



11 November 2022

**CUSTOMS MEMORANDUM CIRCULAR**  
No. 162-2022

**SUBJECT: Department of Finance Order No. 083.2022 Re: Citizen/  
Client Satisfaction Survey**

Attached is the Department of Finance Order No. 083.2022 regarding the **"Institutionalization of a Standard Citizen/Client Satisfaction Survey (CCSS)"**.

For your information and guidance.

For record purposes, please confirm the dissemination of this circular throughout your offices within fifteen (15) days from receipt hereof.

  
NOV 14 2022  
**YOGI FILEMON L. RUIZ**  
Acting Commissioner

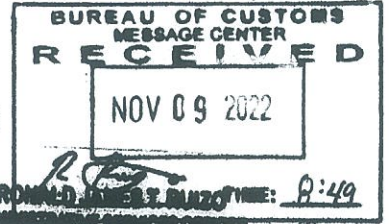


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Republic of the Philippines  
**DEPARTMENT OF FINANCE**  
Roxas Boulevard Corner Pablo Ocampo, Sr. Street  
Manila 1004



DEPARTMENT ORDER No. 083.2022

\_\_\_\_\_ October 2022

*Ronald*  
RONALD JIMBERT RANZO  
ADMINISTRATIVE SERVICES OFFICER  
TIME: 8:49

*49965*  
Internal Admin Group  
Received by: VICKY REYES  
Date: 11/09/2022  
Time: 2



**INSTITUTIONALIZATION OF A STANDARD  
CITIZEN/CLIENT SATISFACTION SURVEY (CCSS)**

**I. LEGAL BASES**

This Department Order is being issued to institutionalize the feedback mechanism of the Department in compliance with the following laws, issuances, and standards:

- a. Section 20 of Republic Act (R.A.) No. 11032 otherwise known as "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" as implemented by Joint Memorandum Circular (JMC) No. 2019-001, series of 2019, which provides for the establishment of a feedback mechanism in all covered agencies and the incorporation of the results thereof in the annual report.
- b. The Inter-Agency Task Force on the Harmonization of National Government Performance Monitoring, Information and Reporting Systems, Memorandum Circular No. 2022-1 dated 24 March 2022, entitled "Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year 2022 under Executive Order (EO) No. 80, s. 2012 and EO no. 201, s. 2016" requires all agencies to satisfy the criteria and conditions under the four (4) dimensions of accountability which, among others, include the establishment of a standardized CCSS as an eligibility requirement for the grant of the Performance-Based Bonus (PBB).
- c. Clause 9.1.2 Customer Satisfaction of the ISO 9001:2015 "Quality Management Systems – Requirements" requires organizations to monitor customers' perceptions of the degree to which their needs and expectations have been fulfilled and to determine the methods for obtaining, monitoring and reviewing this information.

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## II. PURPOSE OF THE CCSS

The CCSS (Annex 1), which shall replace the current DOF Feedback and Complaint Forms (Annex 2), shall serve as the holistic monitoring and measurement tool of the Department that will measure the satisfaction level of clients using verifiable data and tangible evidence generated from the survey to achieve a government-wide improvement through seamless public service delivery.

The CCSS will also determine the effectiveness of implemented ease of transaction and process improvement to establish effective practices aimed at efficient turnaround of the delivery of government service.

The CCSS will likewise help diagnose potential problems, both at individual and office level, to allow the Department to improve over time. The result of the CCSS will also be used by the DOF Management as reference for major decisions involving service provision.

## III. COVERAGE

All Offices of this Department shall use the standardized CCSS form for all internal and external services identified in the 2022 DOF Citizen's Charter Handbook, 4<sup>th</sup> Edition (Annex 3). Covered offices shall accomplish a CCSS response/completion rate<sup>1</sup> of at least 60% of the total number of services provided.

## IV. RESPONDENT'S CRITERIA

The respondents of the CCSS shall be all customers, clients, or claimants, whether internal or external, who have direct transaction with or have availed of the services offered by any of the Offices within the DOF.

