REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF INTERNAL REVENUE

September 23, 2022

REVENUE MEMORANDUM ORDER NO. 42-2022

SUBJECT : Revised BIR Digital Transformation Roadmap 2020-2030

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

I. BACKGROUND

On August 13, 2020, Revenue Memorandum Order (RMO) No. 27-2020 dated July 21, 2020 was issued to prescribe the BIR Digital Roadmap 2020-2030 outlining the blueprint of the agency's Digital Transformation (DX) Program. It contains the BIR DX Vision 2030, the DX Strategy, Themes with Outcomes and the Project Timelines to be implemented per phase, among others. The said RMO also provides that the BIR DX Roadmap shall be reviewed/revisited and/or updated as the need arises.

With the new BIR leadership, the BIR DX Roadmap was revisited and consistent with the recent policy pronouncements of both Philippine President Ferdinand R. Marcos, Jr. and Department of Finance Secretary Benjamin E. Diokno on improving tax collections through digitalization, some modifications to the BIR's Digital Transformation Roadmap 2020-2030 are identified/made to ensure that the DX Program is truly responsive to the needs both of the Bureau and the tax administration.

II. OBJECTIVE

This Order is issued to prescribe the revised or enhanced **BIR Digital Transformation (DX) Roadmap 2020-2030** that will help the BIR in carrying out its mission to improve revenue collections as it ventures into a digital journey.

III. POLICIES and GUIDELINES

1. The BIR Digital Transformation (DX) Program aims to transform the Bureau of Internal Revenue into a data-driven organization through a digitally empowered and resilient workforce utilizing reliable, scalable, and robust digital technologies and infrastructure to innovate BIR services and elevate taxpayer service;

2. The BIR DX Program is anchored on four (4) major pillars (Annex 1), representing the strategic objectives to be pursued under the program. These pillars are as follows:

   a. **Pillar I: Strengthening the BIR Organization** – Enhancing human resource capabilities and internal processes to provide highly efficient and effective administrative and support services.

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b. **Pillar II: Modernizing the Digital Backbone of BIR** – Building and adoption of digital infrastructure that would facilitate the integration of digital technology in all areas of tax administration to continuously improve internal and external services;

c. **Pillar III: Enhancing Policies, Governance and Standards** – Reformulation and institutionalization of new BIR policies, governance and standards to enable, support, and ensure the success of digital transformation; and

d. **Pillar IV: Elevating Taxpayers Experience and Innovating BIR Services** –Elevate taxpayer experience through convenient, fast, and reliable online/digital transactions in the areas of registration, filing, payment, audit and enforcement and provide excellent service to all taxpayers, allowing them to experience customer delight or high level of satisfaction.

The projects under each pillar are shown in Annexes 2A to 2D.

3. In order to achieve the digital transformation goal, projects under each pillar are lined –up to be implemented during the ten-year program as shown in the DX Roadmap/ Path to DX Vision 2030 (Annex 3).

4. All offices shall ensure that other programs, projects and activities to be undertaken are aligned with the BIR DX Roadmap 2020-2030.

5. The programs, projects, or initiatives under the revised BIR DX Roadmap for CY 2020-2030 shall be reviewed/revisited annually and or updated as the need arises. Consequently, any changes made thereto must be approved by the Commissioner.

IV. REPEALING CLAUSE

This Order amends RMO No. 27-2020 and all other revenue issuances or portions thereof inconsistent herewith are hereby repealed or amended accordingly.

V. EFFECTIVITY

This Order takes effect immediately.

LILIA CATRIS GUILLERMO
Commissioner of Internal Revenue

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Annex 1 - The DX Program Framework (Four Pillars)
Annex 2A to 2D - DX Projects Under Each Pillar
Annex 3 - The Path to DX Vision 2030

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