REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF INTERNAL REVENUE

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December 9, 2020

REVENUE MEMORANDUM ORDER NO. 44-2020

SUBJECT : Amending Provisions of Revenue Memorandum Order (RMO) No. 15-2019 on the Establishment of Standard Taxpayer Feedback System

TO : All Revenue Officials, Employees and Others Concerned

I. BACKGROUND

Consistent with the Bureau's mandate to provide world class frontline services to the taxpayers, all Revenue District Offices (RDOs) are required to implement a feedback mechanism in compliance with Republic Act (RA) No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 that will evaluate the efficiency of the frontline services rendered by the Bureau and with the recent updates in the requirements of measuring the citizen/client satisfaction based on the new guidelines stated in Annex 4 of the Memorandum Circular (MC) No. 2020-1 of the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring Information and Reporting System entitled "Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year 2020 under Executive Order No. 80 s. 2012 and Executive Order No. 201 s. 2016."

II. OBJECTIVES

Implementation of the standard taxpayer feedback system has the following objectives:

1. Enhance the adherence to the provisions of RA No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018;

2. Prescribe and ensure the use of the Revised Customer Satisfaction Survey Form in order to:

   a. Measure the level of satisfaction of taxpayers on the services rendered by the Bureau; and

   b. Capture the total citizen/client's experience, expectations and satisfaction in the delivered public service in relation to the service quality dimensions provided in Annex 4 of MC No. 2020-1, to wit:

      - Responsiveness
      - Reliability (Quality)
      - Access and Facilities
      - Communication
      - Costs
      - Integrity
      - Assurance
      - Outcome

3. Provide the BIR Management Committee (MANCOM) with information on the performance of the employees in the delivery of the frontline services which shall be considered in the evaluation of said Revenue District Offices; and

4. Provide efficient and timely results to BIR MANCOM on the level of customer satisfaction, the issues and concerns of the taxpayers and come up with resolutions of said issues and concerns.

III. POLICIES AND GUIDELINES

1. The RDOs shall use the revised standard format of Customer Satisfaction Survey Form per Operations Memorandum No. 70-2020 (Annex A).

2. The frontliners shall encourage taxpayers to answer the survey forms by giving all taxpayers to be served as they secure the queuing number slip.

3. The Client Support Unit (CSU) Head of each Revenue Region shall be authorized to conduct the monthly retrieval of survey forms and processing every 5th day of the month. Survey forms at the National Office shall be retrieved and processed by Taxpayer Service Programs and Monitoring Division (TSPMD).

4. The survey forms of Large Taxpayer Division Office (LTDO) No. 123 - Cebu and LTDO No. 127 – Davao City shall be retrieved and processed by Revenue Region (RR) No. 13 – Cebu City and RR No. 19 – Davao City respectively and the Assistant Commissioner of Large Taxpayers Service shall be furnished with the corresponding results.

5. Submission of summary reports of the survey forms retrieved and processed shall be done every 20th day of the month to Client Support Service (CSS) thru TSPMD. Issues and concerns raised by taxpayers shall be included in the revised Matrix of Actions Taken (Annex B), to identify possible corrective/preventive actions thereto, to be submitted every 5th day following the month of retrieval.

Example:	**Date of Retrieval**	-	November 5, 2020
	Submission Date of summary of survey results	-	November 20, 2020
	Submission Date of Matrix of Actions Taken	-	December 5, 2020

6. The RDOs shall keep the survey forms and the corresponding reports after being processed for validation purposes.

7. The CSS through TSPMD shall conduct an unannounced validation of survey results in Regional/District Offices to ensure that the implementation of the feedback system is being strictly followed.

IV. PROCEDURES

A. The Client Support Unit (CSU) Head shall:

1. Ensure that RDOs are using the revised standard format of the Customer Satisfaction Survey Form;

2. Retrieve the survey forms every 5th day of the following month from the RDOs within its jurisdiction;

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3. Process the survey results in the following manner:

    a. Use the the Summary Report on Customer Satisfaction Survey (Working Paper) (Annex C) in the processing;

    b. Summarize the survey results using the following proforma reports, to wit:

        b.1 Annex D - Statistical Summary of Customer Satisfaction Survey (Regional Summary)
        b.2 Annex E - Statistical Summary Of Customer Satisfaction Survey (per RDO)
        b.3 Annex F - Summary Of Feedback
        b.4 Annex G - Summary of Other/Additional Requirements

4. Submit the applicable summary reports and working papers (Annexes C to E), both in hardcopy and softcopy, to CSS thru TSPMD on or before the 20th day of the month;

5. Provide each RDO with the respective survey results; and

6. Maintain a record/file of these results which can be used as reference in the preparation of KPI accomplishments.

B. The Revenue District Offices (RDOs) shall:

1. Give taxpayers survey form as they secure queuing slip;

2. Provide the CSU Head a monthly report on the total transactions served per Count of Taxpayers per Window (Annex H) generated from queuing machine which will be used to process the survey results;

3. Receive the summary reports and working papers prepared by the CSU Head;

4. Analyze and discuss the survey results to concerned employees to come up with possible preventive/corrective actions to issues/concerns; and

5. Submit the Matrix of Actions Taken to CSS through TSPMD every 5th day following the month of retrieval, if applicable.

C. The Client Support Service (CSS) through Taxpayer Service Programs and Monitoring Division (TSPMD) shall:

1. Receive the summary reports and working papers (hardcopy and softcopy) prepared by the CSU Head for analysis;

2. Receive from RDOs the Matrix of Actions Taken for consolidation;

3. Receive issues/concerns raised by the Regional/District Offices that requires policy direction or recommendation;

4. Conduct retrieval of survey forms in the following Divisions/Offices in National Office every 5th day of the month:

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a. Public Information and Education Division
b. Large Taxpayer Assistance Division
c. Excise Large Taxpayer Regulatory Division

5. Process the survey forms retrieved using the applicable summary reports and working papers as mentioned under Sec. IV(A)(3)(b) of this Order then summarize the survey results and furnish the same to the offices concerned; and

6. Conduct an unannounced validation of survey results with the Regional/District Offices to ensure that the provisions of this Order are being followed.

V. REPEALING CLAUSE

All revenue issuances or parts thereof inconsistent with the provisions of this Order are hereby repealed.

VI. EFFECTIVITY

This Order shall take effect immediately.

CAESAR R. DULAY
Commissioner of Internal Revenue

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