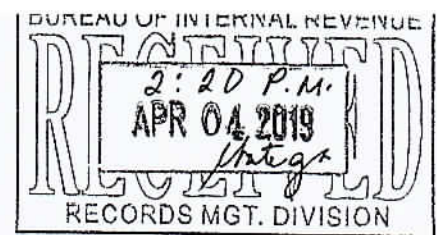




REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF INTERNAL REVENUE



April 03, 2019

REVENUE MEMORANDUM ORDER NO. 15-2019

SUBJECT : Amending Revenue Memorandum Order (RMO) No. 61-2016
on the Establishment of Standard Taxpayer Feedback System

TO : All Revenue Officials, Employees and Others Concerned

I. BACKGROUND

Consistent with the Bureau's mandate to provide world class frontline services to the taxpayers, all Revenue District Offices (RDOs) are required to implement a feedback mechanism in compliance with Republic Act (RA) No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" that will evaluate the efficiency of the frontline services rendered by the Bureau.

II. OBJECTIVES

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

1. Enhance the adherence to the provisions of RA No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018";
2. Prescribe the use of the Revised Customer Satisfaction Survey Form that measures the level of satisfaction of taxpayers on the services rendered by the Bureau as required under Memorandum Circular No. 2018-1 of the Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems (Administrative Order No. 25 s.2011 Annex 4) regarding the guidelines on the grant of the Performance-Based Bonus for Fiscal Year 2018 under Executive Order No. 80 s. 2012 and Executive Order No. 201 s. 2016.
3. Provide the BIR top management with information on the performance of the employees in the delivery of the frontline services, which shall serve as part of evaluation of said Revenue District Offices (RDOs); and
4. Provide efficient and timely results to BIR top management on the level of customer satisfaction, the issues and concerns of the taxpayers and to come up with resolutions of said issues and concerns.

III. POLICIES AND GUIDELINES

1. The RDOs shall use the revised format of Customer Satisfaction Survey Form (Annex A).
2. The frontliners shall encourage taxpayers to accomplish the survey forms by providing them a copy of said survey form simultaneously while being served, with the queuing number slip attached.

3. The Client Support Unit (CSU) Head of each Revenue Region shall be authorized to conduct the monthly retrieval of survey forms every 5th day of the month. Survey forms located at certain offices at the National Office shall be retrieved by Taxpayer Service Programs and Monitoring Division (TSPMD).
4. Submission of summary reports of the survey forms retrieved shall be done every 20th day of the following month to Client Support Service (CSS) thru TSPMD. Issues and concerns raised by taxpayers shall be included in the revised Matrix of Actions Taken (Annex B), to identify possible corrective/preventive actions thereto, to be submitted every 5th day following the month of retrieval.

Example:	Date of Retrieval	-	March 5, 2019
	Date of submission of summary results	-	March 20, 2019
	Date of submission of Matrix of Actions Taken	-	April 5, 2019

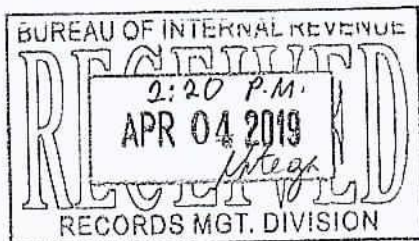
5. For those RDOs who still have old survey forms to be retrieved, processing of such shall be segregated from the revised survey forms. It shall be processed on a monthly basis until such time the new survey form is fully implemented.
6. The RDOs shall keep the survey forms and the corresponding reports after being processed for validation purposes by TSPMD and for future reference.
7. The CSS through TSPMD shall conduct an unannounced retrieval of survey forms to ensure that the implementation of the feedback system is being strictly followed.

IV. PROCEDURES

A. The Client Support Unit (CSU) Head shall:

1. Ensure that RDOs are using the revised format of the Customer Satisfaction Survey Form;
2. Retrieve/Require submission of survey forms every 5th day of the month;
3. Receive from each RDO a Monthly Report (Annex C) generated from the queuing machine on the total transactions served which will be used to process the survey results;
4. Process the survey results in the following manner:
 - a. Using the Old Survey Forms

- a.1. Process the survey results using the prescribed working paper (Annex D);
- a.2. Summarize the survey results using Annex E;



b. Using the New Survey Form

b.1. Process the survey results using the prescribed working paper (Annex F);

b.2. Summarize the survey results to wit:

Annex G - Statistical Summary of Customer Satisfaction Survey (Regional Summary)

Annex H - Statistical Summary of Customer Satisfaction Survey (RDO Summary)

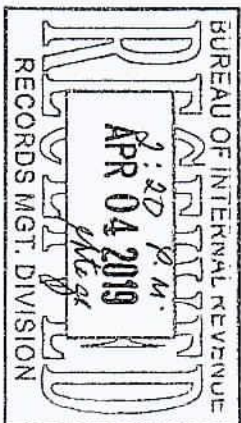
Annex I - Summary of Feedback

Annex J - Summary of Other/ Additional Requirements

5. Submit the applicable summary reports and working papers (Annexes D to J), both in hardcopy and softcopy, to CSS thru TSPMD on or before the 20th day of the following month;
6. Provide each respective RDOs the results thereof; and
7. Maintain a record/file of these results which can be used as reference in the preparation of KPI accomplishments and for validation purposes.

B. The Revenue District Offices (RDOs) shall:

1. Encourage the taxpayers to accomplish the survey forms and drop the same, together with the queuing number slip, in the drop box at the end of each transaction;
2. Provide the CSU Head a Monthly Report (Annex B) generated from the queuing machine on the total transactions served which will be used to process the survey results;
3. Receive the summary reports and working papers prepared by the CSU Head;
4. Analyze and discuss the result to concerned employees to come up with possible preventive/corrective actions to issues/concerns;
5. Submit the Matrix of Actions Taken to CSS through TSPMD every 5th day following the month of retrieval.
6. Maintain a record/file of these results which can be used as reference in the preparation of KPI accomplishments and for validation purposes.



C. The Client Support Service (CSS) through Taxpayer Service Programs and Monitoring Division (TSPMD) shall:

1. Receive the summary reports and working papers (hardcopy and softcopy) prepared by the CSU Head for consolidation and analysis;

2. Receive from RDOs Matrix of Actions Taken (Annex B) for consolidation and analysis;
3. Receive issues/concerns raised by the Regional/District Offices that requires policy direction or recommendation;
4. Conduct retrieval of survey forms in the National Office;
5. Conduct an unannounced validation of survey results of Regional/District offices to ensure that the provisions of this Order is being followed.

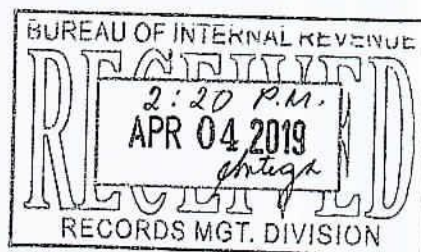
V. REPEALING CLAUSE

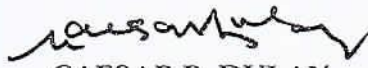
All revenue issuances or parts thereof inconsistent with the provisions of this Order are hereby repealed.

VI. EFFECTIVITY

This Order shall take effect immediately.

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CAESAR R. DULAY
Commissioner of Internal Revenue
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