



Republic of the Philippines
Department of Education
 CORDILLERA ADMINISTRATIVE REGION



14 July 2025

REGIONAL MEMORANDUM
 No. 508.2025

DISSEMINATION OF MEMORANDUM DM-OUHROD-2025-1870 "CONDUCT OF THE FY 2025 REFRESHER TRAINING ON THE IMPLEMENTATION OF RA 11032 AND LAUNCHING OF THE R' A 11032 MODULE IN LMS"

To: Assistant Regional Director
 Schools Division Superintendents
 All Others Concerned

1. Enclosed is MEMORANDUM DM-OUHROD-2025-1870 "Conduct of The FY 2025 Refresher Training on the Implementation of RA 11032 and Launching of the RA 11032 Module in LMS", details of which are stated within.
2. Regional Office and Schools Division Office participants are requested to register their attendance through the link provided in the enclosure on or before July 23, 2025, and are advised to join the online orientation on July 25, 2025. The meeting link will be provided to the registered participants.
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

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ASD/MAB/mpc
 RA11032



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Republika ng Pilipinas
Department of Education

OFFICE OF THE UNDERSECRETARY
HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT



MEMORANDUM
DM-OUHROD-2025-1870

FOR : UNDERSECRETARIES
ASSISTANT SECRETARIES
BUREAU/SERVICE DIRECTORS
REGIONAL DIRECTORS
SCHOOL DIVISION SUPERINTENDENTS
All Other DepEd CART and SubCART Members

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

SUBJECT : CONDUCT OF THE FY 2025 REFRESHER TRAINING ON THE
IMPLEMENTATION OF RA 11032 AND LAUNCHING OF THE RA
11032 MODULE IN LMS

DATE : 08 July 2025

Since the enactment of Republic Act (RA) No. 11032, also known as the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, the Department of Education (DepEd) has remained committed to ensuring compliance with key provisions, including the Citizen's Charter (CC), Client Satisfaction Measurement (CSM), Zero Backlog Program, Report Card Survey (RCS) 2.0, and the Committee on Anti-Red Tape (CART).

To ensure the continuity of efficient and transparent service delivery, the Bureau of Human Resource and Organizational Development – Organization Effectiveness Division (BHROD-OED) will conduct the FY 2025 Refresher Training on RA 11032 implementation on **July 25, 2025, via Microsoft Teams (online)**.

The activity will be divided into three key segments:

- Part I – Refresher Training with Anti-Red Tape Authority (ARTA)
- Part II – Discussion on DepEd's Citizen Charter and Compliance to RA 11032 Requirements
- Part III - Launching of the RA 11032 Module under the DepEd's Learning Management System (LMS)



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The target participants for the activity should be members of the bureau/service/office's DepEd Committee on Anti-Red Tape (CART)/SubCART. For confirmation of attendance, participants are requested to pre-register on or before July 23, 2025, through this link: bit.ly/ra11032refresher2025. The MS Teams link for the activity and the corresponding Certificate of Participation will be sent to the registered participants.

Attached are the following documents for reference:

- List of Participants (**Annex A**)
- Program Design (**Annex B**)

For questions or clarifications, you may contact Ms. Hannah Hasmin M. Caña, DepEd CART Secretariat, BHROD-OED, through email at citizenscharter@deped.gov.ph or at landline (02) 8633-5375.



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ANNEX A - LIST OF PARTICIPANTS

FY 2025 Refresher Training on the Implementation of RA 11032 and Launching of
the RA 11032 Module in Learning Management System (LMS)

