

JEMI .

01 Feb. 3031 Yanyan

17-00 aun



**TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY** Office Performance Commitment and Review (OPCR) I, CRISTETO G. OCAIMPO, Officer-in-Charge of the TRAVEL TAX DEPARTIMENT commit to deliver and agree to be rated on the

of the following targets in accordance with the indicated measures for period January to June 2020

attainment

CRISTETO/G. ØCAMPO

Officer-in-Charge/Travel Tax Department

ATTY. JOY M. BULAUITAN

Approved by:

Asst. Chief Operating Officer - Admin and Finance Sector

2 - Unsatisfactory 1 - Poor 4 - Very Satisfactory 5 - Outstanding 3 - Satisfactory Rating Scale:

STRATEGIC OBJECTIVES/				Jento		RATING	NG		
FUNCTIONS	SUCCESS INDICATORS	Allotted Budget	Budget Division Accountable	ents	Q.1	E2		A4	Remarks
STRATEGIC OBJECTIVE						-			
SO7: Improved Stakeholder's	90% of Travel Tax Clients rated the SO7: Improved Stakeholder's Travel Tax services with a score of 3 and		PAD/Examination	97.42% of clients scored the services		4.000		4 000	
Satisfaction Levels	above			with 3 and above	6				
CORE	24								
Travel Tax Collection	90% of the projected travel tax collections for the year achieved		PAD/Examination	Achieved 98%		5.000		5.000	

STRATEGIC ORIECTIVES/			Division / Individuale	Actual		RATING	NG		
FUNCTIONS	SUCCESS INDICATORS	Allotted Budget	Accountable	Accomplishments	0,1	23	£T	A4	Remarks
Travel Tax Collection	Quarterly Accomplishment Report approved by ACOO within 1 day		PAD/Examination	Approved within 4 hours	5.000		5.000 5.000	5.000	
Strategic Personnel Development Program	90% of identified personnel sent to competency-based training (as approved during planning sessions)			no training/seminar conducted due to Covid19		0.000		0.000	
	AVERAGE RATING								

AVENAGE NATING				
		RAT	RATING	
CALEGORY	5	2	T3	A4
Strategic Objective				
90% of Travel Tax Clients rated the Ttax services with a score of 3 and above		4.000		4.000
Core Function				
90% of the projected travel tax collections for the year achieved		5.000		5.000
Quarterly Accomplishment Report approved by ACOO within 1 day	2.000		5.000	5.000
Support Function				
90% of identified personnel sent to competency-based training		0.000		0.000
Total Overall Rating				14.000
Final Average Rating				4.667
Adjectival Rating				VS
				ı

Assessed by:		Final Rating by:
FRANCIS RANDY J. HORTELANO	ATTY. JOY M. BULAUITAN	MARK T. LAPID
Manager, Corporate Planning Department	Chairperson, Performance Management Team	Chief Operating Officer

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# TREXA BSC Accomplishment Form TRAVEL TAX DEPARTMENT

1st Quarter 2020

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Remarks	Actual Accomplishment	Ò‡	36	SQ	10	Full Year Target	Meight	Formula	ənuseəM	-

127 201 97 01 0092-9428 (289+)

www.tieza.gov.ph 客 corplan@tieza.gov.ph

Pasay City1302 EDSA Extension Bay Area Macapagal Avenue comer Double Dragon Meridian Park Double Dragon Plaza 7th Floor, Tower 1

**YTIROHTUA** ENTERPRISE INFRASTRUCTURE AND MSIAUOT



#### MEMORANDUM

The Manager, Privilege Administration Division The Manager, Travel Tax Department FOR

The Manager, Examination Division

The Manager, Administrative Services Department

Corporate Planning Department The Officer in Charge

TRAVEL TAX SURVEY RESULT

Re: Anti-Red Tape Act Summary Report

6 February 2020 DATE

respondents' observations and suggestions. Report of the Card Survey of the Travel Tax Department for the month of January, 2020, including Relative to the implementation of the Anti-Red Tape Act (ARTA), please find attached a Summary

Thank you.

