Republic of the Philippines
Department of Finance
**BUREAU OF INTERNAL REVENUE**
Quezon City

May 19, 2015

# REVENUE MEMORANDUM ORDER NO. 13-2015

**SUBJECT :** **Guidelines and Procedures in the Establishment and Operation of eLounge Facilities in the Revenue District Offices (RDOs)**

**TO :** **All Revenue Officials, Employees and Others Concerned**

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## I. BACKGROUND

In line with the Bureau's thrust to provide efficient service to taxpayers, Regional eLounges were established nationwide. However, despite the establishment of the said eLounges, maximum utilization thereof has not been achieved due to their inaccessibility to registered taxpayers who transact business at the Revenue District Offices (RDOs). Hence, the need to establish eLounges in the RDOs and the transfer of Regional eLounges to the RDOs.

## II. OBJECTIVES

This Order is issued to:

1. Improve the efficiency of taxpayer service through the utilization of the Information and Communications Technology (ICT) available in the eLounge facility;
2. Encourage taxpayers to appreciate and use the various eServices being offered by the Bureau; and
3. Provide policies, guidelines and procedures in the establishment and operation of eLounge facilities in the RDOs.

## III. POLICIES and GUIDELINES

The following shall be observed in the establishment and operation of eLounge facilities in the RDOs:

### A. Establishment of eLounge

1. The eLounge facility in the RDO shall be created to provide taxpayers with free electronic or online medium to access the BIR's eServices, including but not limited to the following:
    - eFPS;
    - eBIRForms;
    - eSubmission;
    - eReg;
    - IRSIS;
    - eDST;
    - eBROAD;
    - eComplaint
    - eAccReg;
    - eSales;
    - eReportCard;
    - eORB;

- PAYBIR;
- eTVCD;
- Relief Data Entry and Validation Module;
- Alphalist Data Entry and Validation Module; and
- Taxpayer Compliance Guide.

2. The eLounge facility shall be established in all Revenue District Offices through the designated eLounge Project Team.

3. The following are the mandatory requirements for the creation of an eLounge facility:

   a. The eLounge shall be set up at or near the Client Service Area, (formerly Taxpayer Service Area) at the Client Support Section (CSS).

   b. The following resources shall be provided by the RDOs prior to its implementation:

      - modular partition enclosures with table top;
      - computer chairs;
      - movable printer tables;
      - lounge sofas;
      - lounge tables;
      - Television (to showcase info media production);
      - DVD Player;
      - Computers with internet connection;
      - Laser Printer; and
      - eLounge signage.

      For the sustainability of eLounge operations, the RDO shall allocate sufficient funds for Broadband Internet subscription from a third party Internet Service Provider (ISP), office supplies, and materials through their regular funds.

   c. Below are the technical specifications required for the Broadband Internet Subscription:
      - Unlimited Broadband Internet Connection or Access;
      - Downstream Speed of at least 5Mbps; and
      - Upstream of at least 1Mbps.

      In areas where there are no ISP that can meet the above specifications, the RDO has the option to find any available ISP that can provide them the best/fastest connection.

4. The eLounge shall be part of the "queuing system" in support of the RDO's mandate to provide fast and accurate frontline service to BIR clients.

5. An established set of Key Performance Indicators (KPIs) (Annex D) shall be used as a basis for monitoring the utilization of the eLounge facility, and shall be the basis for its retention and budget allocation.

6. A stand-alone electronic logbook (e-logbook) shall be maintained to monitor the number of clients availing the eLounge facility.

**B. Operation of eLounge**

1. The eLounge shall be open from 8am to 5pm or beyond office hours depending on the client's needs and upon the approval of the head of office (RDO), taking into

consideration the requirements of the BIR Citizen's Charter and the provisions of Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007; and

2. No personnel shall install programs or configure the default settings of the computers, unless approved by the eLounge Project Manager.

3. A Systems Restore of the eLounge PCs from the previous and most current Restoration Point shall be used and encouraged at least every week to sustain the maximum performance of the PCs operationability.

## IV. DUTIES AND RESPONSIBILITIES

1. **The RDO shall:**
   a. Ensure that eFPS and eBIRForms online filers shall be encouraged to utilize the eLounge facility in filing their tax returns, paying their taxes, and fulfilling their obligations;
   b. Ensure that only official transactions are being undertaken in the eLounge. All eLounge users, BIR personnel or clients, are not allowed to access social, gaming or entertainment web sites, except sites related to their BIR concerns. Appropriate sanctions (e.g. Revenue Memorandum Order Number 53-2010 - Promulgation and Implementation of the Revised Code of Conduct for BIR officials and employees) shall be imposed on any revenue official or employee who violates the rules and regulations governing the use of the eLounge facility and its amenities;
   c. Ensure that the eLounge facility is fully operational and manned by duly-designated personnel; and
   d. Issues and concerns relative to technical upgrades and other requirements should be forwarded in writing, thru the Project Manager, Chief of the Public Information and Education Division.
   e. Perform other related functions as may be required.

