REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF INTERNAL REVENUE

Quezon City

May 16, 2008

REVENUE MEMORANDUM ORDER NO. 18-2008

SUBJECT : Mandating All Offices Having Direct Contact with Taxpayers to Provide Suggestion/Complaint Boxes

TO : All Internal Revenue Officers, Employees and Others Concerned

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In the ardent desire of the Bureau to improve its services to the taxpayers in order to improve revenue collections and enhance taxpayers' tax compliance, all offices having direct contact with the taxpayers are mandated to:

1. Provide two (2) suggestion/complaint boxes in a conspicuous place, each to be labeled "for the head of the office to read" and "for the Commissioner of Internal Revenue (CIR) to read", respectively, where taxpayers can put in their suggestions and complaints; and
2. Give away survey sheet to taxpayers for them to accomplish, which shall also be dropped in the appropriate boxes, whichever taxpayer selected.

Every month, staff from the Commissioner's office shall collate the contents of these suggestion/complaint boxes, particularly the one labeled "for the CIR to read". Annex "A" of this order pertains to sample survey forms to serve as your guide in making your own survey sheet.

This Order shall take effect immediately.

(Original Signed)
LILIAN B. HEFTI
Commissioner of Internal Revenue