



Bringing In Revenues
for Nation-Building

REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF INTERNAL REVENUE

Quezon City



OCT 19 2026

REVENUE MEMORANDUM ORDER NO. 029-2026

SUBJECT: Prescribing the Revised Guidelines and Procedures on the Reporting and Evaluation of Accomplishments of RDOs Under the Taxpayer Awareness Program

TO: All Revenue District Officers, Regional Directors and Other Concerned Revenue Officials and Employees

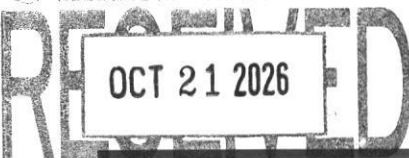
I. BACKGROUND

The Taxpayer Awareness Program (TAP) is one of the BIR's initiatives to enhance the voluntary compliance of taxpayers with the requirements of tax laws and their implementing revenue issuances. The TAP supports the BIR's goal to increase revenue collection as the Philippines' tax system relies heavily on voluntary compliance necessitating continuous taxpayer education.

Since the implementation of the TAP in 2020, the level of tax information dissemination activities conducted by the Revenue District Offices (RDOs) kept on improving. Some of these activities enumerated under Revenue Memorandum Order (RMO) No. 27-2022 include sending of speakers on BIR/tax-related matters to other government/private sector-initiated events; distribution of tax information materials (either through manual distribution or e-mail); and conduct of Tax Quiz and other special events to promote tax awareness, including the establishment of Tax Assistance Centers. However, it has been observed that some activities being reported by the RDOs fall under multiple categories, leading to redundant/duplicate reporting of accomplishments and inaccurate determination of Total Points for all information dissemination activities under the TAP.

In view of the foregoing and with the issuance of RMO No. 17-2025, reducing the Key Performance Indicator (KPI) Weight on TAP from 3 Points to 2 Points, the guidelines and procedures in the reporting of accomplishments under the Taxpayer Awareness Program has been revisited with the end in view of simplifying it.

BUREAU OF INTERNAL REVENUE
RECORDS MANAGEMENT DIVISION



BY: ADMIRAL National Office Bldg., Senator Miriam Defensor-Santiago Avenue, Diliman, Quezon City
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II. OBJECTIVES

This Order is being issued to:

1. Prescribe the new policies, guidelines and procedures in the reporting of accomplishments under the TAP and submission of the corresponding Accomplishment Reports;
2. Revise the matrix being used as guide in the determination of the RDOs' Score and Office Performance Commitment and Review (OPCR) Rating under the TAP; and
3. Prescribe the revised templates in the reporting of accomplishments under the TAP.

III. POLICIES AND GUIDELINES

1. All RDOs shall continue the conduct of massive tax information dissemination activities indicated in previous RMOs on the TAP to enhance the tax awareness of taxpayers and educate them on their tax obligations.
2. To streamline the process of reporting accomplishments under the TAP, only the following information dissemination activities shall be reported by the RDO on a monthly basis:
 - a. Conduct of seminars/webinars/briefings/consultations for external stakeholders, including seminars/ webinars/ briefings on tax-related matters organized/conducted by other entities/ associations wherein the resource speaker/s was/were provided by the RDO.
 - b. TV/radio guestings of BIR officials/personnel.

For this purpose, the templates provided in the Smart Sheet prepared by the Internal Communications Division (ICD) shall be used by the Client Support (CS) Section Chief (SC) in the reporting and submission of his/her RDO's Accomplishments on the TAP **every 10th day of the month covering previous month's accomplishments. Late submission of the TAP Accomplishment Report to ICD via the Smart Sheet shall invalidate the Points earned by the RDO from the covered period.**

3. The giving of Points for the said TAP activities shall be as follows:

Activity	No. of Points	Means of Verification
a. Conduct of seminars/webinars/briefings/ consultations a. 15 to 50 participants b. 51 to 100 participants c. More than 100 participants	3 5 8	• Attendance Sheet • 1-3 Photos of event • Publication in BIR Weekender Briefs (<i>indicate Vol. No., Issue No.</i>) • Letter-request for resource speaker(s) from RDO (where applicable)



Activity	No. of Points	Means of Verification
b. TV/radio guesting/s	3	• Letter-invitation for guesting in TV/radio program

