




**BUREAU OF IMMIGRATION**  
PATRIOTISM • INTEGRITY • PROFESSIONALISM

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SUSTAINING REFORMS, INSPIRING INNOVATION 2016 - 2022



**SUSTAINING REFORMS, INSPIRING INNOVATION**

**2016 - 2022**



# BUREAU OF IMMIGRATION

STRONG BORDER CONTROL • IMPROVED SERVICE EFFICIENCY • CLEAN UP AGAINST CORRUPTION

*Alay sa mga lingkod bayan ng Kawanihan ng Pandarayanan*

**MAVULIS ISLAND.** Part of the province of Batanes, this uninhabited island is guarded by the Armed Forces of the Philippines. Fisherfolks mostly from Itbayat and Basco frequently visit Mavulis for fishing trips. Photo by MSg Gildo Cabalo, PA aboard a PAF aircraft.

# **SUSTAINING REFORMS, INSPIRING INNOVATION**

*Bureau of Immigration*  
2022

## SUSTAINING REFORMS, INSPIRING INNOVATION

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This book would not have been possible without the support of our partners, who believe in the Bureau of Immigration as an organization that continues to transform into a truly professional government agency.

On behalf of Commissioner Jaime H. Morente, we are truly grateful to the photographers and entities that provided photographs of places and events, from the northernmost island of Mavulis, Batanes to one of the southernmost islands of Pangungan (or Panguan), Municipality of Sitangkai, Province of Tawi-Tawi, that our personnel were not able to cover and document.

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Our gratitude goes to Peng Aliño of PTV4, and Zyre Ann Rosario of the Correspondence Office, Office of the President, for facilitating our request for President Rodrigo Roa Duterte’s foreword.

*At sa mga lingkod bayan ng Kawanihan ng Pandarayuhan na patuloy na nagbabantay upang mapanatiling matatag ang mga hangganan, kayo ang tunay na dahilan sa pagbuo ng librong ito.*

*Mabuhay po kayong lahat!*

**Batanes Zigzag Road** in **Batan Island**, found in Batan Island, Batanes, the northernmost province of the country.  
Taken from a PAF aircraft by MSg Gildo M Cabalo PA.

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MALACAÑAN PALACE

## FOREWORD

by President Rodrigo Roa Duterte

**W**hen I assumed office in June 2016, my priorities were clear: address the problems of criminality, drugs and graft & corruption. I set out to mount a relentless and sustained fights against these lingering problems that were making it difficult for government to function better and for our people to live peaceful, progressive lives.

Cleaning up the frontliners in government service meant putting leaders of fortitude and diligence. My choice to lead the Bureau of Immigration has remained undaunted, steadfast, and single-minded about fulfilling my marching orders: clean up the Bureau, get rid of corrupt personnel, put a stop to the schemes.

The reforms and innovations that have been implemented from 2016 to 2022 have redefined the processes and operations of the Bureau of Immigration. Despite the wave upon wave of public inquiries arising from exposes and allegations, the work of reform remained constant, determined, impervious to the issues and hearings.

The changes and upgrades are captured in this book, as visual testament to the impact of the measures that have been taken. For these to have become reality, meticulous planning and strong teamwork were essential, one without the other would not have brought about these significant, game-changing results.

Sustaining Reforms, Inspiring Innovation is a definitive statement of what public service in the name of the people can do. The men and women of the Bureau of Immigration have worked tirelessly, wholeheartedly, and with one spirit to achieve world class standards and deliver public service that makes our people proud.

June 2022  
Manila Philippines





# INTRODUCTION

by Secretary of Justice Menardo I. Guevarra

**T**he Bureau of Immigration has traditionally been our gatekeeper, keeping safe our communities from any incoming threat, and protecting the most vulnerable among our people from those who seek their exploitation overseas.

Its continued modernization through the years has allowed the Bureau to successfully discharge this function and promote the comfort and welfare of travelers despite the tremendous challenges in our country's air and sea ports. Technological upgrades in port security and the use of electronic gates, among other innovations introduced under this administration, have ensured convenience notwithstanding the perennial limitations of our existing infrastructure and facilities. More importantly, the evolution of management systems through the introduction of creative solutions such as the Advanced Passenger Information System (APIS) has not only made port traffic manageable; it has also provided important tools that ensure the security of travelers moving in or out of our borders, and their communities of both origin and destination.

In the past two years, the Bureau has likewise assumed an additional role: it has become an important pillar in our fight against the pandemic, and in guarding the health of every Filipino. Notwithstanding border closures, select men and women of the Bureau have trooped to the frontlines to assist in the repatriation of our countrymen, many of whom have been economically displaced because of the global health crisis. They have likewise kept watch over our borders, guaranteeing the unimpeded movement of peoples performing crucial work in the transport of food, medicines, and other essential goods and services. Their dedication to service has ensured our survival through this unprecedented crisis.

As we look towards a post-pandemic future, the Bureau will undoubtedly face even more challenges. Its achievements — many of which are detailed in this Report — give us great confidence that it will, as always, overcome triumphantly.

A handwritten signature in black ink, appearing to read 'Menardo I. Guevarra'.



**Serafin P. Hilado**  
*1<sup>st</sup> Commissioner*

- Serafin P. Hilado*
- Engracio Fabre*
- Jose P. Bengzon*
- Vicente Dela Cruz*
- Emilio L. Galang*
- Martiniano P. Vivo*
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- Ricardo A. David Jr.*
- Siegfred B. Mison*
- Ronaldo A. Geron*
- Jaime H. Morente*



**Jaime H. Morente**  
*28<sup>th</sup> Commissioner*

## **A BRIEF HISTORY OF THE BUREAU OF IMMIGRATION**

The Bureau of Immigration was conceived as a division within the Bureau of Customs in 1899, in the early years of the American regime in the Philippines. The influx of trade brought higher revenue from customs taxes, hence, admission of products was given higher priority over monitoring the entry and stay of aliens at that time. The Bureau of Customs had oversight on immigration functions until 1937 when it was reassigned to the Bureau of Labor in response to the tide of Chinese nationals entering the country.

On January 22, 1940, the Second National Assembly of the Philippine Commonwealth enacted the Philippine Immigration Act of 1940 (Commonwealth Act No. 613). It was signed into law by President Franklin D. Roosevelt on September 3, 1940, and established the Bureau of Immigration under the administrative supervision of the Office of the President. About a year later, it became an associated agency of the Department of Justice. Its administrative control was subsequently returned to the Office of the President.

When the Pacific War broke out in December 1941, the Bureau, which was then under the jurisdiction of the Department of Justice, relocated to the Bilibid Prison on Azcarraga Street (now Claro M. Recto Avenue), which the Japanese Imperial Army designated "off limits" to anybody throughout the occupation. The Bureau was relocated to the Bacharach Building No. 5 at the Customs Bureau at Gate 4 immediately after the war. In accordance with the government's restructuring plan, the Bureau was placed under the supervision and administration of the Department of Labor in 1945. The Bureau's administrative control was returned to the Department of Justice in August 1948, where it has remained to this day. The Bureau moved to the Court of Appeals building on Adriatico St. in Ermita, Manila, in 1951, before eventually relocating to Intramuros, where it now stands.

On September 21, 1972, then-President Ferdinand E. Marcos declared martial law. He ordered and decreed the adoption and implementation of the Integrated Reorganization Plan through General Order No. 1, dated September 22. Hence, the Commission on Reorganization issued Letter of Implementation No. 20, dated December 31, 1972, which embodied the plan, which included, among other things, changing the office's name from the Bureau of Immigration to the Commission on Immigration and Deportation, establishing a collegial body, and exercising both administrative and quasi-judicial functions. The Board of Commissioners of the Commission on Immigration and Deportation was composed of the Commissioner and two Deputy Commissioners. The Deportation Board was likewise disbanded under Letter of Implementation No. 20 and its powers were moved to the Board of Commissioners, who now had the sole authority to try and resolve deportation matters.

The Bureau now had the sole authority to enforce and administer immigration and alien registration laws, including the admission, registration, exclusion, deportation, and repatriation of aliens. It also supervised the immigration into and emigration from the Philippines of aliens. It can be gleaned from these functions that the office was a vital component of the government and a potent factor in the development of the nation.

On 25 July 1987, President Corazon C. Aquino signed Executive Order No. 292 also known as the Administrative Code of 1987. The said order renamed the office, "Bureau of Immigration." It retains all of the powers and functions it had when still a commission, and its head of office continues to be referred to as "Commissioner," as stated by DOJ Circular Order No. 31, dated December 1, 1989.





## OUR MISSION

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To control and regulate the movement of persons to, from and within our country in contributing to national security and development.

## OUR VISION

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We are committed by 2025 to be regionally and internationally recognized as providing excellent, efficient, effective, and innovative immigration service.



## OUR MANDATE

The Bureau of Immigration (BI) is principally responsible for the administration and enforcement of immigration, citizenship, and alien admission and registration laws in accordance with the provisions of the Philippine Immigration Act of 1940. It also plays a role in the enforcement of RA 9208, also known as the Anti-Trafficking In Persons Act of 2003.



## QUALITY POLICY

The Bureau of Immigration is committed to provide our stakeholders a culture of excellence towards rendering internationally recognized immigration services leading to effective, efficient and innovative border control and management.



# OUR CORE VALUES

## PATRIOTISM

We do everything for the love of country.

## INTEGRITY

We do what is right even if nobody is watching.

## PROFESSIONALISM

We are best at what we do.



# KEY FOCUS AREAS

- P** - Personnel Management and Enhancement
- A** - Agency Coordination
- T** - Transparency and Good Governance Programs
- R** - Refinement of Rules, Regulations, Procedures, and Policies
- I** - Infrastructure Improvement
- O** - Organizational and Structural Reforms
- T** - Technology Advancement

## GENERAL FUNCTIONS

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Acts as the primary enforcement arm of the Department of Justice and the President of the Republic of the Philippines in ensuring that all foreigners within its territorial jurisdiction comply with existing laws; assists local and international law enforcement agencies in securing the tranquility of the state against foreigners whose presence or stay may be deemed threats to national security, public safety, public morals and public health and; acts as chief repository of all immigration records pertaining to entry, temporary sojourn, admission, residence and departure of all foreigners in the country.





