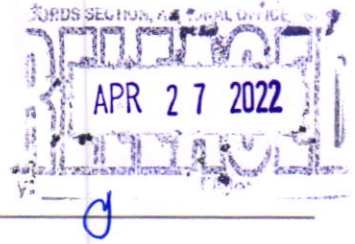




Republic of the Philippines
Department of Education
CARAGA REGION



April 26, 2022

REGIONAL MEMORANDUM

No. 0324, s. 2022

To: ASSISTANT REGIONAL DIRECTOR
SCHOOLS DIVISION SUPERINTENDENTS
ASSISTANT SCHOOLS DIVISION SUPERINTENDENTS
CHIEFS, FUNCTIONAL DIVISIONS
This Region

DISSEMINATION OF MEMORANDUM DM-HROD-2022-0632 ON THE
SUBMISSION OF THE DEPED BACKLOG REPORT

1. This Office hereby disseminates the enclosed Memorandum DM-HROD-2022-0632 on the Submission of the DepEd Backlog Report for the period March 1, 2020 to March 6, 2022, compliant to Republic Act No. 11032 or the Ease of Doing Business in the Government Service Delivery Act of 2018.
2. Attention is hereby invited to the deadline of submission to these reports on or before May 15, 2022.
3. Enclosed please find the basic communication as well as the seven (7) enclosures of said Memorandum.
4. For your information, guidance and strict compliance.


MA. GEMMA MERCADO LEDESMA
Regional Director

Encl.: Memorandum DM-HROD-2022-0632 and 7 other enclosures

Reference: Memorandum DM-HROD-2022-0632, RA 11032

To be indicated in the Perpetual Index

under the following subjects:

ARTA

MEMORANDUM

REPORT

ASD/mcd
04/26/2022



Address: J.P. Rosales Avenue,
Butuan City
Trunkline No: (085) 342-8207
Telefax No: (085) 342-5969
Email: caraga@deped.gov.ph



Document Control No:
DepEdRO13-F-REC-013/R3/02-18-2020



Republika ng Pilipinas

Department of Education

OFFICE OF THE UNDERSECRETARY

HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

MEMORANDUM
DM-HROD-2022-0632

TO : REGIONAL DIRECTORS
SCHOOLS DIVISION SUPERINTENDENTS
ALL OTHERS CONCERNED

FROM :  WILFREDO E. CABRAL
Regional Director, DepEd NCR and
Officer-In-Charge, Office of the Undersecretary
Human Resource and Organizational Development

SUBJECT : SUBMISSION OF THE DEPED BACKLOG REPORT

DATE : 18 April 2022

Pursuant to Section 10 of Republic Act (RA) No. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, "(I)f a government office/agency fails to approve or disapprove an original application or renewal of license, clearance, permit, certification, or authorization within the prescribed processing time, shall warrant automatic approval given that complete documents have been received and fees have been paid." To support the same, especially amidst the COVID-19 pandemic, the Anti-Red Tape Authority (ARTA) issued ARTA MC 2020-02 to establish the 3-7-20 *processing time* to ensure that services are delivered promptly and efficiently.

Further, to reiterate the abovementioned ARTA issued MC 2022-02 (Enclosure No. 1) directing all government agencies and offices to submit a report of received and pending transactions covering the period 01 March 2020 to 06 March 2022.

To comply with the said requirement, the Department of Education (DepEd) through the Bureau of Human Resource and Organizational Development-Organization Effectiveness Division (BHROD-OED), **requests the regional offices and schools division offices to accomplish the Google form on or before 15 May 2022:**

Governance Level	Respondent	Guide	Google Form link
Regional Office	One (1) per region (not per functional unit)	Enclosure No. 2	https://bit.ly/2022ROZeroBacklog
Schools Division Office	One (1) per SDO (not per functional unit) who shall also report the data collected from schools under its jurisdiction		https://bit.ly/2022SDOZeroBacklog
Schools			

Enclosed is a PDF copy of the online form (Enclosure No. 2) to show the respondents a sample of the Google form. The list of external services declared in the DepEd Citizen's Charter 2021 Handbook can be found in Enclosure No. 3.

On the other hand, **units with no transactions/applications unacted upon/pending beyond the prescribed processing time** indicated in the DepEd CC 2021 (<https://www.deped.gov.ph/wp-content/uploads/2021/12/DepEd-Citizens-Charter-2021-as-of-December-1-2021.pdf>) are requested to accomplish the Zero Backlog Certification (Enclosure No. 4) and upload it on the links provided on the table above **on or before 15 May 2022**.

All are enjoined to coordinate with DepEd CC 2021 TWG Members or ART Focal Persons (Enclosure No. 5) to accomplish the requested report/certification before the deadline.

Offices/units are reminded not to send their individual reports directly to the ARTA. Submissions shall be collated by the BHROD-OED as one agency-wide report, to be signed by the DepEd Secretary and to be submitted to 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.

For more information, please contact Ms. Diane-Joyce Perez of BHROD-OED at (02) 8633-5375 or email citizenscharter@deped.gov.ph.

Thank you.

