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

May 23, 2013

REVENUE MEMORANDUM ORDER NO. 15-2013

TO: All Deputy Commissioners (DCIRs), Assistant Commissioners (ACIRs), LT National Office Division Chiefs, LT Division Chiefs–Makati & Cebu and Others Concerned

SUBJECT: CY 2013 Operational Key Performance Indicators and Accomplishment Reporting for the Large Taxpayers Service (LTS)

I. BACKGROUND

In order to attain the revenue goal for CY 2013, the Bureau of Internal Revenue (BIR) has identified the Agency Priority Programs as prescribed in Revenue Memorandum Circular (RMC) No. 11-2013 which shall be implemented nationwide. Accordingly, corresponding Operational Key Performance Indicators (KPIs) have been established and aligned with the BIR's Strategic Statements.

II. OBJECTIVE

This Order is being issued to prescribe the 2013 Operational KPIs and Accomplishment Monitoring for the Large Taxpayers Service (LTS), LT National Office Divisions (LTNODs) and LT Divisions (LTDs)-Makati & Cebu.

III. GENERAL POLICIES

1. The Operational KPIs, and the details thereon, for the LTS, LTNODs and LTDs – Makati & Cebu are hereby prescribed, and enumerated in Annex A of this Order.

2. Concerned BIR offices shall be responsible for monitoring and preparation of accomplishment reports for submission to MANCOM using the prescribed format.

3. An interim performance rating maybe administered depending on the exigencies of service as determined by MANCOM.

4. The set of Operational KPIs shall be revisited annually and updated, if needed.

IV. GUIDELINES AND PROCEDURES

1. LTNODs/LTDs-Makati and Cebu shall prepare and submit report on the accomplishment on performance measures/KPIs prescribed in this Order.

2. The Assistant Commissioner (ACIR), LTS thru the concerned Head Revenue Executive Assistant (HREA) shall monitor compliance of respective Offices and the Chief, LT Performance Monitoring and Programs Division (LTPMPD) shall prepare a Consolidated Accomplishment Report for submission to the respective Assistant Commissioners/Measure Owners.

3. The Assistant Commissioners/Measure Owners shall monitor submission of Accomplishment Reports of the LTS and submit consolidated report by KPI to the MANCOM.

4. The Accomplishment Reports for the monitoring of performance vis-à-vis the Operational KPIs shall be submitted in accordance with the following schedules:

A. <u>Semestral Accomplishment Report</u>

Report	Office/Person Responsible	Submitted to	Due Date
A.1 LT NO Divisions/LTDs – Makati & Cebu Accomplishment on KPIs (using the format In Annex B1)	LT NO Division Chief/LTD Chief – Makati & Cebu	ACIR LTS Thru: Concerned HREA (LT Performance Monitoring and Programs Division-consolidation)	Not later than the 12th day of the month following the semester
A.2 Consolidated Semestral Accomplishment of LTS, LT NO Divisions and LTDs (using the format in Annex B2)	ACIR, LTS (LT Performance Monitoring and Programs Division)	Assistant Commissioner monitoring the KPI/ Commissioner	Not later than the 15th day of the month following the semester

B. <u>Annual Accomplishment Report</u>

Report	Office/Person Responsible	Submitted to	Due Date
B.1 LT NO Divisions/LTDs – Makati & Cebu Accomplishment on KPIs (using the format in Annex C1)	LT NO Division Chief/LTD Chief – Makati & Cebu	ACIR LTS Thru: Concerned HREA (LT Performance Monitoring and Programs Division-consolidation)	Not later than the 15th day of the month following the end of the year
B.2 Consolidated Annual Accomplishment of LTS, LT NO Divisions and LTDs (using the format in Annex C2)	ACIR, LTS (LT Performance Monitoring and Programs Division)	Assistant Commissioner monitoring the KPI/ Commissioner	Not later than the 20th day of the month following the end of the year

C. **Consolidated Annual Accomplishment Report with Office Performance Evaluation**

Report	Office/Person Responsible	Submitted to	Due Date
C.1 Consolidated Annual Accomplishment with Office Performance Evaluation of LTS (using the format in Annex D)	Assistant Commissioner monitoring the KPI	MANCOM/ Commissioner Cc: ACIR, Planning and Management Service	Not later than the 28th day of the month following the end of the year

5. The submitted accomplishment reports shall serve as a means of validation in the preparation of the Office Annual Performance Evaluation for the concerned Bureau Offices, and will be used as basis/input for next year's office performance measures to be recommended to MANCOM/Commissioner.

V. REPEALING CLAUSE

This Order supersedes Revenue Memorandum Order No. 24-2012 and all other issuances or portions thereof inconsistent herewith.

VI. EFFECTIVITY

This Order takes effect immediately.

(Original Signed)
KIM S. JACINTO-HENARES
Commissioner of Internal Revenue