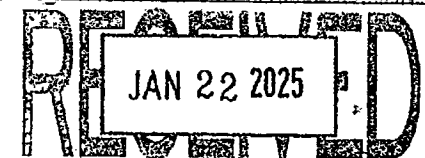


AGENCY PERFORMANCE INDICATORS AND TARGETS
(CY 2025, 2026, 2027 and 2028)

ADMIN UNIT - 1
BY: Performance Target TIME: 11:00 AM

Performance Indicators	Formula	Performance Target			
		CY 2025	CY 2026	CY 2027	CY 2028
Collection Performance	$\frac{\text{Current Year's Actual Collection}}{\text{Current Year's Agency Goal}} \times 100$	+/-2% of the DBCC assigned goal	+/-2% of the DBCC assigned goal	+/-2% of the DBCC assigned goal	+/-2% of the DBCC assigned goal
Collection Growth	$\frac{\text{Current Year's Actual Collection} - \text{Previous Year's Actual Collection}}{\text{Previous Year's Actual Collection}} \times 100$	10% increase from previous year's collection	10% increase from previous year's collection	10% increase from previous year's collection	10% increase from previous year's collection
Increase in number of active business registrants	$\frac{\text{Total Number of Current Active Business Registrants} - \text{Total Number of Previous Year's Active Business Registrants}}{\text{Total Number of Previous Year's Active Business Registrants}} \times 100$	3% increase in the number of registered active business taxpayers	3% increase in the number of registered active business taxpayers	3% increase in the number of registered active business taxpayers	3% increase in the number of registered active business taxpayers
Validation of Inactive Business Taxpayers	$\frac{\text{Total Number of Inactive business taxpayers with validated and End dated Tax and Form Types}}{\text{Number of Inactive business taxpayers determined by ISG}} \times 100$	5% of Inactive business taxpayers validated*	5% of Inactive business taxpayers validated*	5% of Inactive business taxpayers validated*	5% of Inactive business taxpayers validated*
Overall Satisfaction Feedback of Taxpayer	$\text{Overall Satisfaction Rating} = \frac{\text{Total Level of Satisfaction} *}{\text{Total Number of Respondents}}$ <p><small>*Total Level of Satisfaction=Sum of all ratings given by taxpayers per customer satisfaction survey form</small></p>	Overall Rating of 4.0	Overall Rating of 4.0	Overall Rating of 4.0	Overall Rating of 4.0
Audit Effort	$\frac{\text{Collection from Audit (eLAs and TVN)}}{\text{Assigned Collection Goal} *} \times 100$ <p><small>*Net of voluntary compliance, collections from withholding tax on compensation income, TRA of NGAs, withholding taxes of LGUs, SARO and Taxes on ONETT</small></p>	3% of assigned collection goal	3% of assigned collection goal	3% of assigned collection goal	3% of assigned collection goal

Performance Indicators	Formula	Performance Target			
		CY 2025	CY 2026	CY 2027	CY 2028
Audit Efficiency	$\frac{\text{Number of reported cases covered by eLAs transmitted by the investigating office and acknowledged by the reviewing office}}{\text{Total number of cases covered by eLAs handled by the investigating office}} \times 100$ <p><i>*Cases due for submission within the semester and Cases not yet due but submitted to the reviewing office as early accomplishment during the semester</i></p>	75% of eLAs handled were transmitted by the investigating office and acknowledged by the reviewing office	75% of eLAs handled were transmitted by the investigating office and acknowledged by the reviewing office	75% of eLAs handled were transmitted by the investigating office and acknowledged by the reviewing office	75% of eLAs handled were transmitted by the investigating office and acknowledged by the reviewing office
Reduction of Tax Arrears	$\frac{\text{Current Year's AR/DA Cases Closed and/or Cancelled thru ATCA}}{\text{Previous Year's Total Cases as Outstanding Balance + Current Year's Total New Accounts Created + Current Year's Trans - in from other Service/Region - Current Year's Trans - out to other Service/Region}} \times 100$	4% of total number of cases handled closed thru full payment including penalties and/or with partial payments and cancelled thru Authority to Cancel Assessment (ATCA)	4% of total number of cases handled closed thru full payment including penalties and/or with partial payments and cancelled thru Authority to Cancel Assessment (ATCA)	4% of total number of cases handled closed thru full payment including penalties and/or with partial payments and cancelled thru Authority to Cancel Assessment (ATCA)	4% of total number of cases handled closed thru full payment including penalties and/or with partial payments and cancelled thru Authority to Cancel Assessment (ATCA)
RATE Cases	$\frac{\text{Number of cases filed to DOJ}}{\text{Target for the period}} \times 100$	36 cases filed at DOJ	36 cases filed at DOJ	36 cases filed at DOJ	36 cases filed at DOJ
Oplan Kandado	$\frac{\text{Number of accomplished cases*}}{\text{Target for the period}} \times 100$ <p><i>*The subject establishment either: a. Approved for closure; or b. Fully complied with and paid the findings contained in the 48-Hour Notice/5-day VAT Compliance Notice</i></p>	One (1) accomplished case per semester per RDO	One (1) accomplished case per semester per RDO	One (1) accomplished case per semester per RDO	One (1) accomplished case per semester per RDO
Percent of administrative cases acted upon	$\frac{\text{Number of administrative cases acted upon}}{\text{Total number of administrative cases filed}} \times 100$	80% of the total number of administrative complaints/ cases filed were acted upon	80% of the total number of administrative complaints/ cases filed were acted upon	80% of the total number of administrative complaints/ cases filed were acted upon	80% of the total number of administrative complaints/ cases filed were acted upon