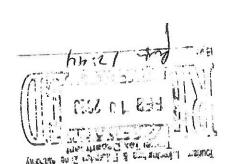
SUBJECT

FROM

:00

Assistant COO, Administration and Finance Sector

Ref.: MED-Kristine-Arta2020 Memo\_Jan2020





#### January 2020 SUMMARY OF THE ANTI-RED TAPE ACT (ARTA) REPORT CARD SURVEY Travel Tax Department

1 - Lowest Equivalent Adjectival Rating:

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%16	08	%9	2	%7	2	-	-	%1	I	CONDITION OF THE OFFICE

## Please note of the following:

T.

- 101 respondents out of 540 clients served. participated in the ARTA survey, which is lower than that of the previous month of 19 % or For the month under review, out of the 762 clients served, only 88 clients or 11 %
- services they received. evaluated. As indicated, a greater percentage of the respondents was highly satisfied with the The above table shows a summary of the responses on the various aspects of services being 5
- The survey feedbacks, coming from the respondents' own words, are as follows: 'ε
- Their inspiring and encouraging remarks:
- Fast service; Courteous staff
- Staffs are approachable and accommodated esp. Ma'am Glen
- Fast and friendly service
- Great service! Fast and good accommodating staff.
- **NEKA PROFESSION I ESPECIALLY FE**
- Very accommodating po. Very satisfactory for gov't service
- Everyone very accommodating Very approachable & kind
- Very helpful excellent
- Very helpful and accommodating
- Excellent service. Thanks
- Luank you so much. Excellent
- Very good service! Very accommodating! Keep it up !

- Keep it up
- Keep it up. Just always smile na lang po.
- Very accommodating and very helpful. God bless
- **CREAT SERVICE**
- Thank you...professionalism of staff
- Clenda was very accommodating
- Very accommodating
- Good services and quick responding employees service excellent
- COOD SEKVICE

Their observations and suggestions: S.E

SANA MACKAROON PO KAYO NG TIEZA BRANCH SA LIPA CITY

TRAVEL TAX TO FOREIGN NATIONALS whose ticket is bought in Manila. (See I hope you can issue a circular to PHIL. AIRLINES NOT TO COLLECT or CHARGE

ατταςγεα (εττει)

Prepared by:

PPDO A Ma. Kristina E. Salon

06 February 2020

Noted by:

OIC, Corporate Planning Department Alty, Ivy V. Asetre

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127 201 97 00 009-549. (253+)

S corplan@tieza.gov.ph

www.tieza.gov.ph

7th Floor, Tower 1
Double Dragon Plaza
Double Dragon Meridian Park
Macapagal Avenue corner
Macapagal Avenue corner
Pasay Cityl 302

TOURISM INFRASTRUCTURE AND INFRASTRUCTURE AND ZONE ZONE



#### MEMORANDUM

FOR : The Manager, Travel Tax Department
The Manager, Travel Tax Department

The Manager, Privilege Administration Division

The Manager, Examination Division

The Manager, Administrative Services Department

The Officer in Charge Corporate Planning Department

SUBJECT TRAVEL TAX SURVEY RESULT

Re: Anti-Red Tape Act Summary Report

: 4 March 2020

DATE

FROM

Relative to the implementation of the Anti-Red Tape Act (ARTA), please find attached a Summary Report of the Card Survey of the Travel Tax Department for the month of February 2020, including respondents' observations and suggestions.

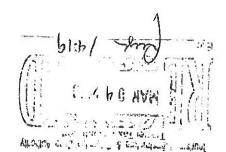
Thank you.

Atty. Lay V. Asetre

:00

Assistant COO, Administration and Finance Sector

Ref.: MED-Kristine-Arta2020 Memo





# Travel Tax Department Travel Tax Department February 2020

Equivalent Adjectival Rating: 1 - Lowest 5 - Highest

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τ	%76	89	%S	Ť	%T	Ţ	<u>-6</u>	-	le.	-	CONDITION OF THE WORKING
											OFFICE

\*Respondent failed to rate all of the enumerated items.