## SPECIFIC FUNCTIONS

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In the discharge of its broad functions, the Bureau through its Board of Commissioners, exercises administrative and quasi-judicial powers over the:

Regulation of the entry (arrival), stay (sojourn), and exit (departure) of foreign nationals in the country;

Monitoring of the entry and exit of Filipino citizens in compliance with Philippine laws and other legal procedures;

Issuance of immigration documents and identification certifications on non-immigrant, immigrant and special non-immigrant visas;

Issuance of special permits in relation to the enforcement of immigration laws (e.g. Special Work Permit (SWP), Provisional Permit to Work (PPW), Special Study Permit (SSP), re-entry permits, clearances, etc.);

Extension of stay of temporary visitors and implementation of changes of status as provided by law;

Administrative determination of citizenship and related status;

Investigation, hearing, decision and execution of orders pertaining to exclusion, deportation, and repatriation of foreign nationals;

Implementation of Hold Departure Orders, Blacklist, Watchlist, Immigration Lookout Bulletin Orders and Alert List Orders;

Cancellation of immigration documents upon violation of immigration laws and procedures;

Investigation, arrest and detention of foreigners in violation of immigration regulations and other Philippine laws; Accreditation of schools and learning institutions that can officially accept and enroll foreign students; and Accreditation of law firms, liaison officers, travel agencies and other individuals and organizations transacting with the Bureau of Immigration.



ADMINISTRATIVE ASSISTANT I  
FINGERPRINT EXAMINER I  
ADMINISTRATIVE AIDE I-VI  
LEGAL AIDE

SECURITY GUARD I & II  
MARINE ENGINEMAN I  
NURSING ATTENDANT  
QUARTERMASTER  
SEAMAN

# CHAPTER 1

**Advancing Patriotism, Integrity, and Professionalism**

*'Let us remember always our sacred duties to God, country, neighbors, and ourselves for these shape and guide our every thought, our every utterance and our every action.'*

**H**istory will bear witness to the many issues and challenges that the Bureau of Immigration has faced and hurdled since its inception. Corruption has taken many shapes and forms, from *pastillas* to bribes, we have seen it all.

Under the administration of President Rodrigo Roa Duterte, the fight against corruption was put at the very heart of the priorities and directives.

*Time and again, the Bureau's leaders and its personnel have fallen back on its core values to redirect its path and shape its future.*

**PATRIOTISM.** We serve for love of country, in the name of our countrymen.

**INTEGRITY.** We are guided by the law and what is right, at all times.

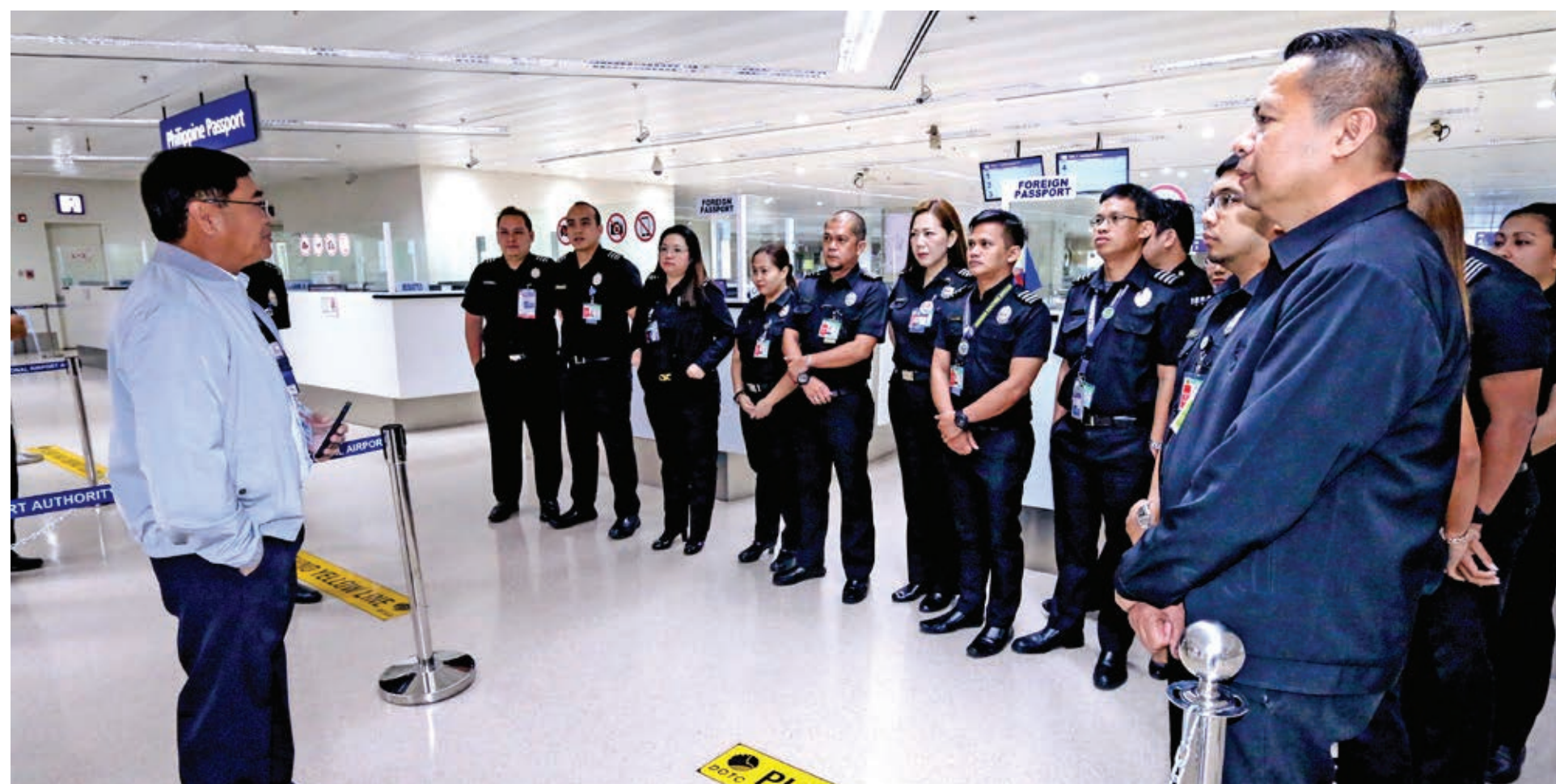
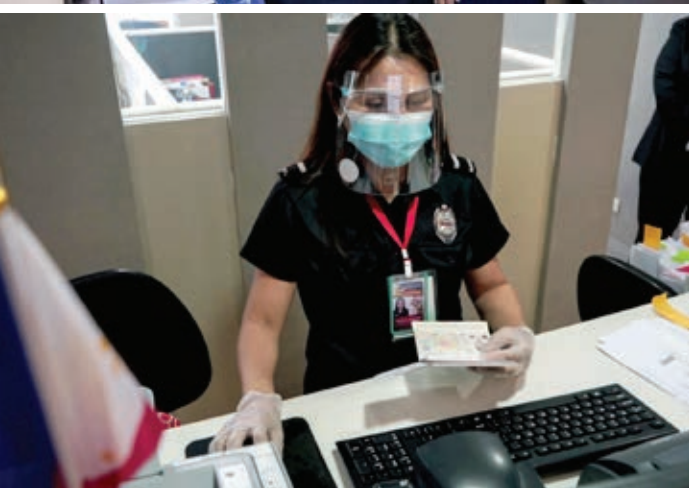
**PROFESSIONALISM.** We do our best, we strive for excellence, we work to bring results.

The trials that marked the first six months under the Duterte presidency sparked the wave of change and reform. Rather than bowing to the pressure, the focus was on two things: doing our job well despite the brickbats and getting the reform and transform agenda on track.

Reaffirming our vision, mission and values laid the foundation for the change to spread throughout the bureau, to every unit and personnel.

Training, skills and capacity-building, retooling for present and future innovations were key to pushing our people and our services to be more relevant and responsive.

*“We expanded our horizon to seek ways and means to upgrade our standards to the global benchmarks.”*



The Bureau continuously trains and develops its workforce; formulates doctrines; and establishes standards.

First 100 Days: Strong Border Control, Improved Efficiency and Clean up Against Corruption.





**Transforming into a Truly Professional Agency.** As the country’s gatekeepers, the BI has evolved along with the economy—from a division within the Bureau of Customs when trade was the primary reason for travel to an attached agency of the Department of Justice today, when people travel for a variety of reasons, necessitating an enforcement arm to protect national security.

Despite its enforcement role, the BI achieved its highest revenue collection to-date—proof that more and more foreign nationals are encouraged to stay in the country and comply with BI regulations, mainly due to the agency’s efforts to streamline its processes and promote ease of doing business.

The BI has made significant improvements to its services in the recent years—from paperless transactions, to the initiation of cashless payments, to the use of more secure visa stickers. It has made its services accessible through its more than 60 offices nationwide.



**Modernizing Systems.** As part of the BI's move to modernize its systems, it has developed its Information Systems Strategic Plan (ISSP) that contains the agency's overall strategy. The ISSP involves medium-term (3-5 year plan) planning for its Information and Communications Technology (ICT) thrusts, strategies, and programs for development.

The ISSP, which was crafted with the guidance of the Department of Information and Communications Technology (DICT), serves as a framework for the organization's effort to computerize its operations and shows the organization's intention to use ICT to help realize its vision, mission, and goals.

The formulation of an ISSP is aimed at directing ICT application towards "mission-critical, public-service-sensitive, development-management-supportive, and revenue-generating areas of the government".

Several key projects under the BI's ISSP include the linking of the Border Control Information Systems (BCIS) with other information systems; the establishment of electronic gates in major airports; the centralizing of databases for alien registration and annual report; and the development of the interactive Advance Passenger Information System (iAPIS).





