



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

July 16, 2025

REGIONAL MEMORANDUM

No. **826** S. 2025

**CONDUCT OF THE 2025 REFRESHER TRAINING ON THE IMPLEMENTATION
OF RA 11032 AND LAUNCHING OF THE RA 11032 MODULE IN LMS**

To: Schools Division Superintendents
All Others Concerned

1. Attached is Memorandum DM-OUHROD-2025-1870 dated 08 July 2025 from the Office of the Undersecretary for Human Resource and Organizational Development and Vice-Chairperson of the DepEd Committee on Anti-Red Tape Wilfredo E. Cabral on the **Conduct of the 2025 Refresher Training on the Implementation of RA 11032** on **July 25, 2025**, via **Microsoft Teams** (online).
2. The Schools Division Superintendents are directed to identify two (2) participants from each SDO who should be members of the Committee on Anti-Red Tape (CART)/SubCART. For confirmation of attendance, the participants are requested to pre-register **on or before July 23, 2025**, through this link: **bit.ly/ra11032refresher2025**.
3. For questions or clarifications, you may contact Ms. Hannah Hasmin M. Caña, DepEd CART Secretariat, BHROD-OED, through email at citizenscharter@deped.gov.ph or at landline (02) 8633-5375.
4. Immediate dissemination of and compliance with this Memorandum are desired.



EVELYN R. FETALVERO, CESO III
Regional Director

Enclosures: As stated
References: As stated

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

ANTI-RED TAPE ACT COMPLIANCE
CART
REFRESHER TRAINING

AD-EEC



Address: Government Center, Candahug, Palo, Leyte
Telephone No.: (053) 832-5738
Email Address: region8@deped.gov.ph
Website: region8.deped.gov.ph





Republika ng Pilipinas

Department of Education

OFFICE OF THE UNDERSECRETARY
HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

DEPARTMENT OF EDUCATION

RECEIVED

RECORDS SECTION REGIONAL OFFICE NO. VII

DATE: 7-19-25

TRACKING #: 6699 TIME: 1:00

SIGNATURE: *[Signature]*

OFFICE OF THE DIRECTOR III

Date and Time Received: 9:38

Signature: *[Signature]*

JUL 15 2025

MEMORANDUM
DM-OUHROD-2025-1870

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

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

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

DATE : 08 July 2025

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

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

The activity will be divided into three key segments:

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



Room 102, Rizal Building, DepEd Complex, Meralco Ave., Pasig City 1600
Telephone Nos.: (+632) 86337206, (+632) 86318494
Email Address: usec.hrod@deped.gov.ph | Website: www.deped.gov.ph

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

Attached are the following documents for reference:

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

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



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ANNEX A - LIST OF PARTICIPANTS

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

July 25, 2025

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



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

ANNEX B - PROGRAM DESIGN

FY 2025 Refresher Training on the Implementation of RA 11032 and Launching of
the RA 11032 Module in Learning Management System (LMS)
July 25, 2025

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