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

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RECORDS MGT. DIVISION
JAN 16 2023
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December 21, 2022

REVENUE MEMORANDUM ORDER NO. 3-2023

SUBJECT: Regular Updating of Content of the Interactive BIR Citizen's Charter

TO: All Revenue Officials and Employees and Others Concerned

I. BACKGROUND

Revenue Memorandum Order (RMO) No. 19-2021 was issued on June 3, 2021 to update the list of contents/information posted in the BIR Website and Employees Portal and the corresponding owner of said information in charge of regular updating of contents.

One of the contents regularly updated and posted in the BIR Website is the BIR Citizen's Charter, which is being posted as one (1) PDF file provided by the Public Information and Education Division (PIED) to the Content Management System (CMS) Administrator in the Systems Development Division.

Under the said setup, the updating of content of the BIR Citizen's Charter is done manually wherein concerned BIR offices (referred to as Content Owners) provide to the Bureau's Management Division their approved updates on the Bureau's external and internal services under their jurisdiction, which are then consolidated into one (1) Word file by PIED before it is converted into PDF and posted in the BIR Website by the CMS Administrator.

Since the BIR Citizen's Charter is posted as one (1) PDF file in the BIR Website, navigation through its content is difficult for the taxpayers/other users since they have to scroll down on almost the entire content in order to access the information on the particular BIR service(s) they are looking for.

It is in view of the foregoing that the BIR has developed an Interactive BIR Citizen's Charter that will make navigation and access to its various contents easy on the part of the taxpayers/other users and, at the same time, make the updating of content also easier on the part of the BIR Content Owners (since they can directly edit and post updates in real time, anytime; no need for consolidation by the Management Division and PIED).

II. OBJECTIVES

With the development of the Interactive BIR Citizen's Charter, this Order is being issued to:

1. Prescribe the policies and responsibilities of concerned BIR offices to implement the regular updating of information posted in the Interactive BIR Citizen's Charter; and

2. Identify the BIR offices (Content Owners) in charge of the regular updating of contents therein.

III. GUIDELINES

1. Heads and Asst. Heads of BIR offices identified as Content Owners in Annex A of this Order shall ensure the regular and timely posting of updates on their assigned/owned information/contents in the Interactive BIR Citizen's Charter.

2. Articles for posting in the Interactive BIR Citizen's Charter should be reviewed and approved first by the respective Head of Office and Assistant Commissioner (and Deputy Commissioner, where necessary), in order to ensure its accuracy. It shall be the responsibility of the Heads of Office (as Content Management System [CMS] Approvers) to ensure that **only pre-approved articles** are posted by their office in the Interactive BIR Citizen's Charter.

3. The Content Management System (CMS) Approver (Head or Asst. Head of identified BIR office) and designated CMS Editor(s) of said offices shall publish new/updated articles in the Interactive BIR Citizen's Charter using the available CMS in the BIR. For this purpose, a CMS account shall be created for the CMS Editor(s) per concerned BIR office, which should be kept secure at all times.

4. Whenever there is a need to post/publish new information (service not yet currently posted) or delete existing information (service) under the Interactive BIR Citizen's Charter, the concerned BIR office shall make a formal request (using the form in Annex B) addressed to the Assistant Commissioner, Client Support Service (Attention: Chief, Internal Communications Division [ICD]). In the request, the following details shall be specified:

   a. Information for posting or deletion (hard and soft copies should be attached to the formal request);
   b. If information is for deletion, the reason for the deletion;
   c. Name of designated CMS Editor; and
   d. Name(s) and telephone number(s) of contact person(s) in the office.

5. For new information for posting, the Chief, ICD shall request the CMS Administrator in the Systems Development Division (SDD) to create a new template in the CMS to implement the regular posting of said information in the Interactive BIR Citizen's Charter, and its succeeding updates by the office that made the request.

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6. For requests for deletion of existing information in the Interactive BIR Citizen's Charter, the Chief, ICD shall forward the same to the CMS Administrator for its implementation.

7. If there is a need to revise the presentation/layout of currently posted information in the Interactive BIR Citizen's Charter, the concerned BIR office shall have to make a formal request addressed to the Assistant Commissioner, Client Support Service (Attention: Chief, ICD) indicating the details/specifications for the desired revision and the name(s) and telephone number(s) of contact person(s). The ICD, in turn, shall coordinate with the CMS Administrator for the revision of the affected CMS template.

