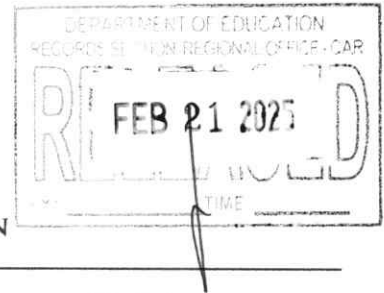




Republic of the Philippines
Department of Education
CORDILLERA ADMINISTRATIVE REGION



19 February 2025

REGIONAL MEMORANDUM

No. 134.2025

**DISSEMINATION OF MEMORANDUM DM-OUHROD-2025-0410
“SUBMISSION OF THE FY 2024 ZERO BACKLOG REPORT”**

To: Assistant Regional Director
Schools Division Superintendents
School Heads, Public Elementary and Secondary Schools
All Others Concerned

1. Enclosed is MEMORANDUM DM-OUHROD-2025-0410 “Submission of the FY 2024 Zero Backlog Report”, contents of which are stated within.
2. In reference thereof, the Regional Office and Schools Division Offices are directed to submit the **FY 2024 Zero Backlog Report covering the period January 01 to December 31, 2024** on or before **28 February 2025 at 06:00 p.m.**, for services declared in their respective Citizen’s Charters.
3. One designated representative/member per DepEd Sub-CART in the Regional Office is to accomplish the report thru <https://forms.office.com/r/BkD5T6yQRa>. Further, one designated representative/member per DepEd Sub-CART in the eight Schools Division Office is to accomplish the report thru <https://forms.office.com/r/7aBdGgGtA5>.
4. For offices without pending transactions for FY 2024, the Zero Backlog Certification (Enclosure No. 6) shall be filled out and signed by the Regional Director for the Regional Office and by the Schools Division Superintendent for the Schools Division Offices and be uploaded as a PDF file on the respective abovementioned links. Alternately, offices with pending transactions for FY 2024, signed Inventory of Backlog Form (Enclosure No. 7) and Zero Backlog Program (Enclosure No. 8) shall be filled out and uploaded on the link provided. Editable templates are downloadable thru <https://bit.ly/zerobacklogprogramtemplates>.
3. For more details, kindly contact the **Administrative Services Division** at Tel. No. **422-1318 or 422-1804** or through email at car.admin@deped.gov.ph.
4. For dissemination, information, and strict compliance.

ESTELA P. LEON – CARIÑO EdD, CESO III
Director IV/Regional Director

ASD/MAB/mpc 02192025
FY2024BacklogReport *



Address: DepEd-CAR Complex, Wangal, La Trinidad, Benguet, 2601

Telephone No: (074) 422 – 1318

Email Address: car@deped.gov.ph

DepEd Tayo Cordillera

<https://depedcar.ph>





Republika ng Pilipinas
Department of Education

**OFFICE OF THE UNDERSECRETARY
HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT**

**MEMORANDUM
DM-OUHROD-2025-0410**

**FOR : Undersecretaries
Assistant Secretaries
Bureau/Service Directors
Regional Directors
Schools Division Superintendents
All others concerned**

FROM : WILFREDO E. CABRAL
*Undersecretary
Human Resource and Organizational Development
Vice Chairperson, DepEd Committee on Anti-Red Tape*

SUBJECT : SUBMISSION OF THE FY 2024 ZERO BACKLOG REPORT




DATE : 17 February 2025

Pursuant to Section 10 of Republic Act No. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*: “if a government office or agency fails to approve or disapprove an original application or request for issuance of license, clearance, permit, certification or authorization within the prescribed processing time, said application or request shall be deemed approved: Provided, That all required documents have been submitted and all required fees and charges have been paid.” To support the same, the Anti-Red Tape Authority (ARTA) issued a Memorandum Circular (MC) 2020-02 to establish the 3-7-20 processing time to ensure that services are delivered promptly and efficiently.

To reiterate the abovementioned prescribed processing time, MC 2022-02 titled *Reiterating the Provisions of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 or R.A 11032 on Automatic Approval or Automatic Extension for Pending Applications or Requests of Agencies Beyond the Prescribed Processing Time and for the Submission of the Zero Backlog Report* was issued by ARTA directing all government agencies and offices to submit a report of received and pending transactions by March 7 of every year.

For FY 2024, all agencies are requested to submit the *FY 2024 Zero Backlog Report* covering the period January 1 to December 31, 2024, for services declared in their respective Citizen's Charters.

To comply with the said requirement, the Department of Education (DepEd), through the DepEd Committee on Anti-Red Tape (CART) Secretariat, requests **one (1) designated representative/member per DepEd Sub-CART in Regional Offices (ROs), Schools Division Offices (SDOs), and concerned office in the Central Office (CO) to accomplish the applicable online form on or before 28 February 2025, 6:00 p.m.:**

Governance Level	Respondent and Signatory	Guide	Online Form
Schools Division Office (SDO)	One (1) respondent per SDO (not per functional unit) who shall report data for the SDO and data collected from schools under its jurisdiction – schools shall not answer the form (Certification to be signed by the SDS)	Enclosure No. 2 - Copy of FY 2024 SDO Zero Backlog Report	https://forms.office.com/r/7aBdGgGtA5 
Regional Office (RO)	One (1) respondent per RO (not per functional unit) who shall report data for the RO (Certification to be signed by the RD)	Enclosure No. 3 - Copy of FY 2024 RO Zero Backlog Report	https://forms.office.com/r/BkD5T6yQRa 
Central Office	One (1) respondent per office concerned (Certification to be signed by the Bureau/ Service Director)	Enclosure No. 4 Copy of FY 2024 CO Zero Backlog Report	https://forms.office.com/r/NnekUPxyyf 

For the CO, only the following offices with declared services in the DepEd Citizen's Charter shall answer the online form:

1. Administrative Service – Cash Division (AS-CD)
2. Administrative Service – Records Division (AS-RD)
3. Bureau of Curriculum Development – Special Curricular Programs Division (BCD-SCPD)
4. Bureau of Education Assessment – Education Assessment Division (BEA-EAD)

