REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF INTERNAL REVENUE
Quezon City

BUREAU OF INTERNAL REVENUE
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November 9, 2021

REVENUE MEMORANDUM ORDER NO. 12-2022

Subject : Digitalized Request of Certificate of Employment (COE) and Service Record (SR)

To : All Internal Revenue Officials and Employees Concerned

I. OBJECTIVES

1. This proposal is being issued to prescribe the guidelines upon requesting, processing and issuance online of Certificate of Employment (COE) and Service Record (SR).
2. Streamline the current process in relation to the requirements of the Ease of Doing Business and Efficient Government Service Delivery act of 2018 (RA 11032)

II. DEFINITION OF TERMS

A. Certificate of Employment (COE) - certification of the status of an employee whether active or separated, as well as the position held, salary, date of entry and date of separation, if applicable.
B. Service Record (SR) - a document containing the services rendered by an employee and salary in the government from date of entry up to the time of separation from the government service.

III. GUIDELINES

1. All Bureau of Internal Revenue (BIR) officials and employees are able to access the RMG Portal and are eligible to request COE and SR.
2. COE (Annex A) and SR (Annex B) request forms are available in the RMG Portal. The request will be processed by the Personnel Division for the National Office and Administrative and Human Resource Management Division (AHRMD) for the Regional Offices.
3. Request Form should be properly accomplished. Furthermore, the employees or the authorized representative should upload the necessary supporting documents (photocopy of payslip, I.D. and authorization, if necessary) in the portal. Otherwise, it shall not be processed.

4. The requested COE and SR shall be issued within three (3) working days from the date of request subject for verification and updating of employee's record or other reasonable circumstances.
5. SR of separated employees and those entitled for longevity and loyalty pay shall be released to the Compensation and Benefits Section (CBS), Personnel Division for the processing of retirement claims.

IV. POLICIES

1. Revenue Personnel shall strictly comply with the requirements needed for the request of COE and SR submitted in the RMG Portal.
2. Data Privacy Act of 2012 (RA 10173) and Section 270 of the National Internal Revenue Code (NIRC) will be firmly followed in handling/processing of the submitted BIR data and information.
3. All COE and SR shall be retained in the Personnel Division for the National office and in AHRMD for the Regional Offices within three (3) months from the date of request after which it shall be disposed of.
4. The PD and AHRMD shall not be allowed to disseminate/distribute copies of COE, SR and other documents to a representative without authorization.
5. Every revenue personnel shall attach the following mandatory requirements:
    a. Photocopy of BIR I.D.
    b. Photocopy of payslip
    c. Photocopy of I.D. of authorized representative, if necessary.

V. REPEALING CLAUSE

All other revenue issuances which are inconsistent herewith are hereby repealed, modified or amended accordingly.

VI. EFFECTIVITY

This Order shall take effect immediately.

CAESAR R. DULAY
Commissioner of Internal Revenue

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