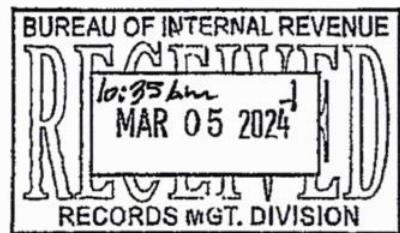




REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF INTERNAL REVENUE
Quezon City



REVENUE MEMORANDUM ORDER NO. 6-2024

SUBJECT : Revised One-Time Transactions (ONETT) Customer Satisfaction Survey Form

TO : All Concerned Internal Revenue Officers and Personnel

DATE : February 21, 2024

This Order is being issued to align the Revised Customer Satisfaction Survey Form (CSSF) to the CSSF of the Client Support Service as prescribed in Revenue Memorandum Order No. 2-2024. It also aims to provide efficient and timely reports to the Bureau's top management on the customer satisfaction through taxpayer's comments and suggestions for the continuous improvement of BIR's services.

The Revenue District Offices (RDOs) shall advise the taxpayers to accomplish the CSSF either thru the link for the survey, Quick Response (QR) Code or through the above-mentioned manual survey form before the release of ONETT Computation Sheet (OCS) and Electronic Certificate Authorizing Registration (eCAR) with the assistance from the ONETT Officer of the Day (OD). The revised ONETT CSSF (Annex A) shall be filled out by the taxpayer who opts to accomplish the survey manually. The said survey form shall be placed inside a drop box that shall be retrieved by the designated officers from the Regional Offices every 5th day of the month.

The said designated officers shall process the survey results using the prescribed Working Paper (Annex B) and submit the same together with the Summary Report on the Results of Customer Satisfaction Survey (Annex C) and Summary of Feedback (Annex D) on or before the 15th day of the month using the SharePoint/OneDrive File provided by the Assessment Performance Monitoring Division (APMD), copy furnish the concerned RDO.

The RDOs shall submit the Matrix of Actions Taken/To Be Taken (Annex E) on issues/concerns encountered during the month, to the Assessment Service (AS) through APMD, copy furnish the Regional Office, every 5th day following the month of retrieval of the survey forms, if applicable.

The APMD shall consolidate manual customer survey reports (Annexes B, C, D and E) of all RDOs and submit to the Research and Statistics Division, copy furnish the AS, not later than the 20th day of the month.

This Order takes effect beginning January 1, 2024.



ROMEO D. LUMAGUI, JR.
Commissioner of Internal Revenue

