



# BUREAU OF CUSTOMS

Professionalism Integrity Accountability



## CUSTOMS MEMORANDUM ORDER

NO. 01-2021

**SUBJECT: GUIDELINES ON THE CONDUCT OF VALUES TRANSFORMATION PROGRAM (VTP) ONLINE EXAMINATIONS IN ACCORDANCE WITH THE BOC - PERFORMANCE GOVERNANCE SYSTEM (PGS)**

**INTRODUCTION.** In accordance with the BOC's enrollment to the Performance Governance System (PGS), and to strengthen and harness personal values of personnel for purposes of enhancing the organization's capability to pursue strategic directions, a Values Transformation Program (VTP) has been implemented.

Relatively, in view of the on-line examinations (also referred to as "exam") on PGS and VTP regularly conducted, a system for the preparation of questions, taking of exam and for grading/review/appeal of the same should be established.

### Section 1. Objectives.

- 1.1. To institutionalize the conduct of PGS-VTP examination as part of the BOC Strategy and as a tool to further strengthen the competencies and character of customs personnel to become better public servants.
- 1.2. To prescribe clear guidelines in the preparation of questions, taking and grading of exam, as well as provide the process or mechanism to address complaints, protest or appeal relating to the exam's result.
- 1.3. To simplify the review and examination process so as not to disrupt the work of BOC personnel who are already busy performing their tasks of collecting revenues for the government, facilitating trade and securing /protecting our borders.
- 1.4. To establish the PGS-VTP as part of the Strategic Performance Management System (SPMS) specifically in incorporating the same as an accomplishment of the personnel in their respective Individual Performance Commitment and Review (IPCR).
- 1.5. To utilize the results thereof as an input in the review and evaluation process of candidates for annual performance review, promotion and/or movement based on the issued *Certificates of Successful Completion* of the online examination.
- 1.6. To prescribe sanctions on non-compliance of taking the online examination.

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Bureau of Customs – Port of Manila  
South Harbor, Gate 3, Port Area, Manila 1099  
Website: [www.customs.gov.ph](http://www.customs.gov.ph) Email: [pom.odc@customs.gov.ph](mailto:pom.odc@customs.gov.ph)

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CENTRAL RECORDS MGT. DIVISION

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MARGARET G. MANALAYSAY  
Administrative Officer V

**Section 2. Scope.** On-line examination in relation to the PGS and VTP shall be conducted across all Offices and Collection Districts of the Bureau and shall be taken by all organic and casual employees, with the exemption of the following:

- 2.1. Newly hired employees whose official assumption is less than three (3) months prior to the on-line examination, and
- 2.2. Employees who are mandatorily retired within six (6) months from the date of exam.

**Section 3. Schedule of examination.** PGS-VTP online examination shall be conducted within the first 10 calendar days of every month from 7:00 am to 10 pm.

**Section 4. Coverage.** The examination shall cover topics on PGS, Good Governance and Anti-Corruption, Values Formation, Code of Ethics and Professional Conduct, Compliance and Integrity, Professionalism in the Workplace, and other similar or related topics.

**Section 5. Creation of an Online Examination Oversight Committee.** To professionalize the conduct of the online examination, an Oversight Committee is hereby created, composed of the following:

Head: Deputy Commissioner for Internal Administration Group

Members: Representative from the Office of the Commissioner  
Head of the PGS Core Team  
Focal Point for Office for Strategy Management (OSM)  
Chief, Planning and Policy Research Division (PPRD)

Secretariat: Interim Training and Development Division (ITDD)

**Section 6. Responsibilities.** The Oversight Committee shall be responsible for the following:

- 6.1. Determine the topic for the PGS Learning / Review Materials
- 6.2. Formulate/finalize/approve the questions for the online examination
- 6.3. Institute policy directives relating to the conduct of the exam and the recording/usage of results thereof
- 6.4. Handle and establish the process for complaints, protest or appeals
- 6.5. Perform other related functions, as may be necessary to attain the objectives of this Order.



## **Section 7. PGS-VTP Learning/Review Materials.**

- 7.1. PGS-VTP Materials that will be subject of a forthcoming on-line examination shall be distributed electronically via the *BOC-PGS Viber Community* and/or posted in the *BOC On-line Learning Portal* (hereinafter referred to as "*Training Portal*") at least three (3) weeks prior to the examination to allow BOC personnel enough time to study and/or review the same.
- 7.2. All PGS-VTP Materials that will be distributed and used for online examination shall be determined/finalized and approved by the Head, Oversight Committee.

