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

September 11, 2013

REVENUE MEMORANDUM ORDER NO. 30-2013

TO : All Deputy Commissioners, Assistant Commissioners and Other Concerned Officials and Employees

SUBJECT: Prescribing the Office Performance Evaluation Process pursuant to the implementation of RMO No. 9-2013 (Prescribing the CY 2013 Operational Key Performance Indicators and Accomplishment Reporting for the Revenue Regions, Regional Divisions and Revenue District Offices)

I. OBJECTIVES

This Order is issued to:

1. Prescribe the policies, procedures and guidelines in the Office Performance Evaluation of Revenue Regions (RRs), Regional Divisions and Revenue District Offices (RDOs) based on the CY 2013 Operational Key Performance Indicators as embodied in RMO No. 9-2013.

2. Prescribe the duties and responsibilities of concerned officials and employees, relative to office performance evaluation.

II. POLICIES

The following policies shall be observed:

1. The Annual Office Performance Evaluation shall be implemented in all Revenue Regions (RRs), Regional Divisions and Revenue District Offices (RDOs).

2. The CY 2013 Operational Key Performance Indicators as embodied in RMO Nos. 9-2013 shall be used as basis for the performance evaluation.

3. For RRs, RDOs and Regional Divisions, the assigned weight per KPI are prescribed in Annex A1, A2 and A3 respectively of this Order.

4. The Measure Owner is responsible for ensuring the integrity, accuracy and completeness of data prior to its submission to Policy and Management Service (PMS).

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

III. PROCEDURES

Hereunder are the procedures in the preparation and submission of the Office Performance Evaluation for the CY 2013 KPIs:

1. All Measure Owners shall prepare and submit the Annual Office Performance Evaluation Report on RRs and RDOs based on the Consolidated Accomplishment Report on KPIs submitted by RRs as prescribed in Revenue Memorandum Order No. 9-2013.

2. All Measure Owners, ACIR level, shall forward the validated data/score using the prescribed excel sheet (Annex B), in soft and hard copies to Planning and Programming Division **not later than the 28th day of the month following the end of the year.**

3. The maximum score an office can earn per KPI should not exceed the assigned KPI Weight. In the event that the actual accomplishment exceeds the KPI target, the score to be given shall be the maximum assigned weight for the particular KPI.

4. If an Office is exempted from a particular KPI, the Measure Owner shall indicate such in the submitted Office Performance Evaluation Report (Annex B) and the assigned KPI weight shall be deducted from the total applicable points of that Office. Details in the computation of the Rating per Office are provided in Section IV of the RMO.

5. The Planning and Programming Division, through PMS, shall prepare and submit a summary report to MANCOM which shall be used as reference in policy decision-making.

IV. GUIDELINES IN THE COMPUTATION OF RATING PER OFFICE:

1. A straight forward method of computation shall be used in rating the performance of each office **(Actual Accomplishment x Weight per KPI = Score)**. The Overall Rating of an Office shall be the percentage of the sum of points earned per KPI over the applicable perfect score.

2. The total points for all applicable KPIs is the perfect score of an office. As such, in the event that a KPI is not applicable to a particular Office, the corresponding KPI weight will not be counted, thus, reducing the total applicable perfect score for the Office.

3. The Office rating of 100% shall be equal to the sum of points for all applicable KPIs earned or score over the total applicable perfect score multiplied by 100%.

4. To illustrate, please refer to the table below.

Applicable Key Performance Indicators (KPIs) and Points
By Revenue Region for the Rating Period CY 2013

RR No.	KPI Number with Corresponding Points										Total Score (A)	Applicable Perfect Score (B)	Rating (A/B) x 100%
	1 (30)	2 (20)	3 (10)	4 (10)	5 (5)	6 (5)	7 (5)	8 (5)	9 (5)	10 (5)			
1	30	20	10	10	5	5	5	5	5	5	100	100	100.00
2	30	20	8	7	5	5	5	4	5	5	94	100	94.00
3	30	20	10	10	n/a	n/a	5	5	n/a	5	85	85	100.00
4	30	20	8	9	5	n/a	5	4	n/a	5	86	90	95.56
5	30	20	8	10	5	n/a	5	4	5	5	92	95	96.85

n/a – not applicable

5. For example, RR No. 3 is exempted from KPI Nos. 5, 6 & 9 with corresponding weight of 5 points each for a total of 15 points. The total applicable perfect score for RR No. 3 will be 85 points (100 points applicable perfect score for all KPIs minus 15 points for exempted KPIs). Thus, the total score obtained will only be divided by 85. Since their total score is 85, their rating would be 100%.

6. Further, RR Nos. 4 & 5 has a total score of 86 & 92 respectively for the applicable KPIs but still they will be rated according to the applicable perfect score of 90 & 95 to obtain a rating of 95.56% and 96.85% respectively.

V. PENALTY CLAUSE

Non-compliance with the prescribed deadline for the submission of reports required under this Order shall be considered as a Violation of Reasonable Office Rules and Regulations with penalty as defined in the Revised Code of Conduct for Revenue Officials and Employees as implemented by RMO No. 53-2010.

VI. REPEALING CLAUSE

All provisions of existing Revenue issuances, instructions and circulars inconsistent herewith are hereby superseded or revoked.

VII. EFFECTIVITY

This RMO takes effect immediately.

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

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