5. Bureau of Human Resource and Organizational Development – Personnel Division (BHROD-PD)
6. Education Facilities Division (EFD)
7. Finance Service – Accounting Division (FS-AD)
8. Finance Service – Budget Division (FS-BD)
9. Finance Service – Employee Account Management Division (FS-EAMD)
10. Information and Communications Technology Service – Solutions Development Division (ICTS-SDD)
11. Information and Communications Technology Service – User Support Division (ICTS-USD)
12. Legal Service (LS)
13. Legal Service – Investigation Division (LS-ID)
14. Legal Service – Legal Division (LS-LD)
15. National Educators Academy of the Philippines – Professional Development Division (NEAP-PDD)
16. National Educators Academy of the Philippines – Quality Assurance Division (NEAP-QAD)
17. Office of the Secretary (OSEC)
18. Public Affairs Service – Public Assistance Action Center (PAS-PAAC)
19. Public Affairs Service – Publications Division (PAS-PD)

All are requested to refer to DM-OUHROD-2024-0268 titled *Composition of the DepEd Committee on Anti-Red Tape* (Enclosure No. 1) for guidance on the membership of the CART and Sub-CART and to the List of Services in the DepEd Citizen’s Charter (Enclosure No. 2).

Respondents are also encouraged to review the Guide on Filling Out the FY 2024 Zero Backlog Report (Enclosure Nos. 3, 4, or 5) applicable to their governance level to help them prepare the information needed before accomplishing the actual form.

For offices without pending transactions in FY 2024, the Zero Backlog Certification (Enclosure No. 6) shall be filled out and signed by the Schools Division Superintendent (SDS) for both SDOs and schools, the Regional Director (RD) for ROs, and the Bureau/Service Director for the CO and be uploaded as a PDF file on the link provided.

On the other hand, those with pending transactions shall submit the filled-out and signed Inventory of Backlog Form (Enclosure No. 7) and Zero Backlog Program (Enclosure No. 8) as PDF files on the link provided.

Editable copies of the templates may be downloaded from the link or QR Code below:



<https://bit.ly/zerobacklogprogramtemplates>

It shall be reiterated that offices/units shall not send their individual reports directly to the ARTA. Submissions shall be collated by the DepEd CART Secretariat in the CO in one agency-wide report, to be signed by the DepEd Secretary or his designated representative and forwarded to the ARTA.

For more information on this issuance, contact the DepEd CART Secretariat through email at citizenscharter@deped.gov.ph or call (02) 8633-5375.

Copy furnished:

OFFICE OF THE SECRETARY
osec@deped.gov.ph



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Effectivity	03.23.23	Page	4 of 4



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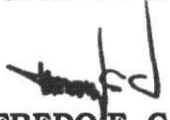
Republika ng Pilipinas
Department of Education

OFFICE OF THE UNDERSECRETARY
HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT



MEMORANDUM
DM-OUHROD-2024-0268

TO : **Undersecretaries**
Assistant Secretaries
Bureau and Service Directors
Regional Directors
Schools Division Superintendents
All others concerned

FROM : 
WILFREDO E. CABRAL
Regional Director
Officer-in-Charge, Office of the Undersecretary
Human Resource and Organizational Development
Vice Chairperson, DepEd Committee on Anti-Red Tape

SUBJECT : **COMPOSITION OF THE DEPED COMMITTEE ON ANTI-RED TAPE (CART)**

DATE : 19 February 2024

In compliance with Republic Act (RA) No. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018* and Memorandum Circular No. 2023-08 titled *Amendment on Certain Provisions of Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) No. 2020-07 dated 30 September 2020, Pertaining to the Guidelines on the Designation of a Committee on Anti-Red Tape (CART)*, this Order is being issued to reiterate the **Composition of the DepEd Committee on Anti-Red Tape or the DepEd CART**, as previously issued under OO-OSEC-2022-108:

Chairperson:	Secretary of Education (or her designated representative)
Vice Chairperson:	Execom in-charge of Human Resource and Organizational Development
Members:	1. Execom in-charge of Operations and one (1) technical staff 2. Execom in-charge of Administration and one (1) technical staff



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	<p>3. Member-units as represented by a Director, one Chief, and at least one technical staff:</p> <ul style="list-style-type: none"> • Administrative Service (AS) • Information and Communication Technology Service (ICTS) • Legal Service (LS) • Planning Service (PS) • Public Affairs Service (PAS) <p>4. From each CO unit – two (2) representatives each</p>
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Field offices and schools are likewise reminded to have a **DepEd Sub-CART** in place, composed of the following:

	Regional Office	Schools Division Office	School
Chairperson	Regional Director	Schools Division Superintendent	School Head
Members*	At least one representative each: <ul style="list-style-type: none"> • Administrative Division • ICT Unit • Legal Unit • Public Affairs Unit 	At least one representative each: <ul style="list-style-type: none"> • Administrative Service • ICT • Legal • Schools Governance and Operations Division 	At least one (1) each: <ul style="list-style-type: none"> • Teacher-designate • Non-teaching personnel

**Personnel from other functional units may also be invited as Members of the CART, e.g. Regional and Division Public Assistance Coordinators (RPAC/DPAC).*

The CART emphasizes the role of government agencies and the accountability of agency heads to reduce bureaucratic red tape and corruption. Based on the Law, the CART shall be responsible for the implementation of RA 11032, especially the following:

- Reengineering of Systems and Procedures
 - Streamlining and digitization
 - Whole-of-Government Approach
 - Regulatory Management System and Regulatory Impact Assessment
- Registration of new regulations and issuances
- Citizen's Charter
- Zero Contact Policy
- Adoption of working schedules to serve clients
- Identification Card
- Public Assistance and Complaints Desk
- Client feedback mechanism and satisfaction measurement
- Knowledge transfer of ARTA-related trainings
- Dissemination of ARTA information, education, and communication materials for public consumption

The functions, duties, and responsibilities of the DepEd CART are stated in detail in ARTA MC 2023-08, which can be accessed from <https://arta.gov.ph/wp-content/uploads/2023/12/MC-2023-08.pdf>.

