



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

3202

March 20, 2023

**REGIONAL MEMORANDUM**

No. **248**, s. 2023

To: Schools Division Superintendents  
 All Others Concerned

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

1. Attached is Memorandum **DM-OUHROD-2023-0377** from the Office of the Undersecretary for Human Resource and Organizational Development, and Vice Chairperson, DepEd Committee on Anti-Red Tape, dated March 10, 2023 with the subject: **Submission of the DepEd Zero Backlog Report 2022.**

2. In this connection, the Schools Division Superintendents are hereby requested to have a representative to **accomplish the Google form on or before 22 March 2023:**

Governance Level	Respondent	Guide	Google Form
Regional Office (RO)	One respondent per RO (not per functional unit) who shall report data for the RO  (As applicable, report to be signed by the Regional Director)	Enclosure No. 4	<a href="https://bit.ly/ROZeroBacklogFY2022">https://bit.ly/ROZeroBacklogFY2022</a>
Schools Division Office Schools	One respondent per SDO (not per functional unit) who shall report data for the SDO and data collected from schools under its jurisdiction  (As applicable, report to be signed by the Schools Division Superintended)	Enclosure No. 5	<a href="https://bit.ly/SDOSchoolsZeroBacklogFY2022">https://bit.ly/SDOSchoolsZeroBacklogFY2022</a>

3. For Offices with no transactions pending beyond the prescribed processing time, they shall accomplish the Zero Backlog Report (Enclosure No. 6).



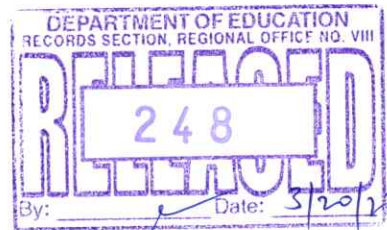
4. Other details relative to the accomplishment of the Google form are stipulated in the above-mentioned Memorandum and its enclosures.
  
5. Immediate dissemination of and compliance with this Memorandum are desired.

  
**EVELYN R. FETALVERO, CESO IV**  
Regional Director 

Enclosure: As stated  
Reference: As stated  
To be indicated in the perpetual index  
under the following subject:

ARTA  
BACKLOG  
REPORT

AD-PS-COZ





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"> <li>- Accounting Division</li> <li>- BCD-SPCD</li> <li>- BEA-EAD</li> <li>- Budget Division</li> <li>- Cash Division</li> <li>- EAMD</li> <li>- EFD</li> <li>- ICTS-SDD</li> <li>- ICTS-USD</li> <li>- Investigation Division</li> <li>- Legal Division</li> <li>- NEAP-PDD</li> <li>- NEAP-QAD</li> <li>- Office of the Secretary</li> <li>- PAS-PAAC</li> <li>- PAS-PD</li> <li>- Personnel Division</li> <li>- Records Division</li> </ul> <p>(As applicable, report to be signed by the Head of Office)</p>	Enclosure No. 3	<p><a href="https://bit.ly/COZeroBacklogFY2022">https://bit.ly/COZeroBacklogFY2022</a></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><a href="https://bit.ly/ROZeroBacklogFY2022">https://bit.ly/ROZeroBacklogFY2022</a></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><a href="https://bit.ly/SDOSchoolsZeroBacklogFY2022">https://bit.ly/SDOSchoolsZeroBacklogFY2022</a></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](mailto: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



**MEMORANDUM CIRCULAR NO. 2023- 01**

Series of 2023

**TO : ALL GOVERNMENT OFFICES AND AGENCIES IN THE EXECUTIVE DEPARTMENT, INCLUDING LOCAL GOVERNMENT UNITS (LGUs), GOVERNMENT-OWNED AND/OR -CONTROLLED CORPORATIONS (GOCCs), AND OTHER GOVERNMENT INSTRUMENTALITIES, WHETHER LOCATED IN THE PHILIPPINES OR ABROAD**