Enclosures:

- Enclosure No. 1 - ARTA MC No. 2022-02 dated 07 March 2022
- Enclosure No. 2 - Sample Google Form
- Enclosure No. 3 - List of External Services per Governance Level
- Enclosure No. 4 - Field Office Zero Backlog Certification
- Enclosure No. 5 - DepEd CC 2021 TWG Members and ART Focal Persons

BHROD-OED/Perez



MEMORANDUM CIRCULAR NO. 2020-02
SERIES OF 2020

**TO: ALL NATIONAL GOVERNMENT AGENCIES AND
LOCAL GOVERNMENT UNITS**

**SUBJECT: ISSUANCE OF ORDER OF AUTOMATIC APPROVAL
OR AUTOMATIC EXTENSION FOR PENDING
TRANSACTIONS BEYOND THE PRESCRIBED
PROCESSING TIME OF 3-7-20 WORKING DAYS**

DATE: 14 FEBRUARY 2020

In line with the President's continuing reminder to process government transactions without delay and to implement the Authority's mandate for an efficient delivery of government service, the **3-7-20 Day** is hereby established.

You are hereby reminded to strictly implement the following provisions of **Republic Act No. 11032** or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*:

1. "All applications or requests submitted shall be acted upon by the assigned officer or employee within the prescribed processing time stated in the Citizen's Charter which shall not be longer than **three (3) working days in the case of simple transactions** and **seven (7) working days in the case of complex transactions** from the date the request and/or complete application or request was received." (Sec. 9)
2. "For applications or requests involving **activities which pose danger to public health, public safety, public morals, public policy, and highly technical application**, the prescribed processing time shall in no case be longer than **twenty (20) working days** or as determined by the government agency or instrumentality concerned, whichever is shorter." (Sec. 9)

In line with this, you are **DIRECTED** to immediately conduct an inventory of your pending simple, complex, and highly-technical transactions as of this date and which are pending beyond the prescribed processing time in accordance with your updated Citizen's Charter and to **ISSUE/RELEASE** the application or request as automatically approved or automatically extended, as the case may be. This is in compliance with the provisions of the law which grant **Automatic Approval or Automatic Extension of License, Clearance, Permit, Certification or Authorization**, such that:

1. "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. The acknowledgment receipt together with the official receipt for payment of all required fees issued to the applicant or requesting party shall be enough proof or has the same force and effect of a license, clearance, permit,



**Smarter Initiatives.
Better Philippines.**

✉ GF, HPGV Building, 395 Senator Gil Puyat Avenue, Makati City, Philippines 1200
☎ 478-5091/478-5093/478-5099
🌐 www.arta.gov.ph

certification or authorization under this automatic approval mechanism." (Section 10 of RA 11032)

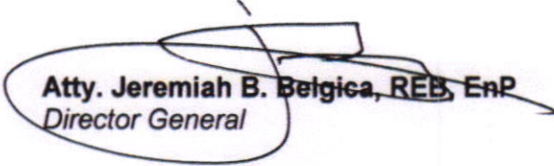
2. "If a government office or agency fails to act on an application or request for renewal of a license, clearance, permit, certification or authorization subject for renewal within the prescribed processing time, said license, clearance, permit, certification or authorization shall automatically be extended." (Section 10 of RA 11032)

Finally, you are **DIRECTED** to submit a report¹ before 7 March 2020 of all application, request, license, certification, permit, clearance, or authorization which will be issued by your agency in compliance with this Circular. The Authority shall conduct a random post-audit to verify your compliance to this Circular starting March 7, 2020.

All submissions shall be made either by personal filing at the Authority's office or through email at legal@arta.gov.ph, complaints@arta.gov.ph, compliance@arta.gov.ph



Atty. Ernesto V. Perez
Deputy Director General



Atty. Jeremiah B. Belgica, REB, EnP
Director General

¹ See Annex "A".



**Smarter Initiatives.
Better Philippines.**

GF, HPGV Building, 395 Senator Gil Puyat Avenue, Makati City, Philippines 1200
478-5091/478-5093/478-5099
www.arta.gov.ph

Annex "A"
(Memorandum Circular No. WDO Series of 2020)

Type of License, Clearance, Permit, Certification, Authorization	Name and Address of Applicant	Date of filing of application for license, permit, certification, authorization, clearance was filed	Date of issuance of license, clearance, permit, certification, authorization	Classification of Application (Simple, Complex or Highly Technical)

Application for Tuition and Other School Fees (TOSF), No Increase and Proposed
New Fees of Private Schools

54. With pending transactions from March 1, 2020–March 6, 2022 [those that exceeded the processing time of 10 days, 6 hours, 55 minutes]? *

Mark only one oval.