## **Section 8. Preparation of questions for PGS- VTP Online Examination.**

- 8.1. Each member of the Oversight Committee shall be allowed to recommend the Learning/Review topic for each month and prepare or formulate the multiple-choice questions on *rotational basis*, to ensure that there will be enough materials for the monthly exam and to ensure its integrity. The final topic and questions for each month shall be approved by the Head of the Committee.
- 8.2. For each topic, the assigned examiner/committee member shall prepare a minimum of sixty (60) questions with four (4) choices each. From these 60 approved questions, three (3) sets of examination with 30 questions each will be uploaded at the same time.
- 8.3. Answers on the questions in the online examination must be clearly found in the review materials provided or uploaded in the Learning Portal.
- 8.4. The identity of the assigned examiner or committee member for each month will be kept confidential.

## **Section 9. Conduct of PGS and VTP Online Examination**

- 9.1. All online examinations shall be composed of thirty (30) items with the time limit of forty-five (45) minutes and can be taken anywhere for convenience of all BOC personnel.
- 9.2. The passing rate for the Online Examination shall be Twenty-Six (26) or 86.67% or above.
- 9.3. All BOC Employees shall have a maximum of three (3) attempts in taking the Online Examination. An employee who already passed the exam may no longer log-in for a 2<sup>nd</sup> or 3<sup>rd</sup> attempt.

- 9.4. The online examination shall be uploaded at the Training Portal at training.customs.gov.ph and shall be accessible for 10 calendar days (see above schedule).
- 9.5. For monitoring purposes, the Senior and Junior OSM Representatives of Groups and Collection Districts may request to OSM, on the 5<sup>th</sup> and 10<sup>th</sup> working day, the list of BOC employees under their respective Groups and Collection Districts who passed, failed or those who did not comply in taking the Online Examination.
- 9.6. The Senior and Junior OSM Representatives of Groups and Collection Districts shall ensure that computer units and reliable internet connection are provided to all BOC employees during the conduct of online examination.
- 9.7. At the end of the online examination, the results (final rate/grade) as well as the questions with correct and/or wrong answers will be shown. After passing, printable copy of Certificates of Successful Completion of the corresponding PGS-VTP online examination will be given.
- 9.8. Account passwords on the Training Portal shall be non-expiring. Any concerns regarding access or account passwords shall be communicated through the respective Senior and Junior OSM Representatives of Groups and Collection Districts.
- 9.9. Results of the Online Examination shall take part of the employee's respective 201 file.

#### **Section 10. Updating of the BOC Online Learning Portal Database.**

- 10.1. The following shall be reported to the ITDD by the Senior and Junior OSM Representatives of Groups and Collection Districts one (1) month before the scheduled Online Examination, through a Disposition Form duly signed by their respective District Collector or Deputy Commissioner for submission to OSM/PPRD:
  - a) Employees designated or assigned to their office/district who have been separated from the service as a result of retirement, resignation, death, etc.
  - b) Employees designated or assigned to their office/district who are newly hired (3 months below) or scheduled to retire (six (6) month) before the scheduled examination.
  - c) Personnel movement outside their Group or Collection District.

#### **Section 11. Complaints, Protest and/or Appeal.**

- 11.1. Complaints, protest or appeal on the conduct or result of the online examination shall be addressed directly to the Oversight Committee copy



furnished the OSM/PPRD. The Oversight Committee must acknowledge receipt of such complaint, protest or appeal within a period of five (5) days and resolve the issue within a period of 30 days.

- 11.2. The Oversight Committee shall issue its own procedure to handle/resolve such complaints, protest or appeal upon issuance of this Order.

**Section 12. Sanctions on Non-Compliance.**

- 12.1. A show Cause Order for non-compliance shall be issued by the Head, Oversight Committee to personnel who fails to take the exam.
- 12.2. A written explanation or justification on the cause of his/her non-compliance shall be submitted by the concerned employee within five (5) working days. Failure to submit a written explanation or justification within the prescribed period shall be a ground for the imposition of penalties for violation of office rules and regulations classified as Light Offense in the Civil Service Commission Uniform Rules on Administrative Cases in Civil Service, which provides for the following:
- a. First Offense – Reprimand
  - b. Second Offense – Suspension of One (1) to Thirty (30) Days
  - c. Third Offense - Dismissal

**Section 13. Repealing Clause.** All previous issuances or parts thereof inconsistent with this Order are hereby repealed and/or amended accordingly.

**Section 14. Effectivity.** This Order shall take effect immediately upon its publication in the BOC Website.

  
**REY LEONARDO B. GUERRERO**

Commissioner  
DEC 28 2021



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MARGARET G. MAGSAYSAY  
Administrative Officer V

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