ADMINISTRATIVE OFFICER II  
IMMIGRATION OFFICER I  
INTELLIGENCE OFFICER I  
PLANNING OFFICER I  
ACCOUNTANT I  
FINGERPRINT EXAMINER III  
SPECIAL INVESTIGATOR I  
TRANSLATOR II



ADMINISTRATIVE OFFICER I  
INTELLIGENCE AGENT II



ADMINISTRATIVE ASSISTANT II & III  
INTELLIGENCE AGENT I  
IMMIGRATION ASSISTANT  
FINGERPRINT EXAMINER II

## CHAPTER 2

### Equipping and Developing the Workforce

*'We shall build a stronger and more versatile organization, one that is always ready and capable of serving our people and securing our borders.'*

**A**t the heart of the reform agenda was the capacitating and retooling of the workforce.

The many changes and modernization efforts needed a workforce that was ready to take on the new equipment and implement the updated systems and processes.

Putting training and education at the top of the to-do list would ensure that the entire organization would have the hands, minds, and hearts to grow in capability and in accomplishment.

Each activity served a dual purpose: to widen the skill set of the participants and deepen their appreciation of the responsibility and duty that comes with the all-important work in immigration and border control.

Through its Center for Training and Research (CTR), capability development and technical skills enhancement have been vigorously pursued.

**2016:** 8 foreign workshops and 9 local workshops plus 7 training programs such as Basic Border Control Officers Course

**2017:** 6 foreign workshops and 19 local workshops plus 6 training programs, such as Immigration Officers Retraining

**2018:** 14 trainings, seminars and workshops, including Doctrine Development Training

**2019:** 31 trainings, seminars and workshops, including Border Control Fast-tracked Course

**2020:** 23 external training activities and 16 internal training programs, with special efforts arising from pandemic conditions.

Much-needed and upgraded equipment were an equally important infusion for the Bureau's personnel to effectively and efficiently accomplish the mission.

*The enhancement of facilities, technologies and equipment include a new and modern 5-storey building with annex; new vehicles including donations from foreign counterparts; body armor for intelligence operations; updated uniforms that reflect the work ethic and core values; full vaccination for all personnel during the pandemic; and new and upgraded security cameras and fingerprint scanners for biometrics.*

The Fugitive Search Unit (FSU) is a unit under the Office of the Commissioner that has been instrumental in the arrest of hundreds of foreign fugitives hiding in the Philippines. The FSU has partnered with foreign governments, as well as other intelligence agencies, to receive valuable information about international fugitives and syndicates that may have been operating in the country.

Another unit under the Office of the Commissioner is the Anti-Terrorist Group (ATG), created during the incumbency of Commissioner Jaime H. Morente. It is an armed component and focal unit of the BI created to formulate, adopt, and implement measures to curtail and suppress the entry into the country of foreign nationals known or under suspicion of involvement in terrorist activities or affiliation with known terrorist groups.



President Rodrigo Roa Duterte, together with Commissioner Jaime H. Morente, assists and sends off Vietnamese fishermen caught poaching in waters off the coast of Cape Bolinao, Pangasinan in 2017.



The Bureau initiated programs promoting personnel welfare as well as recognizing their achievements. These initiatives have been instrumental in boosting morale and in the overall delivery of the Bureau's services.



Appointment, training, and deployment of more than 500 new Immigration Officers to man the international airports gateway have been done over the last six years.

**The Philippine Electronic Gates.** The BI E-Gate System utilizes man-less counters used in processing arriving Filipinos holding e-Philippine passports.

A total of 21 E-gates have been activated in major airports nationwide, namely: NAIA, Clark, Mactan, Kalibo, and Davao.

The E-gates significantly lessen queuing time as it cuts processing down from the regular 45 seconds to as low as 8 seconds per passenger. The technology is equipped with modern security features such as facial recognition, biometric scanning, and bar code reading all rolled into one system.





Implementation of the Border Control Information System (BCIS), a new biometrics-based technology used in processing passengers in the various international airports.



Enhancing technologies in all BI offices.



Border control in the time of COVID-19.

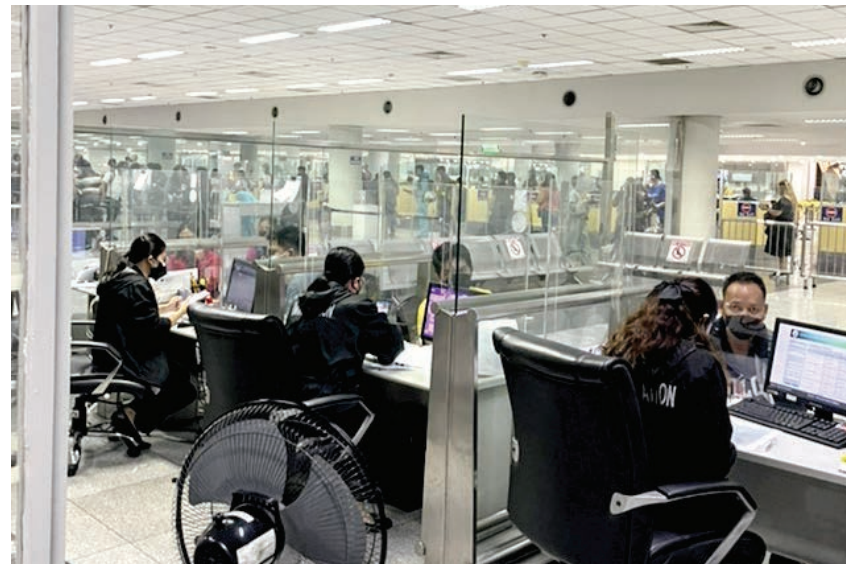
**COVID-19 Pandemic Era.**  
Immigration officers at the frontlines wearing PPEs to protect themselves from COVID-19.





To ensure accountability, efficiency and effectiveness, equipping the Immigration personnel properly and sufficiently has been a priority.





The Bureau is upgrading its systems and personnel proficiency to further enhance border security and foreign fugitive search capabilities.

**Improving Mobility.** Ceremonial turnover of vehicles donated by the People’s Republic of China to the Philippines, as represented by Ambassador Extraordinary and Plenipotentiary, Huang Xilian. This aid is for the Bureau to better conduct arrests of foreign fugitives and illegal aliens.

**Improving Force Protection.** Embassy of the Republic of Korea in the Philippines donated body armor vests for the Intelligence Division (Previous spread).

# CHAPTER 3

## Fulfilling the Mandate and Stakeholders' Expectations

*'Let us sustain our momentum and continue to carry out our duties with the same enthusiasm and professionalism.'*



INFORMATION SYSTEM ANALYST II  
IMMIGRATION OFFICER III  
ACCOUNTANT II  
EXECUTIVE ASSISTANT II  
DENTIST II



ADMINISTRATIVE OFFICER IV  
PLANNING OFFICER II  
COMPUTER MAINTENANCE  
TECHNOLOGIST II  
COMPUTER PROGRAMMER II  
FINGERPRINT EXAMINER IV  
INTELLIGENCE OFFICER II  
SPECIAL INVESTIGATOR II  
NURSE II



EXECUTIVE ASSISTANT I  
IMMIGRATION OFFICER II

**W**ith improved facilities, innovative systems, and better trained team members, the Bureau has been able to deliver on its targets and its mandate.

- The many milestones over the last six years are the result of the reforms and initiatives that have boosted efficiency and enabled consistent accomplishment of targets, especially in the area of revenue collection.
- These milestones are testament to the power of change and the strength of the collective will of the Bureau.
- The conferment of Tier 1 status for the Philippines by the US State Department's 2016 Global Trafficking in Persons Report, the first Southeast Asian country to achieve this status.
- Implementation of the Border Control Information System (BCIS), a new biometrics-based technology used in processing passengers in the various international airports.
- Creation of a 24/7 feedback channel through Immigration Helpline in 2016.
- Implementation of the BI E-gate, a man-less counter used in processing Filipino arriving passengers who are holders of e-Philippine Passports to ease congestion of arriving passengers by implementing entry processing within 10-15 seconds.
- Awarding of ISO 9001:2008 Certification in 2018, the first ever in the history of the Bureau.

- Creation and implementation of the doctrine development process and the creation of Doctrines Development Board to review and evaluate doctrines being developed.
- In 2019, the Bureau recorded total revenue of 11.9 billion pesos, the highest ever in the Bureau's 80-year history.
- Establishment of Anti-Terrorist Group in 2018 to provide a system for monitoring foreign terrorist groups. Throughout the years, the ATG has successfully arrested persons-of-interest linked to international terrorist and militant groups such as ISIS, Hamas, the Fetullah Terrorist Organization or Parallel State Structure. Also, illegal entrants and suspicious travelers in places of concern such as the towns of Basilan and Sultan Kudarat have likewise been apprehended and investigated by the group.
- Over 40 massive Immigration Intelligence Operations were launched and led to the arrest and deportation of close to 2,500 foreigners infringing on immigration laws and regulations. Many of these foreigners were found to be undocumented, working without proper visas or permits, overstaying, or were international fugitives who have committed crimes that make them undesirable foreigners.

***In 2019, the Bureau recorded a total revenue of 11.9 billion pesos, the highest ever in the Bureau's 80-year history.***

- The Intel accomplishments include the record interception of the departure of 177 Indonesian passengers who misrepresented themselves as Filipino nationals bound for Saudi Arabia for Hajj using fraudulently acquired Philippine passports and 7 Filipinos who were identified to be the organizers of said pilgrimage to Mecca.
- The Intelligence Division's role in frontline border security was further highlighted with the commissioner's order in 2019 to directly place the Travel Control and Enforcement Unit (TCEU) and the Border Control Intelligence Unit (BCIU) under the division's supervision. This move aims to maintain checks and balances at the airport.
- Activation of the BI Online-Appointment System and the full activation of all BI social media platforms to provide accurate, useful and up-to-date information to the public.
- Steps for applying for BI transactions were reduced and streamlined following the Ease of Doing Business Act. In relation to this, the BI Citizen's Charter has likewise been updated, in compliance with the directive from the Anti-Red Tape Authority or New Normal.
- Consistent recipient of the Freedom of Information (FOI) compliant award from the Presidential Communications Operations Office (PCOO) for excellence in giving the public access to information about its programs and services.
- Sustained the enhancement and streamlining of immigration regulations, processes, and procedures

by continuing to embrace digital governance during the pandemic and beyond.

