

REVENUE MEMORANDUM ORDER NO. 31-2020 issued on September 25, 2020 amends Revenue Memorandum Order (RMO) No. 24-2020 relative to the frequency of reporting of accomplishments on the Taxpayer Awareness Program (TAP) by the Revenue District Offices (RDOs).

The conduct of information dissemination activities shall be reported by the RDOs to their respective Regional Director on a semestral basis. The Target for the TAP KPI is at least 10 Points per month. In the reporting of accomplishments on the TAP, the giving of Points per tax information dissemination activity shall strictly conform to the guidelines prescribed in the Order.

To support the reporting of accomplishments on the TAP, CSS Chiefs are advised to document the conduct of their district office's tax information dissemination activities. A compilation of said documentation should be maintained and presented/submitted to the respective Regional Director (thru the CSU Head) on a semestral basis (on or before the 10th day of the month following each semester), together with the RDO's TAP Accomplishment Report (Annex B1).

The Points indicated by the RDO in the submitted TAP Accomplishment Report shall be verified/validated by the region's Client Support Unit (CSU) Head based on the documentation of taxpayer awareness activities compiled and submitted to the respective Regional Office by the RDO's Client Support Service (CSS) Chief.

The Total Points earned and the Average Points Per Month of the RDO for the particular Semester (6 months) shall then be computed by the CSU Head and indicated in the RDO's TAP Accomplishment Report, which have to be signed also by the CSU Head and the Regional Director.

The CSU Head shall prepare the semestral Consolidated TAP Accomplishment Report of the region using the format in Annex B2. The said consolidated report shall reflect each RDO's Total Points and Average Points Per Month for a particular semester (as reflected in each RDO's semestral TAP Accomplishment Report – Annex B1). The region's Consolidated TAP Accomplishment Report (signed by the CSU Head and Regional Director), together with copy of the RDOs' semestral TAP Accomplishment Reports, shall be submitted to the Assistant Commissioner (ACIR), Client Support Service (CSS) thru the Internal Communications Division (ICD) on or before the 20th day of the month following each semester.

Based on the semestral Consolidated TAP Accomplishment Report submitted by the Regional Offices, the ICD shall prepare the Evaluation Report on the TAP on a semestral basis and annual basis. Copy of the said Evaluation Report shall be submitted to the ACIR, Planning and Management Service by the ACIR, CSS on or before August 25 (for semestral)/February 25 (for annual, as specified in RMO No. 5-2020), copy furnished the Regional Directors.

The semestral and annual Evaluation Reports on the TAP shall indicate the Score and the Average Points of each RDO relative to the TAP for the 1st Semester and for the whole year, respectively. In the preparation of the annual Evaluation Report on the TAP, the RDO's Total Points for the 1st Semester (per submitted TAP Accomplishment Report for the period) shall be added to the Total Points for the 2nd Semester. The resulting sum (Total Points for the whole year) shall be divided by 12 to come up with the RDO's Average Points Per Month for the whole year.

The Ranking of the RDOs for the TAP shall be based on the Average Points Per Month for the particular period and not on the Score inasmuch as the maximum assigned KPI Weight (or Score) for the TAP is only 1.00 (per Annex A of RMO No. 5-2020). For purposes of determining the Score and OPCR Rating of each RDO on the

TAP, the following matrix shall be used as guide:

Average Points* in TAP	Score (KPI Weight = 1.00)	OPCR Rating
13.00 & above	1.00	5
11.50 – 12.99	0.85	4
10.00 – 11.49	0.75	3
5.01 - 9.99	0.65	2
5.00 & below	0.50	1

* *Per computation on a semestral basis and annual basis.*

The Summary of Reports to be prepared for the TAP is specified below.

Report	Submitted By	Submitted To	Due Date
Report on Number of Information Materials Distributed, if applicable (Annex A)	Revenue District Officers	Regional Director	On or before July 10 / January 10 <i>(part of Accomplishment Report-Annex B1)</i>
TAP Accomplishment Report (Annex B1), <i>including documentations</i>	Revenue District Officers	Regional Director	On or before July 10 / January 10
Consolidated TAP Accomplishment Report (Annex B2) <i>- Prepared by CSU Head</i>	Regional Director	ACIR, Client Support Service (thru Chief, Internal Communications Division)	On or before July 20 / January 20
Evaluation Report on TAP (Annex C1 and Annex C2) <i>- Prepared by Internal Communications Division</i>	ACIR, Client Support Service	ACIR, Planning & Management Service	<u>Semestral Report:</u> On or before August 25 <u>Annual Report:</u> On or before February 25 of the following year

The semestral and annual Accomplishment Reports/Consolidated Accomplishment Reports specified in RMO No. 5-2020 are no longer required to be prepared/submitted by the RDOs and Regional Directors insofar as the Taxpayer Awareness Program (TAP) is concerned. The semestral/annual TAP Accomplishment Reports/Consolidated Accomplishment Reports specified in this Order are already sufficient for monitoring and evaluation purposes.