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

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September 18, 2020

REVENUE MEMORANDUM ORDER NO. 31-2020

SUBJECT: **Amending RMO No. 24-2020 Relative to the Frequency of Reporting of Accomplishments on the Taxpayer Awareness Program by the RDOs**

TO: All Revenue District Officers, Regional Directors and Other Concerned Revenue Officials and Employees

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I. BACKGROUND

Revenue Memorandum Order (RMO) No. 24-2020 was issued on July 22, 2020 to prescribe the guidelines in the reporting of accomplishments and evaluation of performance of Revenue District Offices (RDOs) relative to their implementation of information dissemination activities under the Taxpayer Awareness Program (TAP).

In the said RMO, the RDOs are required to prepare and submit Accomplishment Report on the TAP on a quarterly basis (every 10th day of the month following each quarter) while the Revenue Regions are required to consolidate and submit the said reports every 15th day of the month following each quarter.

Per RMO No. 5-2020, the reporting of accomplishments and evaluation of performance of the RDOs under the different BIR Programs are done on a semestral and annual basis. In consideration of the difficulty in preparing and reviewing the TAP Accomplishment Reports (which include the validation of accomplishments vis-a-vis the documentations presented), the frequency of reporting of accomplishments under the TAP by the RDOs and the Revenue Regions shall also be made on a semestral and annual basis.

II. AMENDMENTS

To implement the change in the frequency of reporting of accomplishments under the TAP by the RDOs and the Revenue Regions, pertinent portions of **Section III of RMO No. 24-2020** are hereby amended, as specified below.

1. The conduct of information dissemination activities shall be reported by the RDOs to their respective Regional Director on a **semestral basis (on or before the 10th day of the month**

following each semester). The format in Annex B1 shall be used by the RDOs in the reporting of their accomplishments on the TAP.

2. The Points indicated by the RDO in the submitted TAP Accomplishment Report (Annex B1) shall be verified/validated by the region's CSU Head based on the documentation of taxpayer awareness activities compiled and submitted to the respective Regional Office by the RDO's CSS Chief.

   The Total Points earned and the Average Points Per Month of the RDO for the particular **Semester (6 months)** shall then be computed by the CSU Head and indicated in the RDO's TAP Accomplishment Report (Annex B1), which have to be signed also by the CSU Head and the Regional Director. A copy of the validated/signed TAP Accomplishment Report shall be furnished to the respective Revenue District Officer, for feedback purposes.

3. The CSU Head shall prepare the **semestral Consolidated TAP Accomplishment Report** of the region using the format in Annex B2. The said consolidated report shall reflect each RDO's Total Points and Average Points Per Month for a particular **semester** (as reflected in each RDO's **semestral** TAP Accomplishment Report – Annex B1). The region's Consolidated TAP Accomplishment Report (signed by the CSU Head and Regional Director), together with copy of the RDOs' **semestral** TAP Accomplishment Reports, shall be submitted to the ACIR, Client Support Service (thru the Internal Communications Division) **on or before the 20th day of the month following each semester**. A copy of the Regional Office's signed Consolidated TAP Accomplishment Report shall be furnished to the region's Revenue District Officers, for feedback purposes.

4. Based on the **semestral** Consolidated TAP Accomplishment Report submitted by the Regional Offices, the Internal Communications Division (ICD) shall prepare the **Evaluation Report on the TAP** on a **semestral basis** and **annual basis** (in compliance with RMO No. 5-2020) using the format in Annex C1 and Annex C2, respectively. Copy of the said Evaluation Report shall be submitted to the ACIR, Planning and Management Service by the ACIR, Client Support Service on or before August 25 (for semestral)/February 25 (for annual, as specified in RMO No. 5-2020), copy furnished the Regional Directors.

III. REITERATIONS

The following provisions under RMO No. 24-2020 are reiterated hereunder, for the information and guidance of the Regional Directors, Revenue District Officers, CSU Heads and CSS Chiefs of the RDOs:

1. The **Target for the TAP KPI is at least 10 Points per month**. For purposes of determining the **Score** and **OPCR Rating** of each RDO on the TAP, the following matrix shall be used as guide:

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Average Points* in TAP	Score (KPI Weight = 1.00)	OPCR Rating
13.00 & above	1.00	5
11.50 – 12.99	0.85	4
10.00 – 11.49	0.75	3
5.01 - 9.99	0.65	2
5.00 & below	0.50	1

** Per computation on a semestral basis and annual basis.*

2. To support the reporting of accomplishments on the TAP, CSS Chiefs are advised to document the conduct of their district office's tax information dissemination activities. A compilation of said documentation should be maintained and presented/submitted to the respective Regional Director (thru the CSU Head) on a **semestral basis (on or before the 10th day of the month following each semester)**, together with the RDO's TAP Accomplishment Report (Annex B1).

3. In the reporting of accomplishments on the TAP, the giving of Points per tax information dissemination activity shall **strictly conform to the guidelines** prescribed hereunder.

