REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF INTERNAL REVENUE

July 26, 2016

REVENUE MEMORANDUM ORDER No. 53-2016

SUBJECT : **Prescribing the Use of the Customer Assistance Division as the New Name of the BIR Contact Center**

TO : All Internal Revenue Officials and Employees Concerned

Pursuant to Revenue Administrative Order (RAO) No. 2-2014 dated August 7, 2014, the Customer Assistance Division was organized to officially assume the functions of the BIR Contact Center (BIR-CC) which existed and operated in the BIR under a temporary set-up since 2003.

In effect, RAO No. 2-2014 converted the BIR-CC into a regular and full-fledged division under the Client Support Service and the Operations Group, manned by Revenue Officers with allocated plantilla positions/items and renamed as the "Customer Assistance Division (CAD)".

In this regard, to avoid confusions as to the existence and status of the said office, the Bureau shall adopt and use the name "Customer Assistance Division (formerly, BIR Contact Center), for a period of one (1) year, in correspondences, directories and other pertinent documents including various transactions both system and procedural adjustments, that may require using the name of the same office. However, it shall be deemed understood that after the given period the name "Customer Assistance Division or CAD" shall solely be applied.

This Order revokes all other orders or issuances inconsistent with it.

This Order takes effect immediately.

BUREAU OF INTERNAL REVENUE
RECORDS MGT. DIVISION
3:15 P.M.
SEP 01 2016
RECEIVED

CAESAR R. DULAY
Commissioner of Internal Revenue

000753

SEP 01 2016