REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF INTERNAL REVENUE

March 14, 2016

REVENUE MEMORANDUM ORDER NO. 10-2016

Subject : Amending Public Assistance and Awareness Program (PAAC) Reports

To : All Internal Revenue Officials, Employees and Others Concerned

I. OBJECTIVES

This Revenue Memorandum Order is issued to:

1. Redesign reporting format of PAAC.
2. Provide effective monitoring and evaluation on the progress of Public Assistance and Awareness Campaign (PAAC) Program.

II. IDENTIFIED COMPLAINTS AND CODES

To effectively monitor and evaluate the progress of PAAC, the existing PAAC Form No. 001-003 were redesigned to align with RMC 76-2013 on the new Customer Satisfaction Survey (CSS).

In line with these changes, the questions enumerated in the Customer Satisfaction Survey (CSS) were replaced with the list of usual complaints / observations / comments which taxpayers encountered during their visit to BIR Offices.

III. POLICIES and PROCEDURES

The following policies and procedure shall be observed in the submission of PAAC reports.

1. The Revenue District Officers (RDOs), shall prepare a monthly report using PAAC Form No. 001 (Annex A) and to be submitted to their respective Regional Directors, not later than the 5th day of the following month;
2. Client Support Unit-Regional Office shall prepare a Consolidated RDO Monthly Report, PAAC Form No. 002 (Annex B) from PAAC Form No. 1 received from RDOs and submits to the Client Support Service, thru the Chief, Taxpayer Service Programs and Monitoring Division (TSPMD) not later than the 10th day of the following month; and
3. The Chief, TSPMD shall prepare the Consolidated Regional Monthly Report using PAAC Form No. 003 (Annex C) and submits to the CIR not later than the 15th day of the following month.

IV. REPEALING CAUSE

All other revenue issuances which are inconsistent with this Order are hereby revoked, modified or amended accordingly.

V. EFFECTIVITY

This Order shall take effect immediately.

BUREAU OF INTERNAL REVENUE
RECORDS MGT. DIVISION
11:15 A.M.
MAR 15 2016
RECEIVED

KIM S. JACINTO-HENARES
Commissioner of Internal Revenue

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