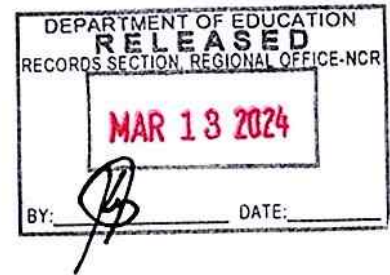




Republic of the Philippines
Department of Education
NATIONAL CAPITAL REGION



March 13, 2024

REGIONAL MEMORANDUM

No. £. 218,s. 2024

To: Schools Division Superintendents
Regional Office Functional Division Chiefs
All Others Concerned

SUBMISSION OF FY 2023 DEPED ZERO BACKLOG REPORT

1. In reference to the attached Memorandum DM-OUHROD-2024-0425, the above-captioned subject shall be accomplished through online MS Teams Form. The deadline for submission is on March 20, 2024, at 5:00 p.m.
2. The Zero Backlog Certification (Enclosure No, 4) shall be filled out and signed by the Regional Director (ROs) and Schools Division Superintendent (for SDOs and schools), for uploading in the MS Teams Form. Schools are not allowed to answer the form.
3. Please refer to DM-OUHROD-2024-0268 titled Composition of the DepEd Committee on Anti-Red Tape (CART) for guidance on the membership of the Sub-CART in field offices in schools.
4. The designated representative or member per DepEd Sub-CART in regional and schools division offices shall accomplish the online form.
5. For information, guidance, and immediate compliance of all concerned.

JOCELYN DR. ANDAYA
Director IV

Incl.: As stated

ORD/PAU



Address: 6 Misamis St. Bago Bantay, Quezon City
Email Address: ncr@deped.gov.ph
Website: <https://www.depedncr.com.ph>

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Republika ng Pilipinas

Department of Education

OFFICE OF THE UNDERSECRETARY
HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

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.

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

FY 2023 RO Zero Backlog Report - to be answered by ROs only ³⁰

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 Designated Secretary or her designated representative, the BRDQ-CED 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) no 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. Office/units are reminded not to send their individual reports directly to the ARTA. Submissions shall be sent to the BRDQ-CED in one agency-wide report, to be signed by the Designated Secretary or her designated representative, and forwarded to the ARTA.

It must be reiterated that confidentiality 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 Designated Charter.

* Required

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

1. Designated 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
 CALAGA
 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 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. *

- Office of the Regional Director
- Office of the Assistant Regional Director
- Administrative Division
- CLMD
- ESSD
- Finance Division
- FIAD
- HROD
- ICT
- Legal
- PAU
- PRFD
- QAO

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 indicated that conformance to RA 11032 is subject to random audit or monitoring by the Compliance Monitoring and Evaluation Office (C/MEO) 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 Docket Client's Charter.

10. For ROs with no pending transactions, please fill out the form attached to the email, have it signed by the SDO, save as PDF, and upload it on the portion below. *

File number limit: 1. Single file, max limit: 10MB. Allowed file types: Word, Excel, PDF, PPT, 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) *

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 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 (IELLO). 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. *

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.

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. *

 Upload file

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

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? *

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. *

Agree

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

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

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(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]