**SUBJECT : CLARIFYING THE DEADLINE AND AMENDMENT ON MEMORANDUM CIRCULAR (MC) NO. 2022-02 DATED 07 MARCH 2022**

**DATE : 08 FEBRUARY 2023**

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**1.0 BACKGROUND**

- 1.1 On 07 March 2022, the Anti-Red Tape Authority (ARTA), hereinafter referred to as the Authority, issued ARTA Memorandum Circular (MC) No. 2022-02, "Reiterating the Provisions of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 or Republic Act (RA) No. 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", which directs agencies to conduct an inventory of all pending transactions and to submit a Zero Backlog Report. The said MC, which became effective on 22 March 2022, also aims to provide guidelines on the automatic approval and automatic extension of license, clearance, permit, certification, and authorization.
- 1.2 Section 3.2 of MC No. 2022-02 mandates covered agencies to submit their Zero Backlog Reports to the Authority on or before 07 March of every year.
- 1.3 Further, the same Section of the MC provides that the coverage period in reporting the inventory of all licenses, permits, certifications, authorizations, and clearances tagged as a backlog is from 08 March of the current year until 06 March of the following year.

**2.0 PURPOSE**

Consistent with the Implementing Rules and Regulations (IRR) and other issuances of ARTA, this Circular is being issued to amend certain provisions of MC No. 2022-02 to harmonize the covered period of submission under the said MC with other reportorial requirements to other regulatory agencies.

### 3.0 GENERAL GUIDELINES

Section 3.2 of MC No. 2022-02 is hereby amended to read as: "All government agencies and offices are directed to submit a backlog report of pending transactions on or before 07 March 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** for reporting the inventory of all licenses, permits, certifications, authorizations, and clearances tagged as a backlog shall be **from 01 January until 31 December of the previous year**. For the current year's submission (2023), the covered period shall be from 07 March 2022 until 31 December 2022".

### 4.0 AMENDMENT TO THE GUIDELINES

The Guidelines outlined in Section 3.0 of this Circular are subject to change as deemed necessary by the Authority.

### 5.0 REPEALING CLAUSE

Provisions of previous issuances of the Authority that are inconsistent with this Circular are hereby reversed, set aside or declared ineffective. All other provisions of such previous issuances of the Authority shall remain enforced and valid.

### 6.0 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.

### 7.0 EFFECTIVITY

This Circular shall take effect immediately upon publication in the Official Gazette or a newspaper of general circulation and registration with the University of the Philippines-Office of the National Administrative Register (UP-ONAR).

APPROVED BY:

**SECRETARY ERNESTO V. PEREZ**  
Director General

# 2022 Regional Office Zero Backlog Report (Inventory of Licenses, Permits, Certifications, Authorizations, Clearances tagged as a backlog)

The Anti-Ret Tape Authority released ARTA MC No. 2022-02 requiring the submission of the Zero Backlog Report per government agency. The said report requests the number of received and pending transactions covering the period March 7, 2022 – December 31, 2022.

Pending transactions are those unacted upon/pending beyond the prescribed processing time as specified in the DepEd Citizen's Charter Handbook 2021 as of December 1, 2021 (<https://www.deped.gov.ph/wp-content/uploads/2021/12/DepEd-Citizen's-Charter-2021-as-of-December-1-2021.pdf>).

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.

The deadline for responding to the survey is March 15, 2023. 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

1. Email \*

2. Email address \*

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

4. Designation (Please spell out) \*

5. Office of Assignment \*

6. Region \*

Mark only one oval.

- I
- II
- III
- IV-A
- IV-B
- V
- VI
- VII
- VIII
- IX
- X
- XI
- XII
- CAR
- CARAGA
- NCR

7. Do any of the offices in the RO have client requests or transactions from 2022 that are still unresolved/pending as of 1 January 2023 and/or exceeded the prescribed processing time? \*

Mark only one oval.