- ☐ Yes *Skip to question 55*
☐ No *Skip to question 57*
☐ Service not offered *Skip to question 57*

Application for Tuition and Other School Fees (TOSF), No Increase and Proposed
New Fees of Private Schools

55. Total number of pending transactions from March 1, 2020–March 6, 2022 [those that exceeded the processing time of 10 days, 6 hours, 55 minutes] *

56. Please share the challenge/s encountered that hindered observance of the prescribed processing time for the service. *

Issuance of special orders for graduation of private school learners

Enclosure No. 5: DepEd Citizen's Charter 2021 TWG Members and ART Focal Persons

DepEd Citizen's Charter 2021 TWG Members (as of October 27, 2021)

RO	TWG member	SDO	TWG member	School	TWG member
I	Edwina Manalang	Ilocos Norte	Raymond Santos	Bacnotan NHS	Elsie Mayo
		La Union	Nhyke Bryan Bactat	Calumbaya ES	Jonathan Somera
II	Mario Baniqued	Isabela	Jakob Kervin M. Garcia	Cagayan NHS	Rhea Marie Asuncion
				Tuguegarao West Central School	Myra Z. Candaroma
					Vilma M. Darisan
					Michelle Gumpad
				Cordova NHS	Richard Bon Maladrigo
III	Ruth D. Jimenez	Angeles City	Ma. Esperanza S. Malang	Amucao ES	Irma Gordo
			Reynaldo G. Cabrera	Amucao NHS	Ruby Ana Pineda
		Nueva Ecija	Evelyn P. Solis		
			Florentino O. Ramos, Jr.		
			Ma. Checilia S. Bagsic		
		Olongapo City	Atty. Gene-Vincent G. Perez		
			Liberty Picache		
			Secundina Belen U. Aragon		
		Tarlac City	Eliazer E. Sahagun		
			Ruth Hazel A. Galang		
IV-A	Geleen Grace Mateo	Antipolo City	Christine T. Coronado	Angono National HS	Mylene Pillas
	Angelina Mendiola		Priscilla V. Salo	San Jose Pilot ES	Marie Rose Delos Reyes
IV-B	Jenyl Roma Rodriguez	Occidental Mindoro	Ulysses Bambo	San Jose NHS	Wilberto Villadares
				Tanay Sampaloc INHS	Maria Salve Matela
V	Jacky Villafuerte	Albay	Antero S. Buiza	Pantao Elementary School	Blesilda Olivares
VI	Romeo Sanchez Jr.	Guimaras	Arniel G. Gaque	Jordan NHS	Ray Endencio
			Arthur J. Cotimo		Evangeline Jamelo
			Serafin G. Farinas III		Nimsi Tome
				Negros Occidental HS	Joanne Abalayan
					Milagros Abanales
					Vivien Dator
VII	No representative				
VIII	Elizabeth Caboboy	Leyte	Harriet C. Olmida	Hingatungan NHS	Maria Lury Lagumbay
	Chona Zabala				
IX	No representative	Zamboanga Del Norte	Ma. Judelyn J. Ramos	BNSHI	Catherine Olivares
X	Atty. Shirley Chatto	Bukidnon	Janine S. Orong	Manolo Fortich NHS	Teodoro P. Casiano
			Kathleen Ann T. Dumas	Molave Regional Pilot School SPED	Jesella S. Montealto
			Ramon Vincent A. Torres		
			Richard Ley M. Portillas		
		El Salvador City	Remy Jane M. Macana		
XI	Benigno Masungcad Jr.	Davao City	Gerard S. Pil	Davao City NHS	Evelyn Magno
				Mintal Comprehensive HS	Leah Camilotes
XII	Joseph Russel Farnazo	Tacurong City	Zenaida B. Porras	Esperanza NHS	Fernando Nequinto
				La Esperanza Central ES	Rex Geneblaza
CARAGA	Elizalde Bernales	Butuan City	Dennis Roa	R. Moreno Integrated School	Ressil Tersona
CAR	Atty. Vanessa Flora	Baguio City	Federico Martin	Pines City NHS	Rowena Dumaguin
				Baguio Central School	Renita Laranang
NCR	Atty. Joylyn Dulnuan	Malabon City	Atty. Josa May M. Nombres	East Rembo ES	Ervie Lynn Cosep
					Vicenta Perpena
				Fernando C. Amorsolo SHS	Alfredo Tirao Jr.
				Marikina High School	Sherwin Bacay
				Moonwalk ES	Josephine de Ocampo
				Nemesio I. Yabut ES	Felisa Regaspi
					Jackylou Estrada
				San Jose Elementary School	Cristine Marie Nicol
					Juna Palmisa

List of ART Focal Persons in Regional Offices and Schools Division Offices (as of October 17, 2021)

