



Republic of the Philippines
Department of Education
CARAGA REGION



REGIONAL MEMORANDUM

No. 0177, s. 2025

FEB 20 2025

To: Schools Division Superintendents
Sub-Committee on Anti-Red Tape
All Others Concerned
This Region

DISSEMINATION OF MEMORANDUM DM-BOUHROD-2025-0410 RE:
SUBMISSION OF THE FY 2024 ZERO BACKLOG REPORT

1. This Office hereby disseminates the enclosed Memorandum DM-OUHROD-2025-0410 titled, *Submission of the FY 2024 Zero Backlog Report*, in compliance with Section 10 of Republic Act 11032, or the Ease of Doing Business and Efficient Delivery of Government Service Delivery Act of 2018.
2. Also attached is the copy of Memorandum DM-OUHROD-2024-0268 or the *Composition of the DepEd Committee on Anti-Red Tape*, reiterating the requirement for all the schools division offices and the Regional Office on the constitution of the Sub-Committee on Anti-Red Tape (Sub-CART).
3. Please be guided on the deadline for the submission of said report on or before February 28, 2025.
4. Widest dissemination and prompt compliance of this Memorandum are hereby desired.

MARIA INES C. ASUNCION

Director IV
Regional Director

Encls.: Memorandum DM-OUHROD-2025-0410
Memorandum DM-OUHROD-2024-0268
Reference: Memorandum DM-OUHROD-2025-0410
To be indicated in the Perpetual Index
under the following subjects:

COMMITTEES REPORTS REQUIREMENTS SERVICE

ASD/mcd
02/19/2025



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Effectivity	02.01.23	Page	1 of 1



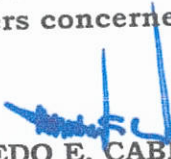


Republika ng Pilipinas
Department of Education

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



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

	3. Member-units as represented by a Director, one Chief, and at least one technical staff: • Administrative Service (AS) • Information and Communication Technology Service (ICTS) • Legal Service (LS) • Planning Service (PS) • Public Affairs Service (PAS) 4. From each CO unit – two (2) representatives each
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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: • Administrative Division • ICT Unit • Legal Unit • Public Affairs Unit	At least one representative each: • Administrative Service • ICT • Legal • Schools Governance and Operations Division	At least one (1) each: • 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
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	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	1. Processing of ORS 2. Posting/Updating of Disbursement
Cash Unit	N/A	1. Handling of Cash Advances
Information and Communications Technology Unit	N/A	1. User Account Management for Centrally Managed Systems 2. Troubleshooting of ICT Equipment 3. Uploading of Publications
Legal Unit	1. Request for Correction of Entries in School Record	2. Issuance of Certificate of No Pending Case
Office of the Schools Division Superintendent	N/A	1.1 Issuance of Foreign Official Travel Authority 1.2. Issuance of Foreign Personal Travel Authority
Personnel Unit	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)	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	1. Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment	2. Requisition and Issuance of Supplies 3. Property and Equipment Clearance Signing

Records Unit	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	1. Accessing Available Learning Resources from LRMS Portal 2. Borrowing of Learning Materials from Libraries 3. Alternative Learning System (ALS) Enrollment	4. Program Workflow of Submission of Contextualized Learning Resources 5. Quality Assurance of Supplementary Learning Resource
SGOD - Planning and Research Section	1. Request for Basic Education Data (from external stakeholders)	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	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	1. Certification as to Availability of Funds 2. Endorsement of Request for Cash Allocation from SDOs
Budget Section	N/A	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	1. Payment of External and Internal Claims 2. Payment of Obligation	3. Handling of Cash Advances
Curriculum and Learning Management Division	1. Access to LRMDs Portal 2. Procedure for the Use of LRMDs Computers	N/A
Human Resource and Development Division	N/A	1. Rewards and Recognition
Legal Unit	1. Legal Assistance to Walk-in Clients 2. Request for Correction of Entries in School Record	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	1. Recognition of Professional Development Programs / Courses	N/A
Office of the Regional Director	1. Issuance of Foreign Travel Authority 1.1. Issuance of Foreign Official Travel Authority 1.2. Issuance of Foreign Personal Travel Authority	N/A