Additionally, the responsibilities of DepEd CART within the Department are the following:

- a. coordinate with the ARTA and other stakeholders for RA 11032-related updates and concerns;
- b. lead and allocate funding for RA 11032-related programs, projects, and activities (PPAs);
- c. enlist awareness and support on RA 11032 through information dissemination; and
- d. provide technical assistance on RA 11032-related matters.

The DepEd CART shall be supported by a Secretariat, lodged at the Bureau of Human Resource and Organizational Development-Organization Effectiveness Division (BHROD-OED), which shall:

- a. provide administrative assistance to the DepEd CART, as needed;
- b. manage the communication channels and database of RA 11032 documents; and
- c. monitor the status of compliance with RA 11032 requirements.

For more information, contact the DepEd CART Secretariat at citizenscharter@deped.gov.ph or (02) 8633-5375.

Copy furnished:

OFFICE OF THE SECRETARY

Enclosure No. 2 – List of Services in the DepEd Citizen’s Charter

SCHOOLS

External Services	Internal Services
<ol style="list-style-type: none"> 1. Acceptance of Employment Application for Teacher I Position (Walk-in) 2. Acceptance of Employment Application for Teacher I Position (Online) 3. Borrowing of Learning Materials from the School Library/Learning Resource Center 3. Distribution of Printed Self-Learning Modules in Distance Learning Modality 4. Enrollment (Walk-in) 5. Enrollment (Online) 6. Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (Walk-in) 7. Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (Online) 8. Issuance of School Clearance for different purposes 9. Issuance of School Forms, Certifications, and other School Permanent Records 10. Public assistance (walk-in/phone call) 11. Public assistance (email/social media) 12. Receiving and releasing of communications and other documents 13. Reservation Process for the Use of School Facilities 14. Request for Personnel Records for Teaching/Non-Teaching Personnel 	<ol style="list-style-type: none"> 16. Issuance of Special Order for Service Credits and Certification of Compensatory Time Credits 17. Laboratory and School Inventory 18. School Learning and Development

SCHOOLS DIVISION OFFICES

Concerned Office/Unit	External Services	Internal Services
Budget Unit	N/A	<ol style="list-style-type: none"> 1. Processing of ORS 2. Posting/Updating of Disbursement
Cash Unit	N/A	<ol style="list-style-type: none"> 1. Handling of Cash Advances
Information and Communications Technology Unit	N/A	<ol style="list-style-type: none"> 1. User Account Management for Centrally Managed Systems 2. Troubleshooting of ICT Equipment 3. Uploading of Publications
Legal Unit	<ol style="list-style-type: none"> 1. Request for Correction of Entries in School Record 	<ol style="list-style-type: none"> 2. Issuance of Certificate of No Pending Case
Office of the Schools Division Superintendent	N/A	<ol style="list-style-type: none"> 1.1 Issuance of Foreign Official Travel Authority 1.2. Issuance of Foreign Personal Travel Authority
Personnel Unit	<ol style="list-style-type: none"> 1. Acceptance of Employment Application for Initial Evaluation (Teaching Position) 2. Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry) 	<ol style="list-style-type: none"> 3. Application for ERF (Equivalent Record Form) 4. Application for Leave 5. Application for Retirement 6. Issuance of Certificate of Employment 7. Issuance of Service Record 8. Loan Approval and Verification 9. Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer) 10. Processing of Terminal Leave Benefits 11. Request for Correction of Name and Change of Status
Property and Supply Unit	<ol style="list-style-type: none"> 1. Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment 	<ol style="list-style-type: none"> 2. Requisition and Issuance of Supplies 3. Property and Equipment Clearance Signing

Records Unit	<ol style="list-style-type: none"> 1. Issuance of Requested Documents (Non-CTC) 2. Issuance of Requested Documents (CTC and Photocopy of Documents) 3. Certification, Authentication, Verification (CAV) 4. Receiving and Releasing of Communication and other Documents 5. Receiving of Complaints against Non-Teaching Personnel 6. Receiving of Complaints against Teaching Personnel (Multi-stage Processing) 	N/A
Curriculum Implementation Division	<ol style="list-style-type: none"> 1. Accessing Available Learning Resources from LRMS Portal 2. Borrowing of Learning Materials from Libraries 3. Alternative Learning System (ALS) Enrollment 	<ol style="list-style-type: none"> 4. Program Workflow of Submission of Contextualized Learning Resources 5. Quality Assurance of Supplementary Learning Resource
SGOD - Planning and Research Section	<ol style="list-style-type: none"> 1. Request for Basic Education Data (from external stakeholders) 	<ol style="list-style-type: none"> 2. Request for Basic Education Data (Internal Stakeholder) 3. Request for Data for EBEIS/LIS/NAT and Performance Indicators
SGOD - School Management, Monitoring, and Evaluation Section	<ol style="list-style-type: none"> 1. Issuance of Government Permit, Renewal, Recognition of Private Schools 2. Issuance of Special Orders for the Graduation of Private School Learners 3. Application for SHS Additional Track/Strand 4. Application for Summer Permit for Private Schools 5. Application for No Increase in Tuition Fee 6. Application for Increase in Tuition Fee 	N/A