Regional Offices				
Region	Full Name of the ART Lead-RD	Full Name of the ART Focal #1	Full Name of the ART Focal #2	Full Name of the ART Focal #3
CAR	Ms. Estela L. Cariño	Cornelia D. Adaci-Dulnuan	Dumas D. Aban	Atty. Vanessa B. Flora
CARAGA	Ma. Gemma Mercado Ledesma	Elizalde G. Bernales	Fe M. Baring	Meriam C. dala Rita
II	Benjamin D. Paragas	Jose Mario M. Macarilay	Mario B. Baniqued	Jocelyn De Polonia
III	May B. Eclar, PhD, CESO III	Pedro Q. Pascua, PhD	Erlinda M. De Leon	Angeline P. Rogel
IV-A	FRANCIS CESAR B. BRINGAS	ANGELINA R. MENDIOLA	GELEEN GRACE D.G. MATEO	CLEMENCIA H. MINIMO
IV-B	NICOLAS T. CAPULONG, PhD., CESO III	Atty. Suzette T. Gannaban-Medina	Jenyl Roma Rodriguez	Atty. Joanna Rose T. Labuguen
NCR	WILFREDO E. CABRAL	JOYLYN P. DULNUAZ	Annaliza G. Esperanza	Elsa P. Mariano
V	GILBERT T. SADSAD	CASIANO B. PERDIGONES, JR.	MARY ANN T. BAÑAS	DOMILYN G. SILERIO
VI	DR. RAMIR B. UYTICO, CESO IV	JEPNIE JAN BARREDO	ROMEO SANCHEZ	ATTY MARILES PALACIOS
VIII	EVELYN R. FETALVERO	ELIZABETH E. CABOBOY	CHONA O. ZABALA	ELEANOR C. CALUMPIANO
X	DR. ARTURO B. BAYOCOT, CESO III	SHIRLEY O. CHATTO	Atty. Candice Zennia R. Razon	Ms. Jessie E. Tahud
XI	Allan G. Farnazo, CESO IV	Atty. Benigno Jr. B. Masungcad	Roy T. Enriquez, EdD	Leonides Jimmy T. Jesuro, III, RGC
XII	Carlito D. Rocafort	Kathrine H. Lotilla	Joseph Russel M. Farnazo	Herald L. Barnuevo
Schools Division Offices				
Region	Full Name of the ART Lead-SDS	Full Name of the ART Focal #1	Full Name of the ART Focal #2	Full Name of the ART Focal #3
CAR	BENEDICTA B. GAMATERO	CARMELITA T. ERA	GILBERT BADUA	JANE B. LORETECHA
CAR	Benilda M. Daytaca, EdD, CESO VI	Janet B. Pascua	Janneliza M. Taloma	Gemma B. Cabutaje
CAR	Mr. Federico P. Martin, EdD, CEDD, CESO V	Ms. Patricia Veronica B. Torres	Ms. Nieves D. Ebanio	Atty Annette L. Doyaoen
CARAGA	Minerva T. ALbis, Ph.D	Dandy V. Anino	Mary Ann Y. Nunez	Jura S. Goloran
CARAGA	Jeanie L. mativo, PhD., CESO VI	Florence E. Almaden, CESO VI	Amie Rouzela P. Cornites	Susan E. Estareja
CARAGA	Mrs. Nelia S. Lomocoso, PhD, CESO V	Mrs. Rochell M. Boncaros	Miguela S. Ligutom	Atty. Jeddah Mae C. Nangcas
CARAGA	Imelda N. Sabornido	Antonietta O. Narra	Lucille H. Madelo	Jasmine B. Nepa
CARAGA	Dr. Felisa G. Laranjo, CESO VI	Mr. Gregorio M. Dumangas	Mr. Jeden G. Custodio	Atty. Glenda (Jay Gee) T. Calagui
CARAGA	Ma. Teresa M. Real	Mary Jane M. Rosales	Mellicent C. Lianza	Rachel Jade Dela Cruz-Felicitas
CARAGA	Josita Carmen	Shirlene E. Crabajales	Julita de Jesus Mangata	Kara P. Paradero
CARAGA	Mrs. Gregoria T. Su, PhD	Lowela G. Millan-Cabug-os	Mrs. Christianssen T. Ruyeras	Atty. Kristine Felva P. Licup
I	Ms. Gemma Q. Tacuycuy	Anna Liza C. Aurellado	Maria Bernadette R. Sarmiento	NA
I	JOEL B. LOPEZ	Joel P. Malunao	Deejay R. Opelac	Diana Jane M. Hermida
I	Dr. Joann A. Corpuz EdD, CESO V	Ms. Elysandria S. Garo	Mrs. Mency A. Turqueza	Mr. Marlon D. Macalma
II	Mr. Reynante Z. Caliguiran	Mr. Ventura R. Durian, Jr.	Ms. Mary Flor D. Maramag	Mr. Jeremy Jones B. Maramag
II	FLORDELIZA C. GECOCBE	CEINA GRACE M. PARUNGAO	RONALYN L. BARAWID	CEINA GRACE M. PARUNGAO
II	Madelyn L. Macalling	Susan Marie P. Bartolome	Lou Jane M. Nicolas	Henedino Joseph P. Eduarte Jr.
III	Mrs. Maria Carmen P. Cuenco, EdD, CESO V	Mr. Eliazer E. Sahagun	Ms. Ruth Hazel A. Galang	Mrs. Ma. Cristina A. Espiritu
III	Mr. Engr. Edgard C. Domingo, Ph.D., CESO V	Mrs. JB B. Manalang	Mr. Dexter E. Pangilinan	Mrs. Atty. Germi E. Gonzales
III	Leilani Samson Cunanan, CESO V	Gene Vincent G. Perez	Secundina Belen U. Aragon	Liberty L. Picache
III	Norma P. Esteban EdD, CESO V	Mr. William C. Dionisio	Ms. Magdalena A. Lucillo	Atty. Anna Dominique L. Guison
III	Ericson S. Sabacan, EdD, CESO VI	Jennifer G. Sotto	Michael T. Pineda	Leandro C. Canlas, PhD, CESE
III	Ms. Catalina P. Paez PhD, CESO V	Ms. Florentina L. Catipon	Atty. Glory Pearl D. Amwao	Ms. Maria Veronica M. Dulay
III	JOHANNA N. GERVACIO, PhD	Romeo R. Vicmudo, EdD	ROMEO R. VICMUDO	VERONICA B. PARAGUISON
III	Dante G. Parungao, CESO VI	Phriessy Cruz S. Bermuda, II	Stella Marie C. Dumale	Zurex T. Bacay
IV-A	Dr. Susan DL. Oribiana CESO VI	Atty. Jonas Anton M. Manalo	Mrs. Evelyn A. Calderon	Mrs. Aileen L. Lapitan
IV-A	Mrs. Cherrylou D. Repia, CESO V	Ms. Judy Ann B. Baron	Ms. Elenita G. Lapitan	Mr. Jemmer J. Mendoza
IV-A	Mrs. Editha M. Atendido CESO V	Mrs. Elizabeth F. Ocampo	Mrs. Bennette G. Polo	Mrs. Chriszel Joy M. Colos
