

**REVENUE MEMORANDUM ORDER NO. 21-2022** issued on April 1, 2022 prescribes the guidelines and procedures in the implementation of Monitoring and Managing Administrative Cases (MMAC) in the Bureau of Internal Revenue (BIR).

The concerned BIR officials and employees in the National Office and Revenue Regions are mandated to update the status of cases and comply in accordance with the prescribed procedures, guidelines, templates, and user access/job aid, particularly described as follows:

ANNEX A	INTERNAL INVESTIGATION DIVISION/ REGIONAL INVESTIGATION DIVISION MONTHLY ACCOMPLISHMENT REPORT ON ADMINISTRATIVE/CRIMINAL CASES
ANNEX A-1	INTERNAL INVESTIGATION DIVISION/ REGIONAL INVESTIGATION DIVISION LIST OF COMPLAINTS/DENUNCIATIONS RECEIVED
ANNEX A-2	INTERNAL INVESTIGATION DIVISION/ REGIONAL INVESTIGATION DIVISION LIST OF APPROVED FORMAL CHARGE/ CLOSING REPORT
ANNEX A-3	REGIONAL INVESTIGATION DIVISION LIST OF ADMINISTRATIVE CASES FORWARDED TO IID (GRAVE OR LESS GRAVE OFFENSE)
ANNEX B	PERSONNEL ADJUDICATION DIVISION/ LEGAL DIVISION MONTHLY ACCOMPLISHMENT REPORT ON ADMINISTRATIVE/CRIMINAL CASES
ANNEX B-1	PERSONNEL ADJUDICATION DIVISION/ LEGAL DIVISION INVENTORY OF PENDING ADMINISTRATIVE CASES
ANNEX C	PROSECUTION DIVISION/LEGAL DIVISION LIST OF INVENTORY OF PENDING CRIMINAL CASES
ANNEX D	FINANCE DIVISION LIST OF REVENUE COLLECTION OFFICERS (RCOs) WITH UNREPORTED/UNREMITTED COLLECTIONS

Only authorized user shall log in to MMAC as defined in the Security Access Matrix (SAM). The roles and responsibilities of concerned BIR officials in the handling, processing and monitoring of status of complaints using the MMAC are specified in the Order.