REGIONAL OFFICES

Concerned Office/Unit	External Services	Internal Services
Accounting Section	N/A	<ol style="list-style-type: none"> 1. Certification as to Availability of Funds 2. Endorsement of Request for Cash Allocation from SDOs
Budget Section	N/A	<ol style="list-style-type: none"> 1. Disbursement Updating 2. Downloading/Fund Transfers of SAROs received from Central Office to Schools Division Office and Implementing Units 3. Letter of Acceptance for Downloaded Funds 4. Obligation of Expenditure (Incurrence of Obligation Charged to Approved Budget Allocation per GAARD and Other Budget Laws/Authority) 5. Processing of Budget Utilization Request & Status (BURS)
Cash Section	<ol style="list-style-type: none"> 1. Payment of External and Internal Claims 2. Payment of Obligation 	<ol style="list-style-type: none"> 3. Handling of Cash Advances
Curriculum and Learning Management Division	<ol style="list-style-type: none"> 1. Access to LRMS Portal 2. Procedure for the Use of LRMS Computers 	N/A
Human Resource and Development Division	N/A	<ol style="list-style-type: none"> 1. Rewards and Recognition
Legal Unit	<ol style="list-style-type: none"> 1. Legal Assistance to Walk-in Clients 2. Request for Correction of Entries in School Record 	<ol style="list-style-type: none"> 3. Processing of communication received through the Public Assistance Action Center (PAAC) 4. Request for Certification as to the Pendency or Non-Pendency of an Administrative Case
National Educators Academy of the Philippines - Regional Office	<ol style="list-style-type: none"> 1. Recognition of Professional Development Programs / Courses 	N/A
Office of the Regional Director	<ol style="list-style-type: none"> 1. Issuance of Foreign Travel Authority <ol style="list-style-type: none"> 1.1. Issuance of Foreign Official Travel Authority 1.2. Issuance of Foreign Personal Travel Authority 	N/A

<p>Personnel Section</p>	<ol style="list-style-type: none"> 1. Acceptance of Employment Application (Walk-in) 2. Acceptance of Employment Application (Online) 3. Issuance of Certificate of Last Payment 	<ol style="list-style-type: none"> 4. Application for Leave 5. Application for Retirement / Survivorship / Disability Benefit 6. Issuance of Certificate for Remittances 7. Issuance of Certificate of Employment and/or Service Record 8. Issuance of Foreign Travel Authority <ol style="list-style-type: none"> 8.1. Issuance of Foreign Official Travel Authority 8.2. Issuance of Foreign Personal Travel Authority 9. Processing of Equivalent Record Form (ERF) 10. Processing of Study Leave 11. Processing of Terminal Leave Benefits 12. Request for Transfer from Another Region 13. Stoppage/Deletion of Deductions in the Payroll (Loans and Insurances)
<p>Policy, Planning and Research Division</p>	<ol style="list-style-type: none"> 1. Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering 2. Request for Reversion 	<p>N/A</p>
<p>Public Affairs Unit</p>	<ol style="list-style-type: none"> 1. Public assistance (Email) 2. Public assistance (Hotline and Walk-in) 3. Standard FOI Request through Walk-In Facility and Mail 	<p>N/A</p>
<p>Quality Assurance Division</p>	<ol style="list-style-type: none"> 1. Application for Opening/Additional Offering of SHS Program for Private Schools 2. Application for Tuition and Other School Fees (TOSF), No Increase, and Proposed New Fees of Private Schools 3. Issuance of Special Orders for the Graduation of Private School Learners 	<ol style="list-style-type: none"> 4. Application for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public Schools
<p>Records Section</p>	<ol style="list-style-type: none"> 1. Certification, Authentication, and Verification 2. Issuance of Requested Documents (CTC and Photocopy of 	<p>N/A</p>

	<p>Documents)</p> <ol style="list-style-type: none">3. Issuance of Requested Documents (Non-CTC)4. Receiving of Communication5. Receiving of Complaint6. Document Routing and Tracking using the Document Management System	
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FY 2024 RO Zero Backlog Report - to be answered by ROs only

As required by RA 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, the Anti-Red Tape Authority (ARTA) requests the submission of the FY 2024 Zero Backlog Report covering transactions from January 1 to December 31, 2024.

To facilitate the agency-wide report to be signed and submitted by the DepEd Secretary or his designated representative, the BHRDD-OED is requesting one (1) respondent per Regional Office (not per functional unit), assigned by the Regional Director, to fill out this Form. **SDOs and Schools are NOT allowed to answer this form.**

An RO is said to have Zero Backlog when it has
(1) acted on all client transactions received between January 1 to December 31, 2024, e.g. all client requests, queries, or concerns have been acknowledged/answered.
(2) read and processed accordingly all online/physical correspondences received between January 1 to December 31, 2024.

Only transactions for services listed on the DepEd Citizen's Charter shall be included in this Report. The DepEd Citizen's Charter may be accessed via this link:
<https://www.deped.gov.ph/wp-content/uploads/DepEd-Citizens-Charter-2023.pdf>

The deadline for responding to this survey is **February 28, 2025. Offices/units are reminded not to send their individual reports directly to the ARTA.** Submissions shall be collated by the BHRDD-OED in one agency-wide report, to be signed by the DepEd Secretary or his designated representative and forwarded to the ARTA.

It must be reiterated that conformance to RA 11032 is subject to random audit or monitoring by the Compliance Monitoring and Evaluation Office (CMEC) of ARTA, who may refer any non-compliance to the Investigation, Enforcement, and Litigation Office (IELO). Thus, all are enjoined to implement the service standards declared in the DepEd Citizen's Charter.

1. DepEd email address *

2. Full name (First Name, Middle Initial, Last Name) *

3. Designation (please spell out) *

4. Office of Assignment in the RO *

- Office of the Regional Director
- Office of the Assistant Regional Director
- Administrative Division
- CLMD
- ESSD
- Finance Division
- FTAD
- HRDD
- ICT
- Legal
- PAU
- PPRD
- QAD

5. Regional Office *

- I
- II
- III
- IV-A
- IV-B
- V
- VI
- VII
- VIII
- IX
- X
- XI
- XII
- CARAGA
- CAR
- NCR

6. Total no. of SDOs under jurisdiction *

The value must be a number

7. Total no. of public schools under jurisdiction (no need to disaggregate data) as of SY 2023-2024 *

The value must be a number

8. Do any of the offices in the RO have
(1) client transactions (requests, queries, concerns) received between January 1 to December 31, 2024 that have not been acknowledged/answered as of January 1, 2025 and/or
(2) online/physical correspondences received between January 1 to December 31, 2024 that have not been read/processed as of January 1, 2025? *

- No
- Yes

Pending Transactions

9. Which office/s in the RO have pending transaction/s?

* Pending transactions are client transactions (requests, queries, concerns) received between January 1 to December 31, 2024 that have not been acknowledged/answered as of January 1, 2025 or online/physical correspondence received between January 1 to December 31, 2024 that have not been read/processed as of January 1, 2025. *

