REVENUE MEMORANDUM ORDER NO. 58-2010 issued on June 25, 2010 prescribes the CY 2010 Key Performance Indicators (KPIs) for the Large Taxpayers Service (LTS).

For purposes of ranking based on the overall KPI ratings, the two Large Taxpayers Services, Regular and Excise shall be clustered with all the Revenue Regions and referred to as Group A while the LTS audit offices shall be clustered with all Revenue District Offices and referred to as Group B.

The incumbent heads of the top 5 offices under Group A and the top 10 offices 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 training program.

The definitions and criteria used in 2009 for specific KPIs shall be adopted 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 Commissioner who is directly the supervisor of the LTS Group may, at a later date, issue clarification for the said purpose.

A Performance Contract per office shall be signed by the head of office, noted by the Commissioner and submitted to the Assistant Commissioner (ACIR), Policy and Planning Service not later than June 30, 2010.

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

The two LTS ACIRs (Regular and Excise) shall, as Measure Owners, prepare the Annual Office Performance Evaluation of the LT and the offices under them for each of the KPIs being monitored by them.

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