- Development and implementation of Intelligence Data Advancement System and Alien Traffic Monitoring System to facilitate continuing intelligence and monitoring activities of suspected foreign terrorists and those engaged in transnational crimes, sex offenders and other unwanted aliens.
- The completion of the Visa Upon Arrival (VUA) Verification System in the Records Management Supporting System (RMSS) facilitates the easier and faster verification of the genuineness of issued VUA during primary inspection.
- Enhancement and rehabilitation of Closed-Circuit Television (CCTV) Cameras installed at major international airports have improved improves the POD's capability to monitor its personnel and immigration areas.
- Signing of Anti-Corruption Manifesto by the leaders of the Bureau of Immigration.
- Sustained capacitating of employees.
- Appointment, training and deployment of more than 500 new Immigration Officers to man the international airports gateway.

***Appointment, training and deployment of more than 500 new Immigration Officers to man the international airports gateway.***



**Standing Firm and Overcoming Challenges.** The BI management served as a valuable resource in several hearings and investigations conducted by policy-making bodies into allegations of irregularities by some members of the organization. The cooperation and input of the Bureau leadership have paved the way for further actions against those responsible in an effort to cleanse its ranks.





**Task Force Janus.** Apprehension and deportation of thousands of illegal foreign nationals, including the interception of 177 Indonesians who misrepresented themselves as Filipinos bound for Saudi Arabia for Hajj, using fraudulently-acquired Philippine passports.

This record interception, the biggest in the Bureau of Immigration's history, was made possible through inter-agency coordination.



The BI SM Aura Office located in Taguig City allowed the decongestion of the Main Office in Intramuros, resulting in a more efficient and speedy delivery of services to its clientele.

The BI has a total of 61 offices in different cities and provinces nationwide. Following Commissioner Morente's pursuit to bring the services of the BI closer to people, several new offices have been opened, while others have been transferred to more accessible locations.



Implementing "Ease of Doing Business" by streamlining processes to enhance services.





Enhancing inter-agency cooperation through regular meetings and conferences.



Highest ever revenue in the BI's 80-year history at 11.9 Billion Pesos in 2019.



Expanded linkages and enhanced alliances with Armed Forces of the Philippines, INTERPOL, National Intelligence Coordinating Agency Philippine Center on Transnational Crime, National Bureau of Investigation, Philippine National Police, and other local and foreign intelligence and law enforcement agencies, as well as foreign embassies.

The BI has partnered with INTERPOL for real-time connection with the INTERPOL database, an invaluable tool for intercepting undesirable aliens and wanted fugitives.



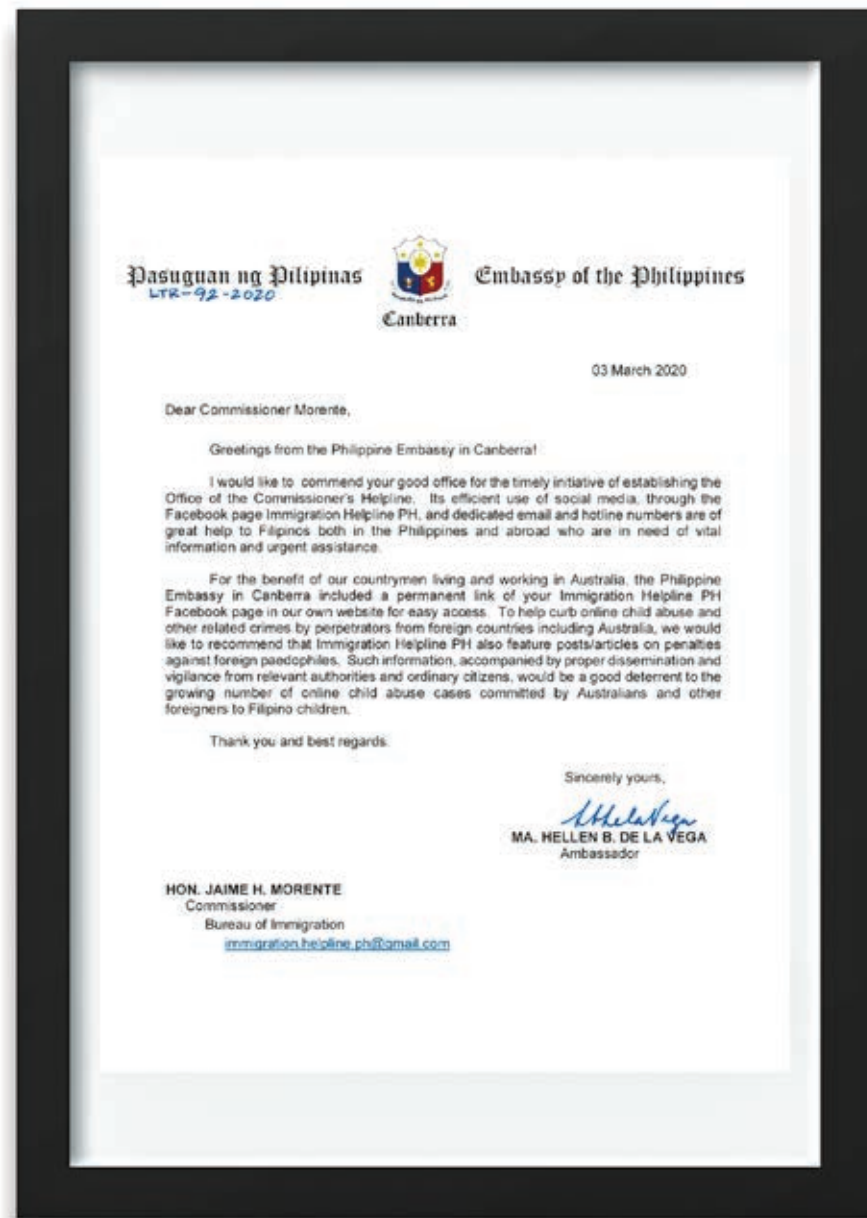


**Attaining Certification from the International Organization for Standardization.** The Bureau's certification, which was presented during their anniversary celebration, was a major accomplishment. The agency's transition to ISO 9001:2015, an indication of world-class service quality, is a result of the valiant efforts of the BI's men and women.

The certification was issued exactly a year after the BI launched its effort to secure the ISO label for its services at the country's premiere port.

The ISO certification specifically covers the BI's conduct of entry and exit formalities for arriving and departing foreign nationals in all three NAIA terminals. It is valid for three years and subject to re-certification depending on the results of the next audit.





**Immigration Helpline PH gets commendation.** It is a 24/7 feedback channel, an online platform for public information, inquiries and feedback.



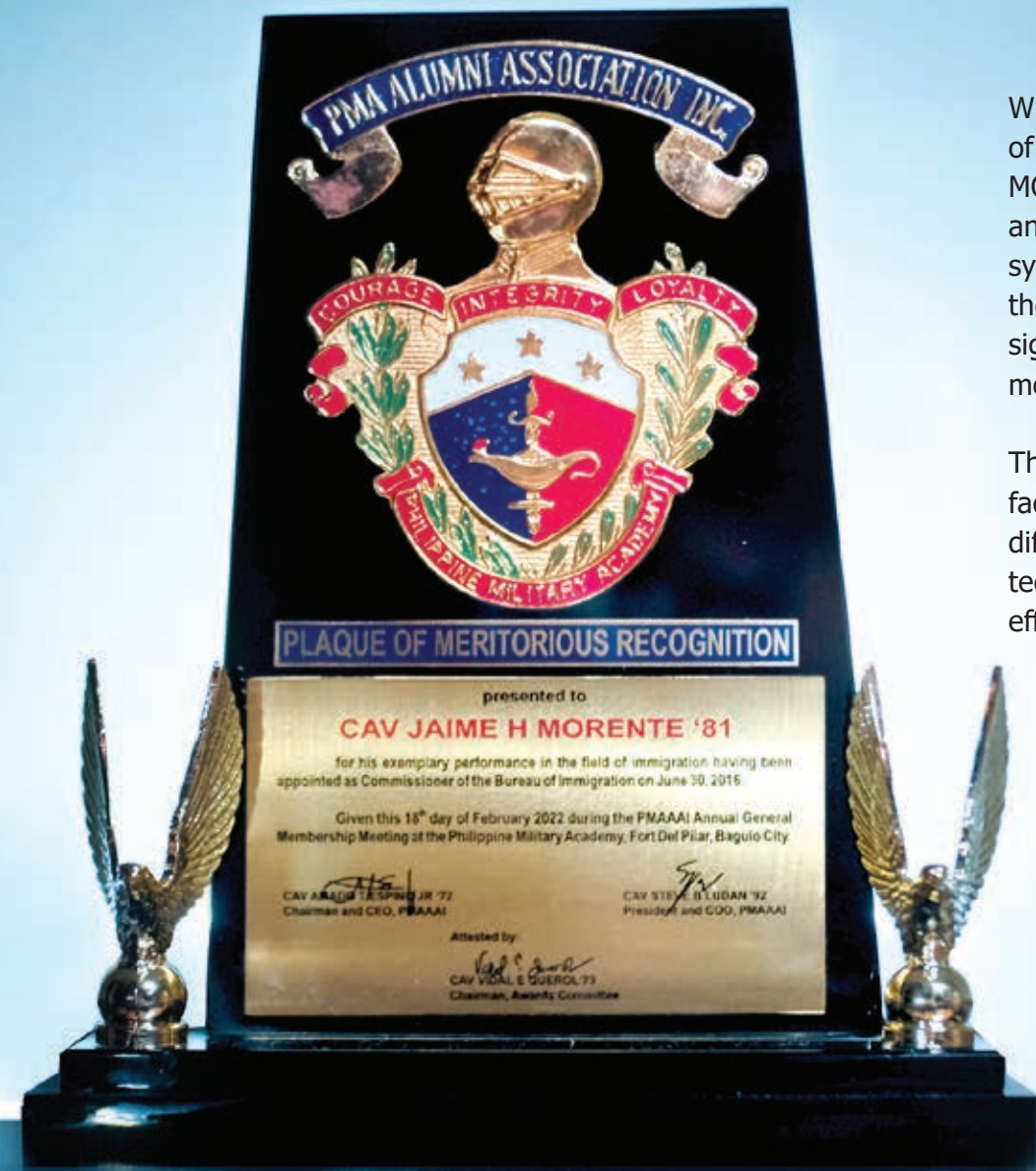
**Tier 1 Status in the US State Department's Global Trafficking in Persons Report.** The Philippines has been conferred a Tier 1 status in the US State Department's TIP Report for six years in a row, showing the government's appreciable progress in combatting trafficking.