## V. GUIDELINES

1. The CCSS shall be handed to clients by the respective Office's Anti-Red Tape Authority (ARTA) focal person or assigned employee, upon completion of service;
2. The CCSS may also be provided through online platforms, as may be applicable. For this purpose, the Central Management Information Office (CMIO) shall develop a web-based CCSS system that is accessible to clients to enable the

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<sup>1</sup> For purposes of this DO, response/completion rate is defined as the number of accomplished CCSS forms divided by the total number of services provided.

Department to streamline report generation and save funds from the reduced distribution of hard copies;

3. For easy comprehension and to reach a wider participation of clients, the CCSS shall be in Filipino and English with an assigned Document Control Reference Code DOF-ARTA-PR-001-FR-03 Rev. 0 and DOF-ARTA-PR-001-FR-04 Rev. 0, respectively;
4. The CCSS shall capture the total client experience, expectation, and satisfaction in the delivered public service using the following **quality dimensions**:
  - a. **Responsiveness**- the willingness to help, assist, and provide prompt service to citizens or clients.
  - b. **Reliability**- the provision of what is needed and what was promised, following the policy and standards, with zero to a minimal error rate.
  - c. **Access and Facilities**- the convenience of location, ample amenities for comfortable transactions, use of clear signages and modes of technology.
  - d. **Communication**- the act of keeping citizens and clients informed in a language they can easily understand, as well as listening to their feedback.
  - e. **Costs**- the satisfaction with timeliness of the billing, billing process/es, preferred methods of payment, reasonable payment period, value for money, the acceptable range of costs, and qualitative information on the cost of each service.
  - f. **Integrity**- the assurance that there is honesty, justice, fairness, and trust in each service while dealing with the citizens or clients.
  - g. **Assurance**- the capability of frontline staff to perform their duties, product and service knowledge, understanding citizen or client needs, helpfulness, and good work relationships.
  - h. **Outcome**- the extent of achieving outcomes or realizing the intended benefits of government services.
5. For consistency of report generation, a 5-point Likert Scale shall be used with an additional *Not Applicable (N/A)* category, consistent with the requirement of Memorandum Circular No. 2022-1;



Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable
5	4	3	2	1	N/A

6. Offices shall place a check (✓) mark in the *Not Applicable (N/A)* column of the CCSS for specific quality dimension/s that is/are not applicable to their service; and
7. Reduction of any item from the survey or questionnaire is inadmissible as those are required to be monitored and measured per MC No. 2022-1 as well as for consistency in report generation to AO 25 (for PBB) by the DOF-CART.

**VI. FEEDBACK BOX**

All Offices shall provide a designated station for the Feedback Box that is conveniently accessible to clients. The feedback box should have a lock and be accessible only to the designated ARTA focal person.

**VII. DESIGNATION OF ARTA FOCAL PERSON OR WEB ADMINISTRATOR**

All Offices shall assign an ARTA focal person who shall be responsible for the following:

1. Distribution of the CCSS form to clients either through: (a) handing-out of hard copies and (b) other platforms, as may be developed by the CMIO;
2. Accessing the feedback box every Monday to consolidate and process all feedbacks received from the preceding week; and
3. Monthly analysis and report generation of the feedbacks received from the clients.

Once the web-based CCSS system becomes operational, the CMIO shall assign a web administrator to process feedbacks received through the system.

**VIII. REFERRAL MEMORANDUM**

1. The ARTA focal person or web administrator shall, within one (1) day after consolidating the feedbacks received from the preceding week, prepare a referral memorandum which shall contain the commendations, suggestions or complaints, including a summary of results of the feedback received within

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their respective offices. The Referral Memorandum shall be submitted to the Head of Office of the transacting office, for appropriate action.

2. The Head of Office shall refer the commendations, suggestions or complaints received as contained in the Referral Memorandum to the concerned division, unit or employee and shall direct the latter to submit a reply thereon directly to the client, within three (3) days from the receipt of the Referral Memorandum.
3. For complaints received against any of the employees of the transacting office, the Head of Office shall resolve the complaint internally.