- Yes Skip to section 2 (RO External Services - Pending Transactions)
- No Skip to question 78

RO External Services - Pending Transactions

Based on the DepEd Citizen's Charter 2021, please report the following.

- Total number of received applications from March 7, 2022 – December 31, 2022
- Total number of pending transactions from March 7, 2022 – December 31, 2022 (those that exceeded the processing time specified in the CC 2021)

Reminders:

- Use digits instead of spelling-out the answers, e.g. 0 instead of zero
- Use N/A if the service is not offered by your governance unit/level.
- If number to be reported is combined for two services, please note on the answer, e.g. total reflects the combination of enrollment online + enrollment walk-in transactions.

Payment of External and Internal Claims



8. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 30 minutes]? \*  
Mark only one oval.

- Yes Skip to question 9
- No Skip to question 11
- Service not offered Skip to question 11

Payment of External and Internal Claims

9. Total number of pending transactions [those that exceeded the processing time of 30 minutes]? \*  
\_\_\_\_\_

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

Payment of Obligation

11. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 25 minutes]? \*  
Mark only one oval.

- Yes Skip to question 12
- No Skip to question 14
- Service not offered Skip to question 14

Payment of Obligation

12. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 25 minutes]? \*  
\_\_\_\_\_

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

Access to LRMDS Portal

14. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 1 hour, 2 minutes]? \*  
Mark only one oval.

- Yes Skip to question 15
- No Skip to question 17
- Service not offered Skip to question 17

Access to LRMDS Portal

15. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 1 hour, 2 minutes] \*  
\_\_\_\_\_

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

Procedure for the Use of LRMDS Computers

17. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 30 minutes]? \*  
Mark only one oval.

- Yes Skip to question 18
- No Skip to question 20
- Service not offered Skip to question 20

Procedure for the Use of LRMDS Computers

18. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 30 minutes]

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

Legal Assistance to Walk-in Clients

20. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 1 hour, 30 minutes]

Mark only one oval.

- Yes Skip to question 21
- No Skip to question 23
- Service not offered Skip to question 23

Legal Assistance to Walk-in Clients

21. Total number of pending transactions from March 1, 2020–March 6, 2022 [those that exceeded the processing time of 1 hour, 30 minutes]

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

Request for Correction of Entries in School Record

23. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 1 hour, 10 minutes]

Mark only one oval.

- Yes Skip to question 24
- No Skip to question 26
- Service not offered Skip to question 26

Request for Correction of Entries in School Record

24. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 1 hour, 10 minutes]

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

Recognition of Professional Development Programs/Courses

26. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 17 days, 2 hours, 20 minutes]

Mark only one oval.

- Yes Skip to question 27
- No Skip to question 29
- Service not offered Skip to question 29

Recognition of Professional Development Programs/Courses

27. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 17 days, 2 hours, 20 minutes]

28. Please share the challenge/s encountered that hindered observance of the prescribed processing time for the service. \*
- Acceptance of Employment Application (walk-in)
29. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 10 minutes]? \*
- Mark only one oval.
- Yes Skip to question 30
- No Skip to question 32
- Service not offered Skip to question 32
- Acceptance of Employment Application (walk-in)
30. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 10 minutes] \*
31. Please share the challenge/s encountered that hindered observance of the prescribed processing time for the service. \*
- Acceptance of Employment Application (Online)
32. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 10 minutes]? \*
- Mark only one oval.
- Yes Skip to question 33
- No Skip to question 35
- Service not offered Skip to question 35
- Acceptance of Employment Application (Online)

33. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 10 minutes] \*
34. Please share the challenge/s encountered that hindered observance of the prescribed processing time for the service. \*
- Issuance of Certificate of Last Payment (CLP)
35. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 1 hour, 30 minutes]? \*
- Mark only one oval.
- Yes Skip to question 36
- No Skip to question 38
- Service not offered Skip to question 38
- Issuance of Certificate of Last Payment (CLP)
36. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 1 hour, 30 minutes] \*
37. Please share the challenge/s encountered that hindered observance of the prescribed processing time for the service. \*
- Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering (Public, Private & SUC/LUC)

38. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 30 minutes]? \*

Mark only one oval.

