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

December 7, 2015

REVENUE MEMORANDUM ORDER NO. 24-2015

SUBJECT : Submission of Report on "The Delivery of Frontline Services" in accordance with the ARTA Provisions relative to RMC 39-2015

TO : All Internal Revenue Officials, Employees and Others Concerned.

Section 1. BACKGROUND

This Order is issued to prescribe policies, guidelines and procedures in the preparation and the submission of accomplishment on the Performance Measures under the Performance Governance System (PGS) pursuant to unnumbered memo dated February 4, 2013.

In line with the BIR's efforts to promote the delivery of quality service to all stakeholders, all revenue officials and employees who are performing "frontline service", are hereby directed to strictly adhere to the provisions of Republic Act (RA) No. 9485, otherwise known as the "Anti-Red Tape Act of 2007" (ARTA).

Section 2. POLICIES AND GUIDELINES

2.1 All Client Support Section Chiefs (CSSs) of Revenue District Offices (RDOs)/Large Taxpayer Assistance Divisions (LTAD)/Large Taxpayer District Offices (LTDO) shall:

2.1a Accomplish Annex A – "Processing of Taxpayer's Registration" covering primary and secondary registration and other frontline services in relation to the Bureau's Citizens Charter;

2.1b Prepare and submit the monthly accomplished "Annex A" every 10th day of the month following the end of the quarter to the Office of the Assistant Commissioner, Client Support Service, Attention: The Chief, Taxpayer Service Programs and Monitoring Division (TSPMD) via email at tspmd_tas@bir.gov.ph

2.1c The submitted report comprising of three (3) separate months for every quarter shall serve as the baseline data for BIR-PGS Performance Report purposes.

2.2 The Client Support Service (CSS) thru TSPMD shall perform the following:

2.2a Monitor submission of the required report- Annex A

2.2b Consolidate all submitted reports from all concerned offices; and

2.2c Prepare a summary report and submit to the Planning and Management Service (PMS) and all other concerned offices.

Section 3. REPEALING CLAUSE

All orders, memoranda and other revenue issuances which are inconsistent with this Order are hereby revoked, modified or amended accordingly.

Section 4. Effectivity Clause.

This Order shall take effect immediately.

(Original Signed)
KIM S. JACINTO-HENARES
Commissioner of Internal Revenue