

REVENUE MEMORANDUM ORDER NO. 44-2020 issued on December 9, 2020 amends the provisions of RMO No. 15-2019 on the establishment of standard Taxpayer Feedback System.

The Revenue District Offices (RDOs) shall use the revised standard format of Customer Satisfaction Survey Form per Operations Memorandum No. 70-2020. The frontliners shall give survey form to all taxpayers securing the queuing number slip and encourage them to answer the said form before leaving BIR premises.

The Client Support Unit (CSU) Head of each Revenue Region is authorized to conduct the monthly retrieval and processing of survey forms every 5th day of the month. Survey forms at the National Office shall be retrieved and processed by the Taxpayer Service Programs and Monitoring Division (TSPMD).

The survey forms of the Large Taxpayer Division Office (LTDO) No. 123 - Cebu and LTDO No. 127 - Davao City shall be retrieved and processed by Revenue Region (RR) No. 13 - Cebu City and RR No. 19 - Davao City, respectively. The Assistant Commissioner of Large Taxpayers Service shall be furnished with the results of the survey.

The summary reports of the survey forms retrieved and processed shall be submitted every 20th day of the month to the Client Support Service (CSS) through TSPMD. To identify possible corrective/preventive actions, the issues and concerns raised by taxpayers shall be included in the revised Matrix of Actions Taken to be submitted every 5th day following the month of retrieval.

The CSS, through TSPMD, shall conduct an unannounced validation of survey results in Regional/District Offices to ensure that the implementation of the feedback system is being strictly followed.