REVENUE MEMORANDUM ORDER NO. 37-2010 issued on March 30, 2010 prescribes the policies and procedures relative to the BIR 2010 Key Performance Indicators (KPI) for the Revenue Regions (RRs) and Revenue District Offices (RDOs).

The two Large Taxpayers Service (LTS-Regular and LTS-Excise) shall be clustered with all the RRs (to be known as Group A) while the LTS audit offices shall be clustered with all RDOs (to be known as Group B) for ranking purposes based on their corresponding overall KPI ratings.

The incumbent head of office of the top 5 under Group A and the top 10 under Group B may be assigned in the office of their preference or retained in their present area of assignment while those ranked in the bottom 5 (for Group A) and bottom 10 (for Group B) shall undergo the Senior Executive Development Program.

The definitions and criteria used in the particular 2009 KPIs shall be adapted if the same KPI is retained as a 2010 KPI. However, if there is a need to define/redefine or clarify any 2010 KPI, the concerned Assistant Commissioner (ACIR) may issue a corresponding memorandum, with the approval of the Commissioner.

A Performance Contract per office shall be signed by the head of office and noted by the Commissioner/Deputy Commissioners (DCIRs). The Performance Contract shall be submitted to the Assistant Commissioner, Policy and Planning Service not later than April 15, 2010.

The Commissioner, DCIRs and Assistant Commissioners (ACIRs) shall perform periodic checking and systematic documentation on the progress of each of the KPI included in the Performance Contracts of their supervised offices. The concerned DCIR shall discuss issues/outstanding accomplishments reported on any KPI under its area of jurisdiction during the regular Management Committee (MANCOM) meeting.

The ACIRs shall prepare the Annual Office Performance Evaluation of the RRs and RDOs for each of the KPIs they are monitoring.

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