REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF INTERNAL REVENUE

BUREAU OF INTERNAL REVENUE
RECEIVED
9:30 A.M.
MAY 20 2021
RECORDS MGT. DIVISION

May 20, 2021

REVENUE MEMORANDUM ORDER NO. 16-2021

SUBJECT : Amending Provisions of Revenue Memorandum Order (RMO) No. 44-2020 on the Establishment of Standard Taxpayer Feedback System to Include Online Survey

TO : All Revenue Officials, Employees and Others Concerned

I. BACKGROUND

One of the programs under the BIR Digitalization (DX) Program is the Online Survey Feedback System which aims to identify and measure taxpayer's satisfaction for each frontline service available and collect information needed by different government agencies. This will help the Bureau in getting taxpayer's feedback efficiently and act upon it immediately.

II. OBJECTIVES

This Order is issued to amend certain provisions of Revenue Memorandum Order (RMO) No. 44-2020 to include the online survey as one of the sources of taxpayer's feedback and define the policies and guidelines related to it.

III. AMENDATORY PROVISIONS

1. The following policies prescribed under Section III of RMO NO. 44-2020 is amended to read as follows:

"**III. POLICIES AND GUIDELINES**

XXX XXX XXX

2. The frontliners shall encourage taxpayers to answer the online survey form by either directing them to the eLounge or by asking them to scan the Quick Response (QR) code using their smart phones found in the counter. Manual survey forms shall still be available in cases where taxpayer opted to use such.

3. The Client Support Unit (CSU) Head of each Revenue Region shall be authorized to conduct the monthly retrieval of manual survey forms and process such every 5th day of the month. Results of the manual survey forms shall be consolidated with that of the online survey forms that will be provided by Taxpayer Service Programs and Monitoring Division (TSPMD) on the 8th, 16th, 23rd and the day after the end of each month."

Further, survey results of offices at the National Office shall be processed by TSPMD.

xxx xxx xxx "

2. The following procedures prescribed under Section IV of RMO NO. 44-2020 is amended to read as follows:

"**IV. PROCEDURES**

A. The Client Support Unit (CSU) Head shall:

xxx xxx xxx

2. Retrieve the manual survey forms every 5th day of the following month from the RDO within its jurisdiction and receive the results of the online survey forms from TSPMD;

xxx xxx xxx

B. The Revenue District Offices (RDOs) shall:

1. Dedicate a Personal Computer (PC) in the eLounge of the RDO and make available the link for the Online Survey Form in the said PC. A QR code shall also be provided which is recommended to be made available at each counter for easy reference by taxpayers. There should be a CSS employee who shall man the eLounge and guide the taxpayers in accomplishing the Online Survey Form;

xxx xxx xxx

C. The Client Support Service (CSS) through Taxpayer Service Programs and Monitoring Division (TSPMD) shall:

1. Provide the links and QR codes of the online survey to the CSU Head of each Revenue Region. Further, the results of the online survey shall also be emailed to the CSU Head on the 8th, 16th, 23rd and the day after the end of each month;

BUREAU OF INTERNAL REVENUE
RECEIVED
9:30 A.M.
MAY 20 2021
RECORDS MGT. DIVISION

2. Receive the summary reports and working papers (hardcopy and softcopy) from the CSU Head and the Matrix of Actions Taken from RDOs for consolidation and analysis;

xxx xxx xxx"

V. REPEALING CLAUSE

All revenue issuances or parts thereof inconsistent with the provisions of this Order are hereby repealed.

VI. EFFECTIVITY

The online survey form shall be made available starting June 1, 2021.

CAESAR R. DULAY
Commissioner of Internal Revenue

043076

H-2

BUREAU OF INTERNAL REVENUE
RECEIVED
9:30 A.M.
MAY 20 2021
RECORDS MGT. DIVISION