



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF INTERNAL REVENUE

REVENUE MEMORANDUM CIRCULAR NO. 76-2013

SUBJECT : Prescribing the Revised Satisfaction Survey Form

TO : All Internal Revenue Officers and Others Concerned

This Revenue Memorandum Circular is issued in order to publish the revised Satisfaction Survey Form required under Revenue Memorandum Order 16-2009 re: Establishment of a Taxpayer Service Area, in line with the Bureau's continuing efforts to provide an efficient service to the taxpaying public.

Relative to this, the revised Satisfaction Survey Form is improved to complement with the current services being rendered by the Bureau and hereby renamed to **Customer Satisfaction Survey (Annex "A")**. For this purpose, we encourage the taxpayers availing of the Bureau's services to accomplish the attached form and provide comments/suggestions to evaluate the effectiveness of the services being delivered by a particular BIR office.

All internal revenue officers, employees and others concerned are hereby enjoined to strictly implement the provision of this Revenue Memorandum Circular.

BUREAU OF INTERNAL REVENUE
RECORDS MGT. DIVISION

KIM S. *Jacinto*-HENARES
Commissioner of Internal Revenue

DEC 27 2013

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