- Yes Skip to question 39
- No Skip to question 41
- Service not offered Skip to question 47

Generation of School IDs for New Schools and/or Adding or Updating of SHS Program Offering (Public, Private & SUC/LUC)

39. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 30 minutes] \*

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

**Request for Reversion**

41. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 45 minutes]? \*

Mark only one oval.

- Yes Skip to question 42
- No Skip to question 44
- Service not offered Skip to question 44

**Request for Reversion**

42. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 45 minutes] \*

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

**Public assistance (email)**

44. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 1 hour, 5 minutes]? \*

Mark only one oval.

- Yes Skip to question 45
- No Skip to question 47
- Service not offered Skip to question 47

**Public assistance (email)**

45. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 1 hour, 5 minutes] \*

**Request for Reversion**

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

**Public assistance (Hotline and Walk-in)**

47. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 30 minutes]? \*

Mark only one oval.

- Yes Skip to question 48
- No Skip to question 50
- Service not offered Skip to question 50

**Public assistance (Hotline and Walk-in)**



48. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 30 minutes]

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

Standard FOI Request through Walk-In Facility and Mail

50. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 5 days, 2 hours, 10 minutes]

Mark only one oval.

- Yes Skip to question 51
- No Skip to question 53
- Service not offered Skip to question 53

Standard FOI Request through Walk-In Facility and Mail

51. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 5 days, 2 hours, 10 minutes]

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

53. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 17 days, 5 hours, 45 minutes]

Mark only one oval.

- Yes Skip to question 54
- No Skip to question 56
- Service not offered Skip to question 56

Application for the Opening/Additional Offering of SHS Program for Private Schools

54. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 17 days, 5 hours, 45 minutes]

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

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

56. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 10 days, 6 hours, 55 minutes]

Mark only one oval.

- Yes Skip to question 57
- No Skip to question 59
- Service not offered Skip to question 59

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

57. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 10 days, 6 hours, 55 minutes]

Application for the Opening/Additional Offering of SHS Program for Private Schools

58. 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

59. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 13 days, 2 hours, 5 minutes]? \*

Mark only one oval.

- Yes Skip to question 60  
 No Skip to question 62  
 Service not offered Skip to question 62

Issuance of special orders for graduation of private school learners

60. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 13 days, 2 hours, 5 minutes]? \*

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

Certification, Authentication, Verification (CAV)

62. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 50 minutes]? \*

Mark only one oval.

- Yes Skip to question 63  
 No Skip to question 65  
 Service not offered Skip to question 65

Certification, Authentication, Verification (CAV)

63. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 50 minutes]? \*

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

Issuance of Requested Documents (CTC and Photocopy of Documents)

65. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 55 minutes]? \*

Mark only one oval.

- Yes Skip to question 66  
 No Skip to question 68  
 Service not offered Skip to question 68

Issuance of Requested Documents (CTC and Photocopy of Documents)

66. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 55 minutes]? \*

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

Issuance of Requested Documents (Non-CTC)

68. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 33 minutes]? \*

Mark only one oval.

- Yes Skip to question 69  
 No Skip to question 71  
 Service not offered Skip to question 77

Issuance of Requested Documents (Non-CTC)

69. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 33 minutes] \*

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

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

Receiving of Complaint

74. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 25 minutes]? \*

Mark only one oval.

- Yes Skip to question 75  
 No Skip to question 77  
Service not offered Skip to question 77

Receiving of Complaint

75. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 25 minutes] \*

Receiving of Communications

71. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 2 days]? \*

Mark only one oval.

- Yes Skip to question 72  
 No Skip to question 74  
Service not offered Skip to question 74

Receiving of Communications

72. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 2 days] \*

Summary of pending transactions

77. Please choose the answer applicable to your RO. \*

Mark only one oval.

