REVENUE MEMORANDUM ORDER NO. 37-2023 issued on December 11, 2023 amends Revenue Memorandum Order (RMO) No. 5-2023 on the implementation of revised Customer Satisfaction Survey for frontline services under the Client Support Service (CSS).

To get feedback from taxpayers on the quality of service(s) rendered by the Revenue District Offices (RDOs), the revised Customer Satisfaction Survey Form shall be used, which is available both in manual and online (Microsoft Forms) versions.

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

The following offices shall be responsible for the retrieval and processing of manual survey forms of the Client Support Section/Registration Section on or before the 5th day of the following month:

RDO/LT DIVISION	OFFICE TO RETRIEVE AND PROCESS THE SURVEY FORM
Client Support Section of the Revenue District Offices	Concerned Regional Office thru the Client Support Unit (CSU) Head
LT Division No. 123- Cebu City	RR No. 13 - Cebu City thru the CSU Head
LT Division No. 127 - Davao City	RR No. 19 - Davao City thru the CSU Head
LT Assistance Division (LTAD) and Excise LT Regulatory Division (ELTRD)	LT Performance Monitoring and Programs Division (LTPMPD)

The results of the manual survey shall be processed and consolidated by the offices specified above while the results of the online survey shall be provided by the Taxpayer Service Programs and Monitoring Division (TSPMD).

The following reports shall be prepared by the offices specified below, for submission to TSPMD not later than the indicated deadline:

Report	Responsible Office	Deadline
Revised Matrix of Actions Taken/To Be Taken	RDOs/LT Divisions/LTAD/ ELTRD	On or before the 5th day following the month of retrieval
Revised Working Paper on the Results of the Customer Satisfaction Survey	Concerned Regional Office thru the CSU Head/ LTPMPD	On or before the 10th day of the following month
Revised Summary Report on the Results of Customer Satisfaction Survey		
Revised Summary of Feedback		

The RDOs shall keep the survey forms and the corresponding reports, for validation purposes. The CSS, through the TSPMD, may conduct unannounced validation of survey results in the Regional/District Offices to ensure strict implementation of the provisions of the Order.