4. For seminars/webinars/briefings/consultations, the following shall be strictly observed:
 - a. Indicate in the report (Annexes A1 and B1) the title of seminars/briefings/webinars; date, time and venue of conduct; and number of participants.
 - b. If the seminar/briefing is not organized by the RDO but the resource speaker(s) are from the RDO, indicate in the report (Annexes A1 and B1) the name of the Organizer.
 - c. The giving of Points shall be per conduct of seminar/briefing and not per topic in the seminar/webinar/briefing/consultation.
5. Documentations of the event (i.e., Attendance Sheet and photos of the event, etc.) shall have to be submitted to the Chief, ICD via the Smart Sheet, for validation purposes.
6. The submission of separate reports on the conduct of seminars/briefings on New Tax Laws shall be discontinued since said seminar/briefings shall be reported using the template in Annex A1 of this Order.
7. For TV/radio guestings/interviews, the following shall be observed:
 - a. Indicate in the report (Annex B1) the name of TV/Radio Program, date and time of guesting, name of BIR official(s)/personnel who guested in the Program and the topics discussed.
 - b. The giving of Points shall be per guesting. No separate Points shall be given per BIR official/personnel who guested in the Program.
8. Pursuant to RMO No. 17-2025, the **Target for the TAP KPI has been adjusted from 3.00 to 2.00.** For purposes of determining the **Score** and **OPCR Rating** of each RDO for the TAP, the following matrix shall be used as guide:

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Average Points* in TAP	Score (KPI Weight = 2.00)	OPCR Rating
40.00 & above	2.00	5
31.00 – 39.99	1.75	4
20.00 – 30.99	1.50	3
11.00 – 19.99	1.25	2
10.99 & below	1.00	1

* Per computation on a semestral basis and annual basis.

9. With the adjustment in the Score and OPCR Rating per above matrix, the Target for the TAP KPI is now **at least 20 Points per month.**

10. All TAP Accomplishment Reports shall be accomplished and submitted online through the Smart Sheet (OneDrive link) to be provided by the ICD. The following deadlines for submission of the TAP Reports shall be strictly observed:

Report	Submitted By	Submitted To	Due Date
TAP Accomplishment Report (Annexes A1 and B1) including documentations (Means of Verification) - Prepared by RDO's CS SC	Revenue District Officers Regional Director	Regional Director (thru Client Support Unit (CSU) Head) Assistant Commissioner (ACIR), Client Support Service (CSS) (thru Chief, ICD)	Every 7 th day of the month Every 10 th day of the month
Consolidated Accomplishment Report on Seminars/Briefings on New Tax Laws (Annex A2) - Prepared by CSU Head	Regional Director	ACIR, CSS (thru Chief, ICD)	Every 10 th day of the month
Consolidated TAP Accomplishment Report (Annex B2) - Prepared by CSU Head	Regional Director	ACIR, CSS (thru Chief, ICD)	On or before July 20 (for 1st Semester) January 20 (for Annual Report)
Evaluation Report on TAP (Annex C1 and Annex C2) - Prepared by ICD	ACIR, CSS	ACIR, Planning & Management Service	<u>1st Semester Report:</u> On or before August 25 <u>Annual Report:</u> On or before February 25 of the following year

IV. PROCEDURES

1. The **RDOs** thru their CS SC, shall prepare and submit their TAP Accomplishment Reports (Annex A1 and Annex B1) to the Chief, ICD using the Smart Sheet provided, together with the supporting documents (Means of Verification) on or before the due date specified in Section III.9 of this Order.

2. The **Client Support Unit Heads** shall:

- a. Monitor the timely preparation and submission of the TAP Accomplishment Reports of all their RDOs;
- b. Review and check the accuracy of the RDOs' TAP Accomplishment Reports, particularly in the giving of Points, through validation/cross-checking with the documentations submitted by the RDOs; and
- c. Prepare the Consolidated TAP Accomplishment Reports (Annex A2 and Annex B2) using the Smart Sheet provided and submit to the ACIR, CSS (thru the Chief, ICD) the signed copy of the report on or before the due date specified in Section III.9 of this Order.

3. The **Internal Communications Division** shall:

- a. Review the TAP Accomplishment Reports submitted by the RDOs and Regional Offices by checking their conformity with the guidelines in the giving of Points and consistency of content with other submitted reports/documents.
- b. Prepare the Semestral and Annual Evaluation Report on TAP (Annex C1 and Annex C2) and submit the same to the ACIR, CSS on or before the due date specified in Section III.9 of this Order.

V. REPEALING CLAUSE

This Order revises the provisions in RMO No. 27-2022 and other revenue issuances inconsistent herewith.

VI. EFFECTIVITY

This Order takes effect starting with the 1st Semester 2027 (January to June 2027) reporting of accomplishments on the Taxpayer Awareness Program.



CHARLITO MARTIN R. MENDOZA
Commissioner of Internal Revenue

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