



Republic of the Philippines  
**Tourism Infrastructure & Enterprise Zone Authority**

**MEMORANDUM**

FOR : The Manager, Travel Tax Department  
The Manager, Privilege Administration Division  
The Manager, Examination Division  
The Manager, Administrative Services Department } *[Signature]* 10/6-21  
10/6/2021

FROM : The Manager, Corporate Planning Department

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

DATE : 04 October 2021

Relative to the implementation of the Anti-Red Tape Act (ARTA), please find the Summary of the Survey Report on the taxpayers' responses as received by your Department from May to September 2021.

Thank you.

*[Signature]*  
**FRANCIS RANDY J. HORTELANO**

cc: Assistant COO, Administration and Finance Sector - *[Signature]* 6 Oct 21

ARTA/memo-may to September 2021

04 October 2021

Travel Tax Department  
**SUMMARY OF THE ANTI-RED TAPE ACT (ARTA) REPORT CARD SURVEY**  
May to September 2021

Equivalent Adjectival Rating:

1 - Lowest

5 - Highest

(While the tourism industry is slowly picking up the pieces brought about by the global pandemic on international travel, the fear of contacting the virus is very much evident in the number of travel tax transactions which, still up to now, remains on a downturn. A total of only 47 applications was processed during the period being repeated.

The threat of the contagion is also very much felt with the number of travel tax applicants participating in the Survey, with only 5 respondents and 1 respondent for the months of July and September, respectively. For the months of May, June, and August however, there was no single respondent - epd)

<i>Items</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>Percentage of satisfied customers</i>
ON THE MANNER OF HOW EMPLOYEE DEALS WITH THE CLIENT	-	-	-	-	6	100%
ON THE QUALITY OF SERVICE PROVIDED TO THE CLIENT	-	-	-	-	6	100%
ON THE PHYSICAL WORKING CONDITION OF THE OFFICE	-	-	-	-	6	100%

The above table shows a summary of the responses on the various aspects of services being evaluated. One feedback commended the staff for the fast delivery of public service, i.e., "I'm done my transactions, ASAP".

From the small size of the respondents, they commented that they were highly satisfied with <sup>the</sup> services given to them.

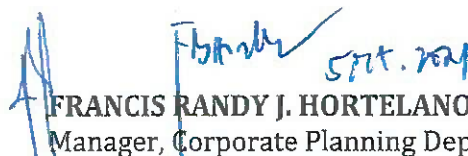
Prepared by:



**ELAINE P. DIZON**

Sr. Project Planning and Development Officer

Noted by:

  
5 OCT. 2021

**FRANCIS RANDY J. HORTELANO**

Manager, Corporate Planning Department