IV-A	Cherrylou D. Repia, CESO V	N/A	Leonora L. Fernando	Mary Grace Anastacio
IV-A	Raymundo M. Cantonjos	Gladys G. Reyes	Maricel A. Mendoza	Rhina May S. Elicano
IV-A	Hermogenes M. Panganiban	Benjie C. Rivera	Ana Karmela S. Amante	Michelle Carmela A. Merca
IV-A	MERTHEL M. EVARDOME	KAREN M. SALIMO	LOU C. PANALIGAN	ERNANI A. CATAPAT
IV-A	Gregorio T. Mueco	Maria Dolores D. Atienza	Wennie O. Gaeta	Jackqueline D. Nuyda
IV-A	Daisy Z. Miranda, CESO VI	Christine Ann Marie A. Batacan	Arturo J. Fernandez	Lucila Nida B. Rodelas
IV-A	ROSEMARIE D. TORRES, CESO V	REBECCA M. MONZON	MARILYN O. ANGLO	IVAN ADRIAN S. SERRAON
IV-B	Susana M. Bautista	Kevin Adam D. Cabral PhD	Norie Fe F. Malcon	Rafael G. Manalo PhD
IX	Danny B. Cordova	Henry S. Cariño II	Emilia O. Zozobrado	Carlos M. Fuerzas, Jr.
IX	Roy C. Tuballa	Vinnie Gerard B. Elicano	Dulce Elaine S. Torres	Tricia A. Corrales
IX	VIRGILIO P. BATAN, JR., CESO VI	MARIA CECILLE P. BASTASA-TANAGA	IVY J. ESTADILLA	LOVE L. RICAFORT
IX	Mrs. Majarani M. Jacinto, EdD, CESO VI	Zenaida E. Mago	Eva G. Castro	Jill C. Alpeche
IX	Mr. Julieta H. Fernandez, Ed D, CESO VI	Ms. Ma. Veragel Q. Peñaflor	Ms. Merry Grace G. Burgos	Atty. Gadzman I. Salisa
IX	MA. LIZA R. TABILON	MA. JUDELYN J. RAMOS	HELEN E. TANGON	Atty. Rey Janolino
NCR	Mrs. Sheryll T. Gayola	Ms. Ma. Rose Jocelyn T. Talacan	Mrs. Amelie S. Binayas	Mr. Ceasar Augustos E. Cebujano
NCR	Evangelina P. Ladines, CESO V	Mr. Hector Hugh L. Ngales	Sheryl R. Castillo	Salve D. Tesorero
V	Nelson S. Morales Jr.	Mary Jodelle E. Ollet	Ruth Glaiza H. Sabate	Joy Pauline Mijares-Delos Reyes
V	NENE R. MERIOLES, CESO V	JOEL E. CAOLBOY	MELODY A. VARGAS	PAUL JOWEN R. BLANCAVER
V	Loida N. Nidea	Maria Divina H. Calleja	Gina A. Valenciano	Kate P. Flores
VI	Engr. JESSE M. GOMEZ, Ph.D., CEO V, CESO V	Rene P. Ramos	Rona P. Bordon	John Mark Q. Apellado
VI	Neri Anne M. Alibuyog, EdD, CESO V	Bernie L. Libo-on, PhD, CESO VI	Ruth F. Villanueva	Kenneth Daniel C. Romay
VI	Dr. Salvador O. Ochavo, Jr. EdD, CESO V	Atty. Joseph A. Iturralde	Atty. Benjie B. Doce, CPA, MPA	Kenneth D. Anoché
VI	Genevieve A. Dayucos	Jovirny A. Gonzales	Merabelle G. Dionaldo	Jenevieve M. De Los Santos
VI	Marsette D. Sabbaluca, CESO VI	Glenn M. Mortel	Lynne A. Peñaflor	Salvacion J. Senayo
VI	Mr. Reynaldo G. Gico, EdD, CESO VI	Mr. Rizalde A. Servano, MPA	Mrs. Angielee O. Gumata	Atty. Pengie Mae A. Vallega, CPA
VII	Lelanie T. Cabrera, CESOVI	Betsy Pearl T. Seniel, MAEM	Carlo Je S. Malbog	Atty. Rori James Lawrence R. Miraflor
X	Edwin R. Maribojoc, EdD. CESO VI	Johnny M. Beloy	Elma Cezarie Y. Romero	Alma M. Adrias
X	Edgardo V. Abanil, CESO VI	BAZIL TUBIANO SABACAJAN	Liv Marie U. Gayramon	Noemi B. Alforte
X	ROWENA H. PARA-ON, CESO VI	KHRISNA U. ABELLA	Jenny R. Sandig	Asis G. Cubillan
X	Mr. Edilberto L. Oplenaria	Mr. Warmie B. Edrea	Mr. Armando B. Pasok	Maria Carmela T. Ablin, EdD
X	Victoria V. Gazo, PhD, CESO V	Manuel D. Dinlayan II, DPA	Atty. Wincerbogne L. Pesisano	Guia Ma G. Villahermosa
X	Randolph B. Tortola, CESO V	Richard Ley M. Portillas	Kathleen Ann T. Dumas	Janine S. Orong
X	Reynaldo E. Manuel, Jr.	Louie B. Roferos	Darilyn Grace D. Armingol	Connie C. Centino
X	Ms. Lorena P. Serrano, CESE	Ms. Delma R. Denapo	Ms. Geraldine C. Benghit	Ms. Carelyn L. Villegas
X	Cherry Mae L. Limbaco-Reyes	Risa Bea Socorro M. Borres	Laurence Edgardo Del Puerto	Marilou F. Navaja
X	Olga C. Alonsabe	Jeffrey M. Martinez	Anna Mae M. Atillo	Dionesio L. Liwag, Jr.
X	Jean G. Veloso	Dorothy Joy B. Yting	Vincent Sheldon A. Zabala	Adda Liza J. Saquin
X	JONATHAN S. DELA PENA, Ph.D., CESO V	JONATHAN S. DELA PENA, Ph.D., CESO V	NIMFA R. LAGO, PhD., CESO VI	FREDDIEJUN DELIG
X	JESNAR DEMS S. TORRES Ph.D., CESO VI	ASPER C. BUNGALON	Gemro J. Rosiolado	RENEL JAY A. QUIRIT
X	Randolph B. Tortola, CESO V	Richard Ley M. Portillas	Kathleen Ann T. Dumas	Janine S. Orong
XII	Romelito G. Flores	Lizette May Isabel N. Dioso	Linamen C. Catas	Salvador S. Rodel
XII	Ms. Natividad G. Ocon EdD, CESO VI	Ms. Johannah D. Bantas JD	Ms. Juvy Lyn L. Mangibunong	Mr. Joeyfer S. Villanueva JD
XII	SDS Romelito G. Flores	Lolita F. Tagaban	Arlene S. Palabrica	Rhenil Andrade
XII	Ruth L. Estacio, PhD, CESO VI	Atty. Irelan B. Ditchon, CPA	Ronald Jim S. Somera	Arlene L. Albuna
XII	Leo D. Bora	Miony A. Dallegos	Miony A. Dallegos	Gen Wanan