ACTIVITY	POINT	REQUIRED DOCUMENTATION*
Conduct of tax seminars/ briefings/webinars	3 Points (if below 100 attendees) 5 Points (if 100 or more attendees)	• Attendance Sheet • Pictures of event • Publication in BIR Weekender Briefs (optional)
Meetings/dialogues with LGU officials and other private sector groups (except zonal valuation meetings, assessment/collection matter-meetings and non-tax related meetings)	1 Point	• Pictures of event • Publication in BIR Weekender Briefs (optional)
Briefing for New Taxpayer Registrants	1 Point	• Attendance Sheet • Pictures of event • Publication in BIR Weekender Briefs (optional)

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ACTIVITY	POINT	REQUIRED DOCUMENTATION*
TV/radio guesting/interview	3 Points (per actual guesting/ interview)	• Pictures of event • Publication in BIR Weekender Briefs (optional)
Sending of speakers on BIR/tax-related matters to other government/private sector-initiated events	2 Points	• Pictures of event • Publication in BIR Weekender Briefs (optional)
Distribution of tax information materials (either thru manual distribution or e-mail)	3 Points (per type of tax information material distributed)	• Report on Number of Tax Information Materials Distributed *(use format in Annex A)* • Picture (or sample) of information material/s distributed • Pictures of event
Press Release - Press release should be prepared by the RDO	2 Points (per type of Press Release published in newspaper)	• Copy of Press Release • Picture of news article clipping
Radio/TV announcements - Script of announcement should be prepared by the RDO	2 Points (per content and not per no. of announcements)	• Copy of Announcement • Certification from radio/TV stations
Display of streamers on BIR/tax-related matters (including LED billboards)	2 Points (per type of streamer)	• Picture of streamer(s) on display
Posting of tax information materials in social media (Facebook, YouTube, etc.)	2 Points (per type of tax information material posted)	• Screenshot of tax information material posted
Motorcade/Recoreda	2 Points	• Picture of event • Publication in BIR Weekender Briefs (optional)

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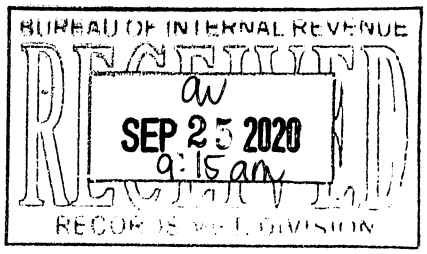
ACTIVITY	POINT	REQUIRED DOCUMENTATION*
Conduct of Tax Quiz and other special events to promote tax awareness	7 Points	• Attendance Sheet • Pictures of event • Publication in BIR Weekender Briefs
Implementation of new/innovative idea on tax information dissemination/delivery of taxpayer service	10 Points	• Description of new/innovative idea on tax information dissemination/delivery of taxpayer service and report on when it was implemented and its impact (results) in the district operation • Pictures of event • Publication in BIR Weekender Briefs

4. The semestral and annual Evaluation Reports on the TAP shall indicate the Score and the Average Points of each RDO relative to the TAP for the 1st Semester and for the whole year, respectively. **The Ranking of the RDOs for the TAP shall be based on the Average Points Per Month for the particular period and not on the Score** inasmuch as the maximum assigned KPI Weight (or Score) for the TAP is only 1.00 (per Annex A of RMO No. 5-2020).

5. In the preparation of the annual Evaluation Report on the TAP, the RDO's Total Points for the 1st Semester (per submitted TAP Accomplishment Report for the period) shall be added to the Total Points for the 2nd Semester. The resulting sum (Total Points for the whole year) shall be divided by 12 to come up with the RDO's Average Points Per Month for the whole year.

6. The **Summary of Reports** to be prepared for the TAP is specified below.

Report	Submitted By	Submitted To	Due Date
Report on Number of Information Materials Distributed, if applicable (Annex A)	Revenue District Officers	Regional Director	On or before July 10 / January 10 *(part of Accomplishment Report – Annex B1)*
TAP Accomplishment Report (Annex B1), *including documentations*	Revenue District Officers	Regional Director	On or before July 10 / January 10



Report	Submitted By	Submitted To	Due Date
Consolidated TAP Accomplishment Report (Annex B2) - *Prepared by CSU Head*	Regional Director	ACIR, Client Support Service (thru Chief, Internal Communications Division)	On or before July 20 / January 20
Evaluation Report on TAP (Annex C1 and Annex C2) - *Prepared by Internal Communications Division*	ACIR, Client Support Service	ACIR, Planning & Management Service	Semestral Report: On or before August 25 Annual Report: On or before February 25 of the following year

7. The semestral and annual Accomplishment Reports/Consolidated Accomplishment Reports specified in RMO No. 5-2020 are no longer required to be prepared/submitted by the RDOs and Regional Directors insofar as the Taxpayer Awareness Program (TAP) is concerned. The semestral/annual TAP Accomplishment Reports/Consolidated Accomplishment Reports specified in this Order are already sufficient for monitoring and evaluation purposes.

IV. REPEALING CLAUSE

This Order revises provisions under RMO No. 24-2020 and provisions in other revenue issuances inconsistent herewith.

V. EFFECTIVITY

This Order takes effect immediately.

CAESAR R. DULAY
Commissioner of Internal Revenue

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