Annex "A"

IMPROVEMENT ACTION PLAN FOR CUSTOMER SATISFACTION (FISCAL YEAR 2019)

ISSUES	ROOT CAUSE	ACTIONS TO BE UNDERTAKEN TO ADDRESS THE ISSUE	RESPONSIBLE OFFICE	TIMELINE
1. Slow processing of transactions a. TIN b. Certificate of Registration c. TIN Card	• Non-Availability/ Inaccessibility of System/Intermittent Connection	• Immediate issuance of advisory in case of systems downtime/intermittent connection.	• National Office thru Information Systems Group	• Immediate issuance of advisory at the time of occurrence.
		• Issuance of work-around procedures in case of systems downtime/intermittent connection.	• National Office thru the Client Support Service	• The work-around procedures to be released with dependency on ISG
		• Develop an online registration/updating system application.	• National Office thru Client Support Service and Information Systems Project Management Service	• Draft Terms of Reference (TOR) this 2019. The project implementation is set on 2020.
	• Insufficient number of authorized plantilla position	• Creation of additional authorized plantilla or hire job order personnel.	• National Office thru the Resource Management Group	• This requires support and approval from Department of Budget and Management
d. Slow processing of ONETT	• eCAR System Downtime (Application, Hardware and Network)	• Immediate issuance of advisory in case of systems downtime/intermittent connection.	• National Office thru Information Systems Group	• Immediate issuance of advisory at the time of occurrence.

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ISSUES	ROOT CAUSE	ACTIONS TO BE UNDERTAKEN TO ADDRESS THE ISSUE	RESPONSIBLE OFFICE	TIMELINE
		• Upgrade infrastructure	• National Office thru Information Systems Group and Assessment Service	• Long-term plan
		• Development of an online application of eCAR	• National Office thru Information Systems Group and Assessment Service	• Long-term plan
		• Adopt a catch-up program when the systems become accessible/available. a. All transactions during systems downtime will be encoded once the systems become accessible/available. b. Adopt flexible working hours for ONETT encoders	• National Office thru Information Systems Group, Assessment Service and Resource Management Group	• Immediate procedure once the system become accessible/available BUREAU OF INTERNAL REVENUE RECEIVED 1:30 P.M. AUG 20 2019 RECORDS MGT. DIVISION
	• Insufficient number of authorized plantilla position	• Creation of additional authorized plantilla or hire job order personnel.	• National Office thru the Resource Management Group	• This requires support and approval from Department of Budget and Management

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ISSUES	ROOT CAUSE	ACTIONS TO BE UNDERTAKEN TO ADDRESS THE ISSUE	RESPONSIBLE OFFICE	TIMELINE
e. Tax Clearance	• Additional documentary requirements not among those enumerated in the checklist of mandatory requirements being required by concerned Offices	• Streamline /reduce number of documentary requirements • Monitor strict compliance to reduced number of documentary requirements.	• National Office thru concerned Assessment, Collection & Client Support Service, RDOs and other concerned Offices	• This is a continuous process.
2. Poor Customer Service	• Rude/unaccommo-dating employees	• Conduct Taxpayer Service Excellence Workshop, Stress Management and similar seminars for frontliners.	• National Office thru Client Support Service, Training Management Division and Training Delivery Division	• This training is intended to be conducted to frontliners in 2019.
		• Conduct a fact-finding investigation seeking to determine whether there is sufficient ground to engender a well-founded belief that an irregularity, or an improper conduct that an offense has been committed and the employee and/or official complained of is probably guilty thereof.	• Regional Office thru Regional Investigation (conducts the investigation of administrative cases within the region involving light offenses)	• This is a continuous process. BUREAU OF INTERNAL REVENUE RECEIVED 1:30 P.M. AUG 20 2019 RECORDS MGT. DIVISION

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IMPROVEMENT ACTION PLAN FOR CUSTOMER SATISFACTION (FISCAL YEAR 2019)

ISSUES	ROOT CAUSE	ACTIONS TO BE UNDERTAKEN TO ADDRESS THE ISSUE	RESPONSIBLE OFFICE	TIMELINE
		If found guilty, issue warning letters to personnel complained in survey forms and if necessary, file administrative cases with Regional Investigation Division/ Internal Security Division	• National Office thru Internal Investigation Division (conducts the investigation of administrative cases)	
	• Poor ventilation/ambiance and office set-up	• All equipment (e.g. air-conditioning unit, generator) and other fixtures (additional counters, tables, chairs) needed to improve the office set-up shall be included in the respective Project Procurement Management Plan (PPMP) of each RDOs concerned and procured by concerned Regional Office/National Office	• RDOs	• No timeline set since preparation of PPMP is done every year
		• There is ongoing Building program	• National Office thru the Resource Management Group	BUREAU OF INTERNAL REVENUE RECEIVED 1:30 P.M. AUG 20 2019 RECORDS MGT. DIVISION