- Accounting
- Budget
- Cash
- CLMD
- HRDD
- Legal
- NEAP - RO
- ORD
- PAU
- Personnel
- PPRD
- QAD
- Records

10. How many transactions (requests, queries, concerns) in the RO between January 1 to December 31, 2024 have not been acknowledged/answered as of January 1, 2025 and/or how many online/physical correspondence received between January 1 to December 31, 2024 have not been read/processed as of January 1, 2025? List the total number. *

The value must be a number

11. Please share the challenge/s encountered that hindered observance of the prescribed processing time for these pending transactions in the RO. *

Zero Backlog Certification from RD

It must be reiterated that conformance to RA 11032 is subject to random audit or monitoring by the Compliance Monitoring and Evaluation Office (CMEO) of ARTA, who may refer any non-compliance to the Investigation, Enforcement, and Litigation Office (IELO). Thus, all are enjoined to implement the service standards declared in the DepEd Citizen's Charter.

12. For ROs with no pending transactions, please fill out the form attached to the memo, have it signed by the RD, save as PDF, and upload it on the portion below. *

File number limit: 1 Single file size limit: 10MB Allowed file types: Word, Excel, PPT, PDF, Image, Video, Audio

13. Respondent's Declaration: I hereby declare that I am the designated respondent for this form and that the information given in this report is and true and correct to the best of my knowledge. *

Agree

14. Respondent's Full name (First Name, Middle Initial, Last Name) *

Inventory of Backlog and Zero Backlog Program

Since the RO has backlogs, the RO needs to submit the Inventory of Backlog Form and Zero Backlog Program signed by the RD.

15. Please fill out and upload the **Inventory of Backlog Form** signed by the RD:
(1) client transactions (requests, queries, concerns) received between January 1 to December 31, 2024 that have not been acknowledged/answered as of January 1, 2025 and/or
(2) online/physical correspondences received between January 1 to December 31, 2024 that have not been read/processed as of January 1, 2025 *

File number limit: 1 Single file size limit: 10MB Allowed file types: PDF

16. Please fill out and upload the **Zero Backlog Program** signed by the RD:
(1) client transactions (requests, queries, concerns) received between January 1 to December 31, 2024 that have not been acknowledged/answered as of January 1, 2025 and/or
(2) online/physical correspondences received between January 1 to December 31, 2024 that have not been read/processed as of January 1, 2025 *

File number limit: 1 Single file size limit: 10MB Allowed file types: PDF

17. Respondent's Declaration: I hereby declare that I am the designated respondent for this form and that the information given in this report is and true and correct to the best of my knowledge. *

Agree

18. Respondent's Full name (First Name, Middle Initial, Last Name) *

This content is neither created nor endorsed by Microsoft. The data you submit will be sent to the form owner.

 Microsoft Forms

FY 2024 SDO Zero Backlog Report - to be answered by SDOs only &

As required by RA 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, the Anti-Red Tape Authority (ARTA) requests the submission of the FY 2024 Zero Backlog Report covering transactions from January 1 to December 31, 2024.

To facilitate the agency-wide report to be signed and submitted by the DepEd Secretary or his designated representative, the BHRD-OED is requesting one (1) respondent per Schools Division Office (not per functional unit), assigned by the Schools Division Superintendent, to fill out this Form and report the data collected from schools under its jurisdiction. **ROs and schools are NOT allowed to answer the form.**

An SDO is said to have Zero Backlog when the SDO and schools under its jurisdiction has (1) acted on all client transactions received between January 1 to December 31, 2024, e.g. all client requests, queries, or concerns have been acknowledged/answered, (2) read and processed accordingly all online/physical correspondences received between January 1 to December 31, 2024.

Only transactions for services listed on the DepEd Citizen's Charter shall be included in this Report. The DepEd Citizen's Charter may be accessed via this link: <https://www.deped.gov.ph/wp-content/uploads/DepEd-Citizens-Charter-2023.pdf>

The deadline for responding to this survey is **February 28, 2025**. **Offices/units are reminded not to send their individual reports directly to the ARTA.** Submissions shall be collated by the BHRD-OED in one agency-wide report, to be signed by the DepEd Secretary or his designated representative and forwarded to the ARTA.

It must be reiterated that conformance to RA 11032 is subject to random audit or monitoring by the Compliance Monitoring and Evaluation Office (CMEO) of ARTA, who may refer any non-compliance to the Investigation, Enforcement, and Litigation Office (IELO). Thus, all are enjoined to implement the service standards declared in the DepEd Citizen's Charter.

1. DepEd email address *

Please enter an email

2. Full name (First Name, Middle Initial, Last Name) *

Enter your answer

3. Designation (please spell out) *

Enter your answer

4. Are you a school-based personnel? *

Yes

No

5. Office of Assignment in the SDO *

6. Region *

I

II

III

IV-A

IV-B

V

VI

VII

VIII

IX

X

XI

XII

CARAGA

CAR

NCR

7. Schools Division Office *

- Abra
- Agusan Del Norte
- Agusan Del Sur
- Aklan
- Alaminos City
- Albay
- Angeles City
- Antipolo City
- Antique
- Apayao
- Aurora
- Bacolod City
- Bacoor
- Bago City
- Baguio City
- Bais City
- Balanga City
- Baliwag
- Bataan
- Batac City
- Batanes
- Batangas
- Batangas City
- Bayawan City
- Baybay City
- Bayugan City
- Benguet
- Biliran
- Biñan City
- Bislig City

- Bogo City
- Bohol
- Borongan City
- Bukidnon
- Bulacan
- Butuan City
- Cabadbaran City
- Cabanatuan City
- Cabuyao City
- Cadiz City
- Cagayan
- Cagayan de Oro City
- Calamba City
- Calapan City
- Calbayog City
- Caloocan
- Camarines Norte
- Camarines Sur
- Camiguin
- Candon City
- Canlaon City
- Capiz
- Carcar City
- Catanduanes
- Catbalogan City
- Cauayan City
- Cavite
- Cavite City
- Cebu City
- Cebu Province
- Cotabato
- Daquon City

