






**TOURISM
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MEMORANDUM

FOR : The OIC, Travel Tax Department
The Manager, Privilege Administration Division
The Manager, Examination Division
The Manager, Administrative Services Department


FROM : The Manager, Corporate Planning Department

SUBJECT : **TRAVEL TAX SURVEY RESULT**
Re: Anti-Red Tape Act Summary Report

DATE : 25 November 2020

Relative to the implementation of the Anti-Red Tape Act (ARTA), attached is the Summary Report of the Card Survey of the Travel Tax Department for the months of August to September 2020, including the respondent's suggestion.

Thank you.


FRANCIS RANDY J. HORTELANO

cc: Assistant COO, Administration and Finance Sector

ARTA/memo march to dec2020

25 November 2020

Travel Tax Department
SUMMARY OF THE ANTI-RED TAPE ACT (ARTA) REPORT CARD SURVEY
August to September 2020

Equivalent Adjectival Rating:
1 - Lowest
5 - Highest

(The global impact of lockdowns on international travel has drastically reduced the number of travel tax transactions, with only a handful of 4 respondents participating in the Survey during the said period. There were no respondents, however, for the months of April, May, June, and July - epd)

<i>Items</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>
ON THE MANNER OF HOW EMPLOYEE DEALS WITH THE CLIENT	-	-	1	-	3
ON THE QUALITY OF SERVICE PROVIDED TO THE CLIENT	-	-	1	-	3
ON THE PHYSICAL WORKING CONDITION OF THE OFFICE	-	-	1	-	3

Please note of the following:

1. The above table shows a summary of the responses on the various aspects of services being evaluated. Given the small size of the respondents, majority of them were highly satisfied with the services they received.
2. There was one feedback commending an employee for his work performance (Aries did so well !)
3. Another suggested to make the documentary requirements <refund> more visible ("Even citizen's charter doesn't list specifics")

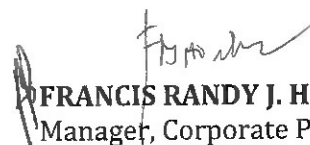
Prepared by:



ELAINE P. DIZON

Sr. Project Planning and Development Officer

Noted by:



FRANCIS RANDY J. HORTELANO

Manager, Corporate Planning Department