voluntary compliance program over the number of importers subjected to enforced compliance</li> </ul>	2010-2012	RG: PEAG CO: Assistant Commissioner, PEAG LD: Directors, TIRAO and CAO

	<ul style="list-style-type: none"> <li>Percentage of number Green lane entries found with discrepancies</li> </ul>		
3.4 Adoption and implementation of the WCO SAFE Framework of Standards	<ul style="list-style-type: none"> <li>Number of WCO SAFE standards implemented.</li> <li>Number and percentage of containers for export subjected to non-intrusive inspection</li> </ul>	2011	RG: AOCG CO: Deputy Commissioner, AOCG LD: Dr. Nerza Rebustes
3.5 Provide for green lane processing system in the clearance of passengers in all international airports	<ul style="list-style-type: none"> <li>Number of international airports with Green Lanes.</li> <li>Increased number of Green Lanes in all international airports</li> </ul>	2010-2012	RG: NAIA CO: District Collector, NAIA LD: Deputy Collector for Passenger Service, NAIA
3.6 Establish linkages with the Bureau of Immigration (BI) , airlines and airport authorities through the use of Advanced Passenger Information System (APIS)	<ul style="list-style-type: none"> <li>MOA between BOC and BI signed and implemented</li> <li>Linkages between BOC and BI established</li> </ul>	2011	RG: MISTG CO: Deputy Commissioner, MISTG LD: Directors, PSDS and Legal Service
3.8 Acquire ISO 9001 Certification (Quality Management System)	<ul style="list-style-type: none"> <li>Completed the JICA-funded ISO 9001 Certification alignment/Preparedness project</li> <li>Issued Certification by ISO accreditation auditor</li> </ul>	2010 2012	RG: MISTG CO: Deputy Commissioner, MISTG LD : Director, Administration Office
3.9 Acquire ISO 27001 Certification (Information Security Management System)	<ul style="list-style-type: none"> <li>Completed the JICA-funded ISO 27001 Certification Alignment/ Preparedness project</li> <li>Issued Certification by ISO accreditation auditor</li> </ul>	2010 2012	RG: MISTG CO: Deputy Commissioner, MISTG LD: Director, PSDS
3.10 Assess the processing time of imports	<ul style="list-style-type: none"> <li>Completed the JICA-funded Time Measurement Study</li> <li>Compared TMS with previous TMS on 2004</li> </ul>	2010	RG: MISTG CO: Deputy Commissioner, MISTG LD: Director, TMS

**STRATEGIC GOAL #3 – SECURED TRADE FACILITATION**

**OBJECTIVE NO. 4 - Continuous information dissemination to the business community on new customs policies, rules, regulations and procedures.**

STRATEGIC ACTION	KEY PERFORMANCE INDICATOR	TIME FRAME	RESPONSIBLE GROUP (RG)/ COORDINATOR (CO)/ LEAD (LD)
4.1 Conduct briefings, orientations on customs policies and procedures to promote transparency and informed compliance	<ul style="list-style-type: none"> <li>• Number of briefings and orientation sessions</li> <li>• Number of Commodity Briefings conducted by Importers for Customs Personnel</li> </ul>	2010 - 2012	RG: IAG CO: Deputy Commissioner, IAG LD: Chief, Training and Development Division
4.2. Enhance the Customer Relations Management System and the BOC Website through outsourcing schemes	<ul style="list-style-type: none"> <li>• Outsourcing agreement for CRMS signed</li> <li>• Outsourcing agreement for BOC Website signed</li> </ul>	2010	RG: IAG CO: Deputy Commissioner, IAG LD: Director, Administration Office in coordination with Director, TMS

