



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF INTERNAL REVENUE
Quezon City

JAN 16 2024

REVENUE MEMORANDUM ORDER NO. 2-2024

SUBJECT : Revised Customer Satisfaction Survey Form
TO : All Concerned Internal Revenue Officials and Personnel

This Order is being issued to amend the Customer Satisfaction Survey Form (Annex A) prescribed under Revenue Memorandum Order No. 37-2023 (Amending RMO No. 5-2023 on the Implementation of Revised Customer Satisfaction Survey for Frontline Services under Client Support Service) issued on December 11, 2023.

Relative thereto, the attached **Revised Customer Satisfaction Survey Form** (**Annex A**) shall be used by all BIR Frontliners/Officers under the Client Support Service to get feedback on their customers' satisfaction on the delivery of frontline services.

This Order takes effect immediately.



ROMEO D. LUMAGUI JR.
Commissioner of Internal Revenue

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RECORDS MGT. DIVISION