Enclosure No. 3 – List of External Services per Governance Level

Name of Service			Classification of Service	Processing time indicated in the Citizen's Charter
Regional Office - External Services				
1	Payment of External and Internal Claims	Cash Section	Simple	30 minutes
2	Payment of Obligation		Simple	25 minutes
3	Access to LRMDs Portal	Curriculum and Learning Management Division	Simple	1 hour, 2 minutes
4	Procedure for the Use of LRMDs Computers		Simple	30 minutes
5	Legal Assistance to Walk-in Clients	Legal Unit	Complex	1 hour, 30 minutes
6	Request for Correction of Entries in School Record		Simple	1 hour, 10 minutes
7	Recognition of Professional Development Programs/Courses	NEAP - Regional Office	Highly Technical	17 days, 2 hours, 20 minutes
8	Acceptance of Employment Application (walk-in)	Personnel Section	Simple	10 minutes
9	Acceptance of Employment Application (Online)		Simple	10 minutes
10	Issuance of Certificate of Last Payment (CLP)		Simple	1 hour, 30 minutes
11	Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering (Public, Private & SUC/LUC)	Policy, Planning and Research Division	Simple	30 minutes
12	Request for Reversion		Simple	45 minutes
13	Public assistance (email)	Public Affairs Unit	Simple	1 hour, 5 minutes
14	Public assistance (Hotline and Walk-in)		Simple	30 minutes
15	Standard FOI Request through Walk-In Facility and Mail		Complex	5 days, 2 hours, 10 minutes
16	Application for the Opening/Additional Offering of SHS Program for Private Schools	Quality Assurance Division	Highly Technical	17 days, 5 hours, 45 minutes
17	Application for Tuition and Other School Fees (TOSF), No Increase and Proposed New Fees of Private Schools		Highly Technical	10 days, 6 hours, 55 minutes
18	Issuance of special orders for graduation of private school learners		Highly Technical	13 days, 2 hours, 5 minutes
19	Certification, Authentication, Verification (CAV)	Records Section	Simple	50 minutes
20	Issuance of Requested Documents (CTC and Photocopy of Documents)		Simple	55 minutes
21	Issuance of Requested Documents (Non-CTC)		Simple	33 minutes
22	Receiving of Communications		Simple	2 days
23	Receiving of Complaint		Simple	25 minutes
Schools Division Office - External Services				
1	Request for Correction of Entries in School Records	Legal Unit	Simple	2 days, 35 minutes
2	Acceptance of Employment Application for Initial Evaluation (Teaching Position)	Personnel Unit	Simple	1 day, 55 minutes
3	Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)		Simple	25 minutes
4	Inspection, Acceptance and Distribution of Textbooks, Supplies and Equipment	Property and Supply	Complex	6 days, 6 hours
5	Issuance of Requested Documents (Non-CTC)	Records Unit	Simple	30 minutes
6	Issuance of Requested Documents (CTC and Photocopy of Documents)		Simple	45 minutes
7	Certification, Authentication, Verification (CAV)		Complex	1 hour, 5 minutes
8	Receiving and Releasing of Communication and other Documents		Simple	2 days, 4 hours, 25 minutes
9	Receiving of Complaints against Non-Teaching Personnel		Simple	21 minutes
10	Receiving of Complaints against Teaching Personnel (Multi-stage Processing)		Complex	3 days, 2 hours, 11 minutes
11	Accessing Available Learning Resources from LRMDs Portal	Curriculum Implementation Division	Simple	29 minutes
12	Borrowing of Learning Materials from Libraries		Simple	21 minutes
13	Alternative Learning System (ALS) Enrollment		Simple	4 hours, 15 minutes
14	Request for Basic Education Data (External Stakeholders)	School Governance and Operation Division (SGOD) - Planning and Research Section	Simple	2 days, 4 hours, 37 minutes