The BI, as part of the Inter-Agency Council Against Trafficking (IACAT), is mandated to protect departing Filipinos from human trafficking and illegal recruitment.



**Championing FOI for three straight years.** The Bureau of Immigration (BI) has been cited for championing freedom of information (FOI) and being one of government's most transparent agencies due to its high rate of response to requests for information from the public relative to its services and operations.

The PCOO has been giving the award every year to select government offices and non-government organizations that have made significant progress in affording citizens' their right to access information on matters of public concern.



When he accepted the appointment to lead the Bureau of Immigration in 2016, CAVALIER JAIME HERMO MORENTE's mission was clear: implement reforms and initiatives that would level up the service and the systems of the Bureau of Immigration to ensure that the Bureau would be able to perform its mandate with significant results in an era of unprecedented human mobility.

The outstanding achievements of the Bureau in facilitating the movement of passengers to and from different countries, including the application of new technologies, are proof positive of the fruits of the efforts to transform.

Together with The Dangerous Drugs Board Chairman Secretary Catalino Cuy (center) and NICA Director General Paul Alex Monteagudo (right). The three members of Dimalupig Class of 1981 are PMA recipients of the Meritorious Recognition given by the Philippine Military Academy Alumni Association, Inc. (PMAAAI) in Baguio City on 18 February 2022 for their exemplary public service.

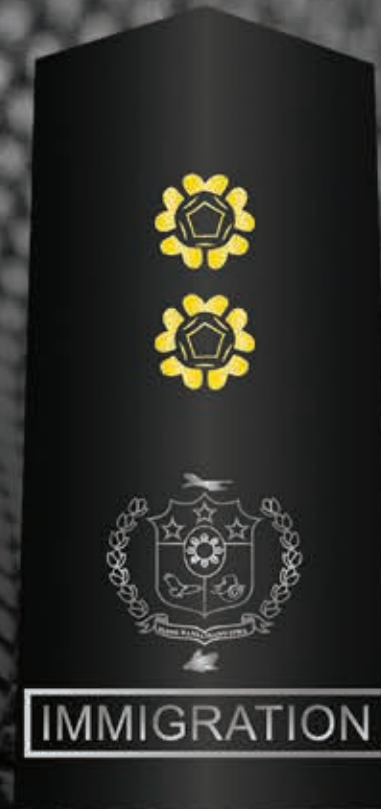




PLANNING OFFICER IV  
INTELLIGENCE OFFICER IV  
SUPERVISING IMMIGRATION OFFICER  
SUPERVISING ADMINISTRATIVE OFFICER  
MEDICAL OFFICER



SENIOR IMMIGRATION OFFICER  
INFORMATION TECHNOLOGY  
OFFICER I  
ACCOUNTANT III



PLANNING OFFICER III  
INTELLIGENCE OFFICER III  
ADMINISTRATIVE OFFICER V

# CHAPTER 4

**Expanding our Reach:  
Meetings and International Exchanges**

*'We have consolidated our partnerships and alliances as part of the intensified campaign to secure our borders and improve our capabilities in the pursuit of foreign fugitives and terrorists, as well as human trafficking syndicates.'*

**I**n this day and age of digital connectivity, there are more reasons and opportunities to expand our reach and forge alliances with neighbors and partners.

By the very nature of its mandate, the Bureau of Immigration must establish ties of cooperation and interaction. As the frontliner in border control, regional issues and common concerns are better addressed with stronger border management capabilities as well as a solid network within the region and among allies.

Our involvement in such alliances and partnerships covers various areas of operations, including training, inter-agency collaboration, inter-region cooperation and system alignment.

Shared information from these cooperative agreements can only boost our efforts to strengthen border control.

The activities in the fostering of international relations provided not only the venue for consolidating cooperation but also facilitating the exchange of information and learnings.

ASEAN Directors-General of Immigration Departments and Heads of Consular Affairs Divisions of the Ministries of Foreign Affairs (DGICM)

The annual gathering is a regional forum where discussions and coordination are done in relation to regional cooperation on immigration and consular matters in the interest of promoting ASEAN Community-building goals.

From 2016-2021, the Philippines has been an active and supportive participant in the following DIGCM meets:

- 20th DGICM in Bali, Indonesia, on 23 September 2016,
- 21st DGICM in LAO PDR, November 2017
- 22nd DGICM in Kuala Lumpur, Malaysia, 6-8 August 2018
- 23rd DGICM in Nay Pyi Taw, Myanmar, 19 – 21 August 2019
- 24th DGICM in Manila, 25-26 August 2021
- The 24th DGICM which was hosted by the Philippines was the very first digital meet, done entirely through videoconferencing.

***As the frontliner in border control, regional issues and common concerns are better addressed with stronger border management capabilities as well as a solid network within the region and among allies.***

Inter-agency cooperation was used extensively for optimum impact and results, in a variety of concerns.

Operation Janus together with the National Bureau of Investigation, Armed Forces of the Philippines-Intelligence Service and the Philippine National Police.

For anti-terrorism matters, the Bureau works with the following law enforcement agencies, both domestic and foreign:

- Anti-Money Laundering Council
- Armed Forces of the Philippines
- National Intelligence Coordinating Agency
- National Bureau of Investigation
- PNP Special Action Force
- Philippine Center on Transnational Crime
- Australian Federal Police
- Federal Bureau of Investigation

***The activities in the fostering of international relations provided not only the venue for consolidating cooperation but also facilitating the exchange of information and learnings.***

***Inter-agency cooperation was used extensively for optimum impact and results, in a variety of concerns.***



The 20th Meeting of the ASEAN Directors-General of Immigration Departments and Heads of Consular Affairs Divisions of the Ministries of Foreign Affairs (DGICM) was held from September 21-22, 2016 in Bali, Indonesia.

It was chaired by Dr. Ronny F. Sompie, Director General of Immigration Ministry of Law and Human Rights, the Republic of Indonesia, and was attended by the ASEAN Heads of Immigration and Consular Affairs Divisions of the Ministries of Foreign Affairs and the ASEAN Secretariat.



The 21st DGICM and its related meetings were held in Vientiane, Lao PDR from November 22-23, 2017.

It was chaired by Pol. Lt. Col. Saysaming SIVILAY, Director-General of Immigration, General Department of Public Security, Ministry of Public Security of the Lao PDR, and attended by the ASEAN Heads of Immigration and Consular Affairs Divisions of the Ministries.





The Meeting recognised the efforts of the Working Group to Study Consular Assistance by ASEAN Missions in Third Countries to Nationals of Other ASEAN Member States (DWGCA) to finalise the Guidelines on Consular Assistance by ASEAN Member States Missions in Third Countries to Nationals of other ASEAN Member States and agreed to submit the Guidelines to the ASEAN Ministerial Meeting on Transnational Crime (AMMTC) in 2018 for adoption.



The 23rd DGICM and Its related meetings were held from August 19-21, 2019 in Nay Pyi Taw, Myanmar. It was chaired by U Htay Hlaing, Director General of Immigration Myanmar, and attended by all ASEAN Member States and the ASEAN Secretariat.







The 24th DGICM Meeting was held on August 26, 2021 via video conference after its postponement in 2020 due to the COVID-19 pandemic situation. It was chaired by H.E. Jaime H. Morente, Commissioner of the Bureau of Immigration, the Philippines and attended by the ASEAN Heads of Immigration, Consular Affairs Divisions of the Ministries of Foreign Affairs, and officials from the ASEAN Secretariat.

The DGICM is a regular gathering of Heads of Immigration Departments and Heads of Consular Affairs Divisions of the Ministries of Foreign Affairs of ASEAN Member States to discuss and coordinate regional cooperation on immigration and

consular matters towards the achievement of ASEAN Community-building goals. Its Chairmanship is rotated in alphabetical order among ASEAN Member States.

The Meeting was preceded by the 4th ASEAN Heads of Major Immigration Checkpoints Forum (AMICF) and the 16th ASEAN Immigration Intelligence Forum (AIIF) that were convened on 25 August 2021. The 4th AMICF discussed mechanisms to develop the Foreign Terrorist Fighters (FTFs) Movement Database among ASEAN Member States, a proposal on the development of a communication channel, and noted the initiatives and programmes under the ASEAN Comprehensive Recovery Framework (ACRF) and its implementation plan to be coled by the DGICM. The 16th AIIF agreed to adopt the Plan of Action (PoA) to implement the Intelligence Data Sharing Protocol (IDSP), discussed the way forward for the Terms of Reference (ToR) of the ASEAN Immigration Intelligence Meeting (AIIM), and updated the list of AIIF Contact Points and the Immigration 24/7 Hotline Focal Points.





