

REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF INTERNAL REVENUE
Quezon City

November 9, 2018

REVENUE MEMORANDUM ORDER NO. 1-2019

TO : All Revenue Officials and Employees

SUBJECT : **BIR'S BEST EMPLOYEE FOR SERVICE EXCELLENCE AND PUBLIC TRUST (BIR'S BEST) ANNUAL SEARCH**

I. BACKGROUND

As part of the continuing implementation of Civil Service Commission (CSC) Memorandum Circular (MC) No. 1, series of 2001 re: Program on Awards and Incentives for Service Excellence (PRAISE) thru Revenue Memorandum Order (RMO) No. 28-2004 on the BIR PRAISE, as well as enhancement of the BIR's Rewards and Recognition programs consistent with CSC MC No. 3, s. 2012 on the Program to Institutionalize Meritocracy and Excellence in Human Resource Management (CSC PRIME-HRM), the **BIR's Best Employee for Service Excellence and Public Trust (BIR's BEST)** is hereby established to recognize the contributions of the men and women of the revenue service in the performance of their duties and responsibilities, commitment to public service and adherence to the Code of Conduct for public officials and employees.

II. OBJECTIVES

A. General

This Order is issued to:

1. Prescribe uniform policies and procedures in the selection of the BIR's BEST;
2. Define/identify the roles and responsibilities of committees/offices/personnel involved in the recognition of the BIR's BEST.

B. Specific

The BIR's BEST aims to:

1. Establish a system for recognizing the BIR's BEST based on institutionalized norms of conduct.
2. Motivate and inspire revenue employees to uphold the highest standard of performance and behavior for service excellence.
3. Sustain efforts at improving oneself for the benefit of public service in terms of interpersonal relationship and delivery of services.
4. Make revenue personnel aware of his/her duties and responsibilities as revenue employee.
5. Acknowledge revenue personnel who exhibit behavior consistent with the agency Code of Conduct.
6. Reinforce the proper monitoring and evaluation of employee accomplishments and behavior in the conduct of their duties and responsibilities as public servants.
7. Identify the BIR's BEST Awardees who shall be the official nominee/s of the Bureau for the Civil Service Commission's Annual Search for Public Officials and Employees.

III. COVERAGE AND CRITERIA

A. Coverage

1. Any rank and file BIR employee holding a permanent position with a salary grade of 24 and below.
2. He/she must have rendered at least two (2) years of service in the Bureau.
3. He/she must have a performance rating of Very Satisfactory (VS) or its equivalent for the last two (2) consecutive performance rating periods prior to their nomination.
4. He/she must have not been found guilty of any administrative or criminal offense involving moral turpitude and have no pending administrative or criminal case at the time of the nomination, as certified by the Internal Investigation Division (IID)/ Regional Investigation Division (RID).

The period covered for the annual search shall be from January to December of the previous year.

The BIR's BEST shall adhere to the principle of providing incentives and awards based on performance, innovative ideas and exemplary behavior, and shall not discriminate based on gender identity, sexual orientation, disabilities, religion and/or indigenous group membership in the implementation of its rewards and incentive program.

B. Criteria

There shall be two (2) categories for the BIR's BEST Annual Awards: (1) BIR's BEST for Exemplary Performance; and (2) BIR's BEST for Exemplary Ethical Behavior.

In selecting the office nominee/ representative, the following criteria shall be as follows:

1. BIR's BEST for Outstanding Performance

- **Superior Accomplishment (30%)**
 - The level of accomplishment of the nominee's performance or delivery of service in the completion of tasks assigned and its impact to public interest.
- **Consistency of Work Performance (30%)**
 - The quality and level of consistency of the nominee's performance or delivery of service in the accomplishment of tasks assigned.
- **Contribution of Individual Performance to the Attainment of Office Performance (30%)**
 - The importance of the contribution to the attainment of the office's targets and goals.
- **Work performed outside the Scope of Regular Assignments (10%)**
 - The accomplishment and contribution to tasks assigned which are outside the scope of his regular duties but integral in the delivery of public service.

2. BIR's BEST for Exemplary Ethical Behavior

- **Demonstration of Model Behavior (50%)**
 - Consistent display of conduct and behavior aligned with the agency's code of conduct and ethical standards that are exemplified in his/her work environment.
- **Performance of an Extraordinary Act or Exhibit Admirable Qualities of a Public Servant (50%)**
 - Constant demonstration of exemplary conduct in the performance of his/her duties and responsibilities amidst constraints, risks and adversaries.

