

**REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF FINANCE  
BUREAU OF INTERNAL REVENUE  
Quezon City**

January 12, 2009

**REVENUE MEMORANDUM CIRCULAR NO. 11-2009**

**SUBJECT: Publishing the full text of Administrative Order No. 241-A dated November 10, 2008 by the President of the Republic of the Philippines, entitled Amending Administrative Order No. 241, Series of 2008**

**TO : All Internal Revenue Officials, Employees and Others Concerned**

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For the information and guidance of all concerned, quoted hereunder is the full text of Administrative Order No. 241-A dated November 10, 2008 by the President of the Republic of the Philippines :

**'MALACAÑANG  
MANILA**

**ADMINISTRATIVE ORDER NO. 241-A**

**AMENDING ADMINISTRATIVE ORDER NO. 241, SERIES OF 2008**

**WHEREAS**, Administrative Order No. 241 dated 02 October 2008 was issued to expedite the implementation of Republic Act No. 9485, otherwise known as the "*Anti-Red Tape Act of 2007*", and its Implementing Rules and Regulations which the Civil Service Commission promulgated through its Resolution No. 081471 dated 24 July 2008;

**WHEREAS**, there is an imperative need to further speed up the enforcement of the said law for the effective realization of the State's policy of promoting integrity, accountability, proper management of public affairs and public property as well as its goal of establishing effective practices aimed at preventing graft and corruption in the government and ensuring its guaranteed performance level for the clientele and the public in general;

**NOW, THEREFORE, I, GLORIA MACAPAGAL-ARROYO**, President of the Republic of the Philippines, by virtue of the powers vested in me by law, do hereby amend Administrative Order No. 241 dated 02 October 2008, as follows:

**SECTION 1.** Section 1, 1<sup>st</sup> paragraph of Administrative Order No. 241 is hereby amended to read as follows:

**“SECTION 1. STREAMLINING AND POSTING OF PROCEDURES.** All departments, bureaus, offices and instrumentalities of the government, including government financial institutions and government-owned and controlled corporations, hereinafter referred to as “agencies”, shall streamline and post the procedures for the twenty (20) most heavily utilized processes or services ***not later than December 31, 2008.***”

**SECTION 2.** Section 2, 1<sup>st</sup> paragraph of Administrative Order No. 241 is hereby amended to read as follows:

**“SECTION 2. PUBLIC ASSISTANCE AND COMPLAINTS DESKS AND HOTLINES.** All agencies shall establish in their respective offices a public assistance and complaints desk and provide the public hotline number/s which should be purposely set up to effectively receive feedback and monitor customer satisfaction in conformity with Rule VI of the IRR of RA 9485 ***December 31, 2008.***”

**SECTION 3. Repealing Clause.** – All administrative orders, rules and regulations and other issuance or parts thereof, which are inconsistent with this Administrative Order, are hereby revoked, amended, or modified accordingly.

**SECTION 4. Effectivity.** – This Administrative Order shall take effect immediately.

**DONE** in the City of Manila, this **10<sup>th</sup>** day of **November**, in the Year of Our Lord, Two Thousand and Eight.

By the President:

(Sgd)  
**EDUARDO R. ERMITA**  
Executive Secretary”

All concerned are hereby enjoined to be guided accordingly and give this Circular a wide publicity as possible.

(Original Signed)  
**SIXTO S. ESQUIVIAS IV**  
Commissioner of Internal Revenue