

REVENUE MEMORANDUM ORDER No. 93-98 issued December 14, 1998 prescribes the guidelines and the feedback/monitoring mechanism for the establishment of Taxpayers' Service Counter in frontline offices of the BIR, namely: 1) Regional Offices; 2) Revenue District Offices; 3) Taxpayers Assistance Unit of the Large Taxpayers Division; and 4) Public Information and Education Division. The Taxpayers' Service counter, to be manned by competent, efficient and courteous revenue personnel, should be set in a conspicuous place of said offices and open for service from 8:00 am to 5:00 PM. Information materials and forms should be available at all times. A logbook should be maintained to record the activities of the counter, and a report containing the results of the counter activities and the taxpayer perception survey conducted should be prepared and submitted monthly by the specified BIR frontline offices. Moreover, a quarterly report of Forms Inventory will be submitted by the District Offices and the Administrative Division of Regional Offices, through the Regional Director, to the Taxpayer Assistance Service.