



DX Projects under each Pillar

Annex 2b

IV. Elevating Taxpayer Experience and Innovating BIR Services

- Elevate taxpayer experience through convenient, fast, and reliable online/digital transactions in the areas of registration, filing, payment, audit and enforcement.
- Provide excellent service to all taxpayers, allowing them to experience customer delight or high level of satisfaction.

Online services on: Complaints, appointments, feedback, Tax clearance, Queueing

Electronic ONETT (eONETT) System

Enhanced IRSIS for Alcohol and Sweetened Beverages

Online Registration and Update System (ORUS) - TRDMS
Special Types of Registration (NewBizReg)

Interactive Chatbot Capability within Contact Center

Taxpayer's Ledger Portal

TIN Verifier Mobile App (Enhancement)

eFiling System (Rearchitecture to Digital Backbone)

BIR Assist App Project

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