- There are NO pending transactions for ALL services in the RO. Skip to question 78  
 There are pending transactions for services in the RO. Skip to question 79

Zero Backlog Certification from RO

It must be reiterated that conformance to RA 11:032 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 (E.L.O). Thus, all are enjoined to implement the service standards declared in the DepEd Citizen's Charter.

78. For ROs with no pending transactions for ALL services, please fill out the form attached to the memo, \* have it signed by the RO, save as PDF, and upload it on the portion below. Filename should follow the format (RO + Zero Backlog Report), e.g. Region 3 Zero Backlog Report

Files submitted:

Respondent's Declaration

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

80. 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. \*

*Check all that apply.*

. Agree

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## 2022 SDO and Schools Zero Backlog Report (Inventory of Licenses, Permits, Certifications, Authorizations, Clearances tagged as a backlog)

The Anti-Red Tape Authority recently released ARTA MC No. 2022-02 requiring the submission of the Zero Backlog Report per government agency. The said report requests the number of received and pending transactions covering the period

March 7, 2022 – December 31, 2022.

Pending transactions are those unacted upon/pending beyond the prescribed processing time as specified in the DepEd Citizen's Charter Handbook 2021 as of December 1, 2021 (<https://www.deped.gov.ph/wp-content/uploads/2021/12/DepEd-Citizen-Charter-2021-as-of-December-1-2021.pdf>).

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.

The deadline for responding to the survey is March 15, 2023. 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 (IELD). Thus, all are enjoined to implement the service standards declared in the DepEd Citizen's Charter.

**\* Required**

1. Email \*

2. Email address \*

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

4. Designation (Please spell out) \*

5. Office of Assignment \*

6. Schools Division Office \*

Mark only one oval.

- Abra
- Agusan Del Norte
- Agusan Del Sur
- Aklan
- Alaminos City
- Albay
- Angeles City
- Antipolo City
- Antique
- Apayao
- Aurora
- Bacolod City
- Bacoor
- Bago City
- Baguio City
- Bais City
- Balanga City
- Bataan
- Batac City
- Batanes
- Batangas
- Batangas City
- Bayawan City
- Baybay City
- Bayugan City
- Benguet
- Biliran
- Bisan City
- Bislig City
- Bogo City
- Bohol
- Borongan City
- Bukidnon
- Bulacan
- Butuan City
- Cabadbaran City
- Cabanatuan City
- Cabuyao City
- Cagiz City
- Cagayan

Cagayan de Oro City  
Calaamba City  
Calapan City  
Calbayog City  
Caloocan  
Camarines Norte  
Camarines Sur  
Camiiguin  
Candon City  
Carlaon City  
Capiz  
Carcar City  
Catanduanes  
Catalagan City  
Cauayan City  
Cavite  
Cavite City  
Cebu  
Cebu City  
Corbato  
Dagupan City  
Davao City  
Dapitan City  
Dasmariñas City  
Davao City  
Davao de Oro (Compostela Valley)  
Davao del Norte  
Davao del Sur  
Davao Occidental  
Davao Oriental  
Digos City  
Dipolog City  
Dumaguete City  
Eastern Samar  
El Salvador City  
Escalante City  
Gapan City  
General Santos City  
General Trias  
Gingoog City  
Guihulngan City  
Guimaras  
Himamaylan

Iligan City  
Iligan, Isabela  
Iligan City  
Ilocos Norte  
Ilocos Sur  
Iloilo  
Iloilo City  
Imus  
Iriga City  
Isabela  
Isabela City  
Island Garden City of Samal  
Kabankalan City  
Kalinga  
Kidapawan City  
Koronadal City  
La Carlota City  
La Union  
Laguna  
Lanao del Norte  
Laoag City  
Lapu-Lapu City  
Las Piñas City  
Legaspi City  
Leyte  
Ligao City  
Lipa City  
Lucena City  
Masain City  
Mabalacat City  
Makati City  
Malabon City  
Malaybalay City  
Marikina City  
Mandaue City  
Mandaua City  
Manila  
Marikina City  
Marinduque  
Masbate  
Masbate City  
Mati City  
Meycauayan City

