

## REVENUE MEMORANDUM ORDER NO. 048-2024

SUBJECT : *Adoption of the New BIR Digital Transformation Roadmap for CY 2025-2028*

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

### I. BACKGROUND

The BIR Digital Transformation (DX) Program was officially outlined in Revenue Memorandum Orders 27-2020 and 42-2022. Its primary objective is to transform the BIR into a data-driven organization that utilizes advanced digital technologies to greatly improve taxpayer services. This transformation is not just about modernization; it aims to establish a more efficient, transparent, and responsive tax administration capable of addressing the changing needs of the public.

As technology rapidly advances and the Philippine tax system evolves, the BIR recognized the need for flexibility and regular updates to its plans. The revised 2020-2030 roadmap, which included 27 digital transformation projects, required revision to align with these changes.

As a result, the BIR recognized the need to establish a more comprehensive and updated roadmap for its digital transformation efforts. This initiative aligns closely with the Ease of Paying Taxes (EoPT) Act, which aims to simplify tax processes and improve taxpayer experience. The roadmap also reflects BIR Aspiration 2028, which envisions that the BIR will be highly digital, propelled by empowered Revenuers with integrity, providing excellent services aligned with international tax standards.

The new DX roadmap for CY 2025-2028 outlines the plan for integrating new technologies and addressing future challenges. The BIR is not only modernizing the systems but also rethinking its role in the Philippine economy. By embracing change and improving the procedures, the BIR simplifies compliance for taxpayers. This proactive approach cultivates a smart and data-driven work environment focused on high-quality service, ensuring that BIR meets the evolving needs of taxpayers.

### II. OBJECTIVE

This Order is issued to implement the new DX Roadmap for CY 2025-2028, structured around four strategic pillars and supported by eight core programs designed to improve revenue collections, strengthen governance and elevate taxpayer experience, thereby making the Bureau more efficient and taxpayer focused.

### III. POLICIES AND GUIDELINES

1. The BIR Digital Transformation (DX) Program aims to transform the Bureau into a data-driven organization through a digitally empowered and resilient workforce utilizing reliable, scalable, and robust digital technologies and infrastructure in order to innovate BIR services and elevate taxpayer service.

2. The aspirational state of the Bureau for the New DX Roadmap for CY

2025-2028 (*Annex 1*) features twenty-two (22) projects organized into eight (8) programs aligned with the four (4) DX pillars. These pillars are as follows:

- a. **Pillar 1: Strengthening the BIR Organization** — Provide employees with necessary training and restructuring of the organization. A key part of this will be developing a comprehensive human resource system to manage employee data accurately, which will empower staff to deliver excellent services to taxpayers.
- b. **Pillar 2: Modernizing the Digital Backbone of BIR** — Upgrade the ICT infrastructure to enhance the digital experience for taxpayers and facilitate data-driven decision-making. This involves updating legacy systems, expanding cloud capabilities, and implementing an Enterprise Architecture framework. These improvements will create smoother processes, better data integration, enhanced analytics, and more personalized services for taxpayers.
- c. **Pillar 3: Enhancing Policies, Governance, and Standards** — Establish a strong Data Governance and Management framework to safeguard the "Single Source of Truth." This framework will focus on upholding data integrity, security, and usability, while mitigating risks, reinforcing the Bureau's commitment to responsible data management.
- d. **Pillar 4: Elevating Taxpayer Experience and Innovating BIR Services** — Improve the digital services by enhancing existing eServices and launching a single sign-on Integrated Taxpayer Portal. Powered by reliable integrated core systems and single source of truth, this portal will streamline interactions, feature personalized dashboards, and enable end-to-end online transactions, while actively incorporating taxpayer feedback to refine services.

3. The new DX roadmap for 2025-2028 serves as the next phase of the BIR's transformation journey, building on the previous roadmap and aligning with long-term strategic goals.

4. All offices shall ensure that other programs, projects and activities to be undertaken are aligned with the new DX roadmap for CY 2025-2028 to maintain consistency with the Bureau's Aspiration 2028 and strategic priorities.

5. All designated project managers are required to update the DX Project Monitoring SmartSheets monthly or as needed with the latest status, progress, identified issues, risks and next steps to ensure effective tracking and timely reporting of project developments.

6. The programs, projects, or initiatives under the new DX Roadmap for CY 2025-2028 shall be revisited and reviewed annually and or updated as the need arises. Consequently, any changes thereto must be approved by the Commissioner.

#### **IV. REPEALING CLAUSE**

This Order amends RMO No. 42-2022 and all other revenue issuances or portions thereof inconsistent herewith are hereby repealed or amended accordingly.

#### **V. EFFECTIVITY**

This Order shall take effect immediately.

**(SGD.) ROMEO D. LUMAGUI JR.**

***The New BIR DX Roadmap for CY 2025-2028***  
***(Aligned with BIR Aspiration 2028 and Ease of Paying Taxes (EoPT) Act)***