BUREAU OF INTERNAL REVENUE
RECORDS MANAGEMENT DIVISION

JAN 22 2025

ADMIN UNIT - 1

BY: [Signature] TIME: 11:10 AM

Performance Indicators	Formula	Performance Target			
		CY 2025	CY 2026	CY 2027	CY 2028
Expedite recruitment of new personnel and promotion of qualified employees	Recruitment $\frac{\text{Number of signed appointments for vacant entry level positions}}{\text{Total number of vacant entry level positions}} \times 100$	80% signed appointments for vacant entry level positions	80% signed appointments for vacant entry level positions	80% signed appointments for vacant entry level positions	80% signed appointments for vacant entry level positions
	Promotions $\frac{\text{Number of appointments of promoted employees prepared and submitted to the Office of the Commissioner (OCIR)}}{\text{Total number of employees selected by the Selection Board for promotion}} \times 100$	100% appointments of employees selected by the Selection Board for promotion are prepared and submitted to OCIR	100% appointments of employees selected by the Selection Board for promotion are prepared and submitted to OCIR	100% appointments of employees selected by the Selection Board for promotion are prepared and submitted to OCIR	100% appointments of employees selected by the Selection Board for promotion are prepared and submitted to OCIR
Budget Utilization Rate	Obligation BUR: $\frac{\text{Total Obligations}}{\text{Total Allotment}} \times 100$	90% budget utilized	90% budget utilized	90% budget utilized	90% budget utilized
	Disbursement BUR: $\frac{\text{Total disbursements (Cash and Non - cash)}}{\text{Total obligations - Net of Not yet due and demandable obligations}} \times 100$	85% budget obligations paid	85% budget obligations paid	85% budget obligations paid	85% budget obligations paid
Posting of Procurement and Award to PhilGeps	$\frac{\text{Actual posting}}{\text{Required posting}} \times 100$	Quantity: 100% of Invitation to Bid (ITB), Request for Expression of Interest (REI), Request for Quotations (RFQs) If the ABC of the Items to be procured is P50,000.00 and above, Notice of Award, Approved and Notarized Contract with Notice to Proceed (NTP) and approved Purchased/Job Order with Supplier/ Contractor/ Consultant's conforme as required by law posted Quality: 100% Compliance	Quantity: 100% of Invitation to Bid (ITB), Request for Expression of Interest (REI), Request for Quotations (RFQs) If the ABC of the Items to be procured is P50,000.00 and above, Notice of Award, Approved and Notarized Contract with Notice to Proceed (NTP) and approved Purchased/Job Order with Supplier/ Contractor/ Consultant's conforme as required by law posted Quality: 100% Compliance	Quantity: 100% of Invitation to Bid (ITB), Request for Expression of Interest (REI), Request for Quotations (RFQs) If the ABC of the Items to be procured is P50,000.00 and above, Notice of Award, Approved and Notarized Contract with Notice to Proceed (NTP) and approved Purchased/Job Order with Supplier/ Contractor/ Consultant's conforme as required by law posted Quality: 100% Compliance	Quantity: 100% of Invitation to Bid (ITB), Request for Expression of Interest (REI), Request for Quotations (RFQs) If the ABC of the Items to be procured is P50,000.00 and above, Notice of Award, Approved and Notarized Contract with Notice to Proceed (NTP) and approved Purchased/Job Order with Supplier/ Contractor/ Consultant's conforme as required by law posted Quality: 100% Compliance