3.a If resolved, the Head of Office shall notify the Human Resource Management and Development Division (HRMDD) of such fact.

3.b. If unresolved, the Head of Office shall refer the complaint to the HRMDD for appropriate action. The HRMDD shall evaluate the complaints received whether: (a) it would fall under the 2017 Rules on Administrative Cases in the Civil Service (RACCS); (b) it was duly filed in accordance with the requirements of the 2017 RACCS; and (c) should be referred to the Board of Personnel Inquiry and Review for disposition and action.

No anonymous complaint shall be entertained unless the act complained of is a public knowledge, or the allegations can be verified or supported by documentary or direct evidence.

4. Any and all actions made on the commendations, suggestions or complaints received by the transacting office shall be included in the monthly report to be submitted to the DOF CART Secretariat as prescribed under Section IX of this Order.

#### **IX. ANALYSIS AND REPORT GENERATION**

1. The ARTA focal person of covered Offices or the web administrator shall, every 5<sup>th</sup> working day of the succeeding month, submit to the DOF-CART Secretariat a monthly report (Annex 4) which shall contain an analysis of the feedback received and the actions taken thereon, if any. The monthly report shall be signed by the Head of Office and shall be submitted to the CART Secretariat;
2. The DOF-CART Secretariat shall consolidate the monthly report and prepare a quarterly report of the DOF-CCSS to be approved by the CART Secretariat Head for submission to the CART Chairman and copy furnish the Lead, Quality Project Management Team (QPMT) for inclusion in the agenda items for discussion and presentation during Management Review; and *LF*

3. It shall be the responsibility of the DOF-CART Secretariat to incorporate the result of the feedback mechanism on or before the last working day of January of every year, in compliance with R.A. No. 11032. Said annual report shall be endorsed by the DOF-CART Chairman prior to submission to the ARTA.

**X. REVISION OF THE CCSS**

No revisions and/or improvements on the CCSS shall be made, except upon consultation with DOF-CART, QMS Team and concerned process owner.

All Orders and other issuances contrary to or inconsistent herewith are hereby modified or revoked, and all concerned shall be guided accordingly.

This Order shall take effect immediately.



*E. C. C.*  
**BENJAMIN E. DIOKNO**  
Secretary

OCT 25 2022



Republic of the Philippines  
**DEPARTMENT OF FINANCE**  
Roxas Boulevard Corner Pablo Ocampo, Sr. Street  
Manila 1004

DOF-ARTA-PR-001-FR-04 Rev. 0

**CITIZEN/CLIENT SATISFACTION SURVEY (CCSS)**

In order for us to serve you better, kindly answer each question truthfully. The DOF shall ensure confidentiality of your answers and will only be used to measure our service performance for improvement. Report/s generated from your answers will be submitted to government committees that monitors the governance aspect of the bureaucracy as part of statutory compliance. Personal information requested in this form can **OPTIONALLY** be answered. **Thank you for your cooperation.**

Transacting Office : \_\_\_\_\_ Transaction Date: \_\_\_\_\_

Type of Service : \_\_\_\_\_

Client Type:

- Internal Client
  Government/Government Instrumentalities  
 International Institutions
  Private Entities/Institutions

Please check (✓) the satisfaction rating from the list of service quality dimensions using the scale below that corresponds to your experience in transacting with the staff/office.

Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	Not Applicable
5	4	3	2	1	N/A
Service Quality Dimensions					
<b>1. Responsiveness</b> - The willingness to help, assist, and provide prompt service to citizens/clients.					
<b>2. Reliability (Quality)</b> - The provision of what is needed and what was promised, following the policy and standards, with zero to a minimal error rate.					
<b>3. Access and Facilities</b> - The convenience of location, ample amenities for comfortable transactions, use of clear signages and modes of technology.					
<b>4. Communication</b> - The act of keeping citizens and clients informed in a language they can easily understand, as well as listening to their feedback. Information on transaction/s can easily be found in the office/DOF website.					
<b>5. Costs</b> - The satisfaction with timeliness of the billing, billing process/es, preferred methods of payment, reasonable payment period, value for money, the acceptable range of costs, and qualitative information on the cost of each service.					
<b>6. Integrity</b> - The assurance that there is honesty, justice, fairness, trust and "walang palakasan" in each service while dealing with the citizens or clients.					
<b>7. Assurance</b> - The capability of frontline staff to perform their duties, product and service knowledge, understanding citizen or client needs, helpfulness, and good work relationships.					
<b>8. Outcome</b> - The extent of achieving outcomes or realizing the intended benefits of government services. Achieved satisfaction on the result of transaction, or (if denied) denial of request was sufficiently explained.					



