REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF INTERNAL REVENUE

June 1, 2021

REVENUE MEMORANDUM CIRCULAR NO. 71- 2021

SUBJECT : Announcing the Nationwide Availability of the Online Survey Form under the Client Support Service

TO : All Revenue Officials, Employees and Others Concerned

This Circular is hereby issued to announce the nationwide availability of the online survey form under the Client Support Service starting **June 1, 2021.**

The said online survey form is under the Online Survey Feedback System Project, a project under BIR Digital Transformation (DX) Program, that aims to identify and measure taxpayer's satisfaction for each frontline service available. This will help the Bureau in getting the taxpayer's feedback efficiently and act upon it immediately.

This is also in compliance with the recent updates in the requirements of measuring the citizen/client satisfaction based on the new guidelines stated in Annex 4 of the Memorandum Circular (MC) No. 2020-1 of the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring Information and Reporting System entitled "Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year 2020 under Executive Order No. 80 s. 2012 and Executive Order No. 201 s. 2016.

The online survey form can be accessed by the taxpayers availing the frontline services through any of the following ways:

1. Answer the Online Survey Form using the designated Personal Computer (PC) in the eLounge area; and

2. Scan the Quick Response (QR) code available at each counter using mobile phone to answer the feedback questions.

However, manual survey forms shall still be available in cases where taxpayers opted to use such.

All internal revenue officers and employees are hereby enjoined to give this Circular a wide publicity as possible.

BUREAU OF INTERNAL REVENUE
RECEIVED
JUN 01 2021
3:00 pm
RDS MGT DIVISION

CAESAR R. DULAY
Commissioner of Internal Revenue

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