**STRATEGIC GOAL #4 – STRENGTHENED ENFORCEMENT**

**OBJECTIVE NO. 1 – To enhance intelligence and enforcement capabilities**

<b>STRATEGIC ACTION</b>	<b>KEY PERFORMANCE INDICATOR</b>	<b>TIME FRAME</b>	<b>RESPONSIBLE GROUP (RG)/ COORDINATOR (CO)/ LEAD (LD)</b>
<p>1.1 Work for full modernization of the monitoring, surveillance and investigation system/facility, to include-</p> <ul style="list-style-type: none"> <li>• Establishment of database as a primary tool in monitoring the surveillance, investigation and monitoring performances of EG and IG.</li> <li>• Procurement of high powered firearms and construction of armory.</li> <li>• Construction of buildings for Enforcement Group (EG)</li> <li>• Construction of jail facility for temporary detention of offenders.</li> </ul>	<ul style="list-style-type: none"> <li>• Approved modernization plan and budget available</li> <li>• Enforcement Group’s building/s constructed</li> <li>• Jail facility available in selected customs offices</li> <li>• Monitoring, Surveillance and Investigation Database System in-placed</li> <li>• No. of high powered firearms acquired and armory constructed.</li> <li>• Number motor vehicles, communication equipments and K-9 dogs acquired</li> </ul>	<p>2009-2012</p>	<p>RG: IAG CO: Deputy Commissioner, IAG LD: Director, Financial Management Service</p> <p>RG: IAG CO: Deputy Commissioner, IAG LD: Chief, GSD</p> <p>RG: MISTG CO: Deputy Commissioner, MISTG LD: Director, PSDS</p> <p>RG: Enforcement Group CO: Deputy Commissioner, EG LD: Director, ESS</p>

	<ul style="list-style-type: none"> <li>• Increase in the number of apprehensions</li> <li>• Increase in additional revenues realized from apprehended shipments</li> </ul>		RG: IG and EG CO: Deputy Commissioners, IG and EG LD: Deputy Commissioners, IG and EG
1.2 Further strengthen inter-agency and international connectivity/cooperation in the exchange and gathering of intelligence information applying the latest appropriate technology	<ul style="list-style-type: none"> <li>• Number of MOAs entered into with national and international agencies.</li> <li>• Number of apprehensions as a result of exchange of information.</li> <li>• Number of trainings/seminars sponsored by international agencies</li> </ul>	2008-2012	RG: Intelligence Group CO: Deputy Commissioner, IG LD: Deputy Commissioner, IG

**STRATEGIC GOAL #4 – STRENGTHENED ENFORCEMENT**

**OBJECTIVE NO. 2 – To accelerate investigation of cases.**

<b>STRATEGIC ACTION</b>	<b>KEY PERFORMANCE INDICATOR</b>	<b>TIME FRAME</b>	<b>RESPONSIBLE GROUP (RG)/ COORDINATOR (CO)/ LEAD (LD)</b>
2.1 Strict implementation of guidelines on the conduct of investigation, including standard timeframes	<ul style="list-style-type: none"> <li>• Re-orientation on the guidelines and timeframes conducted</li> <li>• Average Time to complete investigation measured and monitored</li> </ul>	2010	RG: IG CO: Deputy Commissioner, IG LD: Chief, Investigation Division

**STRATEGIC GOAL #5 – IMPROVED WORK ENVIRONMENT**

**OBJECTIVE NO. 1 – To implement an effective property management tracking system.**

STRATEGIC ACTION	KEY PERFORMANCE INDICATOR	TIME FRAME	RESPONSIBLE GROUP (RG)/ COORDINATOR (CO)/ LEAD (LD)
1.1 Implement a computerized Asset Properties Management System	<ul style="list-style-type: none"> <li>• PPMS developed and implemented</li>   <li>• Statistics on accounted and unaccounted properties:               <ul style="list-style-type: none"> <li>- Accountable Forms</li> <li>- Buildings</li> <li>- Equipment</li> <li>- Vehicles</li> </ul> </li> <li>• Yearly report on Service and Maintenance Schedule</li> <li>• Yearly report on accountabilities</li> <li>• Reliable data for budget preparation.</li> <li>• Reduction in repair and maintenance cost</li> </ul>		RG: MISTG CO: Deputy Commissioner, MISTG LD: Director, PSDS  RG: IAG CO: Deputy Commissioner IAG LD: Chief, GSD

**STRATEGIC GOAL #5 – IMPROVED WORK ENVIRONMENT**

**OBJECTIVE NO. 2 – To provide customs personnel with a modern and well equipped office building.**

STRATEGIC ACTION	KEY PERFORMANCE INDICATOR	TIME FRAME	RESPONSIBLE GROUP (RG)/ COORDINATOR (CO)/ LEAD (LD)
2.1. Complete rehabilitation or construction of the OCOM and POM buildings	<ul style="list-style-type: none"> <li>• Rehabilitation plan developed.</li> <li>• Funding available</li> </ul>	2012	RG: IAG CO: Deputy Commissioner IAG LD: Director, Administrative Office with Chief, GSD
2.2 Renovate/construct customs building in all ports	<ul style="list-style-type: none"> <li>• List of priority renovations/construction</li> <li>• Number of renovated /constructed customs building</li> </ul>	2010- 2012	RG: IAG CO: Deputy Commissioner IAG LD: Director, Administrative Office with Chief, GSD