

Survey-Questionnaire
Taxpayers Issued Clearance under the Pilot Implementation
ONETT Reengineered Process
For External Customer

Instruction: Please read carefully and check the corresponding boxes for your answer(s).

Name(Optional): _____

Nature of transaction you are applying for clearance:

- | | |
|---|--|
| <input type="checkbox"/> Capital Gains Tax | <input type="checkbox"/> Estate Tax |
| <input type="checkbox"/> Expanded Withholding Tax | <input type="checkbox"/> Estate Tax with other related tax liabilities |
| <input type="checkbox"/> Donor's Tax | |

1. Documentary requirements

- a) Do you think all the documentary requirements as per checklist, necessary for the issuance of the tax clearance?

☐ Yes ☐ No

If no, what are these unnecessary documents and why?

- b) How long did it take you to complete the documentary requirements?

<input type="checkbox"/> 1 day	<input type="checkbox"/> 4 - 5 days
<input type="checkbox"/> 2 - 3 days	<input type="checkbox"/> More than 5 days

2. Pre-processing at the BIR

- a) How many times did you go to BIR before your application for clearance was accepted?

<input type="checkbox"/> Once	<input type="checkbox"/> 4 - 5 times
<input type="checkbox"/> 2 - 3 times	<input type="checkbox"/> More than 5 times

- b) Were you given clear instructions when you apply for clearance?

☐ Yes ☐ No

If no, why? _____

3. Issuance of Clearance at the BIR

- a) From the time of acceptance of your application and documentary requirements, how long did it take for your clearance to be issued?

<input type="checkbox"/> 1 day	<input type="checkbox"/> 4 - 5 days
<input type="checkbox"/> 2 - 3 days	<input type="checkbox"/> More than 5 days

- b) How would you rate the current procedures on issuance of clearance?

<input type="checkbox"/> Poor	<input type="checkbox"/> Very Satisfactory
<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Excellent
<input type="checkbox"/> Satisfactory	

4. Comments and Suggestions

Please give suggestions which you believe will further improve the procedures and the service to taxpayers on the issuance of clearance?

THANK YOU VERY MUCH