2. **The CSS personnel shall:**

   a. Require the client to register usage of the facility thru the e-logbook;
   b. Power up the eLounge facility at the start of the day and shutdown the said facility at the end of business hours;
   c. Ensure that all devices such as computers, modems, routers and internet connections are working/functioning properly and ensure office supplies availability for smooth flow of work;
   d. Assist clients regarding their concern with e-services offered by the BIR;
   e. Scan flash drives (USB) for viruses which will be used in the eLounge PC;
   f. Monitor the number of clients who use the facility;
   g. Submit the eLounge Monthly Utilization Status Report (Annex A) to the Assistant Commissioner, Client Support Service thru the Public Information and Education Division every fifth ($5^{th}$) of the following month.
   h. Elevate issue/s to concerned offices following the procedures below:
      h.1 For technical issue/s:
         - Log the issue/s to the concerned Revenue Data Center for resolution.
      h.2 For non-technical issue/s:
         - Personnel assigned at the eLounge shall report issue/s to the CSS Chief for resolution; and
         - If the issue warrants further elevation, the CSS Chief shall forward the issue/s for resolution to the eLounge Project Manager thru the Revenue District Officer.
   i. The eLounge shall be manned by personnel under the CSS. The Chief, CSS shall ensure the continuous operation of the eLounge even in cases of absence of the designated personnel. In cases where CSS has limited personnel, the RDO shall authorize and assign other personnel to man the eLounge facility; and
   j. Perform other related functions as may be required.

3. **The Clients/Taxpayers shall:**

   a. Register at the e-logbook or manually;
   b. Use the eLounge on a first-come, first-serve basis;
   c. Use the eLounge with due regard to others waiting for their turn. Bookkeepers/Accountants/Tax Practitioners are allowed to file for a maximum of 3 clients only or not exceeding an hour, whichever takes shorter processing time;
   d. Use flash drives in eLounge PCs only after passing through the virus scanner of the personnel-in-charge of the facility;
   e. Use the facility for BIR transactions only;
   f. Print only the Filing Reference Number;
   g. Extract/copy files from the PC only with the approval of the personnel-in-charge; and
   h. Perform other related functions as may be required.

4. **The RDC shall:**

   a. Assist CSS Personnel/ Clients on technical issues encountered in the eLounge. Technical issue/s encountered by CSS personnel shall be logged in ProInsight by the RDC Helpdesk Analyst for proper dispatching of Technical Engineer/s to address the said issue/s. If the technical issue/s involve/s a third party intervention it will be escalated and assigned to the proper authority. Any issue that cannot be resolved shall be logged in the help desk facility for escalation to concerned Problem Resolution Group (PRG). The PRG shall inform the CSS Chief on the resolution made.
   b. Prior to the official launching of the eLounge facility:
      - Create two user accounts, Admin and Guest/Client for each computer. Admin should have a password that only CSS personnel can access;
      - Create a shared folder in each PC (label each folder from PC 1 to PC 3), which will be directly accessible by the PC of eLounge Personnel-In-Charge;
      - Set-up the Printer directly to the PC of the eLounge Personnel-In-Charge & share printer;
      - Install PDF Writer Application (Freeware – like Cute PDF);
      - Install Web Browsers with plug-ins to be able to accommodate BIR eServices;
      - Install updated Anti-virus software; and
      - Disable the pop-up blocker;
   c. Perform other related functions as may be required.

5. **The PIED shall:**

   a. Receive the Monthly eLounge Utilization Status Report of the concerned RDO (Annex A);
   b. Consolidate and submit reports to the Client Support Service for monitoring on the operation and utilization of the eLounge facility;
   c. Recommend the transfer of eLounge facility to other RDOs if warranted; and
   d. Perform other related functions as may be required.

6. **The Client Support Service shall:**

   a. Receive the Consolidated eLounge Accomplishment Report from PIED; and
   b. Perform other functions as may be assigned.

## V. TRANSITORY PROVISION

The establishment of eLounge facilities in the RDOs shall be on a by phase roll-out. All existing Regional Office eLounges shall be turned over immediately to the co-located RDO or RDO nearest to the regional office.

## VI. REPEALING CLAUSE

The provisions of all internal revenue issuances as well as rulings inconsistent herewith are hereby amended or revoked accordingly.

## VII. EFFECTIVITY

This Order shall take effect immediately.

(original signed)
**KIM S. JACINTO-HENARES**
Commissioner of Internal Revenue

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