IV. PROCEDURES

The following procedures and guidelines are hereby prescribed:

1. All Heads of Offices in the National and Regional Offices (office/service/division/district) shall evaluate the performance, accomplishments and behavior of employees assigned in their work units for the previous year. Based on the above-mentioned criteria, they shall select their office's nominee/s. Each office shall submit only one (1) nominee per category. The nomination shall include the duly accomplished nomination form (Annex A/B) and the Recommendation letter signed by the Head of Office. It shall be submitted to the respective Service/Regional PRAISE Committees on or before May 15 of the current year.

2. The Service/Regional PRAISE Committees shall select from among the nominees submitted by the different offices under their jurisdiction the Service/ Regional nominee for each category and shall be the representative to the Annual Search for the BIR's BEST. The Service/Regional PRAISE Committees shall submit the name of the representative to the Human Resource Development Service (HRDS), Attention: Personnel Division on or before June 15 of the current year, including the following documents:

- a) Duly accomplished nomination form;
- b) Recommendation from the Head of Office;
- c) Certification, excerpts of the deliberation, and/or copy of the Minutes of the Deliberation on the nomination signed by the Service/Regional PRAISE Chairperson;
- d) Latest CS Form 212 or Personal Data Sheet with passport size (1 ½" x 1 ½") photo of the nominee;
- e) Certified photocopies of the Individual Performance Commitment and Review (IPCR) forms for the last two (2) consecutive performance rating periods prior to the nomination;
- f) Clearance from the Internal Security Division/ Regional Investigation Division;
- g) Copies of supporting documents/ awards/commendations (if any).

Employees assigned at the Office of the Commissioner/Deputy Commissioners may also be nominated, provided they comply with the above-mentioned documents.

3. The HRDS, thru the Personnel Division, shall consolidate the documents of the Service/ Regional nominees and schedule a meeting of the Executive PRAISE Committee who shall choose the top five (5) BIR's BEST finalists for both categories.

4. The Executive PRAISE Committee shall select the over-all winner in each category and indorse the same to the Commissioner of Internal Revenue on or before July 1 of the current year for approval. The BIR's BEST finalists shall receive monetary reward amounting to P5,000 each and Certificates of Recognition from the Executive PRAISE Committee. The over-all winners shall receive Plaques of Recognition containing a citation and signature of the Commissioner. The awarding ceremony shall take place during the Annual BIR Anniversary Celebration.

5. The over-all winners for the BIR's BEST may be nominated by the Executive PRAISE Committee to the CSC Annual Search for Outstanding Public Officials and Employees. The over-all winner of the BIR's BEST for Outstanding Performance shall be nominated to the Presidential Lingkod Bayan/ CSC Pag-asa Award, while the over-all winner for the BIR's BEST for Exemplary Ethical Behavior shall be nominated to the Dangal ng Bayan Award.

6. Only those who are selected by the Executive PRAISE Committee as over-all winners under the BIR's BEST shall be the BIR's official nominee/s for the Annual CSC Honor Awards Program (HAP).

V. ROLES AND RESPONSIBILITIES

1. The Heads of Office shall select their respective nominee/s, based on identified criteria and shall make sure that their nominee/s comply with the submission of required documentations prior to indorsement to the Service/Regional PRAISE.

2. The Service/ Regional PRAISE Committee shall evaluate and select one (1) Service/ Regional representative per category for submission to the Executive PRAISE Committee.

3. The Executive PRAISE Committee shall:

- a) convene to evaluate and choose the top five (5) BIR's BEST finalists;
- b) select the over-all winner in each category and indorse the same to the Commissioner of Internal Revenue;
- c) nominate the BIR's BEST awardees to the CSC Annual Search for Outstanding Public Officials and Employees.

4. Personnel Division/ Administrative and Human Resource Management Division (AHRMD) shall:

- a) assist the Service/ Regional PRAISE Committees in the selection of the Service/ Regional nominees for the BIR's BEST;
- b) collate pertinent documents/reports relative to the implementation of the BIR's BEST;
- c) consolidate the necessary documents and schedule the meeting with members of the Executive PRAISE Committee for the selection of the winners of the BIR's BEST;
- d) prepare reports for the BIR's Rewards and Recognition program.

5. The Human Resource Development Service (HRDS) shall supervise and monitor the over-all implementation of the BIR's BEST.

6. The Administrative Service, through the Procurement Division, shall be responsible for the procurement of the Plaques of Recognition which shall be awarded to the finalists and awardees of the BIR's BEST.

7. The Finance Service, through the Budget Division, shall provide funds for the cash awards and Plaques of Recognition.

VI. REPEALING CLAUSE

All revenue issuances or parts thereof inconsistent with the provisions of this order are hereby repealed or modified accordingly.

VII. EFFECTIVITY

This Order shall take effect immediately.

(Original Signed)
CAESAR R. DULAY
Commissioner of Internal Revenue

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