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**A. Commendation**

Name of Person Being Commended : \_\_\_\_\_

Position/Office of the Person being Commended: \_\_\_\_\_

Description of Good Deed/Action : \_\_\_\_\_

\_\_\_\_\_

**B. Complaint**

Name of Person Being Complained : \_\_\_\_\_

Position/Office of the Person being Complained : \_\_\_\_\_

Particulars of the Complaint: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**C. Suggestion**

Recommendation/Suggestion: \_\_\_\_\_

\_\_\_\_\_

If you want us to communicate with you on this matter, please answer the following:

Name : \_\_\_\_\_ Contact Number: \_\_\_\_\_

Address : \_\_\_\_\_ Email Address : \_\_\_\_\_

Please drop this in the designated Feedback Box of the Office where you have transacted.

For inquiries and follow-ups, clients/customers may contact telephone number 53176363 local 2110 or send an email at eodb.complaints@dof.gov.ph. Thank you.

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Republic of the Philippines  
**DEPARTMENT OF FINANCE**

Roxas Boulevard Corner Pablo Ocampo, Sr. Street  
Manila 1004

DOF-ARTA-PR-001-FR-03 Rev. 0

**CLIENT SATISFACTION SURVEY (CSS)**

Upang mas mapabuti ang aming serbisyo, paki-sagutan ang bawat katanungan ng buong katapatan. Makakasiguro kayong pananatilihin kompidensiyal ng Kagawaran ng Pananalapi (DOF) ang inyong mga kasagutan, na gagamitin lamang upang masukat ang kalidad ng serbisyo na aming ibinigay. Ang anumang mabubuon ulat mula sa CSS ay isusumite sa mga komite ng gobyernong sumusubaybay sa aspeto ng pamamahala ng burokrasya sang-ayon sa batas. Ang mga personal na impormasyong hinihingi rito ay OPSYONAL. **Maraming salamat sa inyong pakiki-isa.**

Kawani o Tanggapang Nakatransaksyon: \_\_\_\_\_ Petsa: \_\_\_\_\_

Uri ng Serbisyong Natanggap: \_\_\_\_\_

Uri ng Kliyente:

- Panloob na Kliyente                       Pamahalaan/Mga instrumentalidad ng Pamahalaan
- Pandaigdigang Institusyon               Pribadong Entidad/Institusyon

Pakilagyan po ng tsek (✓) ang marka ng kalidad ng serbisyong natanggap mula sa kawani/tanggapan ng naglingkod sa inyo.

Lubhang Nasiyahan	Nasiyahan	Maaring Nasiyahan o Hindi Nasiyahan	Hindi Nasiyahan	Lubhang Hindi Nasiyahan	Hindi Naaangkop
5	4	3	2	1	N/A