15	Issuance of Government Permit, Renewal, Recognition of Private Schools	SGOD - School Management, Monitoring and Evaluation Section	Highly Technical	10 days, 4 hours, 35 minutes
16	Issuance of Special Orders for Graduation of Private School Learners		Highly Technical	6 days, 30 minutes
17	Application for Senior High School (SHS) Additional Track/Strand		Highly Technical	6 days, 30 minutes
18	Application of Summer Permit for Private Schools		Complex	6 days, 30 minutes
19	Application for No Increase in Tuition Fee		Complex	6 days, 30 minutes
20	Application for Increase in Tuition Fee		Complex	6 days, 30 minutes

Schools - External Services

1	Acceptance of Employment Application for Teacher I Position (walk-in)		Simple	1 hour
2	Acceptance of Employment Application for Teacher I Position (online)		Simple	1 hour, 10 minutes
3	Borrowing of Learning Materials from the School Library/Learning Resource Center		Simple	20 minutes
4	Distribution of Printed Self-Learning Modules in Distance Learning Modality		Simple	46 minutes
5	Enrollment (walk-in)		Simple	1 day, 1 hour, 40 minutes
6	Enrollment (Online)		Simple	2 hours, 50 minutes
7	Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (walk-in)		Simple	44 minutes
8	Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (Online)		Simple	38 minutes
9	Issuance of School Clearance for different purposes		Simple	2 days, 3 minutes
10	Issuance of School Forms, Certifications, and other School Permanent Records		Simple	40 minutes
11	Public Assistance (walk-in/phone call)		Simple	1 hour
12	Public Assistance (email/social media)		Simple	1 hour, 15 minutes
13	Receiving and Releasing of Communications and other documents		Simple	2 days, 2 hours, 25 minutes
14	Reservation Process for the use of school facilities		Simple	2 days, 27 minutes
15	Request for Personnel Records for Teaching/Non-Teaching Personnel		Simple	3 days, 30 minutes

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 2008, and for Other Purposes

I, [FULL NAME], Filipino, of legal age, [DESIGNATION], of the [NAME OF RO/SDO], the person responsible and accountable in ensuring compliance with Section 1, Rule VI of the IRR of R.A. 11032, the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The [NAME OF RO/SDO] adheres to the responsibility to render fast, efficient, convenient, reliable service
- 2) The government office enumerated herein does not have unacted upon/pending transaction exceeding the prescribed processing time as indicated on the Citizen's Charter
- 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 UNIT] has no backlog transactions from 01 March 2020 to 06 March 2022.

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

[FULL NAME]

[Regional Director/SDS]



to ensure the implementation of efficient delivery of government service. The ARTA MC also included the proposed template to be used for auditing and verification purposes.

2. PURPOSE

To adapt and adjust under the "New Normal" because of the effects of Covid-19 pandemic, ARTA MC No. 2020-06 was issued. The MC set a simplified, streamlined, and automated standards, measures, and procedures to be adopted by all covered agencies to ensure efficient and hazard-free government services.

The Authority is hereby reiterating the **DIRECTIVE** that all government offices and agencies shall conduct an inventory of all its pending simple, complex, and highly-technical transactions as of this date. The pending transactions or applications which remain unacted upon beyond its prescribed processing time with complete documentary requirements and fully paid fees based on their respective Citizen's Charter shall be automatically approved or automatically extended, as the case maybe, in compliance with the provisions of Section 10 of RA 11032 and its IRR in granting Automatic Approval or Automatic Extension of License, Clearance, Permit, Certification, or Authorization.

3. GUIDELINES FOR THE SUBMISSION OF ZERO BACKLOG REPORT AND OTHER RELEVANT DOCUMENTS EVERY MARCH 7TH

3.1 All government agencies are mandated to implement a Zero Backlog Program pursuant to Section 1 Rule VI of the IRR of RA 11032 to address current and/or future pending transactions. Said program shall be a one-time submission to the Authority using the template provided as Annex A of this Circular, unless said Program will necessitate changes as deemed necessary.