- Misamis Occidental
- Misamis Oriental
- Mt. Province
- Muñoz Science City
- Muntinlupa City
- Naga City
- Naga City
- Navotas City
- Negros Occidental
- Negros Oriental
- Northern Samar
- Nueva Ecija
- Nueva Vizcaya
- Occidental Mindoro
- Olongapo City
- Oriental Mindoro
- Ormoc City
- Oroquieta City
- Ozamis City
- Pagadian City
- Palawan
- Pampanga
- Penabo City
- Pangasinan I
- Pangasinan II
- Parañaque City
- Pasay City
- Pasig City
- Passi City
- Province of Dinagat Island
- Puerto Princesa City
- Quezon
- Quezon City
- Quirino
- Rizal
- Romblon
- Roxas City
- Sagay City
- Samar (Western Samar)
- San Carlos City
- San Carlos City
- San Fernando City
- San Fernando City

- San Jose City (Nueva Ecija)
- San Jose Del Monte City
- San Juan
- San Pablo City
- San Pedro
- Santiago City
- Sarangani
- Shangao
- Silay City
- Sipalay
- Siquijor
- Sorsogon
- Sorsogon City
- South Cotabato
- Southern Leyte
- Sta. Rosa City
- Sto. Tomas
- Sultan Kudarat
- Surigao City
- Surigao del Norte
- Surigao del Sur
- Tabaco City
- Talauk City
- Taalban City
- Tacurong City
- Tagbilaran City
- Tegug and Pateros
- Tagum City
- Talisay City
- Tanauan City
- Tandag City
- Tangub City
- Tanjay City
- Tarlac
- Tarlac City
- Taybas City
- Toledo City
- Tuguegarao City
- Urdaneta City
- Valencia City
- Valenzuela City
- Victorias City
- Vigan City

-if number to be reported is combined for two services, please note on the answer. e.g. total reflects the combination of enrollment online + enrollment walk-in transactions.

- Zambales
- Zamboanga City
- Zamboanga del Norte
- Zamboanga del Sur
- Zamboanga Sibugay Province

7. Region \*

Mark only one oval.

- I
- II
- III
- IV-A
- IV-B
- V
- VI
- VII
- VIII
- IX
- X
- XI
- XII
- CAR
- CARAGA
- NCR

Request for Correction of Entries in School Records

9. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 2 days, 35 minutes] \*

Mark only one oval.

- Yes Skip to question 10
- No Skip to question 12
- Service not offered Skip to question 12

Request for Correction of Entries in School Records

10. Total number of pending transactions [those that exceeded the processing time of 2 days, 35 minutes] \*

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

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Acceptance of Employment Application for Initial Evaluation (Teaching Position)

12. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 1 day, 65 minutes] \*

Mark only one oval.

- Yes Skip to question 13
- Service not offered Skip to question 15

Acceptance of Employment Application for Initial Evaluation (Teaching Position)

13. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 1 day, 55 minutes] \*

8. Do any of the offices in the SDO or any of the public schools under its jurisdiction have client requests or transactions from 2022 that are still unresolved/pending as of 1 January 2023 and/or exceeded the prescribed processing time? \*

Mark only one oval.

- Yes
- No Skip to question 116

SDO External Services - Pending Transactions

Based on the DepEd Criteris Charter 2021, please report the following.

- Total number of received applications from March 7, 2022 – December 31, 2022

- Total number of pending transactions from March 7, 2022 – December 31, 2022 (those that exceeded the processing time specified in the CC 2021)

Reminders:

- Use digits instead of spelling-out the answers, e.g. 0 instead of zero
- Use N/A if the service is not offered by your governance unit/level.