Personnel Section	1. Acceptance of Employment Application (Walk-in) 2. Acceptance of Employment Application (Online) 3. Issuance of Certificate of Last Payment	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 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)
Policy, Planning and Research Division	1. Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering 2. Request for Reversion	N/A
Public Affairs Unit	1. Public assistance (Email) 2. Public assistance (Hotline and Walk-in) 3. Standard FOI Request through Walk-In Facility and Mail	N/A
Quality Assurance Division	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	4. Application for Establishment, Merging, Conversion, and Naming/Renaming of Public Schools and Separation of Public Schools
Records Section	1. Certification, Authentication, and Verification 2. Issuance of Requested Documents (CTC and Photocopy of	N/A

	Documents) 3. Issuance of Requested Documents (Non-CTC) 4. Receiving of Communication 5. Receiving of Complaint 6. Document Routing and Tracking using the Document Management System	
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CENTRAL OFFICE

Concerned Office/Unit	External Services	Internal Services
Accounting Division	N/A	1. Processing of Disbursement Vouchers – Big-Ticket Goods (Supplies, Materials, Equipment and Motor Vehicles) 2. Processing of Disbursement Vouchers – Consultancy 3. Processing of Disbursement Vouchers – Infrastructure 4. Processing of Disbursement Vouchers – General Support Services (Janitorial, Security, Maintenance, Garbage Collection and Disposal, and similar services) 5. Processing of Disbursement Vouchers – Rental Contract 6. Processing of Disbursement Vouchers – Repairs and Maintenance of Equipment and Motor Vehicles 7. Processing of Disbursement Vouchers – Board and Lodging 8. Processing of Disbursement Vouchers – Supplies, Materials & Equipment (Non-Big Ticket) 9. Processing of Disbursement Vouchers – Meals 10. Processing of Disbursement Vouchers – Training 11. Processing of Disbursement Vouchers – Honorarium 12. Processing of Disbursement Vouchers – Cash Advance for Activities 13. Processing of Disbursement Vouchers – Cash Advance for Salaries, Wages, Allowance, and Other Similar Expenses 14. Processing of Disbursement Vouchers – Foreign Travel 15. Processing of Disbursement Vouchers – Local Travel 16. Processing of Disbursement Vouchers – Salaries for Regular Employees 17. Processing of Disbursement Vouchers – Salaries for Contract of Service 18. Processing of Disbursement

		Vouchers – Petty Cash Fund
		19. Processing of Disbursement Vouchers – Gasoline Expenses
		20. Processing of Disbursement Vouchers – Allowances and Other Forms of Compensation
		21. Processing of Disbursement Vouchers – Terminal Leave
		22. Processing of Disbursement Vouchers – Collective Negotiation Agreement (CNA) Incentives
		23. Processing of Disbursement Vouchers – Special Counsel Allowance
		24. Processing of Disbursement Vouchers – Financial Assistance
		25. Processing of Disbursement Vouchers – Fund Transfers
		26. Processing of Disbursement Vouchers – Utilities
		27. Processing of Disbursement Vouchers – Communication Mobile
		28. Processing of Disbursement Vouchers – Overtime
		29. Processing of Disbursement Vouchers – Extraordinary and Miscellaneous Expenses
		30. Processing of Disbursement Vouchers – Registration Fees
		31. Processing of Disbursement Vouchers – Remittances
		32. Processing of Disbursement Vouchers – Plane Fare (DBM Procurement)
		33. Processing of Disbursement Vouchers – Advertising
		34. Processing of Disbursement Vouchers – Subscription Newspaper
		35. Application for Provident Fund Loan
		36. Processing of Liquidation Report - Petty Cash Fund (PCF)
		37. Processing of Liquidation Report – Training and Activities
		38. Processing of Liquidation Report – Foreign Travel
		39. Processing of Liquidation Report – Local Travel

		40. Processing of Liquidation Report – Payroll Fund for Salaries, Wages, Allowances and Other Similar Expenses 41. Pre-Audit of Budget Estimates 42. Pre-Audit of Various Authorities 43. Request for Application, Renewal and Cancellation of Bond 44. Request for Approval of the Contracts of Various Projects/Transactions 45. Issuance of GSIS and Pag-IBIG Certificate of Remittances 46. Application for Certification of Remittances 47. Request for BIR Form 2306 and 2307 48. Request for Photocopy of Supporting Documents from Paid and Filed Transactions 49. Application for Agency Code/Activation of Organization Code
Budget Division	N/A	1. Processing of Request for Obligation of Allotment 2. Preparation/Issuance of Sub-Allotment Release Order (Sub-ARO) 3. Certification of Availability of Allotment
Bureau of Curriculum Development - Special Curricular Programs Division	N/A	1. Application for Special Program in Foreign Language
Bureau of Education Assessment – Education Assessment Division	1. PEPT Onsite Registration 2. PEPT Online Registration 3. PEPT Computer-Based Test 4. Verification and Re-issuance of Certificate of Rating (COR) via Online Platform	N/A