3.2 All government agencies and offices are directed to submit a backlog report of pending transactions on or before **March 7 of every year** using the Template for Inventory of Licenses, Permits, Certifications, Authorizations, Clearances tagged as a backlog ("ANNEX B"). This shall detail the pending transactions of a particular service vis-à-vis the declared processing time in the Citizens Charter. The coverage period in reporting the inventory of all licenses, permits, certifications, authorizations, clearances tagged as a backlog is from March 8th of the current year until March 6th of the following year. For the current year, 2022, the submission shall be made on or before 29 April 2022 which shall cover the period March 2020 to 06 March 2022.

3.3 In case there are no pending transactions for reporting to the Authority, government agencies and offices are required to submit a Zero Backlog Certification ("ANNEX C") as to compliance with the annual reporting.

3.4 All submissions shall be made by electronic filing using the link <https://tinyurl.com/ZeroBacklogProgram>.



SMARTER INITIATIVES. BETTER PHILIPPINES

3.5 The Authority, through the Compliance Monitoring and Evaluation Office (CMEO) may conduct random monitoring or auditing to verify the agency's compliance. CMEO shall refer non-compliance to the Investigation, Enforcement, and Litigation Office (IELO) of the Authority.

4. AMENDMENT TO THE GUIDELINES

The guidelines outlined in this Circular are subject to change as deemed necessary by the Authority.

5. REPEALING CLAUSE

Provisions of previous issuances of the Authority that are inconsistent with this Circular are hereby reversed, set aside or declared ineffective.

6. SEPARABILITY CLAUSE

If any provisions or part of this Circular is held unconstitutional or invalid, it shall not affect the validity of the remaining provisions of this Circular.

7. EFFECTIVITY

This Circular shall take effect upon publication and registration with the University of the Philippines-Office of the National Administrative Register.

RECOMMENDING APPROVAL:



UNDERSECRETARY ERNESTO V. PEREZ
Deputy Director General for Operations

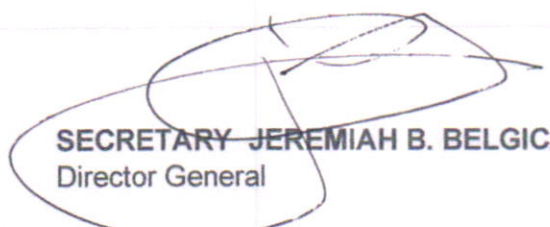


UNDERSECRETARY EDUARDO V. BRINGAS
Deputy Director General for Legal



UNDERSECRETARY CARLOS F. QUITA
Deputy Director General for Administration, Finance and Special Programs

APPROVED BY:



SECRETARY JEREMIAH B. BELGICA
Director General



SMARTER INITIATIVES BETTER PHILIPPINES

Annex "A"

Zero Backlog Program

Government Agency/Office Logo	
Department/Agency	<i>Indicate the name of the agency</i>
Program Title/Name	<i>Name or title of the Zero Backlog Program implemented by the agency</i>
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 was implemented</i>
Implementing office	<i>The name of the office implementing the Zero Backlog Program</i>

Program Description
<i>Description of the Program</i>

Matrix of Services and Plan of Action							
Office	Name of service	Classification (Simple, Complex, Highly Technical)	Average Number of applications/requests/ license/permit/clearances, etc. received per day	Average number of applications / requests/ license/permit/clearances, etc. processed within the prescribed processing time	Average number of applications/ requests/ license/permit/clearances, etc. ISSUED within the prescribed time	Intervening Factors for the gap (i.e., limited IT infrastructure, unavailable signatories, etc.)	Plan of Action to address the gap (i.e., Streamlining, Digitalization.)

Implementation Results
<i>Indicate significant improvements since the implementation of the Zero Backlog Program</i>

Name and Signature of Head of Agency/ARTA Focal



SMARTER INITIATIVES. BETTER PHILIPPINES

Annex "B"

Template for Inventory of Licenses, Permits, Certifications, Authorizations, Clearances tagged as a backlog

Name of Government Agency/Office					
Name of Office/Department					
Name of Service (License, Clearance, Permit, Certification Authorization, and others)	Classification of Service (Simple, Complex, Highly Technical)	Processing time indicated in the Citizens Charter (i.e., days / hours / minutes)	Total number of received applications for the covered period	Total number of pending transactions for the covered period	Remarks



SMARTER INITIATIVES. BETTER PHILIPPINES

Annex "C"

Zero Backlog Certification

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 2008, and for Other Purposes

I, [FULL NAME], Filipino, of legal age, [POSITION OF THE HEAD OF AGENCY], of the [NAME OF AGENCY], the person responsible and accountable in ensuring compliance with Section 1, Rule VI of the IRR of R.A. 11032, the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The [NAME OF AGENCY], including its [NUMBER OF REGIONAL OFFICES/BRANCHES/SERVICE OFFICES/CAMPUSES] adhere to the responsibility to render fast, efficient, convenient, reliable service
- 2) The government offices enumerated herein does not have unacted upon/pending transaction exceeding the prescribed processing time as indicated on the Citizen's Charter
- 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 agency has no backlog transactions for the covered the period.

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

[FULL NAME]

[POSITION OF THE HEAD OF AGENCY]

[NAME OF AGENCY]



SMARTER INITIATIVES. BETTER PHILIPPINES