



*Bringing In Revenues  
for Nation-Building*

REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF FINANCE  
BUREAU OF INTERNAL REVENUE



September 18, 2024

REVENUE MEMORANDUM ORDER NO. 0 4 5 - 2 0 2 4

Subject : Amending Certain Provision of Revenue Memorandum Order No. 39-2022 of BIR Service Desk System in Relation to the Number of Requesters Per Office

To : All Internal Revenue Officials, Employees and Others Concerned

This Order is being issued to amend provision in the Revenue Memorandum Order (RMO) No. 39-2022 (Amending RMO No. 4-2018 Re: BIR Service Desk System) dated July 6, 2022 in consideration to the request for additional Service Desk System Requesters in the National Office and Revenue District Offices and in support with other BIR initiatives thru Operations Memorandum (OM) such as OM No. 037-2024.

In view thereof, specific items are hereby amended reflecting the revised number of Requesters are shown below for the reference of all concerned revenue officials and personnel:

### I. AMENDMENT

#### "IV. POLICIES AND GUIDELINES

- Requesters per Office/Division shall be:

Office	Required No. of Requester/s
All National Office (NO) Offices (excluding LTS)	1 to 2 per Office
Revenue Regions (RR) All Divisions under RR Revenue District Offices (RDOs)	2 per Regional Office 2 per Division <u>At most 10 per RDO</u>
Large Taxpayers Service (LTS) All Divisions under LTS LTD-Davao LTD-Cebu	2 for LTS 2 to 4 per Division 2 to 4 per LTD-Division 2 to 4 per LTD-Cebu

*To monitor the utilization of Service Desk System, Requester not active for more than 6 months shall be automatically deactivated. Subsequently, reactivation shall be supported by justification letter.*

- XXXX

- All incident/problem reports and service requests of every office shall be created electronically through the BIR Service Desk System by the Requester who is officially designated by the concerned office."

### II. REPEALING CLAUSE

All provisions of revenue issuances/memoranda inconsistent herewith are hereby repealed, amended or modified accordingly.

### III. EFFECTIVITY

This Order shall take effect immediately.

BUREAU OF INTERNAL REVENUE  
RECORDS MANAGEMENT DIVISION

G4 **RECEIVED**  
OCT 18 2024



*ROMEO D. LUMAGUI, JR.,  
Commissioner of Internal Revenue*