July 25, 2025

OFFICE	No. of Allocated Pax
DepEd Committee on Anti-Red Tape (CART) – Central Office	
Chairperson – Sec. Sonny Angara	1
Vice Chairperson – USec Wilfredo E. Cabral	1
Member – Usec Peter Irving C. Corvera	1
Member – Usec Trygve L. Olaivar	1
Member – Usec Ronald U. Mendoza	1
Member – Usec Filemon Ray L. Javier	1
Member – Asec Marcelino G. Veloso III	1
OIC Director IV, Admin Service – Ella Cecilia G. Naliponguit	1
OIC Director IV, BHROD – Mario M. Bermudez	1
Director, ICTS -	1
Director IV, Legal Service – Atty. Janine Nicole O. Chua	1
Director IV, PPS – Maria Clarisse T. Ligunas-Roque	1
Director IV, PAS – Jan Kevin M. Rivera	1
Other Members from the Central Office	
Administrative Service	2
Alternative Dispute Resolution Office	2
Bureau of Alternative Education	2
Bureau of Curriculum Development	2
Bureau of Education Assessment	2
Bureau of Human Resource and Organizational Development	2
Bureau of Learning Delivery	2
Bureau of Learning Resources	2
Bureau of Learner Support Services	2
Disaster Risk Reduction and Management Service	2
Education Facilities Division	2
Education Futures Office	2
Education Programs Management Office	2
External Partnership Service	2
Finance Service	2
Government Assistance and Subsidies Service	2
Indigenous Peoples Education Office	2
Information and Communications Technology Service	2
Internal Audit Service	2
Learner Rights and Protection Office	2
Legal Service	2
Legislative Liaison Office	2
Literacy Coordinating Council Secretariat	2
National Educators Academy of the Philippines	2
Office of the Secretary	2
Office of the Secretary (Government Relation, Field Operations and Infrastructure Oversight)	2



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Office of the Secretary (Senior Personnel Oversight and HoPE)	2
Office of the Secretary (Chief of Staff, Administration and Policy Oversight)	2
Office of the Assistant Secretary for Administration	2
Office of the Assistant Secretary for Curriculum and Teaching	2
Office of the Assistant Secretary for External Partnerships Service	2
Office of the Assistant Secretary for Finance	2
Office of the Assistant Secretary for Information and Communications Technology Service	2
Office of the Assistant Secretary for National Educators Academy of the Philippines	2
Office of the Assistant Secretary for Public Affairs Service	2
Office of the Assistant Secretary for Operations (BLSS)	2
Office of the Assistant Secretary for Operations (PEO)	2
Office of the Assistant Secretary for Strategic Management	2
Office of the Undersecretary for Administration	2
Office of the Undersecretary for Curriculum and Teaching	2
Office of the Undersecretary for Finance	2
Office of the Undersecretary for Human Resource and Organizational Development	2
Office of the Undersecretary for Legal and Legislative Affairs	2
Office of the Undersecretary for Operations	2
Office of the Undersecretary for Procurement	2
Office of the Undersecretary for Strategic Management	2
Palarong Pambansa Secretariat	2
Policy and Planning Service	2
Private Education Office	2
Procurement Management Service	2
Project Management Service	2
Public Affairs Service	2
Sites Titling Office	2
FIELD OFFICES	
Regional Office (17 x 2 per RO)	34
Schools Division Office (218 X 2 per SDO)	436



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ANNEX B - PROGRAM DESIGN

FY 2025 Refresher Training on the Implementation of RA 11032 and Launching of
the RA 11032 Module in Learning Management System (LMS)

July 25, 2025

Time	Activity	Person / Office Responsible
08:00 am – 09:00 am	Registration	DepEd CART Secretariat
09:00 am – 09:30 am	Opening Program <ul style="list-style-type: none"> National Anthem Ecumenical Prayer DepEd Quality Policy Statement Acknowledgement of Participants 	DepEd CART Secretariat
	Welcome Remarks	Usec. Wilfredo E. Cabral Undersecretary for Human Resource and Organizational Development and DepEd CART Vice Chairperson
Part 1 – Refresher Training on RA 11032 with ARTA		
09:30 am – 10:00 am	Refresher on RA 11032 <ul style="list-style-type: none"> Citizen’s Charter Zero Backlog Report Committee on Anti-Red Tape 	ARTA
10:00 am – 10:30 am	Presentation of Results of the Report Card Survey (RCS) 2.0 and ARTA Onsite Inspection	ARTA
10:30 am – 10:45 am	Q&A with ARTA	DepEd CART Secretariat
10:45 am – 10:55 am	Awarding of Certificates to Resource Persons and Photo Opportunity	DepEd CART Secretariat
10:55 am – 11:00 am	~ Health Break ~	
Part 2 – DepEd’s Compliance with RA 11032 and Launching of RA 11032 Module in LMS		
11:00 am – 11:30 am	Status of Field Offices’ CC and CSM for FY 2025	DepEd CART Secretariat
11:30 am – 11:45 am	Launching of RA 11032 Module in LMS	DepEd CART Secretariat
11:45 am – 11:55 am	Q&A with DepEd CART	DepEd CART Secretariat
11:55 am	Closing Remarks	Dir. Mario P. Bermudez Director III, BHROD



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