



Republic of the Philippines
Department of Education
REGION VIII - EASTERN VISAYAS

March 13, 2024

REGIONAL MEMORANDUM

No. **291** s. 2024

SUBMISSION OF FY 2023 DEPED ZERO BACKLOG REPORT

To: Schools Division Superintendents
All Others Concerned

1. Attached is Memorandum DM-OUHROD-2024-0425 dated March 7, 2024 re: **Submission of FY 2023 DepEd Zero Backlog Report.**
2. The Schools Division Superintendent shall ensure immediate compliance with this directive.
3. Immediate dissemination of and strict compliance with this Memorandum are desired.


EVELYN R. FETALVERO CESO IV
Regional Director 

Enclosure: As stated

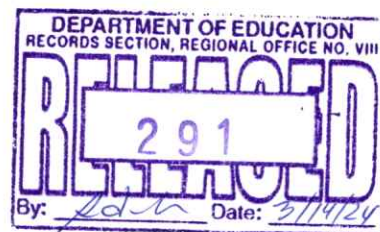
Reference: As stated

To be indicated in the Perpetual Index under the following subjects:

COMMITTEE ON ANTI-RED TAPE

ZERO BACKLOG REPORT

AD-PS-EDR





Republika ng Pilipinas

Department of Education

OFFICE OF THE UNDERSECRETARY

HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

OFFICE OF THE DIRECTOR IV
 Date and Time Received: MAR 12 2024 3:55
 Date and Time Released: MAR 12 2024
 Signature: [Signature]

DEPARTMENT OF EDUCATION
RECEIVED
 REGIONAL OFFICE NO. VIII
 MAR 12 2024
 2930
 TIME: 11:45

RECEIVED
 HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT
 DATE 3/12/24 TIME 4:19
 OFFICE NO. VIII

MEMORANDUM DM-OUHROD-2024-0425

FOR : **Undersecretaries**
Assistant Secretaries
Bureau/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 : **SUBMISSION OF FY 2023 DEPED ZERO BACKLOG REPORT**

DATE : 7 March 2024

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 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 every year.

our email
3/12/24



Room 102, Rizal Building, DepEd Complex, Meralco Ave., Pasig City 1600
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Effectivity	03.23.23	Page	1 of 3



Certificate No. POF 085
22 81 0005

This year, ARTA issued Advisory No. 019, Series of 2024 titled *Reiteration on the Deadline of Submission of the Compliances under R.A. 11032, or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, and its Implementing Rules and Regulations (IRR)* to remind all agencies of the submission of the FY 2023 Zero Backlog Report covering the period January 1 to December 31, 2023.

To comply with the said requirement, the Department of Education (DepEd), through the DepEd Committee on Anti-Red Tape (CART) Secretariat, requests **one designated representative or member per DepEd Sub-CART in regional and schools division offices to accomplish the online MS Teams Form on or before 5:00 p.m. on 20 March 2024:**

Governance Level	Respondent and Signatory	Guide	MS Teams Link
Regional Office (RO)	One respondent per RO (not per functional unit) who shall report data for the RO (Certification to be signed by the Regional Director)	Enclosure No. 1 - Copy of FY 2023 RO Zero Backlog Report	https://forms.office.com/r/1r8refqxm 
Schools Division Office (SDO)	One respondent per SDO (not per functional unit) who shall report data for the SDO and data collected from schools under its jurisdiction – schools are NOT allowed to answer the form directly (Certification to be signed by the Schools Division Superintendent)	Enclosure No. 2 - Copy of FY 2023 SDO Zero Backlog Report	https://forms.office.com/r/Cy8Yhe8CrF 

Field offices 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 Sub-CART in field offices in schools.

Regional and schools division offices are encouraged to review the print-outs of the MS Teams Forms (Enclosure Nos. 2 and 3) to help them prepare the information needed before filling out the actual forms.

The Zero Backlog Certification (Enclosure No. 4) shall be filled out and signed by the Regional Director (for ROs) and Schools Division Superintendent (for SDOs and schools), for uploading in the MS Teams Form. Note that schools are **not** allowed to answer the form.

On the other hand, the following offices with declared services in the DepEd Citizen's Charter in the **Central Office shall submit their Zero Backlog Report in hard copy to the DepEd CART Secretariat on or before 5:00 p.m. on 20 March 2024** to the Bureau of Human Resource and Organizational Development – Organization Effectiveness Division (BHROD-OED), Room 416 of the Mabini Building:

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 (ICRS-USD)
12. Legal Service – Investigation Division (LS-ID)
13. Legal Service – Legal Division (LS-OD)
14. National Educators Academy of the Philippines – Professional Development Division (NEAP-PDD)
15. National Educators Academy of the Philippines – Quality Assurance Division (NEAP-QAD)
16. Office of the Secretary (OSEC)
17. Public Affairs Service – Public Assistance Action Center (PAS-PAAC)
18. Public Affairs Service – Publications Division (PAS-PD)

The abovementioned offices in the Central Office shall use Enclosure No. 4 for their submission, to be signed by their head of office.

