

**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:

- Capital Gains Tax
- Estate Tax
- Expanded Withholding Tax
- Estate Tax with other related tax liabilities
- 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?

- 1 day
- 4 - 5 days
- 2 - 3 days
- 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?

- Once
- 4 - 5 times
- 2 - 3 times
- 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?

- 1 day
- 4 - 5 days
- 2 - 3 days
- More than 5 days

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

- Poor
- Very Satisfactory
- Needs Improvement
- Excellent
- 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