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

Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)

15. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 25 minutes]? \*

Mark only one oval.

Yes Skip to question 16

No Skip to question 18

Service not offered Skip to question 18

Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)

16. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 25 minutes]? \*

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

Inspection, Acceptance and Distribution of Textbooks, Supplies and Equipment

18. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 6 days, 6 hours]? \*

Mark only one oval.

Yes Skip to question 19

No Skip to question 21

Service not offered Skip to question 21

Inspection, Acceptance and Distribution of Textbooks, Supplies and Equipment

19. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 6 days, 6 hours] \*

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

Issuance of Requested Documents (Non-CTC)

21. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 30 minutes]? \*

Mark only one oval.

No Skip to question 24

Service not offered Skip to question 24

Issuance of Requested Documents (Non-CTC)

22. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 30 minutes]? \*

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

Issuance of Requested Documents (CTC and Photocopy of Documents)

24. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 45 minutes]? \*

Mark only one oval.

- Yes Skip to question 25  
 No Skip to question 27  
 Service not offered Skip to question 27

Issuance of Requested Documents (CTC and Photocopy of Documents)

25. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 45 minutes]? \*

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

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Certification, Authentication, Verification (CAV)

27. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 1 hour, 5 minutes]? \*

Mark only one oval.

- Yes Skip to question 28  
 No Skip to question 30  
 Service not offered Skip to question 30

Certification, Authentication, Verification (CAV)

28. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 1 hour, 5 minutes]? \*

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

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Receiving and Releasing of Communication and other Documents

30. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 2 days, 4 hours, 25 minutes]? \*

Mark only one oval.

- Yes Skip to question 31  
 No Skip to question 33  
 Service not offered Skip to question 33

Receiving and Releasing of Communication and other Documents

31. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 2 days, 4 hours, 25 minutes]? \*

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

Receiving of Complaints against Non-Teaching Personnel

33. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 21 minutes]? \*

Mark only one oval.

- Yes Skip to question 34  
 No Skip to question 36  
 Service not offered Skip to question 36

Receiving of Complaints against Non-Teaching Personnel

34. Total number of pending transactions from March 7, 2022 – December 31, 2022 (those that exceeded \* the processing time of 21 minutes)

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

Receiving of Complaints against Teaching Personnel (Multi-stage Processing)

36. With pending transactions from March 7, 2022 – December 31, 2022 (those that exceeded the \* processing time of 3 days, 2 hours, 11 minutes)?

Mark only one oval.

- Yes Skip to question 37  
 No Skip to question 39  
 Service not offered Skip to question 39

Receiving of Complaints against Teaching Personnel (Multi-stage Processing)

37. Total number of pending transactions from March 7, 2022 – December 31, 2022 (those that exceeded \* the processing time of 3 days, 2 hours, 11 minutes)

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

39. With pending transactions from March 7, 2022 – December 31, 2022 (those that exceeded the \* processing time of 28 minutes)?

Mark only one oval.

- Yes Skip to question 40  
 No Skip to question 42  
 Service not offered Skip to question 42

Accessing Available Learning Resources from LRMDS Portal

40. Total number of pending transactions from March 7, 2022 – December 31, 2022 (those that exceeded \* the processing time of 29 minutes)

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

Borrowing of Learning Materials from Libraries

42. With pending transactions from March 7, 2022 – December 31, 2022 (those that exceeded the \* processing time of 21 minutes)?

Mark only one oval.

- Yes Skip to question 43  
 No Skip to question 45  
 Service not offered Skip to question 45

Borrowing of Learning Materials from Libraries

43. Total number of pending transactions from March 7, 2022 – December 31, 2022 (those that \* exceeded the processing time of 21 minutes)

Accessing Available Learning Resources from LRMDS Portal

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

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Alternative Learning System (ALS) Enrollment

45. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 4 hours, 15 minutes]? \*

Mark only one oval.