- Davao City
- Davao de Oro
- Davao del Norte
- Davao del Sur
- Davao Occidental
- Davao Oriental
- Digos City
- Dipolog City
- Dumaguete City
- Eastern Samar
- El Salvador City
- Escalante City
- Gapan City
- General Santos City
- General Trias
- Gingoog City
- Guihulngan City
- Guimaras
- Himamaylan
- Ifugao
- Ilagan, Isabela
- Iligan City
- Ilocos Norte
- Ilocos Sur
- Iloilo
- Iloilo City
- Imus
- Iriga City

- Isabela
- Isabela City
- Island Garden City of Samal
- Kabankalan City
- Kalinga
- Kidapawan City
- Koronadal City
- La Carlota City
- La Union
- Laguna
- Lanao del Norte
- Laoag City
- Lapu-Lapu City
- Las Piñas City
- Legazpi City
- Leyte
- Ligeo City
- Lipa City
- Lucena City
- Maasin City
- Mabalacat City
- Makati City
- Malabon City
- Malaybalay City
- Malolos City
- Mandaluyong City
- Mandau City
- Manila
- Marikina City
- Marinduque
- Masbate
- ...

- Masbate City
- Mati City
- Meycauayan City
- Misamis Occidental
- Misamis Oriental
- Mountain Province
- Muñoz Science City
- Muntinlupa City
- Naga City
- Naga City, Cebu
- Navotas City
- Negros Occidental
- Negros Oriental
- Northern Samar
- Nueva Ecija
- Nueva Vizcaya
- Occidental Mindoro
- Olongapo City
- Oriental Mindoro
- Ormoc City
- Oroquieta City
- Ozamiz City
- Pagadian City
- Palawan
- Pampanga
- Panabo City
- Pangasinan I
- Pangasinan II
- Parañaque City
- Pasay City
- Pasig City
- Passi City

- Province of Dinagat Island
- Puerto Princesa City
- Quezon
- Quezon City
- Quirino
- Rizal
- Romblon
- Roxas City
- Sagay City
- Samar (Western Samar)
- San Carlos City, Negros Occidental
- San Carlos City, Pangasinan
- San Fernando, La Union
- San Fernando, Pampanga
- San Jose, Nueva Ecija
- San Jose Del Monte, Bulacan
- San Juan
- San Pablo City
- San Pedro
- Santa Rosa City
- Santiago City
- Sarangani
- Sargao
- Silay City
- Sibalay
- Siquijor
- Sorsogon
- Sorsogon City
- South Cotabato
- Southern Leyte
- Sto Tomas

- Sultan Kudarat
- Surigao City
- Surigao del Norte
- Surigao del Sur
- Tabaco City
- Tabuk City
- Tacloban City
- Tacurong City
- Tagbilaran City
- Taguig and Pateros
- Tagum City
- Talisay City
- Tanauan City
- Tandag City
- Tangub City
- Tanjay City
- Tarlac City
- Tarlac Province
- Tayabas City
- Toledo City
- Tuguegarao City
- Urdaneta City
- Valencia City
- Valenzuela City
- Victorias City
- Vigan City
- Zambales
- Zamboanga City
- Zamboanga del Norte
- Zamboanga del Sur
- Zamboanga Sibugay Province

8. Total no. of public schools under the SDO's jurisdiction (no need to disaggregate data) as of SY 2023-2024 *

The value must be a number

Pending Transactions - SDOs

9. Do any of the offices in the SDO have

- (1) client transactions (requests, queries, concerns) received between January 1 to December 31, 2024 that have not been acknowledged/answered as of January 1, 2025 and/or
- (2) online/physical correspondences received between January 1 to December 31, 2024 that have not been read/processed as of January 1, 2025? *

No

Yes

10. Which office/s in the SDO have pending transaction/s?

* Pending transactions are client transactions (requests, queries, concerns) received between January 1 to December 31, 2024 that have not been acknowledged/answered as of January 1, 2025 or online/physical correspondence received between January 1 to December 31, 2024 that have not been read/processed as of January 1, 2025. Check all those that apply. *

Budget

Cash

CID

ICT

Legal

OSDS

Personnel

Property and Supply

Records

SGOD - Planning & Research

SGOD - SMME

11. How many transactions (requests, queries, concerns) in the SDO between January 1 to December 31, 2024 have not been acknowledged/answered as of January 1, 2025 and/or how many online/physical correspondence received between January 1 to December 31, 2024 have not been read/processed as of January 1, 2025? List the total number. *

The value must be a number

12. Please share the challenge/s encountered that hindered observance of the prescribed processing time for these pending transactions in SDOs. *

Pending Transactions - Schools

13. Do any of the public schools under the SDO's jurisdiction have
(1) client transactions (requests, queries, concerns) received between January 1 to December 31, 2024 that have not been acknowledged/answered as of January 1, 2025 and/or
(2) online/physical correspondences received between January 1 to December 31, 2024 that have not been read/processed as of January 1, 2025? *

No

Yes

14. List the school ID number/s, full names of the schools, and number of pending transactions per school in an Excel file. List the total number of schools and pending transactions at the last row.

* Pending transactions are client transactions (requests, queries, concerns) received between January 1 to December 31, 2024 that have not been acknowledged/answered as of January 1, 2025 or online/physical correspondence received between January 1 to December 31, 2024 that have not been read/processed as of January 1, 2025. *

File number limit: 1 Single file size limit: 10/MB Allowed file types: Excel

15. Please share the challenge/s encountered that hindered observance of the prescribed processing time for these pending transactions in schools. *

Zero Backlog Certification from SDS

It must be reiterated that conformance to RA 11032 is subject to random audit or monitoring by the Compliance Monitoring and Evaluation Office (CMEQ) of ARTA, who may refer any non-compliance to the Investigation, Enforcement, and Litigation Office (IELO). Thus, all are enjoined to implement the service standards declared in the DepEd Citizen's Charter.

