Republic of the Philippines
Department of Finance
BUREAU OF INTERNAL REVENUE

Quezon City

March 4, 2010

REVENUE MEMORANDUM ORDER NO. 22-2010

SUBJECT : CY 2010 Key Performance Indicators

TO : All Internal Revenue Officials and Employees

Provided hereunder are the four (4) basic categories of the CY 2010 Key Performance Indicator (KPI) with its corresponding percentage weight.

CATEGORY	WEIGHT (%)	DEFINITION
REVENUE COLLECTION	50	Includes efforts of an office that directly contribute to increased collection.
GOVERNANCE	15	Consists of existing set of processes, customs, policies and laws affecting the way people direct, administer or control the agency. Likewise, includes Programs/KPIs which instill greater transparency and accountability.
CUSTOMER RELATION	15	Pertains to all Programs/ KPIs leading to meeting the needs of the identified customers of an office.
TAX ADMINISTRATION IMPROVEMENT	20	Captures all Programs/ KPIs of an office to enhance or innovate its core operations processes.
TOTAL	100 %	

Detailed guideline on the implementation of the CY 2010 KPI system shall be prescribed in other issuances.

Please be guided accordingly.

(Original Signed)
JOEL L. TAN-TORRES
Commissioner of Internal Revenue

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