



Bringing In Revenues  
for Nation-Building

REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF FINANCE  
BUREAU OF INTERNAL REVENUE



January 14, 2025

REVENUE MEMORANDUM ORDER No. 005 - 2025

SUBJECT : Prescribes the Agency Performance Indicators and Targets for CY 2025 - 2028

TO : All Internal Revenue Officials and Employees Concerned

I. OBJECTIVES

This Order is issued to:

1. Provide the Agency Performance Indicators and Targets for CY 2025 – 2028, which will be used to assess the Bureau's performance by external offices (e.g. Department of Finance, Department of Budget and Management, Congress of the Philippines, etc.);
2. Prescribe policies and procedures on the preparation as well as submission of the semestral/annual accomplishments of the Agency Performance Indicators; and
3. Ensure timely preparation and submission of the accomplishment reports/scorecard on Agency Performance Measures/KPIs.

II. POLICIES

The following policies shall be observed:

1. The performance indicators, which are comprehensive set of measures on an Agency Level, are detailed in Annex A.
2. The progress of these performance indicators shall be monitored semi-annually and annually vis-a-vis the targets set.
3. The set of Agency Performance Indicators and Targets, shall be updated and revised, as deemed necessary.

III. GUIDELINES AND PROCEDURES

Hereunder are the procedures in the preparation and submission of the semestral/annual accomplishment report for these performance indicators:

1. Submit the First Semester and Annual Accomplishment Report in accordance with the following schedules:

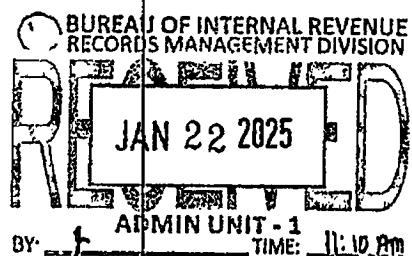
Performance Indicator	Office/Person Responsible	Submitted to	Due Date
Collection Performance	ACIR, Collection Service (CS)	ACIR, Planning and Management Service (PMS) Attention: Chief, PPD	<b>1<sup>st</sup> Semester:</b> On or before August 25 of the current year <b>Annual:</b> On or before February 25 of the following year
Collection Growth	ACIR, CS		
Increase in number of active business registrants	ACIR, Client Support Service (CSS)		
Validation of Inactive Business Taxpayers	ACIR, CSS		

BIR National Office Bldg., Senator Miriam Defensor-Santiago Avenue, Diliman, Quezon City

Website: [www.bir.gov.ph](http://www.bir.gov.ph)

Trunkline: 8981-7000 ; 8929-7676

Performance Indicator	Office/Person Responsible	Submitted to	Due Date
Overall Satisfaction Feedback of Taxpayer	ACIR, CSS	ACIR, PMS Attention: Chief,PPD	<b>1st Semester:</b> On or before August 25 of the current year <b>Annual:</b>
Audit Effort	For RRs – ACIR, Assessment Service		
Audit Efficiency	For LTS – ACIR, Large Taxpayers Service		
Reduction of Tax Arrears	ACIR, CS		
RATE Cases	ACIR, Enforcement and Advocacy Service		
Oplan Kandado	ODCIR, Operations Group		
Percent of administrative cases acted upon	ACIR, Internal Affairs Service		
Expedite recruitment of new personnel and promotion of qualified employees	ACIR, Human Resource Development Service		
Budget Utilization Rate	ACIR, Finance Service		
Posting of Procurement and Award to PhilGeps	ACIR, Administrative Service		



2. The Planning and Management Service, through Planning and Programming Division, shall prepare the Scorecard on Agency Performance Measures/KPIs (Consolidated Accomplishment Report) to be submitted to the Commissioner of Internal Revenue for approval and shall be posted in the BIR Website under the BIR Transparency Seal.
3. The accomplishment report on the aforementioned indicators shall follow the attached format (Annex B) in this Revenue Memorandum Order (RMO).

#### IV. REPEALING CLAUSE

All revenue issuances or portions thereof inconsistent herewith are hereby repealed, amended or modified accordingly.

#### V. EFFECTIVITY

This Order shall take effect immediately.