Service Quality Dimensions						5	4	3	2	1	N/A
<b>1. Pagtugon (Responsiveness)</b> - Ang kahandaang tumulong at magbigay ng agarang serbisyo sa mga mamamayan/kliyente.											
<b>2. Maaasahan – Kalidad (Reliability)</b> - Nakatugon sa pangangailangan at kung ano ang ipinangako, alinsunod sa patakaran at mga pamantayan, na may zero hanggang sa kaunting error rate.											
<b>3. "Access" at Pasilidad (Access and Facilities)</b> - Ang lokasyon ng opisina ay madaling puntahan, may sapat na amenities para sa kumportableng pakikipag-transaksyon, at gumamit ng malinaw na mga palatandaan at mga mode ng teknolohiya.											
<b>4. Komunikasyon (Communication)</b> - Ang pagbibigay-alam sa mga mamamayan at kliyente sa isang wikang madaling maunawaan, at nakikinig sa kanilang puna. Madaling makakuha ng impormasyon tungkol sa aking transaksyon mula sa opisina o sa DOF website.											
<b>5. Halaga (Costs)</b> - Ang opisina ay nagbigay ng billing notice sa takdang oras; malinaw ang proseso ng pagbabayad na may iba't ibang pamamaraan; ang halaga at panahon ng pagbabayad ay makatwiran; at mayroong mahusay na impormasyon sa halaga ng gastusin sa transaksyon.											
<b>6. Integridad (Integrity)</b> - Ang opisina ay nagpakita ng matapat, makatarungan, patas na pagtugon, mapagkakatiwalaan at walang palakasan sa pagproseso ng transaksyon ng mamamayan/kliyente.											
<b>7. Kasiguraduhan (Assurance)</b> - Ang kakayahan ng mga frontline staff na gampanan ang kanilang mga tungkulin, kaalaman sa produkto at serbisyo, pag-unawa sa mga pangangailangan ng mamamayan/kliyente, pagiging matulungin, at magandang relasyon sa trabaho.											
<b>8. Outcome (Kabuuang Resulta)</b> - Nakamit ang mga nilalayong benepisyo ng mga serbisyo mula sa pamahalaan. Nakuha ang kailangang transaksyon mula sa opisina ng gobyerno, o (kung tinanggihan) ang pagtanggap sa kahilingan ay sapat na naipaliwanag.											

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**A. Papuri (Commendation)**

Pangalan ng empleyado na pinupuri: \_\_\_\_\_

Posisyon/Opisina ng empleyado na pinupuri: \_\_\_\_\_

Paglalarawan sa mabuting gawa: \_\_\_\_\_

\_\_\_\_\_

**B. Reklamo (Complaint)**

Pangalan ng empleyado na inirereklamo: \_\_\_\_\_

Posisyon/Opisina ng empleyado na inirereklamo: \_\_\_\_\_

Paglalarawan sa reklamo: \_\_\_\_\_

\_\_\_\_\_

**C. Mungkahi (Suggestion)**

Rekomendasyon/Mungkahi: \_\_\_\_\_

\_\_\_\_\_

Kung nais ninyong makausap namin kayo hinggil sa inyong papuri/reklamo/o mungkahi, pakisagutan po ang mga sumusunod):

Pangalan: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Address: \_\_\_\_\_

Email Address: \_\_\_\_\_

Ihulog po ito sa itinalagang Feedback Box sa opisina kung saan nangyari ang transaksyon.

Para sa katanungan o "follow-ups" maaari po kayong tumawag sa telephone number 53176363 local 2110 or mag email sa eodb.complaints@dof.gov.ph Maraming Salamat.



Republic of the Philippines  
Department of Finance  
DOF Building, Roxas Boulevard corner Pablo Ocampo, SR. St. Manila 1004

Control Number:  
DOF - FF - OFFICE -  
MONTH & YEAR - ITEM NUMBER

DOF FEEDBACK FORM

Control No. DOF-FF-CFMO-012021-01

Transacting Personnel or Office /

Kawani o Tanggapan ng Nakatransaksyon: \_\_\_\_\_

Transaction Date/ Petsa ng Transaksyon: \_\_\_\_\_

Type of Service / Klase ng Serbisyo: \_\_\_\_\_

**Direction / Panuto:**

Please evaluate the staff/office you have transacted with by checking (✓) the box that corresponds to your rating. / Suriin ang kawani/tanggapan na naglingkod sa inyo sa pamamagitan ng paglalagay ng tsek (✓) sa kahon na tutugma sa inyong marka.