Bureau of Human Resource and Organizational Development – Personnel Division	N/A	1. Issuance of Foreign Official Travel Authority 2. Issuance of Foreign Personal Travel Authority 3. Issuance of Certificate of Employment and Service Record 4. Order of Transfer and Reassignment 5. Application for Leave 6. Application for Retirement 7. Processing of Terminal Leave Benefits
Cash Division	1. Payment of Obligation through Cash Advance (including Petty Cash) 2. Payment of Obligation through Checks or LDDAP-ADA	N/A
Education Facilities Division	1. Evaluation of New Technology/Construction Materials for School Buildings 2. Project Design of DepEd School Building Programs and Projects 3. Payment of Obligation to Contractors with Existing Infrastructure Contract with DepEd Central Office 4. Payment of Obligation to Supplier with Existing Contract with DepEd Central Office for the Supply and Delivery of School Furniture	N/A
Employee Accounts Management Division	1. Evaluation of Application for APDS Accreditation/ Re-accreditation Process	2. Provident Fund Loan Application 3. Provident Fund Online Loan Application
Information and Communications Technology Service – Solutions Development Division	N/A	1. Google Workspace and Microsoft 365 User Account Issuance and Management (in Office Application) 2. Google Workspace and Microsoft 365 User Account Issuance and Management (via email) 3. Official DepEd Website Modification or Addition of Section 4. Migration of an Existing Website to the Official DepEd Domain

Information and Communications Technology – User Support Division	1. Issuance of Remittance List and Certification (GSIS / Pag-IBIG Personal Contributions and Loans) – walk-in 2. Issuance of Remittance List and Certification (GSIS / Pag-IBIG Personal Contributions and Loans) - online	3. Processing of Enterprise Human Resource Information System (EHRIS) requests – walk-in 4. Processing of Enterprise Human Resource Information System (EHRIS) requests – email 5. Processing of Learner Information System requests from end-users 5. Virtual Events Assistance Service
Legal Service	N/A	1. Issuance of Certification of No Pending or Pendency of Administrative Case and Clearance 2. Request for an Update on the Status of a Case in the Central Office 3. Request for Legal Opinion 4. Review of Memorandum of Agreement/Understanding, Procurement Contracts, and Ordinary Contracts
Legal Service – Investigation Division	1. Filing of Administrative Complaint	N/A
Legal Service – Legal Division	1. Endorsement for Duty and Tax Exemptions of Private Basic Education Schools 2. Filing of Appeal 3. Filing for Motion for Reconsideration	N/A
National Educators Academy of the Philippines - Professional Development Division	N/A	1. Scholarship Application
National Educators Academy of the Philippines – Quality Assurance Division	1. Online Orientation for Learning Service Providers 2. Authorization of Learning Service Providers 3. Recognition of Professional Development at the NEAP Central Office	N/A
Office of the Secretary	1. External Document Service	2. Internal Document Service

Public Affairs Service – Public Assistance Action Center	1. DepEd Action through Email (action@deped.gov.ph, Hotline 8888 and referrals from CSC, PCC, ARTA) 2. Hotline and Walk-in Facilities 3. Standard FOI Request through Walk-in Facility, action@deped.gov.ph, and online	N/A
Public Affairs Service – Publications Division	1. Issuance of Advisory 2. Issuance of DepEd Memorandum and DepEd Order signed by the Secretary 3. Provision of Copies of DepEd Issuances	4. Issuance of Office Memorandum, Office Order, Memorandum with Limited Application 5. Material Production/Binding/Cutting
Records Division	1. Issuance of Requested Documents 2. Issuance of Requested Documents – walk-in 3. Issuance of Requested Documents – online	N/A

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 BHRD-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.depded.gov.ph/anc-content/uploads/DepEd-Citizen's-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.

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
- ☐ PRPD
- ☐ QAD

1. DepEd email address *

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

3. Designation (please spell out) *

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
- ☐ PPID
- ☐ 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 PA 11032 is subject to random audit or monitoring by the Compliance Monitoring and Evaluation Office (CMEO) of ARRA, 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 Cebu'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. *

Upload file

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 RD has backlogs, the RD 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 *

Upload file

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 *

Upload file

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.



(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
e.g. Issuance of Foreign Official Travel Authority	Simple	7 days	250	1	XXXXXX

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	Program Objective	
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.