ATTORNEY III



ATTORNEY II



ATTORNEY I

# CHAPTER 5

**Strengthening Team Immigration**

*'As always, we serve with purpose, for our country and our people.'*

**O**ne goal, one vision, one team. The reform and transform program was anchored on the cooperation and unity of the entire institution.

Each port, office, unit has played an essential part in achieving the Bureau's targets and accomplishing the objectives of stronger border control, improved service efficiency and cleaning up against corruption.

Each person had a role to fulfill, in order for the entire organization to perform its mandate of service and border protection.

Performance-based rewards and benefits were added to the morale and welfare program, to encourage professionalism and excellence as the norms.

***Strategic thinking and forward planning became regular components of organizational development, enabling an analytical and results-oriented mindset for everyone.***

The synergy of partnerships and alliances became another means to strengthen the Bureau's capabilities as well as expand its ability in border control and security.

The interconnectivity with the International Criminal Police Organization or INTERPOL system has been a plus since its activation in 2016, with the Philippines becoming the first ASEAN country to be connected to the INTERPOL data system.

ACCESSIBLE & COMPREHENSIVE DATABASE of more than 320 million records of both arrivals and departures has been centralized. The BIIS has been programmed to be a platform that can easily be linked to databases, such as those of the Department of Foreign Affairs, Department of Tourism and the Philippine Overseas Employment Agency.

***Linkages with DOJ, DFA, DOTr, DOT, DBM, POEA, local government units and other government agencies, as well as with concerned NGOs and POs, have been an important factor in immigration policy formulation and implementation.***

The inter-agency partnerships include standing working agreements with the Armed Forces of the Philippines, INTERPOL, National Intelligence Coordinating Agency, Philippine Center on Transnational Crime, National Bureau of Investigation, Philippine National Police, and other foreign and local intelligence and law enforcement agencies, including foreign embassies.

Linkages with DOJ, DFA, DOTr, DOT, DBM, POEA, local government units and other government agencies, as well as with concerned NGOs and POs, have been an important factor in immigration policy formulation and implementation.



**Competence and hard work.**  
CTR training of new IOs;  
Training with other government  
agencies; training with foreign  
counterparts.

CTR trains and develops  
new immigration officers to  
ensure a highly competent and  
professional workforce.



BI is a member of the Inter-Agency Council Against Trafficking (IACAT), which is tasked with the primary responsibility of protecting Filipinos against human trafficking and illegal recruitment. Frequently, victims are paid less than the minimum wage or work in inhumane conditions. Human traffickers and illegal recruiters employ elaborate schemes to exploit and victimize our *kababayans*.



**BI-PAF MOA.** The invaluable help of the Philippine Air Force Reserve Command to activate the Bureau of Immigration as a full-fledged, fully functioning affiliate reserve unit will ensure the unhampered delivery of service in the borders in times of public emergency.



**Commissioner Jaime H. Morente,  
28<sup>th</sup> Commissioner of the Bureau of  
Immigration.**

The Commissioner is responsible for the implementation of all laws, rules, and regulations promulgated to carry out the policies and objectives of the Bureau, and for exercising general supervision and control over the staff services and operating branches and units of the Bureau.



Under the leadership of Commissioner Jaime H. Morente, the agency focused on technological and system improvements that elevated the quality of service that BI personnel provides.





**Deputy Commissioners.** The two Deputy Commissioners, both appointed by the President, serve as part of the 3-man Board of Commissioners (BOC).

**Deputy Commissioner J. Tobias M. Javier** shall have the authority to sign the approval or disapproval of applications concerning:

1. Special Investor's Resident Visa;
2. Special Work Permits – Commercial;
3. Provisional Permit to Work;
4. Emigration Clearance Certificate;
5. Waiver of ACR I-Card;
6. Removal Orders due to Indigency;
7. BI Hold Departure Orders and Allow Departure Orders pursuant to Orders issued by the Regional Trial Court; Sandiganbayan; Court of Appeals; Court of Tax Appeal and Supreme Court;
8. BI Immigration Look-out Bulletin Orders and Lift Immigration Look-out Bulletin Orders pursuant to Orders issued by the Department of Justice and;
9. BI Watch List Orders against foreign nationals pursuant to Charge Sheet.



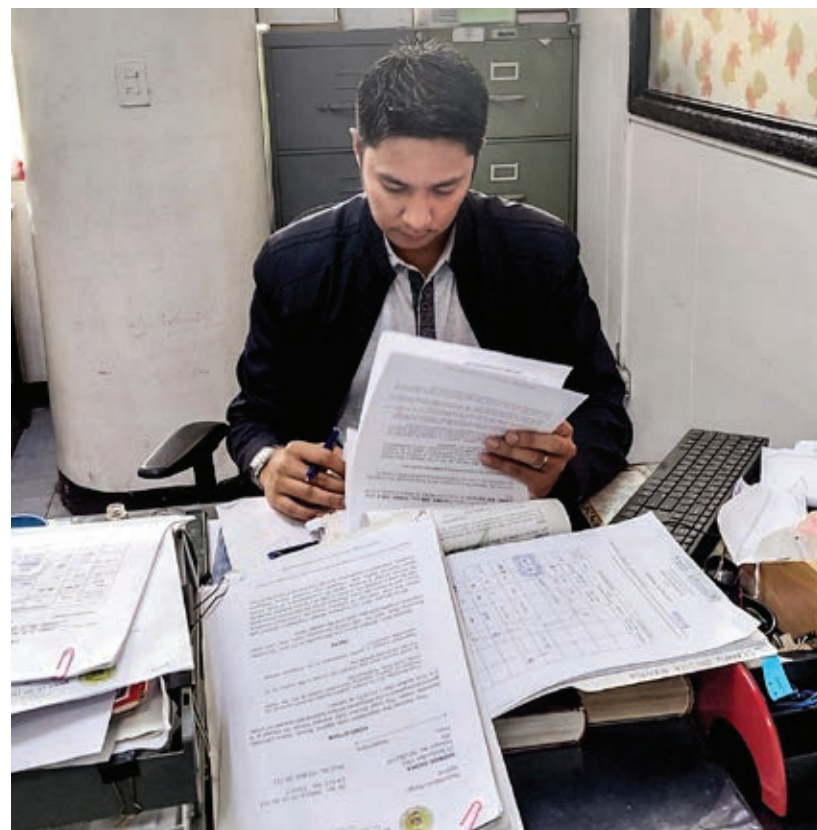
**Deputy Commissioner Aldwin F. Alegre** shall have the authority to sign the approval and disapproval of applications concerning:

1. E.O. 226 Visas;
2. R.A. 9225 Orders and Recognitions/ Affirmations as Philippine Citizen;
3. Limited Permits to Work;
4. Grace Periods;
5. BI Alert List Orders, Amended Alert List Orders and Lift Alert List Orders pursuant to a Warrant of Arrest, Order of Recall or to set aside Warrant of Arrest, or Order of Case Dismissal, as the case may be, issued by the Sandiganbayan, Regional Trial Court, Municipal Trial Court in Cities, Municipal Trial Court and Municipal Circuit Trial Court;
6. BI Watch List Orders and Lifting of Watch List Orders on Cancelled/Stolen/Lost/Expired Philippine or foreign passports pursuant to Endorsements by the Philippine Department of Foreign Affairs, Philippine Foreign Service Post or foreign government through its Embassies or Consulates in the Philippines; and
7. BI Blacklist Orders against Excluded Passengers and Imposition of Administrative Fine.





The **Board of Special Inquiry (BSI)** is an organic office of the BI, whose duties and functions are defined under Section 26 and 27 of the Philippine Immigration Act of 1940.



The BSI is currently in charge of matters involving citizenship, deportation of illegal aliens, refugees, among other major functions.





IRD oversees the operations of the Bay Service Section, which ensures a thorough and stringent screening of travelers going in and out the country via the sea vessels.



The **Immigration Regulation Division** (IRD) is charged with the general administrative and operational control and supervision over all District, Field and Satellite Offices, Border Crossing Stations, the Bay Service Section, the Tourist Visa Section, the Student Visa Section and all other matters it presently handles.





**District and Field Offices are located throughout the country.** The BI has numerous offices nationwide to cater to the needs of Filipinos and foreigners all over the Philippines, as part of the agency's push to bring its services closer to the people.

These branches, collectively called sub-ports, mirror specific transactions of the BI Main Office. They are often established depending on the location and the need in target areas. The IRD hopes that by making its services more accessible, foreign nationals are encouraged to comply with immigration laws.



The **Administrative Division** directs and supervises the Bureau's activities. It is responsible for the BI's personnel programs, including employee recruitment, selection, promotion, transfer, administration of fringe benefits, classification of positions, and employee relations.

In addition to its other tasks, the Administrative Division serves as the central clearinghouse for all official communications, whether incoming or outgoing, and maintains a records filing system.





The **Legal Division** (LD) is tasked with advising the BI and the Commissioner on all legal matters affecting the enforcement and administration of immigration and alien registration laws. Legal officers also assist in the preparation of decisions for the Board of Commissioners, as well as represent the Bureau in court.

The division also plays a crucial role in the removal of illegal aliens by preparing cases against foreign nationals who have violated Bureau of Immigration laws and policies.





The **Intelligence Division** (ID) is tasked with detecting, investigating, and taking action against violators of immigration and registration laws.





Also under the ID are the Travel Control and Enforcement Unit (TCEU) and the Border Control and Intelligence Unit (BCIU) that saw the protection of departing Filipinos from being victimized by human traffickers and illegal recruiters, and the interception of illegal and undesirable aliens attempting to enter the Philippines.



The **Alien Registration Division** (ARD) is in charge of the enforcement of the Alien Registration Act of 1950, as amended. Through their systems, they keep records of all registered aliens and manage applications, approvals, and issuance of ACR I-Cards.

The division is also in charge of the Bureau's annual report, which has served hundreds of thousands of registered aliens reporting to the BI every year. The ARD has also recently implemented the online appointment system for the AR, which allowed the division to ensure strict social distancing in their offices.