5 – Excellent

4 – Very Satisfactory

3 – Satisfactory

2 – Fair

1 – Poor

	5	4	3	2	1
<b>1. Technical Skill / Teknikal na Kaalaman</b> Ability to answer queries, provide options and resolve issues. Kakayahang sumagot sa mga katanungan at magmungkahi ng iba't-ibang paraan upang matugunan ang suliranin.					
<b>2. Courtesy and Behaviour / Pagpapakita ng Paggalang at Kagandahang-Asal</b> Courteous during discussion. Magalang at maayos na pakikitungo.					
<b>3. Transparency and Ease of Doing Business / Bukas at Mabilis na Paglilingkod</b> Transparent and simple processes that aids in the delivery of service. Bukas, malinaw, payak at mabilis na paraan upang maihatid ang kaukulang paglilingkod.					
<b>4. Timeliness of the Service / Napapanahong Pagtugon</b> Ability to render the service based on standard time. Kakayahang tumugon at maihatid ang paglilingkod na naayon sa pinangakong araw at oras.					
<b>5. In general, how would you rate our service? / Sa pangkalahatan, anong grado ang nararapat sa aming naging paglilingkod?</b>					

Do you have any comments, suggestions, queries, and commendation? (Optional) / Mayroon ba kayong komento, mungkahi, katanungan o papuri? (Maaring hindi sagutan)

\_\_\_\_\_

\_\_\_\_\_

If you want us to communicate with you on this matter, please answer the following: / Kung nais ninyong ipakipag-usap sa amin ang inyong mga komento, mungkahi, katanungan o papuri, pakisuyong sagutan ang mga sumusunod:

Name/ Pangalan: \_\_\_\_\_  
Address/ Tirahan: \_\_\_\_\_

Contact Number/ Telepono: \_\_\_\_\_  
Email Address: \_\_\_\_\_

Contact Information of National Feedbacks and Complaints Centers of the Philippines:

ARTA: complaints@arta.gov.ph  
1-ARTA (2782)

PCC: 8888

CCB: 0908-881-6565 (SMS)

I/We agree and consent that the Department of Finance (DOF) may collect and process my/our personal information that I/we disclose in connection with my/our official transactions with the DOF.

I/We acknowledge that the personal information refers to my/our full name/s, address/es and contact number/s and the same shall be used by the DOF solely for official purposes.

Manila, \_\_\_\_\_  
(Date)

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Republic of the Philippines  
Department of Finance  
DOF Building, Roxas Boulevard corner Pablo Ocampo, SR. St. Manila 1004

**DOF COMPLAINT FORM**

Control Number:  
DOF - CF - OFFICE -  
MONTH&YEAR - ITEM NUMBER

Control No. DOF-CF-CFMO-012021-01

**If you do not have a complaint, please use the Complaint Form. Para sa mga reklamo, pakisuyong sagutan ang Feedback Form.**

Transacting Personnel or Office /  
Kawani o Tanggapang Nakatransaksyon: \_\_\_\_\_ Transaction Date/ Petsa ng Transaksyon: \_\_\_\_\_

Type of Service / Klase ng Serbisyo: \_\_\_\_\_

Direction / Panuto: Please feel free to narrate your complaints and concerns. / Pakisuyong ilahad ang inyong reklamo.

Multiple horizontal lines for writing the complaint.

If you want us to communicate with you on this matter, please answer the following: / Kung nais ninyong ipakipag-usap sa amin ang inyong mga reklamo pakisuyong sagutan ang mga sumusunod:

Name/ Pangalan: \_\_\_\_\_ Contact Number/ Telepono: \_\_\_\_\_  
Address/ Tirahan: \_\_\_\_\_ Email Address: \_\_\_\_\_

Contact Information of National Feedbacks and Complaints Centers of the Philippines: ARTA: [complaints@arta.gov.ph](mailto:complaints@arta.gov.ph) PCC: 8888 CCB: 0908-881-6565 (SMS) 1-ARTA (2782)

We agree and consent that the Department of Finance (DOF) may collect and process my/our personal information that I/we disclose in connection with my/our official transactions with the DOF.

I/We acknowledge that the personal information refers to my/our full name/s, address/es and contact number/s and the same shall be used by the DOF solely for official purposes.

