REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF INTERNAL REVENUE

October 28, 2016

REVENUE MEMORANDUM ORDER NO. 61-2016

BUREAU OF INTERNAL REVENUE
RECORDS MGT. DIVISION
3:50 P.M.
OCT 28 2016
RECEIVED

SUBJECT : Establishment of Standard Taxpayer Feedback System

TO : All Revenue Officials and Employees Concerned

I BACKGROUND

Consistent with the Bureau's mandate to provide world class frontline services to the taxpayers, all revenue district offices are required to implement a standard taxpayer feedback system in compliance with the Anti-Red tape Act of 2007that will evaluate the efficiency of the frontline services as provided under RMC 80-2012.

II OBJECTIVE

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

1. Enhance the adherence to the provisions pursuant to Republic Act 9485, otherwise known as the Anti-Red Tape Act of 2007;
2. Project a service-oriented image of the Bureau of Internal Revenue;
3. Provide the BIR top management with information on the performance of the employees in the delivery of the frontline services which will serve as part of the evaluation of said Revenue District Offices; and
4. Provide inputs to BIR top management on the level of customer satisfaction, the issues and concerns of the taxpayers to come up with resolutions of said issues and concerns.

III POLICIES, GUIDELINES AND PROCEDURES

1. DROP BOX
   1) A drop box made of acrylic material shall be used and with these information printed on it:
      - BIR Logo
      - Name of Office
      - "Please Drop the Satisfaction Survey Here"; and
   2) The drop box shall be located at the frontline Taxpayer Service Area, particularly near or prior to taxpayer exit point.

2. CUSTOMER SURVEY FORM
   1) Customer Survey Form (CSF) shall be given to taxpayer together with their Queue number slip;
   2) Frontlines must remind the taxpayers to accomplish the said survey form and drop the same in the drop box at the end of the transaction.
   3) The name of the employee serving the taxpayer must be written in the CSF and the queuing reference number;
   4) CSF shall contain a checklist of the frontline services and the taxpayers shall indicate the type of transaction made by ticking the boxes provided in "Annex A"

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3. MONITORING OF COMPLIANCE

1) An unannounced visit shall be conducted which shall include retrieval of the CSFs to ensure that the implementation of the feedback system is being followed;
2) All personnel designated as auditors conducting the visits shall be required to accomplished the "Standard Taxpayer Feedback System" report as provided in "Annex B", then, shall endorse the same to the Assistant Commissioner, Client Support Service (CSS) thru Taxpayer Service Programs & Monitoring Division (TSPMD); and
3) Client Support Service (CSS) thru Taxpayer Service Programs and Monitoring Division (TSPMD) shall collate and consolidate submitted reports from designated auditors and prepare a final report with data and analysis for submission to CIR/MANCOM on a quarterly basis. "Annex C"

IV REPEALING CAUSE

All Revenue Issuances or parts thereof inconsistent with the provisions of this Order are hereby repealed.

V EFFECTIVITY

This Order shall take effect immediately.

CAESAR R. DULAY

Commissioner of Internal Revenue

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