The **Verification and Compliance Division (VCD)** acts as the central clearance, verification, and compliance-monitoring division of the Bureau. It is tasked to issue immigration clearances, records and retrieves all derogatory records, examine and certify the authenticity of official documents and other forms of fraud, verify and post-audit all documents submitted before the Bureau in support of any application, and recommends the cancellation of any application found to be fraudulent or irregular.







The **Port Operations Division** (POD) aims to provide a division of qualified and competent officers and personnel to perform enforcement and administration of immigration laws and functions pursuant to CA 613, Philippine Immigration Act, as amended, within the immigration premises and areas of all Philippine international ports of entry/exit. It also seeks to enhance the Bureau's capability in the implementation of the expeditious, simplified and effective system of immigration control or the entry and exit of travelers, including the exclusion, strict conduct of departure formalities, and apprehension, deportation, and repatriation of illegal aliens.





The **Finance and Management Division** (FMD) is tasked to prepare the annual and special budgets of the Bureau, provide technical advice on fiscal matters, and ensure compliance with financial obligations. They are also principally responsible for ensuring payrolls, salaries, and augmentation pays of personnel are properly disbursed.

In 2019, the FMD reported that the Bureau recorded a total revenue of 11.9 billion pesos, the highest ever in the Bureau's 80-year history.





The **Management Information Systems Division (MISD)** is responsible for the integration of available information and communication technology (ICT) capabilities of the Bureau with all aspects of alien registration, law enforcement, immigration, border management, and visa application.

The offices under the supervision of the MISD are the Administrative Support Unit (ASU), Database Administrative Unit (DAU), Engineering and Maintenance Unit (EMU), Network Administration Unit (NAU), Planning and Project Management Unit (PPMU), Records Management Support Services Unit (RMSS), Research and Development Unit (RDU), and Port Operations Unit (POU).

The MISD has been instrumental in ensuring that the Bureau's technologies remain at par with international standards.





The **Planning and Policy Division** (PPD) leads, coordinates, and ensures effective collaboration among all the various divisions and offices of the Bureau in the development of the agency's strategic plans, and the monitoring and evaluation of its programs, activities, and projects.

As the youngest among the divisions of the Bureau, having been formalized only in 2021, the PPD is tasked to ensure compliance with Bureau directions and aid the management in ensuring quality management.



COMMISSIONER



DEPUTY COMMISSIONER



EXECUTIVE DIRECTOR  
ATTORNEY V



DIVISION CHIEF  
INTELLIGENCE OFFICER V  
ATTORNEY IV  
INFO TECH OFFICER III

# CHAPTER 6

**The Way Ahead: Sustaining  
Reforms, Inspiring Innovation**

*'We shall expect both energy and united action  
from every member of the BI family as we move forward.'*

**S**ustain and Inspire. The two key words for the future of the Bureau of Immigration.

With reforms reshaping the standards and systems of the Bureau, the imperative is for the mindset and aptitude of reform and transformation to become an even more intrinsic part of the day-to-day workflow in all ports and offices. Sustain the pace of reform, sustain the quest to be better and to do better.

The fruits of reform are evident in the initiatives and innovations that have sparked a dynamic working environment, one that encourages people to embody the highest standards of public service.

***Inspire teamwork for even more synergy within and without. Inspire excellence in the individual and the institution.***

Among these innovative forward projects are phase 3 expansion of the existing hyper-converged infrastructure which will boost the Bureau's Information Technology management as well as user productivity, while centralizing the operating system, software installation, data security and technical support. Project completion is set for December 2022;

- Utilization of new Bureau of Immigration Border Stamps (BIBS) which will modify the design and strengthen the security features of arrival and departure immigration stamps. Implementation is targeted for the last quarter of 2022;
- Expansion and enhancement of CCTV facilities in international airports and key concerned offices, including the BIWF and BINOC Command Center. Completion I set for the 4th quarter of 2022; and
- Transfer to the new Bureau of Immigration and Annex building located in Macapagal Boulevard, Pasay City. The 7-storey main office and 5-storey annex building can accommodate around 1,800 employees and at least 1,500 clients per day. Target relocation is in 2023;

- The implementation of the Advance Passenger Information Project (APIS) in international ports, as another means to improve border security. This can effectively facilitate and expedite the arrival and/or departure formalities of legitimate travelers by utilizing available risking engine, the Border Control Information System (BCIS), and other available derogatory record databases. The six-year timeline is set to reach completion in 2026;
- Completion of Anti-Terrorism Group Database Phase II for interconnectivity, for more efficient and stronger connectivity among the different systems of the Bureau. The timeline is set for full implementation by the 1st quarter of 2023;
- Processing of Visa Waiver through an online system which will facilitate and speed up the processing of Temporary Visitor's Visa (TVV), particularly Visa Waiver applications. Target date of completion is 3rd quarter, 2023;
- Digitization of BI Records, to digitally capture, manage, store and preserve all permanent immigration records. The long-term project has a timeline from 2023-2025;
- The installation and utilization of Departure Automated Border Control (ABC) E-GATES in international ports, for faster immigration services for travelers and to limit human contact where possible, as a precautionary health measure. Pilot implementation will be in NAIA by 2024;
- The establishment of Alien Control Officers (ACOs) Portal which will generate and collate reports relative to the operations, including trend analysis. Timeline is from 2022 to 2024.



**The new BI Main Building.** After years of anticipation, the construction of the new BI main building began in September 2018 at Central Park 1 along Macapagal Boulevard in Pasay City.



### **Mactan Cebu International Airport Terminal 2.**

The expansion of the second-largest airport in the Philippines to include a new terminal covering an area of, 65,000 sqm for international flights to 23 destinations is complete, and passenger operations commenced on 1st July 2018. The Mactan Cebu International Airport is the first public-private partnership project to be carried out by the Philippine government with an international operating company. The airport is the second-largest in the Philippines and acts as a gateway to the islands in the south, which are blossoming both financially and in terms of tourism. With the new terminal, the capacity has more than doubled to 12 million passengers per year. The airport is now ranked among the most modern in Southeast Asia.

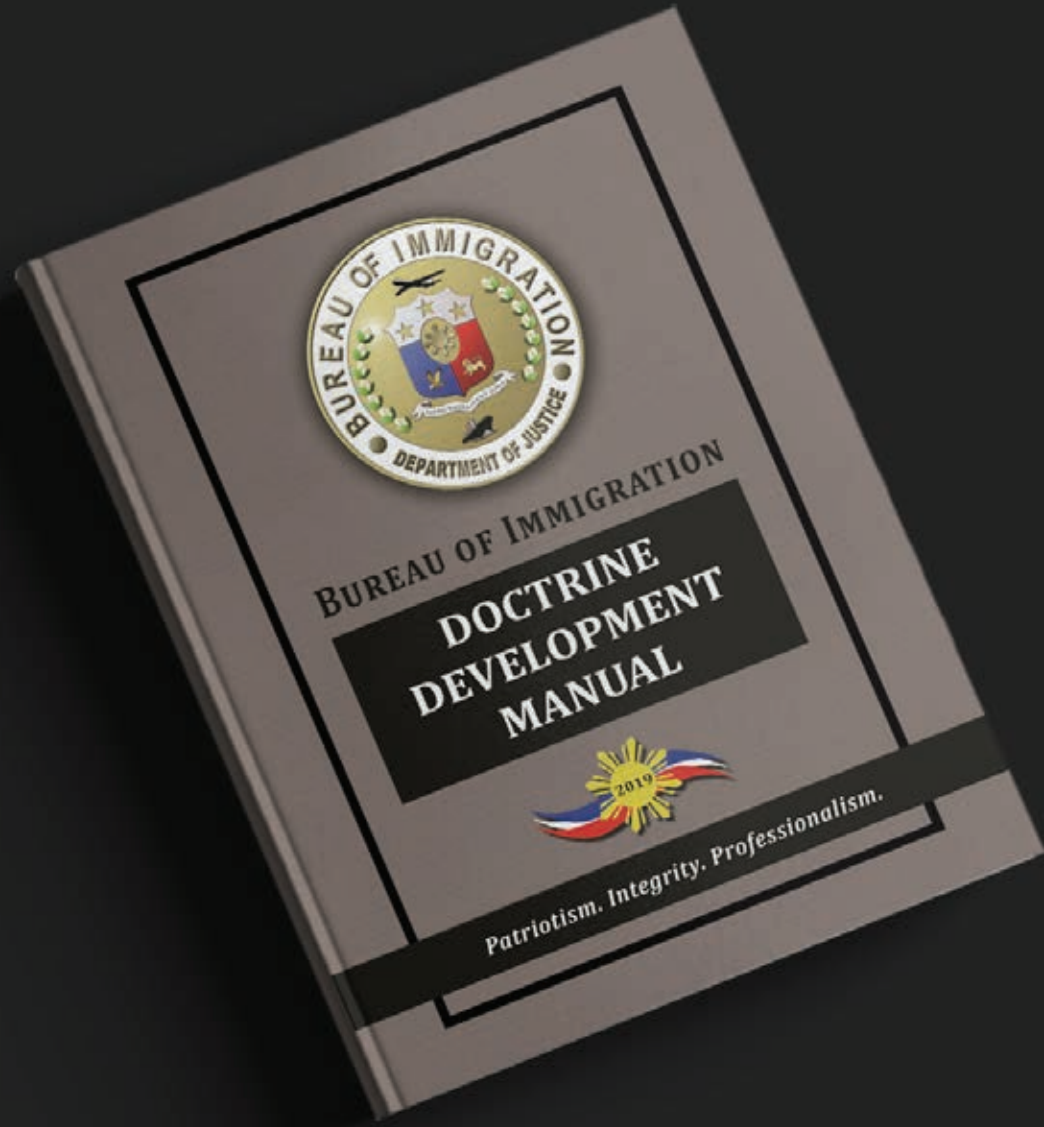
Source:  
<https://www.rubner.com/en/holzbau/references/reference/mactan-cebu-international-airport/>



**New Clark International Airport.** The new terminal has a capacity of up to 12.2 million, and is expected to be a premier Asian gateway for tourism and business.