#### Please note of the following:

- 1. For the month under review, out of the 561 clients served, only 74 clients or 13 % participated in the ARTA survey, which is higher than that of the previous month of 11 % or 88 respondents out of 762 clients served.
- 2. The above table shows a summary of the responses on the various aspects of services being evaluated. As indicated, a greater percentage of the respondents was highly satisfied with the services they received.
- 3. The survey feedbacks, coming from the respondents' own words, are as follows:
- 3.1 Their inspiring and encouraging remarks:
- STAFF ARE VERY EFFICIENT, PLEASANT & ACCOMODATING
- EXCEFFENT SERVICE.
- COOD SEKNICE
- Keep up the good work.
- Good Job and service. Thank you
- Excellent service
- VERY ACCOMODATING & HOSPITABLE

- DOCS LACKING

  EXCELLENT COURTESY & ACCOMMODATION DESPITE TIME CONSTRAINT &
- VERY POLITE EMPLOYEES
- What more can I say, in both offices (SM Manila & DD) the reps had good disposition personality & were accommodating Thank you.
- disposition personality & were accommodating. Thank you.
   The staff are very friendly and courteous. Fast service
- byKi
- Very accomodating and explained to me everything.
- Staff are friendly, easy to talk. Keep it up. Thanks for fast transaction.
- Good Job!
- VERY APPRECIATED
- I needed much help and I was impressed with the service done. Good job!
- VERY ACCCOMODATING SI RODA
- What I can say they're all friendly and all good excellent. Nothing more to
- recommend
  Thanks for everything.

### 3.2 Their observations and suggestions:

- THE OFFICE needs acoustic treatment. Like acoustic ceiling.
- Not convenient that the place of TIEZA is changing every now and then like today I've been to Amorsolo then change to Dragon Plaza so disappointing.
- Maybe have other branches, North M.M.??

Prepared by:

Ma. Kriatina E. Salon PPDO A 04 March 2020

Noted by:

Acty. W. V. Asetre 101C, Corporate Planning Department

643

(+632) 8249-5900 to 79 loc 751

Pasay City 1302 Macapagal Avenue corner EDSA Extension Bay Area Www. tieza.gov.ph S corplan@tieza.gov.ph Double Dragon Meridian Park Double Dragon Plaza 7th Floor, Tower 1

YTIROHTUA ENTERPRISE INFRASTRUCTURE AND MSIRUOT



**MEMORANDUM** 

The OIC, Travel Tax Department

The Manager, Privilege Administration Division

Relative to the implementation of the Anti-Red Tape Act (ARTA), attached is the Summary Report

The Manager, Administrative Services Department The Manager, Examination Division

The Manager, Corporate Planning Department

TRAVEL TAX SURVEY RESULT SUBJECT

Re: Anti-Red Tape Act Summary Report

of the Card Survey of the Travel Tax Department for the month of March 2020.

25 November 2020

DATE

FROM

FOR

Thank you.

FRANCIS RANDY J. HORTELANO

Assistant COO, Administration and Finance Sector

ARTA/memo marrch to dec2020



# Travel Tax Department March 2020 March 2020

Equivalent Adjectival Rating: 1 - Lowest 5 - Highest

(The global impact of lockdowns on international travel has drastically reduced the survey - epd) travel tax transactions, with only a handful of 19 respondents participating in the Survey - epd)

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\*Respondent failed to rate two of the enumerated items.

Please note of the following:

- The above table shows a summary of the responses on the various aspects of services being evaluated. As indicated, a greater number of respondents were highly satisfied with the services they received.
- 2. The survey feedbacks, coming from the respondents' own words, are as follows:
- 2.1 Their inspiring and encouraging remarks:
- Satisfied
- Maganda at maayos
- Nice staff, pleasing and accommodating
  I come here at least twice a year. These guys are very polite & professional
- I recommend Ate Feponia. She is helpful & giving good quality of service.
- Excellent service by Glenda Serano

actually doing something about the problem. Thank you very much. Hike how one employee had questioned some ways that do not make sense, and

Ms. Gins Sanchez of SM Manila Office went above & beyond the call of duty

providing guidance & update when I requested help.

Representative is very quiet but serviced us well. The wait is good enough Very helpful and accommodating

considering we got our refunds same day.