16. For SDOs with no pending transactions for ALL services in the SDO and schools, please fill out the form attached to the email, have it signed by the SDS, save as PDF, and upload it on the portion below. *

File number limit: 1 Single file size limit: 10MB Allowed file types: Word, Excel, PPT, PDF, Image, Video, Audio

17. Respondent's Declaration: I hereby declare that I am the designated respondent for this form and that the information given in this report is and true and correct to the best of my knowledge. *

Agree

18. Respondent's Full name (First Name, Middle Initial, Last Name) *

Inventory of Backlog and Zero Backlog Program

Since the SDO and/or schools under its jurisdiction has backlogs, the SDO needs to submit the Inventory of Backlog Form and Zero Backlog Program signed by the SDS.

19. For SDOs and/or schools under its jurisdiction with at least one of these scenarios, please fill out and upload the **Inventory of Backlog Form** signed by the SDS:
(1) client transactions (requests, queries, concerns) received between January 1 to December 31, 2024 that have not been acknowledged/answered as of January 1, 2025 and/or
(2) online/physical correspondences received between January 1 to December 31, 2024 that have not been read/processed as of January 1, 2025
*

File number limit: 1 Single file size limit: 10MB Allowed file types: PDF

20. For SDOs and/or schools under its jurisdiction with at least one of these scenarios, please fill out and upload the **Zero Backlog Program** signed by the SDS:
(1) client transactions (requests, queries, concerns) received between January 1 to December 31, 2024 that have not been acknowledged/answered as of January 1, 2025 and/or
(2) online/physical correspondences received between January 1 to December 31, 2024 that have not been read/processed as of January 1, 2025
*

File number limit: 1 Single file size limit: 10MB Allowed file types: PDF

21. Respondent's Declaration: I hereby declare that I am the designated respondent for this form and that the information given in this report is and true and correct to the best of my knowledge. *

Agree

22. Respondent's Full name (First Name, Middle Initial, Last Name) *

This content is neither created nor endorsed by Microsoft. The data you submit will be sent to the form owner.

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FY 2024 CO Zero Backlog Report

As required by RA 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, the Anti-Red Tape Authority (ARTA) requests the submission of the FY 2024 Zero Backlog Report covering transactions from January 1 to December 31, 2024.

To facilitate the agency-wide report to be signed and submitted by the DepEd Secretary or his designated representative, the BHRD-OED is requesting one (1) respondent per concerned unit in the Central Office to fill out this Form. The office/s concerned are the following:

1. Administrative Service – Cash Division (AS-CD)
2. Administrative Service – Records Division (AS-RD)
3. Bureau of Curriculum Development – Special Curricular Programs Division (BCD-SCPD)
4. Bureau of Education Assessment – Education Assessment Division (BEA-EAD)
5. Bureau of Human Resource and Organizational Development – Personnel Division (BHRD-PD)
6. Education Facilities Division (EFD)
7. Finance Service – Accounting Division (FS-AD)
8. Finance Service – Budget Division (FS-BD)
9. Finance Service – Employee Account Management Division (FS-EAMD)
10. Information and Communications Technology Service – Solutions Development Division (ICTS-SDD)
11. Information and Communications Technology Service – User Support Division (ICTS-USD)
12. Legal Service (LS)
13. Legal Service – Investigation Division (LS-ID)
14. Legal Service – Legal Division (LS-LD)
15. National Educators Academy of the Philippines – Professional Development Division (NEAP-PDD)
16. National Educators Academy of the Philippines – Quality Assurance Division (NEAP-QAD)
17. Office of the Secretary (OSEC)
18. Public Affairs Service – Public Assistance Action Center (PAS-PAAC)
19. Public Affairs Service – Publications Division (PAS-PD)

An office is said to have Zero Backlog when it has

1. acted on all client transactions received between January 1 to December 31, 2024, e.g. all client requests, queries, or concerns have been acknowledged/answered.
2. read and processed accordingly all online/physical correspondences received between January 1 to December 31, 2024.

Only transactions for services listed on the DepEd Citizen's Charter shall be included in this Report. The DepEd Citizen's Charter may be accessed via this link:

<https://www.deped.gov.ph/wp-content/uploads/DepEd-Citizens-Charter-2023.pdf>

The deadline for responding to this survey is **February 28, 2025**. **Offices/units are reminded not to send their individual reports directly to the ARTA**. Submissions shall be collated by the BHRD-OED in one agency-wide report, to be signed by the DepEd Secretary or his designated representative and forwarded to the ARTA.

It must be reiterated that conformance to RA 11032 is subject to random audit or monitoring by the Compliance Monitoring and Evaluation Office (CMEC) of ARTA, who may refer any non-compliance to the Investigation, Enforcement, and Litigation Office (IELO). Thus, all are enjoined to implement the service standards declared in the DepEd Citizen's Charter.

1. DepEd email address *

2. Full name (First Name, Middle Initial, Last Name) *

3. Designation (please spell out) *

4. Office *

- AS-CD
- AS-RD
- BCD-SCPD
- BEA-EAD
- BHRD-PD
- EFD
- FS-AD
- FS-BD
- FS-EAMD
- ICTS-SDD
- ICTS-USD
- LS
- LS-ID
- LS-LD
- NEAP-PDD
- NEAP-QAD
- OSEC
- PAS-PAAC
- PAS-PD

Pending Transactions

5. Does your office have

- (1) client transactions (requests, queries, concerns) received between January 1 to December 31, 2024 that have not been acknowledged/answered as of January 1, 2025 and/or
(2) online/physical correspondences received between January 1 to December 31, 2024 that have not been read/processed as of January 1, 2025? *

No

Yes

6. How many transactions (requests, queries, concerns) between January 1 to December 31, 2024 have not been acknowledged/answered as of January 1, 2025 and/or how many online/physical correspondence received between January 1 to December 31, 2024 have not been read/processed as of January 1, 2025? List the total number. *

The value must be a number

7. Please share the challenge/s encountered that hindered observance of the prescribed processing time for these pending transactions. *

Zero Backlog Certification from the Bureau/Service Director

It must be reiterated that conformance to RA 11032 is subject to random audit or monitoring by the Compliance Monitoring and Evaluation Office (CMEO) of ARTA, who may refer any non-compliance to the Investigation, Enforcement, and Litigation Office (IELO). Thus, all are enjoined to implement the service standards declared in the DepEd Citizen's Charter.