**Bicol International Airport.** Dubbed as the “country’s most scenic gateway,” the BIA is expected to be operational before 2022 ends, and is projected to accommodate an estimated volume of 2 million passengers annually.





**Doctrine Development.** The completion of the Bureau of Immigration's Doctrine Development Manual is a strong indicator of the continuing transformation over the last few years.

The Manual allows the agency to consolidate its learnings and define the way forward in terms of innovations and improvements in all aspects of our operations. It also provides standards and references by which future doctrines will be created and implemented.





APOC personnel testing the UN GoTravel software.



Property Management Section (PMS) conducting ocular inspection at APIS Operations Center (APOC).



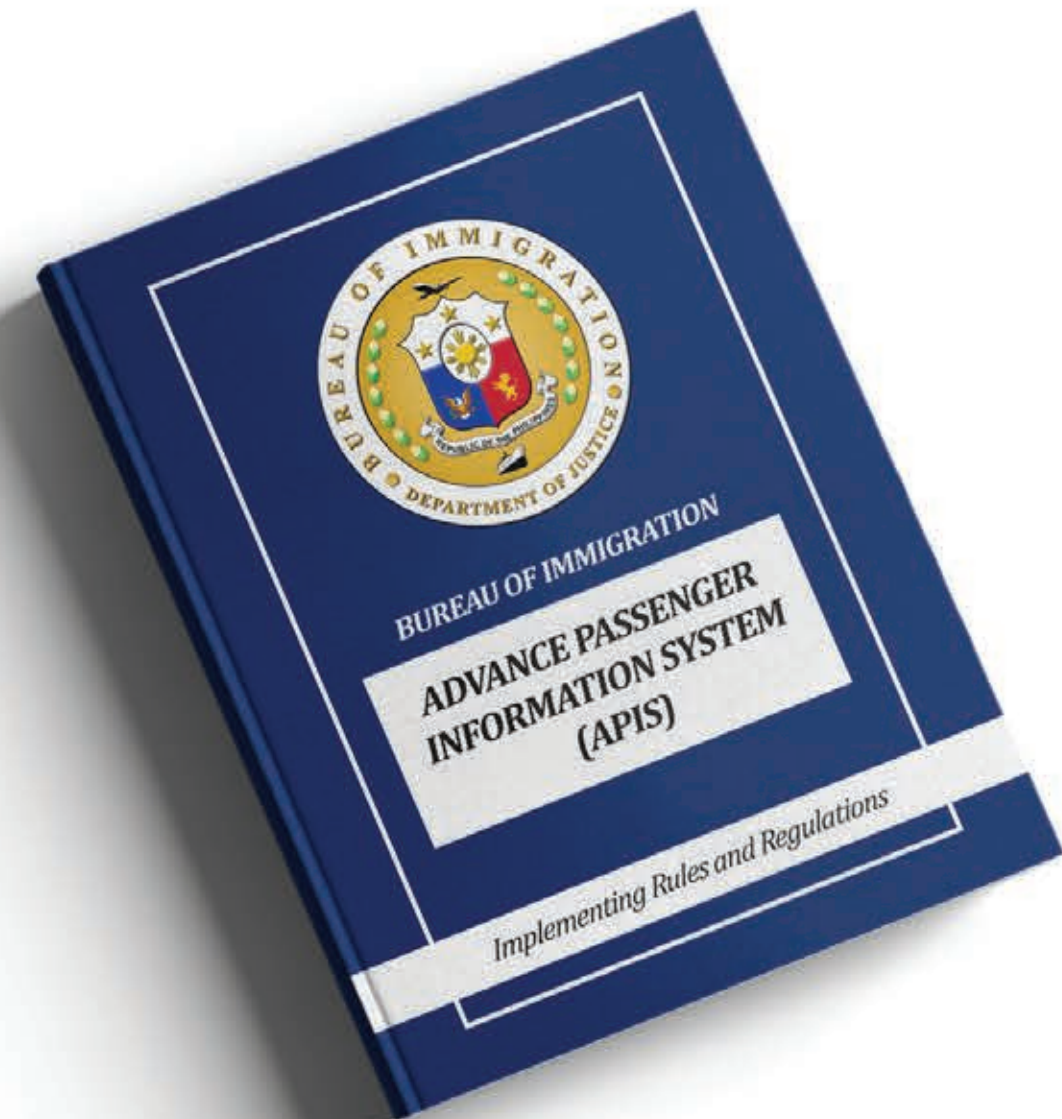
Training Workshop on Advance Passenger Information System (APIS)/Passenger Name Record (PNR) conducted by UN Office of Counter Terrorism from 08-12 November 2021.

**Advance Passenger Information System.**

Philippine border control has been continuously evolving through the strict and intensified enforcement of Philippine immigration laws and upgrading of screening capacity to enhance border integrity, manage international traffic flow amidst dramatic growth in passenger numbers, and ensure public safety and security.

With the passage of EO 122, s. 2020 or “Strengthening Border Control through the adoption and implementation of the Advance Passenger Information System,” and its Implementing Rules and Regulations, the Bureau shall effectively and efficiently facilitate the arrival and departure of passengers through an initial security vetting of passengers, crew and non-crew members by utilizing Advance Passenger Information (API) data.

The BI - Advance Passenger Information System Operations Center (APOC) in effect, was established to collect, store, and process API and/or PNR data; appropriate transferring of API and/or Passenger Name Record (PNR) data while using technologies to further intensify enforcement of Philippine immigration laws.





**New Immigration Law.** The passage of the new Immigration law has been consistently pushed to update the agency's 82-year-old law.

The new law will answer salary woes, remove systemic issues, plug loopholes in policies, update fines and penalties, ensure proper division of power, and confer on the Commissioner the proper disciplinary powers.



**New BI Logo.** The National Historical Commission of the Philippines approved the new Bureau of Immigration seal in January 2022. The logo displays the seal of the Republic of the Philippines, showing the agency's allegiance and service to the country. It features an airplane and a ship that symbolizes the BI's mission of controlling and regulating the movement of persons to, from, and within the country through the air and seas, in contributing to national security and development. A laurel wreath embraces the logo, symbolizing victory over its mandate.

# AFTERWORD

by Commissioner Jaime Hermo Morente

**W**e learned, we stayed the course, we served. In vision, we were clear. In mission, we were focused and determined. In deeds, we were resolute and results-oriented. In reform, we were hopeful and unwavering. In direction, we were single-minded and forward-looking.

In the face of pressures and challenges, we remained mindful of our service, unrelenting in doing the best job we could every single day.

There is much that we have learned, and by the grace of the Almighty, much that we have done together, in these most challenging of times.

Over and above the headlines and the hearings, it must be said that when the men and women of the Bureau of Immigration set their minds to get something done, it will be done well, it will be done right.

We began by taking a good look at what needed to get done and what needed to be changed, improved, made world-class.

We started with the basics, improving processes, implementing upgrades, innovating with new systems, some, like the BIIS, proudly Philippine-made.

We made change the norm where there was weakness, inefficiency, incongruity.

And yes, when it mattered most, we stayed the course, listening to the suggestions, criticisms, feedback.

Through the bribery scandal, the stoppage of OT pay, the *pastillas* scheme hearings, the unexpected COVID-19 pandemic, we reminded ourselves that first and foremost, we had a job to do, at the frontlines, securing our borders.

Resolutely, we built up what was working, and when or where needed, we built new systems or customer portals to respond, to reach out, to serve.

There is much that we have learned, and best of all, there is much more that can and will be done.

Through it all, we have learned a lot, not just about how things work and how we can make things work better, but equally important, we learned all these together.

The series of events may have been daunting, sometimes demoralizing, but they gave us so many reasons to come together, to work with purpose and to keep moving forward.

Today, after six action-packed, game-changing years at the frontlines of border protection, the Bureau of Immigration is a team that has been tested time and again, a team that has learned to adjust, adapt and thrive.

Inside these pages are the highlights and sidelights that capture the spirit and the drive

that have made it possible for change, reform and transformation to take place and to take root.

Inside the words and visuals are many an inside story or an unforgettable moment that have contributed to the shared experience of every one of us in the Bureau.

Inside these memories are lessons in innovation, teamwork and public service. Lessons that we learned together, lessons that we have put to work for the future.

There is much to be thankful for, and more than enough to be proud of.

The improvements in systems, training and operations are primed to enable more out-of-the-box thinking in the years to come. The awards and recognitions will serve to remind the personnel that our operations and our standards are at par with the rest of the world.

The work ethic and the strong camaraderie are the foundation for more dynamism and cooperative action within the Bureau itself and with all our present and future partners.

And while there is indeed so much to be thankful for, it is the indomitable fighting spirit and the true sense of public service that have made the difference for me and for the Bureau.

For all that we have done together, for our country and our people, I am forever grateful.





## MANAGEMENT TEAM

**Jaime H. Morente**  
Commissioner

**J. Tobias M. Javier**  
Deputy Commissioner

**Aldwin F. Alegre**  
Deputy Commissioner

**Ronaldo P. Ledesma**  
Chief, Board of Special Inquiry

**Rogelio D. Gevero, Jr.**  
Chief, Immigration Regulation Division

**Jose Carlitos Z. Licas**  
Chief, Alien Registration Division

**Fortunato S. Manahan, Jr.**  
Chief, Intelligence Division

**Arvin Cesar G. Santos**  
Chief, Legal Division

**Mary Ann Q. Caranto**  
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**Pangungan (Panguan) Island.** This beautiful island is located at the southernmost part of the Philippines, part of the Municipality of Sitangkai, Province of Tawi-Tawi, photo taken by John Paul Cruz of Vagabond Pinas. (Inset) The 2nd Marine Brigade, Philippine Marine Corps, leads the laying of sovereignty marker in Pangungan Island to prepare the grounds for inter-agency use, primarily customs, immigration, and quarantine, to address border challenges (Photo courtesy of the 2nd Marine Bde, PMC).