



Republic of the Philippines
Department of Education
NATIONAL CAPITAL REGION



BY: *[Signature]* DATE: 3:21pm

CN-2023-3-21-1905

March 22, 2023

REGIONAL MEMORANDUM

No. **189**, s. 2023

TO : Schools Division Superintendents
Functional Division Chiefs
All Others Concerned

SUBMISSION OF DEPED ZERO BACKLOG REPORT

1. In connection with Regional Memorandum No. 147, s. 2023 (*CLARIFICATION ON THE DEADLINE AND AMENDMENT ON MEMORANDUM CIRCULAR No. 2022-02 OF THE ANTI-RED TAPE AUTHORITY*), attached is Memorandum No. DM-0UHROD-2023-0377 issued by Undersecretary Gloria-Jumamil Mercado, Human Resource and Organizational Development dated March 10, 2023, relative to the submission of Zero Backlog Report. The same was sent to the email address of the Division Offices.
2. Attention is invited to the 2nd paragraph of the last page (page 3) reminding all offices/units **not to send individual reports directly to the ARTA** as the submission shall be as one agency-wide report to be signed by the DepEd Secretary or duly authorized representative. This applies to reports of the same nature in the succeeding year.
3. For information and compliance.

[Signature]
WILFREDO E. CABRAL, CESO III
Regional Director

Encl.: As stated

Reference:

To be indicated in the Perpetual Index

Misamis St. Bago Bantay, Quezon City

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Effectively 01.26.23 Page 1 of 1



Republika ng Pilipinas

Department of Education


OFFICE OF THE UNDERSECRETARY

HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

MEMORANDUM

DM-OUHROD-2023-0377

TO : **UNDERSECRETARIES**
ASSISTANT SECRETARIES
BUREAU AND SERVICE DIRECTORS
REGIONAL DIRECTORS
SCHOOLS DIVISION SUPERINTENDENTS
ALL OTHERS CONCERNED

FROM :  **GLORIA JUMAMIL-MERCADO**
*Undersecretary for Human Resource and Organizational Development, and
Vice Chairperson, DepEd Committee on Anti-Red Tape*




SUBJECT : **SUBMISSION OF THE DEPED ZERO BACKLOG REPORT 2022**

DATE : 10 March 2023

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* (Enclosure No. 1) 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. This year, ARTA MC 2023-01 titled *Clarifying the Deadline and Amendment on MC 2022-02 dated 07 March 2022* (Enclosure No. 2) was released to highlight that the coverage period of the Zero Backlog Report is March 7 to December 31, 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 representatives from the Central, Regional, and Schools Division Office to **accomplish the Google form on or before 22 March 2023**:

Governance Level	Respondent and Signatory	Guide	Google Form Link
Central Office	<p>One respondent per office delivering the service:</p> <ul style="list-style-type: none"> - Accounting Division - BCD-SPCD - BEA-EAD - Budget Division - Cash Division - EAMD - EFD - ICTS-SDD - ICTS-USD - Investigation Division - Legal Division - NEAP-PDD - NEAP-QAD - Office of the Secretary - PAS-PAAC - PAS-PD - Personnel Division - Records Division <p>(As applicable, report to be signed by the Head of Office)</p>	Enclosure No. 3	<p>https://bit.ly/COZeroBacklogFY2022</p> 
Regional Office (RO)	<p>One respondent per RO (not per functional unit) who shall report data for the RO</p> <p>(As applicable, report to be signed by the Regional Director)</p>	Enclosure No. 4	<p>https://bit.ly/ROZeroBacklogFY2022</p> 
Schools Division Office (SDO) and Schools	<p>One respondent per SDO (not per functional unit) who shall report data for the SDO and data collected from schools under its jurisdiction</p> <p>(As applicable, report to be signed by the Schools Division Superintendent)</p>	Enclosure No. 5	<p>https://bit.ly/SDOSchoolsZeroBacklogFy2022</p> 

Copies of the Google Form per governance level (Enclosure Nos. 3-5) are attached only to serve as reference in collecting data before answering the actual online form. Note that the basis for the Zero Backlog Report are the processing times stated in <https://www.deped.gov.ph/wp-content/uploads/2021/12/DepEd-Citizens-Charter-2021-as-of-December-1-2021.pdf>. Units without pending transactions shall also fill out the Zero Backlog Report (Enclosure No. 6) and upload it on the links assigned to their governance level.

Citizens-Charter-2021-as-of-December-1-2021.pdf. Units without pending transactions shall also fill out the Zero Backlog Report (Enclosure No. 6) and upload it on the links assigned to their governance level.

The 2021 Citizen's Charter TWG Members or Anti-Red Tape (ART) Focal Persons are enjoined to assist in accomplishing the requested report. **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 or her authorized representative and submitted to the ARTA.

It must be reiterated that conformance to RA 11032 is subject to onsite inspection 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 the Bureau of Human Resource and Organizational Development–Organization Effectiveness Division (BHROD-OED) through email at citizenscharter@deped.gov.ph or (02) 8633-5375.

Enclosures:

- Enclosure No. 1 – ARTA MC No. 2022-02 dated 07 March 2022
- Enclosure No. 2 – ARTA MC No. 2023-01 dated 08 February 2023
- Enclosure No. 3 – Google Form for Central Office
- Enclosure No. 4 – Google Form for Regional Office
- Enclosure No. 5 – Google Form for SDO and Schools
- Enclosure No. 6 – Zero Backlog Certification