Offices/units are likewise reminded not to send their individual reports directly to the ARTA. Submissions shall be collated by the DepEd CART Secretariat in one agency-wide report, to be signed by the DepEd Secretary or her 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




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

	<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

FY 2023 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 2023 Zero Backlog Report covering transactions from January 1 to December 31, 2023.

To facilitate the agency-wide report to be signed and submitted by the DepEd Secretary or her designated representative, the BHRD-OED is requesting one (1) respondent per Regional Office (not per functional unit), assigned by the Regional Director.

A regional office is said to have Zero Backlog when it has

(1) acted on all client transactions received between January 1 to December 31, 2023, 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, 2023.

The deadline for responding to this survey is March 22, 2024. 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 her 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.

* Required

* This form will record your name, please fill your name.

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 *

5. Region *

I

II

III

IV-A

IV-B

V

VI

VII

VIII

IX

X

XI

XII

CAR

CARAGA

NCR

6. Do any of the offices in the RO have

(1) client transactions (requests, queries, concerns) received between January 1 to December 31, 2023 that have not been acknowledged/answered as of January 1, 2024 and/or

(2) online/physical correspondences received between January 1 to December 31, 2023 that have not been read/processed as of January 1, 2024? *

No

Yes

Pending Transactions

7. Which office/s in the RO have pending transactions (requests, queries, concerns) received between January 1 to December 31, 2023 that have not been acknowledged/answered as of January 1, 2024 or online/physical correspondence received between January 1 to December 31, 2023 that have not been read/processed as of January 1, 2024. *

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

8. How many transactions (requests, queries, concerns) in the RO between January 1 to December 31, 2023 have not been acknowledged/answered as of January 1, 2024 and/or how many online/physical correspondence received between January 1 to December 31, 2023 have not been read/processed as of January 1, 2024? *

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

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 AIRTA, who may refer any non-compliance to the Investigation, Enforcement, and Litigation Office (BELO). Thus, all are enjoined to implement the service standards declared in the DepEd Citizen's Charter.

10. For ROs with no pending transactions, 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. *

 Upload file

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

11. 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

12. 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 2023 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 2023 Zero Backlog Report covering transactions from January 1 to December 31, 2023.

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

An SDO is said to have Zero Backlog when the SDO and schools under its jurisdiction (1) has acted on all client transactions received between January 1 to December 31, 2023, e.g. all client requests, queries, or concerns have been acknowledged/answered. (2) has read and processed accordingly all online/physical correspondences received between January 1 to December 31, 2023.

The deadline for responding to this survey is March 22, 2024. **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 her 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.

* Required

* This form will record your name, please fill your name.

1. DepEd email address *

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

3. Designation (please spell out) *

4. Office of Assignment in the SDO *

5. Region *

Select your answer



6. Schools Division Office *

Select your answer



7. Do any of the offices in the SDO or public schools under its jurisdiction have
(1) client transactions (requests, queries, concerns) received between January 1 to December 31, 2023 that have not been acknowledged/answered as of January 1, 2024 and/or
(2) online/physical correspondences received between January 1 to December 31, 2023 that have not been read/processed as of January 1, 2024? *

- No
- Yes

Pending Transactions

8. 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, 2023 that have not been acknowledged/answered as of January 1, 2024 or online/physical correspondence received between January 1 to December 31, 2023 that have not been read/processed as of January 1, 2024. *

- Budget
- Cash
- Curriculum Implementation Division
- Legal
- OSDS
- Personnel
- Property/Supply
- School Governance and Operations Division

9. How many transactions (requests, queries, concerns) in the SDO between January 1 to December 31, 2023 have not been acknowledged/answered as of January 1, 2024 and/or how many online/physical correspondence received between January 1 to December 31, 2023 have not been read/processed as of January 1, 2024? *

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

11. Which school/s have pending transaction/s?

* Pending transactions are client transactions (requests, queries, concerns) received between January 1 to December 31, 2023 that have not been acknowledged/answered as of January 1, 2024 or online/physical correspondence received between January 1 to December 31, 2023 that have not been read/processed as of January 1, 2024. *

12. How many transactions (requests, queries, concerns) in schools between January 1 to December 31, 2023 have not been acknowledged/answered as of January 1, 2024 and/or how many online/physical correspondence received between January 1 to December 31, 2023 have not been read/processed as of January 1, 2024? *

13. 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 (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.

14. 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. *

 Upload file

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

15. 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

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

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 Microsoft Forms

(Use applicable letterhead)

Enclosure No. 4 – FY 2023 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, [CO UNIT DESIGNATION / RD / SDS], of the [NAME OF CO UNIT/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 CO UNIT/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 CO UNIT/RO/SDO] has no backlog transactions from January 1 to December 31, 2023.

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

[FULL NAME]

[CO Head of Office/Regional Director/SDS]