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

April 2, 2008

REVENUE MEMORANDUM ORDER NO. 15-2008

SUBJECT : Performance Management System, Monitoring and Accomplishment Reporting System for CY 2008

TO : All Deputy Commissioners, Assistant Commissioners, Regional Directors, Revenue District Officers, Division Chiefs and Others Concerned

---

I. OBJECTIVE

This Order is issued to:

A. Prescribe the Performance Management System for CY 2008, including the Key Performance Indicators (KPI)/Measures, Formulas, Targets and corresponding Measure Owners. The Performance Measurement System shall be the basis of evaluating the performance of Revenue District Offices and concerned Divisions in the Regional Offices.

B. Prescribe the policies and procedures for the preparation and submission of Accomplishment Report on the implementation and monitoring of the Performance Management System.

II POLICIES AND PROCEDURES

A. The following Key Performance Indicators (KPIs) consisting of both financial and non financial measures, shall be used to evaluate the performance of regional and district offices starting the first semester of CY 2008:

1) Collection Performance
2) Collection Growth
3) Audit Effort Ratio
4) Accounts Receivable (AR) Collection Effort
5) Stopfiler Index
6) Increase Taxpayer (TP) Base
7) Clean-up of TP base
8) Tax Mapping Efficiency
9) Tax Mapping Effectiveness for Business Taxpayers
10) Quality of Audit Report

11) AR Collection Efficiency
12) AR Processing Efficiency
13) Resolution of Multiple and Identical TINs
14) Collection Report Compliance
15) Human Resource (HR) Report Compliance
16) Number of Cases Won (refund and assessment cases)
17) Number of Rulings Issued
18) Number of Tax Cases Recommended to DOJ

The formulas, targets and measure owners (i.e., offices in charge of monitoring the performance for each KPI) are shown in Annex A.

B. Revenue District Offices and concerned Divisions of the Regional Offices shall submit regular monthly reports to the corresponding Measure Owners. The respective Measure Owners may prescribe monthly reporting/monitoring formats as necessary.

C. Additional guidelines such as measure weights, abovementioned monthly reporting formats and deadlines shall be prescribed in a separate Revenue Memorandum Order.

D. All data/reports of Measure Owners shall be forwarded to the Policy and Planning Service, attention: Chief, Planning Division, for consolidation and preparation of the final Performance Evaluation Reports of all concerned offices at the end of each semester starting the first semester of CY 2008, which shall be submitted to MANCOM by July 31, 2008.

III. EFFECTIVITY:

This Order shall take effect immediately.

(Original Signed)
LILIAN B. HEFTI
Commissioner of Internal Revenue