REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF INTERNAL REVENUE

BUREAU OF INTERNAL REVENUE
RECORDS MANAGEMENT DIVISION
OCT 26 2022
10:20 am
RECEIVED

October 10, 2022

REVENUE MEMORANDUM ORDER NO. 45-2022

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

SUBJECT : **Establishment and Implementation of the Freedom of Information (FOI) Requests Feedback Survey pursuant to FOI Memorandum Circular (FOI–MC) No. 22-1 (published under Revenue Memorandum Circular No. 73 – 2022)**

I. OBJECTIVES

This Order is issued to:

1. Prescribe the Freedom of Information (FOI) Request Feedback Form to be used for all FOI requests received by concerned BIR offices as required under FOI Memorandum Circular (FOI-MC) No. 22 -1 issued by the FOI-Project Management Office (FOI-PMO) under the Presidential Communications Operations Office (PCOO);

2. Prescribe the policies and procedures in the reporting of the results of the survey through the FOI Registry and Summary Sheet; and

3. Provide the FOI-PMO with information/data to determine the efficiency and effectiveness of the Bureau's compliance to the FOI Program through the FOI Request Feedback Report to be included in the FOI Reports.

II. POLICIES AND GUIDELINES

1. The FOI Request Feedback Survey shall cover all FOI requests received by concerned Bureau offices.

2. This FOI survey is distinct from the existing Client/Customer Satisfaction Survey (CCSS) being conducted for external services as provided under the BIR's Updated Citizen's Charter and shall be for the exclusive use of FOI requests only.

3. All concerned Bureau offices shall use the prescribed FOI Request Feedback Form **(Annex 1)**.

4. All taxpayers/clients with FOI Requests shall be advised of the requirement that the survey must be accomplished before the release of the requested document/transaction.

5. The FOI Requests Feedback Score shall be reported through the FOI Registry/ Summary and Summary Report on FOI Request Survey (Working Paper).

6. The Amended FOI Report templates (FOI Registry and FOI Summary) are prescribed in Revenue Memorandum Order (RMO) No. 33 - 2022 dated July 4, 2022.

7. The template for the Summary Report on FOI Request Feedback Survey (Working Paper) is prescribed in **Annexes 2 and 2.1** of this RMO.

III. PROCEDURES

A. FOI Receiving Officers (FROs) of the Revenue District Offices (RDOs)/ Regional Divisions/ Selected Offices in the National Office that regularly render "frontline services" or are frequently contacted for FOI requests (per Revised People's FOI Manual of the BIR published under RMC No. 14-2022):

1. Conduct the FOI Request Feedback Survey at their respective offices using the prescribed FOI Request Feedback Form **(Annex 1)** for standard FOI Requests or FOI Request Feedback Form (**using Google Forms**) that can be accessed through the link ***https://bit.ly/BIRFOISurveyForm01*** for eFOI requests.

2. Encourage taxpayers/clients to participate in the FOI Survey by accomplishing the FOI Request Feedback Form at the end of each transaction.

3. Assist the taxpayer/client (if necessary) in accomplishing the FOI Request Feedback Form.

4. Record the FOI Requests Feedback Score together with other details relative to FOI Requests in the Summary Report on FOI Request Survey (Working Paper-Annex 2) regularly.

5. Indicate N/A and reason in the Feedback Score/Remarks column of the FOI Registry and Summary Sheet, if the taxpayer/client may not be able to accomplish the feedback form.

6. Prepare the quarterly Summary Report on FOI Request Feedback Survey (Working Paper) using Annex 2 and 2.1.

7. Prepare the quarterly FOI Registry and FOI Summary Report with inputs on the FOI Requests Feedback Score using the amended FOI templates prescribed in RMO No.33-2022.

BUREAU OF INTERNAL REVENUE
RECEIVED
OCT 26 2022
10:20 AM

8. Submit the quarterly FOI Reports and Summary Report on FOI Request Feedback Survey (Working Paper) to the respective FRO of the Revenue Region/Office of the Assistant Commissioner (OACIR), **on or before the 5th day of the month following the close of the quarter,** for their consolidation.

9. Maintain a record/file of the results which can be used as future reference and for validation purposes.

B. Regional FROs and FROs of the Office of the Assistant Commissioner (OACIR):

1. Prepare the Consolidated Regional/Service level Summary Report on FOI Request Feedback Survey (Working Paper) using the formats prescribed in Annexes 2 and 2.1, containing information from all RDOs/Divisions under the jurisdiction of the Region/Service.

2. Prepare the Consolidated Regional/Service level FOI Registry and FOI Summary Report with inputs on the FOI Requests Feedback Score using the amended FOI templates prescribed in RMO No. 33-2022.

3. Submit the Consolidated Regional/Service level FOI Reports and Consolidated Regional/Service level Summary Report on FOI Request Feedback Survey (Working Paper) via email, to the Chief and Assistant Chief of the Planning and Programming Division (PPD), **on or before the 10th day of the month following the close of the quarter.**

   For uniformity, use the following file name format: ***Name of Office.FOI Reports. Covered Period*** *(ex. RR1.FOI Reports.4th Qtr.2022 or CSS.FOI Reports.4th Qtr.2022)* in the report to be emailed.

4. Maintain a record/file of the results which can be used as future reference and for validation purposes.

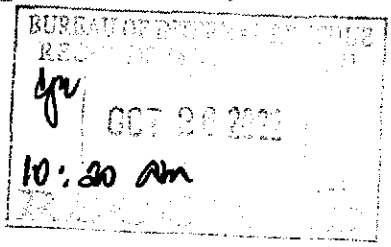
C. Planning and Management Service (PMS):

The Planning and Programming Division (PPD) under the PMS shall:

1. Coordinate with Regional and National Office FROs relative to the submission of the Consolidated FOI Reports with inputs on the FOI Requests Feedback Score.

2. Collate all submitted FOI Reports and prepare the Consolidated FOI Reports with inputs on the FOI Requests Feedback Score using the amended FOI templates prescribed in RMO No. 33-2022.

3. Post the Consolidated FOI Reports in the BIR Transparency Seal on a quarterly basis **on or before the end of the month following the close of the quarter.**



4. Process the survey responses of FOI Request Feedback Survey and prepare the FOI Customer Satisfaction Report based on the specifications set by FOI-PMO under FOI MC No. 22-1.

5. Submit the Annual Consolidated FOI Reports and FOI Client/Customer Satisfaction Report to PCOO through the FOI-PMO **on or before the 30th day of January following the close of the year** as prescribed in FOI-MC No. 22 -1.

IV. REPEALING CLAUSE

All revenue issuances or portions thereof inconsistent with the provisions of this Order are hereby repealed, amended or modified accordingly.

V. EFFECTIVITY

This Order shall take effect immediately.

LILIA CATRIS GUILLERMO
Commissioner of Internal Revenue

002156

B-1