8. In case of major revision(s) to a currently posted information (service) in the Interactive BIR Citizen's Charter (i.e. change in Client Steps, Processing Time, etc.), the CMS Approver shall inform the Chief, ICD regarding said revision/update by providing hard and soft copies of the updated content for the particular service.

9. The Internal Communications Division shall prepare a memorandum to inform BIR officials and personnel of any updates in the Interactive BIR Citizen's Charter.

10. In case of retirement, resignation, transfer to another office, or replacement of an office's CMS Editor, the head of office shall ensure the transfer of CMS technology to the identified replacement (new CMS Editor) at least two (2) weeks before the effectivity of retirement, resignation or transfer of the outgoing CMS Editor.

IV. ROLES AND RESPONSIBILITIES

Concerned BIR Offices (Content Owners specified in Annex A)

A. Designated CMS Editor

1. Create the article(s) approved for publication in the Interactive BIR Citizen's Charter using Content Management System (CMS) within the day of receipt of soft copy of pre-approved article(s).

2. Prompt the CMS Approver to review the article(s) created in the CMS.

3. Make necessary revisions in the article(s), where necessary.

B. Designated CMS Approver

1. Oversee the preparation of article(s) to regularly update the information in the Interactive BIR Citizen's Charter for services under the office's jurisdiction, and submit the same to the respective Assistant Commissioner (and Deputy Commissioner, where necessary), for review and approval.

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2. Ask the designated CMS Editor(s) to create article(s) for posting in the Interactive BIR Citizen's Charter of approved updates to information on service(s) owned or assigned to the office per Annex A of this Order.

3. Review/check the article(s) created by the CMS Editor in the CMS in terms of its form (spelling, consistency of format, font, etc.) and correctness of attachment (if any), and make necessary correction(s) or publish it, as the case may be.

4. Submit a formal request to Assistant Commissioner, Client Support Service (Attention: Chief, Internal Communications Division [ICD]) in case of the following:

   a. Need to post/publish new information (service) in the Interactive BIR Citizen's Charter – the form in Annex B shall be used for this purpose

   b. Need to delete existing information (service) in the Interactive BIR Citizen's Charter – the form in Annex B shall be used for this purpose

   c. Need to revise the presentation/layout of currently posted information in the Interactive BIR Citizen's Charter – the details/specifications for the desired revision(s) and the name(s) and telephone number(s) of contact person(s) shall have to be indicated in the request

5. In case of major revision(s) to a currently posted information (service) in the Interactive BIR Citizen's Charter (i.e. change in Client Steps, Processing Time, etc.), submit to the Chief, Internal Communications Division hard and soft copies of the updated content for the particular service within the day of posting of said updates.

6. Prepare a memorandum addressed to the Chief, ICD communicating any change(s) in their office's CMS Editor(s) within fifteen (15) days from the date of reporting of the new CMS Editor.

Internal Communications Division

1. Evaluate the requests for publication of new information (service) or deletion of existing information (service) in the Interactive BIR Citizen's Charter as well as requests for revision of presentation/layout of currently posted information (service) in the Interactive BIR Citizen's Charter forwarded by other BIR offices, and seek the advice of the Assistant Commissioner of Client Support Service, where necessary, on matters that need confirmation or clarification.

2. Forward to the Chief, Systems Development Division the abovementioned requests with corresponding instruction/recommendation for its posting/deletion or change in layout in the Interactive BIR Citizen's Charter, as the case may be.

3. Prepare a memorandum to inform BIR officials and personnel of any updates in the Interactive BIR Citizen's Charter.

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4. Maintain a list of CMS Editors and CMS Approvers in the BIR for the Interactive BIR Citizen's Charter.

5. Provide coaching for newly-designated CMS Editors/Approvers on the CMS, as necessary.

Systems Development Division

1. Develop CMS template for the new information (service) requested for regular publication in the Interactive BIR Citizen's Charter and test them prior to development.

2. Post new information (service) for inclusion in the Interactive BIR Citizen's Charter or delete existing information (service) based on the request of the Content Owners forwarded by the Chief, Internal Communications Division.

3. Revise CMS templates based on the specifications provided by the Content Owners, and test them prior to deployment.

V. REPEALING CLAUSE

This Order supersedes all revenue issuances or portions thereof inconsistent herewith.

VI. EFFECTIVITY

This Order takes effect immediately.

ROMEO D. LUMAGUI, JR.
Commissioner of Internal Revenue
001448

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