Fully satisfied - personnel and service

Prepared by:

ELAINE P. DIZON

A1010

Sr. Project Planning and Development Officer

Noted by:

FRANCIS RANDY J. HORTELANO
Manager, Corporate Planning Department

ARTA/March 2020



## TIEZA BSC Accomplishment Form TRAVEL TAX DEPARTMENT

2nd Quarter 2020

Remarks	Actual Accomplishment	sį	. Targe	uarterly	ъ	Full Year Target	Weight	Formula	Measure	os	el herr
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	Total:  (0 \ 0) × 100 = 0%  *no respondents for this quarter  *no respondents for this quarter			8				√001 x (sinebnoqse)			



## TIEZA BSC Accomplishment Form TRAVEL TAX DEPARTMENT

Remarks	Actual Accomplishment	ρħ	36 Targe	srten/	δī δ	Full Year Target	Weight	Blumnoi	Measure	os	Perpect
	Jan (541,605,180 \ 550,654,170) ×100 = 98.36% Feb (349,072,540 \ 355,549,560) ×100 = 98.18% Mar (152,348,100 \ 155,815,290) ×100 = 97.77% Total Collection: (1,043,030,820 \ 1,062,019,020) × 100 = 98.21%				· %06	%06	%0T	(Actual Travel Tax Collection / Projected Travel Tax Collection) x 100 %	ΙW		

As of March 12, 2020 January to March 2020

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CRISTETO G. OCAMPO OIC, Travel Tax Department

Cashiering Services Chief B EUGENE JAYSON M, AMON

Prepared by:

% of Actual Collections to Projections

NET TRAVEL TAX COLLECTIONS

Less: Refunds and adjustments

TOTAL TRAVEL TAX COLLECTIONS

SUB-TOTAL ONSITE PAYMENTS

One Stop Service Center for OFW

Counters at Provincial Airports

Provincial Offices

Satellite Offices

Elanimas TAIAM taratano 3

S lenimiet AIAN të retminal 2

Counter at MAN Terminal 1

Central Office

aujuo

Airlines Remittances

ACTUAL COLLECTIONS

PROJECTIONS

Summary of Collections on Travel Taxes TRAVEL TAX DEPARTMENT



## TIEZA BSC Accomplishment Form TRAVEL TAX DEPARTMENT

2nd Quarter 2020

	Apr (98,820 / \\ 81,000) ×100 = 122.00%  May (-457,440 / \\ 53,450,000,180 / \\ 84,124,920) ×100 = 98.59%  Total Collection: (83,070,180 / \\ 1048,259,380) × 100 = 98.59%			%06	%06	%06	%01	(Actual Travel Tax Collection / Projected Travel Tax Collection) x 100 %	IM			
Remarks	Actual Accomplishment	st:	egneT \	usrteri	ðī Ö	Full Year Target	Weight	Elumio	Measure	os	Perpective	

OSOS , e ylut to aA April to June 2020 Summary of Collections on Travel Taxes TNAWTRAGG KAT JAVART

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në.	086,625,58		026,121,48	_	23,460	_	000,18
%	AND QUARTER TOTAL	%	JUNE	%	YAM	%	JI84A

CRISTETOG. OCAMPO OIC, Travel Tax Department

Noted by:

ENGENE TAYSON M. AMON Prepared by:

Cashiering Services Chief B

% of Actual Collections to Projections

NET TRAVEL TAX COLLECTIONS

Less: Refunds and adjustments

TOTAL TRAVEL TAX COLLECTIONS

STNEMYAR STIRNO JATOT-BUS

One Stop Service Center for OFW

Counters at Provincial Airports

Provincial Offices

Satellite Offices

Counter at MAIA Terminal 3

S isnimmeT AIAM to retinue2

Counter at NAIA Terminal 1

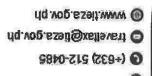
Central Office

onlino

Airlines Remittances

**ACTUAL COLLECTIONS** 

PROJECTIONS



Passay CATY 1308 Edsa Extension Bay Area Macapagal Avenue comer Double Dragon Mendian Park Double Dragon Plaza 6th & 7th Floors, Tower 1

