

BUREAU OF INTERNAL REVENUE

ELIGIBLE Eligible personnel of BIR are entitled to 58.5% of monthly basic salary	 PERFORMANCE RESULTS Achieved 100% (4 out of 4) Congress-approved performance targets for FY 2023.	 PROCESS RESULTS Achieved substantial improvements to ease transaction in external service only	 FINANCIAL RESULTS Achieved 92.31% Disbursement BUR.	 CITIZEN/CLIENT SATISFACTION RESULTS Achieved 100% resolution and compliance of #8888 complaints; and 100% resolution and 73.53% compliance of CCB complaints.
18 TOTAL SCORE	5 SCORE	3 SCORE	5 SCORE	5 SCORE
90 TOTAL POINTS	25 POINTS	15 POINTS	25 POINTS	25 POINTS

AGENCY ACCOUNTABILITY REQUIREMENTS

Transparency Seal COMPLIANT	PhilGEPS Posting NON-COMPLIANT	Sustained Compliance to Audit Findings COMPLIANT	Client Satisfaction Measurement COMPLIANT	Committee on Anti-Red Tape COMPLIANT
FY 2023 APP Non-CSE COMPLIANT WITH ISOLATION	FY 2024 Indicative APP Non-CSE COMPLIANT	FY 2024 APP-CSE COMPLIANT	FY 2022 APCPI COMPLIANT	Early Procurement Activities COMPLIANT WITH ISOLATION
ISO-QMS Certification COMPLIANT	SALN Review and Compliance Procedure COMPLIANT	Report on Digitization COMPLIANT	Compliance with Freedom of Information COMPLIANT	Compliance with National Competition Policy NOT APPLICABLE