8. For offices with no pending transactions, please fill out the form attached to the memo, have it signed by the Bureau/Service Director, save as PDF, and upload it on the portion below. *

File number limit: 1 Single file size limit: 10MB Allowed file types: Word, Excel, PPT, PDF, Image, Video, Audio

9. Respondent's Declaration: I hereby declare that I am the designated respondent for this form and that the information given in this report is and true and correct to the best of my knowledge. *

Agree

10. Respondent's Full name (First Name, Middle Initial, Last Name) *

Inventory of Backlog and Zero Backlog Program

Since the office has backlogs, you need to submit the Inventory of Backlog Form and Zero Backlog Program signed by the Bureau/Service Director.

11. Please fill out and upload the **Inventory of Backlog Form** signed by the Bureau/Service Director:
- (1) client transactions (requests, queries, concerns) received between January 1 to December 31, 2024 that have not been acknowledged/answered as of January 1, 2025 and/or
 - (2) online/physical correspondences received between January 1 to December 31, 2024 that have not been read/processed as of January 1, 2025 *

File number limit: 1 Single file size limit: 10MB Allowed file types: PDF

12. Please fill out and upload the **Zero Backlog Program** signed by the Bureau/Service Director:
- (1) client transactions (requests, queries, concerns) received between January 1 to December 31, 2024 that have not been acknowledged/answered as of January 1, 2025 and/or
 - (2) online/physical correspondences received between January 1 to December 31, 2024 that have not been read/processed as of January 1, 2025 *

File number limit: 1 Single file size limit: 10MB Allowed file types: PDF

13. Respondent's Declaration: I hereby declare that I am the designated respondent for this form and that the information given in this report is and true and correct to the best of my knowledge. *

Agree

14. Respondent's Full name (First Name, Middle Initial, Last Name) *

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(Insert RO/SDO Header here)

Enclosure No. 6

ZERO BACKLOG CERTIFICATION

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, Amending for the Purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, [FULL NAME], Filipino, of legal age, [Schools Division Superintendent / Regional Director / Bureau/Service Director], of the [Name of SDO/RO/Office in the CO], the person responsible and accountable in ensuring compliance with Section 1, Rule VI of the Implementing Rules and Regulations (IRR) of R.A. 11032, otherwise known as the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:

- 1) The [Name of SDO/RO/Office in the CO], including its [No. of schools, if SDO / No. of offices in the RO / Not applicable for the CO] adhere to the responsibility to render fast, efficient, convenient, and reliable service;
- 2) The government offices enumerated herein do not have unacted upon/pending transactions exceeding the prescribed processing time as indicated in the Citizen's Charter; and
- 3) All the services/transactions are processed within the prescribed processing time set under R.A. 11032.

This certification is being issued to attest to the fact that the [Name of SDO/RO/Office in the CO] has no backlog transactions for the period January 1 – December 31, 2024.

IN WITNESS THEREOF, I have hereunto set my hand this [DAY] of [MONTH], [YEAR] in [CITY, PROVINCE], Philippines.

[FULL NAME]
[Schools Division Superintendent / Regional Director / Bureau/Service Director]
[Name of SDO/RO/Office in the CO]

Enclosure No. 7 - Inventory of Backlogs

Name of SDO/RO/Office in CO:					
(A) Name of Service	(B) Classification of Service (Simple / Complex / Highly Technical)	(C) Processing time indicated in the Citizens Charter (i.e., days / hours / minutes)	(D) Total no. of received applications / requests from January 1 – December 31, 2024	(E) Total no. of pending applications / transactions from January 1 – December 31, 2024	(F) Remarks
<i>e.g. Issuance of Foreign Official Travel Authority</i>	<i>Simple</i>	<i>7 days</i>	<i>250</i>	<i>1</i>	<i>XXXXX</i>

Prepared by:

Approved by:

Full Name
 Designation and Office

Full Name of SDS/RD/Bureau or Service Director in CO
 Designation

For Columns A to C – Please refer to the DepEd Citizen's Charter for the following information. The Charter may be accessed at <https://www.deped.gov.ph/wp-content/uploads/DepEd-Citizens-Charter-2023.pdf>

For Columns D and E – Only transactions for services listed on the DepEd Citizen's Charter shall be accounted for in this inventory.

For Column F – State the reason for the delay in processing the application / request.

Enclosure No. 8 – Zero Backlog Program

Name of SDO/RO/Office in CO	<i>Indicate the name of the agency</i>
Program Title/Name	DepEd Zero Backlog Program
Program Objective	<i>Program Objective</i>
Target Output	<i>The intended output of the program once completed</i>
Date Implemented	<i>The date when the program will be implemented</i>
Program Description	

Matrix of Services and Plan of Action							
(A) Office	(B) Name of service	(C) Classification (Simple, Complex, Highly Technical)	(D) Average no. of applications/ requests/ license/permits /clearances, etc. received per day	(E) Average no. of applications / requests/ licenses /permits /clearances, etc. processed within the prescribed processing time in the Citizen's Charter	(F) Average no. of applications / requests/ licenses /permits /clearances, etc. ISSUED within the prescribed processing time in the Citizen's Charter	(G) Intervening Factors for the gap (i.e., limited IT infrastructure, unavailable signatories, etc.)	(H) Plan of Action to address the gap (i.e., Streamlining, Digitalization.)

Prepared by:

Approved by:

Full Name
 Designation and Office

Full Name of SDS/RD/Bureau or Service Director in CO
 Designation

For Columns B and C – Please refer to the DepEd Citizen's Charter for the following information. The Charter may be accessed at <https://www.deped.gov.ph/wp-content/uploads/DepEd-Citizens-Charter-2023.pdf>

For Columns D to F – Only transactions for services listed on the DepEd Citizen's Charter shall be accounted for in the Program.