#### **YTIROHTUA** SOME ENTERPRISE INFRASTRUCTURE AND TOURISM



#### **MEMORANDUM**

FOr

Assistant Chief Operating Officer MATIVAJUB. M. YOL.YTTA

OIC, Travel Tax Department

Administration and Finance Sector

From

1st Quarter 2020 Accomplishment Report

Subject

Date

compliance with the GCG requirement, to wit: We submit herewith the  $\mathbb{1}^{s}$  quarter 2020 Accomplishment Report of the Travel Tax Department in

Funds Used vs Approved Budget MZ 4 Actual Travel Tax Collections vs Projected Travel Tax Collections TM

January 07, 2021

Satisfied Travel Tax payors with score of 3 and above vs Total Number of ≥ M3

Respondents

Transactions Processed Number of Transactions Processed within the Standard Process Time vs. Number of DM

Number of Applications for Refunds released within 4 days vs Number of SIM

Applications Processed

Tasks by the Examination Division: ZW Percentage of passengers paying online 911

Total Number of Reconciled Remittances within 5 working days vs Total Number of

Total Assessment Reports submitted within 10 working days after completion of Remittances received

Total Acknowledgement Letters prepared within 10 working days vs Total Number audit vs Total Number of Assessment Reports

Mumber of personnel with Competency Gaps sent to Training (based on HR 8M 4 of Payments (per airline) and Requests for Reconsiderations received

Program)

Thank you, Ma'am.

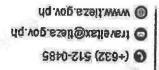
4

CRÍSTETO GIOCAMPO

:betoN

Administration and Finance Sector Assistant Chief Operating Officer MATIUATON M. PULATTAN





Passy City 1308 Edsa Extension Bay Area Macapagal Avenue comer Double Dragon Meridian Park Double Dragon Plaza 5th & 7th Floors, Tower 1

### YTIROHTUA SOME ENTERPRISE INFRASTRUCTURE AND TOURISM



MEMORANDUM

FOr

Assistant Chief Operating Officer MATIUAJUB .M YOL YTTA

OIC, Travel Tax Department

Administration and Finance Sector

From

2nd Quarter 2020 Accomplishment Report

Subject

January 07, 2021

Date

compliance with the GCG requirement, to wit: We submit herewith the 2<sup>nd</sup> quarter 2020 Accomplishment Report of the Travel Tax Department in

Funds Used vs Approved Budget N<sub>2</sub> 4 Actual Travel Tax Collections vs Projected Travel Tax Collections IM

SIM: 1

Respondents Satisfied Travel Tax payors with score of 3 and above vs Total Number of

Number of Transactions Processed within the Standard Process Time vs. Number of M

Number of Applications for Refunds released within 4 days vs Number of SW Transactions Processed

Applications Processed

Tasks by the Examination Division: ZW 4 Percentage of passengers paying online 9M

Total Number of Reconciled Remittances within 5 working days vs Total Number of

Total Assessment Reports submitted within 10 working days after completion of Remittances received

Total Acknowledgement Letters prepared within 10 working days vs Total Number audit vs Total Number of Assessment Reports

Program) Number of personnel with Competency Gaps sent to Training (based on HR **8M** of Payments (per airline) and Requests for Reconsiderations received

Lhank you, Ma'am.

Noted:

Administration and Finance Sector OIC, Assistant Chief Operating Officer MATIUATUS . M YOL YTTA





## TIEZA BSC Accomplishment Form TRAVEL TAX DEPARTMENT

1st Quarter 2020

	No trainings/seminar conducted				%06	%06	%S	Number of personnel with Program)	8W	
Kemarks		940	30	δz	ζŎŢ	Target				os



# TREXA BSC Accomplishment Form TRAVEL TAX DEPARTMENT

2nd Quarter 2020

	Apr - (0 / 0) x 100 = 0%  Apr - (0 / 0) x 100 = 0%  Total:  *no training/seminar conducted due		ÒΕ	%06 ðz	%06	%06	%S	Number of personnel with competency gaps sent to training (based on HR Program)	8W		re
Kemarks	Actual Accomplishment		Quarterly Targets			Full Year Tagast	Weight	Formula	Measure	os	Perpective