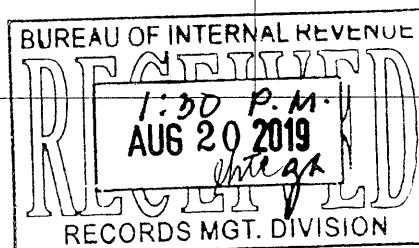


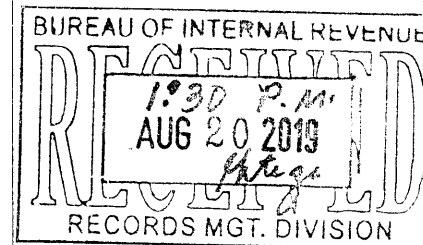
IMPROVEMENT ACTION PLAN FOR CUSTOMER SATISFACTION (FISCAL YEAR 2019)

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. - Issuance of work-around procedures in case of systems downtime/intermittent connection. - Develop an online registration/updating system application.	- National Office thru Information Systems Group - National Office thru the Client Support Service - National Office thru Client Support Service and Information Systems Project Management Service	- Immediate issuance of advisory at the time of occurrence. - The work-around procedures to be released with dependency on ISG - Draft Terms of Reference (TOR) this 2019. The project implementation is set on 2020.
d. Slow processing of ONETT	- Insufficient number of authorized plantilla position - eCAR System Downtime (Application, Hardware and Network)	- Creation of additional authorized plantilla or hire job order personnel. - Immediate issuance of advisory in case of systems downtime/intermittent connection.	- National Office thru the Resource Management Group - National Office thru Information Systems Group	- This requires support and approval from Department of Budget and Management - Immediate issuance of advisory at the time of occurrence.



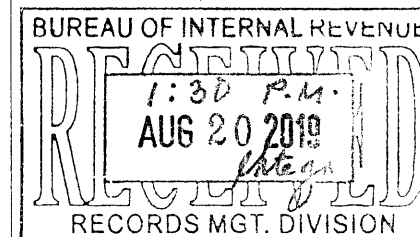
IMPROVEMENT ACTION PLAN FOR CUSTOMER SATISFACTION (FISCAL YEAR 2019)

ISSUES	ROOT CAUSE	ACTIONS TO BE UNDERTAKEN TO ADDRESS THE ISSUE	RESPONSIBLE OFFICE	TIMELINE
		• Upgrade infrastructure • Development of an online application of eCAR • 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 and Assessment Service • National Office thru Information Systems Group and Assessment Service • National Office thru Information Systems Group, Assessment Service and Resource Management Group	• Long-term plan • Long-term plan • Immediate procedure once the system become accessible/available
	• 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



IMPROVEMENT ACTION PLAN FOR CUSTOMER SATISFACTION (FISCAL YEAR 2019)

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/unaccommodating employees	- Conduct Taxpayer Service Excellence Workshop, Stress Management and similar seminars for frontliners. - 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.	- National Office thru Client Support Service, Training Management Division and Training Delivery Division - Regional Office thru Regional Investigation (conducts the investigation of administrative cases within the region involving light offenses)	- This training is intended to be conducted to frontliners in 2019. - This is a continuous process.



IMPROVEMENT ACTION PLAN FOR CUSTOMER SATISFACTION (FISCAL YEAR 2019)

ISSUES	ROOT CAUSE	ACTIONS TO BE UNDERTAKEN TO ADDRESS THE ISSUE	RESPONSIBLE OFFICE	TIMELINE
	Poor ventilation/ambiance and office set-up	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 - 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 - There is ongoing Building program	- National Office thru Internal Investigation Division (conducts the investigation of administrative cases) - RDOs - National Office thru the Resource Management Group	No timeline set since preparation of PPMP is done every year

