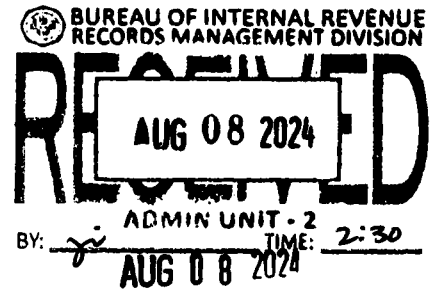




REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF FINANCE  
BUREAU OF INTERNAL REVENUE  
Quezon City



**REVENUE MEMORANDUM ORDER NO. 031-2024**

**SUBJECT :** Revised Customer Satisfaction Survey Form Under Client Support Service

**TO :** All Concerned Internal Revenue Officials and Personnel

This Order is being issued to circularize the Revised Customer Satisfaction Survey Form prescribed under Revenue Memorandum Order (RMO) No. 37-2023, as amended by RMO No. 2-2024 issued on January 16, 2024, due to the changes made in the BIR Citizen's Charter, to wit:

1. Change in the name of Service and updating of the requirements/procedures due to changes in the documentary requirements per Revenue Memorandum Circular No. 27-2024; and
2. Introduction of new Service due to the Implementation of Online Registration and Update System (ORUS) and passage of Republic Act No. 11976 or the Ease of Paying Taxes (EOPT) Act.

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

Further, all Frontliners under the Client Support Section shall administer the survey forms to **ALL taxpayer with completed transaction**. A transaction is considered complete when the final step of the Service availed of (per the BIR Citizen's Charter) is accomplished. All Frontliners should ensure that the manual survey forms are properly filled-out by taxpayers and that there are no blank fields.

This Order takes effect beginning **September 1, 2024**.



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