Manila, \_\_\_\_\_  
(Date)

ANNEX 3

**SCOPE OF THE CITIZEN/CLIENT SATISFACTION SURVEY (CCSS)**

**A. Corporate Affairs Group - Corporate Operations Office (CAG-COO)**

**External Services**

1. Issuance of Comments on Government-Owned and Controlled Corporations (GOCC) Requests for Tax Subsidy
2. Issuance of Recommendation on GOCC Requests to Open/ Maintain an Account with Banks Other than Authorized Government Depository Banks

**B. International Finance Group (IFG)**

**International Finance Operations Office (IFOO)**

**External Service**

1. Provision of Technical Guidance on Foreign Funded Project

**International Finance Policy Office (IFPO)**

**External Service**

1. Provision of Technical Guidance (Position, Comments, Inputs, Recommendation) on Finance-Related Concerns

**C. Policy Development and Management Services Group (PDMSG)**

**Central Administration Office (CAO)**

**Internal and External Services**

1. Issuance of Certified Copy and Photocopy of Current Records
2. Issuance of Certified Copy and Photocopy of Non-Current Records
3. Issuance of Travel Authority (Personal travel)
4. Issuance of Travel Authority and Endorsement to Department of Foreign Affairs (DFA)/ Office of the President (OP)

**Central Financial Management Office (CFMO)**

**Internal and External Services**

1. Issuance of Tax Certificates on Tax Deducted from Suppliers and Remitted to BIR

**Central Management Information Office (CMIO)**

**Internal Services**

1. Preventive Maintenance
2. Incident Management

3. ICT Services Administration
4. Systems Development
5. ICT Equipment Management

**D. Revenue Operations Group (ROG)**

**External Services**

1. Appeal of Denial of Accreditation and Registration as Tax Agents/Practitioners with Respect to Their Tax Practice and Representation under Section 6(G) of the National Internal Revenue Code.
2. Petition for Reconsideration of Suspension/Cancellation of Accreditation and Registration as Tax Agents/Practitioners with Respect to Their Tax Practice and Representation under Section 6(G) of the National Internal Revenue Code
3. Review of Rulings of Commissioner of Internal Revenue

**Revenue Office (RO)**

**External Services**

**1. Granting of Tax Exemption on Importations**

**a. Customs and Tariff Division (CTD)**

- i. Importations covered by R.A. No. 10863, Sec. 800, Customs Modernization and Tariff Act (CMTA)
- ii. Importations of Airlines WITH Congressional Franchise
- iii. Importations of Domestic – Shipping Lines/Airlines WITHOUT Congressional Franchise
- iv. Importations by Telecommunication Companies
- v. Importations of Philippine Amusement and Gaming Corporation
- vi. Importations by San Miguel Aerocity, Inc. Franchise
- vii. Issuance of clearance to transfer previously imported duty/tax free goods

**b. Internal Revenue Division (IRD)**

- i. Diplomatic Importations
- ii. Importations pursuant to International Agreements
- iii. Importations pursuant to Bilateral Agreements
- iv. Government Agencies and Instrumentalities
- v. Importations of intergovernmental bodies, organizations, and non-governmental entities 323-2
- vi. Foreign Donations

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**c. Mabuhay Lane**

- i. Importation of Investment Promotion Agencies (IPA) Registered Firms
- ii. Importation of Petroleum, Energy, Coal, and Renewable Energy Firms
- iii. Importation of Educational Institutions
- vii. Importation of Asian Development Bank
- viii. Importation of Personal Effects and Household Goods
- ix. Books, magazines, journal, review or bulletin or any such educational reading materials covered by the UNESCO Agreement including digital or electronic format thereof
- x. Importation of fertilizers, breeding stocks, and ingredients for making feeds, etc.
- xi. Importation of donated equipment, instruments, and materials to the Department of Science and Technology (DOST)
- xii. Importation under the Corporate Recovery and Tax Incentives for Enterprises (CREATE)
- xiii. Importation of Agriculture and Marine Products
- xiv. Importation of Relief Consignment
- xv. Authority to pay duties and taxes on exempt goods including vehicles
- xvi. Importation of COVID-19 Vaccines



