REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF INTERNAL REVENUE
National Office Building
Quezon City

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March 8, 2023

REVENUE MEMORANDUM ORDER NO. 14-2023

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

SUBJECT: **Amending Revenue Memorandum Order (RMO) No. 5-2022, on the Establishment and Implementation of the Online Citizen/Client Satisfaction Survey (CCSS) for Other BIR Critical Services under the Online Survey Feedback System (Phase 2) Project**

I. BACKGROUND

The Anti-Red Tape Authority (ARTA) issued Memorandum Circular (MC) No. 2022-5 (Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement) on September 20, 2022 to promote the adoption of a harmonized and standardized framework in measuring client satisfaction across all levels of the government and ensure continuous improvement and enhancement of service towards a more a meaningful client-centered Citizen's Charter. This provides new guidelines on the use of Client Satisfaction Measurement (CSM) tool that will assess the overall satisfaction and perception of clients on the government service they availed. In this regard, a revised Online Survey Questionnaire shall be used to supplement/integrate the current Questionnaire with the harmonized CSM tool. Moreover, a revised Summary Report on Total Number of Transactions Per Critical Service (Annex B) will also be prescribed.

II. OBJECTIVE

This Order is issued to amend and indicate additional provisions to RMO No. 5-2022.

III. AMENDATORY PROVISIONS

The provisions of the following items of RMO No. 5-2022, as amended, are hereby further amended to read as follows:

" III. Policies and Guidelines

XXX XXX XXX

3. All taxpayers/clients with completed transaction shall be encouraged to accomplish the online survey before the release of the document/transaction that was required/requested.

xxx xxx xxx

" IV. Procedures

A. The Revenue District Offices (RDOs)/concerned Divisions in the Revenue Regions and National Office/Large Taxpayers Divisions (LTD) of Cebu and Davao shall:

xxx xxx xxx

2. Post flyers/announcements, using the format and text provided in Annex A, in the releasing area for electronic Certificate Authorizing Registration (eCAR)/ONETT in the RDOs and for requested documents in concerned Divisions in the Revenue Regions and National Office/LTD-Cebu and LTD-Davao, to inform taxpayers about the availability of the Online Survey Questionnaire;

3. Dedicate a Personal Computer (PC) for the online survey in each RDO/concerned Division in the Revenue Regions and National Office /LT Division of Cebu and of Davao. The corresponding link for the Online Survey Questionnaire (CCSS Form) shall be made available in the said PC, and must be immediately visible to the taxpayer when accessing the online survey. A QR code shall also be provided and be made available for easy reference by taxpayers.

xxx xxx xxx

5. Prepare and submit to the statistician/planning officer/designated officer of the Region/Service, a monthly **Summary Report on Total Number of Transactions Per Critical Service**, using the format provided in Annex B, on or before the 10th day of each month following the reference period through their official e-mail address;

6. Receive on a weekly basis, from the statistician/planning officer/designated officer of the Region/Service, the raw data on the taxpayers' survey responses, specifically, on the 10th, 18th and 25th day of the current month and on the 3rd day of the following month;

xxx xxx xxx

8. Submit to the statistician/planning officer/designated officer of the Region/Service for consolidation, the **Matrix of Actions Taken** using the format provided in Annex C, on or before the 10th day of each month following the reference period through their official e-mail address;

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"C. The Research and Statistics Division (RSD) shall:

1. Access and download from the MS Forms facility, the raw data on the survey responses of taxpayers, and provide soft copies of the information to the statistician/planning officer/designated officer of the Region/Service, on a weekly basis, that is, on the 8th, 16th and 23rd of the current month and the 1st day of the following month;

xxx xxx xxx

3. Receive from statistician/planning officer/designated officer of the Region/Service/LT Divisions (LTD) of Cebu and Davao the Matrix of Actions Taken for consolidation;

xxx xxx xxx"

IV. ADDITIONAL PROVISIONS

Additional provisions for RMO No. 5-2022 are hereby provided, as follows:

IV. D. Statistician/Planning Officer/Designated Officer in the Region/Service shall:

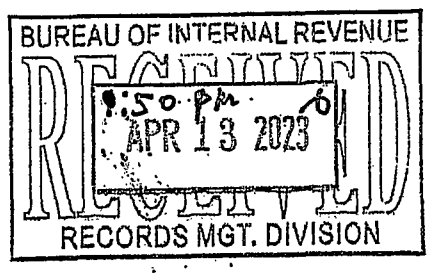
1. Receive on a weekly basis, from the RSD, the raw data on the taxpayers' survey responses, every 8th, 16th and 23rd of the current month and the 1st day of the following month;

2. Provide soft copies of the raw data on the taxpayers' survey responses to the RDOs/concerned Divisions in the Revenue Regions and National Office on the 10th, 18th and 25th of the current month and the 3rd day of the following month;

3. Receive from RDOs/concerned Divisions in the Revenue Regions and National Office a monthly **Summary Report on Total Number of Transactions Per Critical Service** (Annex B), on or before the 10th day of each month following the reference period;

4. Prepare and submit to the Planning and Management Service (PMS), a monthly Consolidated Summary Report on Total Number of Transactions Per Critical Service (Annex B) and Consolidated Matrix of Actions Taken (Annex C) on or before the 15th day of each month following the reference period through the RSD's official online survey e-mail address:

onlinesurveyph2@bir.gov.ph



V. REPEALING CLAUSE

This Order supersedes RMO No. 5-2022 and other revenue issuances or portions thereof inconsistent herewith.

VI. EFFECTIVITY

This Order shall take effect immediately.

ROMEO D. LUMAGUI, JR.
Commissioner of Internal Revenue
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