- Yes Skip to question 46  
 No Skip to question 48  
 Service not offered Skip to question 48

Alternative Learning System (ALS) Enrollment

46. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 4 hours, 15 minutes] \*

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

Request for Basic Education Data (External Stakeholders)

48. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 2 days, 4 hours, 37 minutes]? \*

Mark only one oval.

- Yes Skip to question 49  
 No Skip to question 51  
 Service not offered Skip to question 51

Request for Basic Education Data (External Stakeholders)

49. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 2 days, 4 hours, 37 minutes] \*

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

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Issuance of Government Permit, Renewal, Recognition of Private Schools

51. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 10 days, 4 hours, 35 minutes]? \*

Mark only one oval.

- Yes Skip to question 52  
 No Skip to question 54  
 Service not offered Skip to question 54

Issuance of Government Permit, Renewal, Recognition of Private Schools

52. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 10 days, 4 hours, 35 minutes] \*

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

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Issuance of Special Orders for Graduation of Private School Learners

54. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 6 days, 30 minutes]? \*

Mark only one oval.

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

Issuance of Special Orders for Graduation of Private School Learners

55. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 6 days, 30 minutes] \*

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

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

Application of Summer Permit for Private Schools

60. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 6 days, 30 minutes]? \*

Mark only one oval.

- Yes Skip to question 61  
 No Skip to question 63  
 Service not offered Skip to question 63

Application of Summer Permit for Private Schools

61. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 6 days, 30 minutes] \*

Application for Senior High School (SHS) Additional Track/Strand

57. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 6 days, 30 minutes]? \*

Mark only one oval.

- Yes Skip to question 58  
 No Skip to question 60  
 Service not offered Skip to question 60

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

Application for Senior High School (SHS) Additional Track/Strand

58. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 6 days, 30 minutes] \*

Mark only one oval.

- Yes Skip to question 64  
 No Skip to question 66  
 Service not offered Skip to question 66

Application for No Increase in Tuition Fee

Application for No Increase in Tuition Fee

63. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 6 days, 30 minutes]? \*

64. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 6 days, 30 minutes] \*

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

Application for Increase in Tuition Fee

66. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 6 days, 30 minutes]? \*

Mark only one oval.

- Yes Skip to question 67
- No Skip to question 69
- Service not offered Skip to question 69

Application for Increase in Tuition Fee

67. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 6 days, 30 minutes] \*

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

Schools External Services

Based on the DepEd Citizen's Charter 2021, please report the following.  
- Total number of received applications from

March 7, 2022 – December 31, 2022

- Total number of pending transactions from

March 7, 2022 – December 31, 2022 (those that exceeded the processing time specified in the CC 2021)

Reminders:

- Use digits instead of spelling-out the answers, e.g. 0 instead of zero
- Use N/A if the service is not offered by your governance unit/level.
- If number to be reported is combined for two services, please note on the answer, e.g. total reflects the combination of enrollment online + enrollment walk-in transactions.

69. Number of public schools under the jurisdiction of the SDO \*

Acceptance of Employment Application for Teacher I Position (walk-in)

70. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 1 hour]? \*

Mark only one oval.

- Yes Skip to question 71
- No Skip to question 73
- Service not offered Skip to question 73

Acceptance of Employment Application for Teacher I Position (walk-in)

71. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 1 hour] \*

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

Acceptance of Employment Application for Teacher I Position (online)

73. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 1 hour, 10 minutes]? \*

Mark only one oval.

- Yes Skip to question 74
- No Skip to question 76
- Service not offered Skip to question 76

Acceptance of Employment Application for Teacher I Position (online)



74. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 1 hour, 10 minutes] \*

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

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Borrowing of Learning Materials from the School Library/Learning Resource Center

76. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 20 minutes]? \*

Mark only one oval.

- Yes Skip to question 77  
 No Skip to question 79  
 Service not offered Skip to question 79

Borrowing of Learning Materials from the School Library/Learning Resource Center

77. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 20 minutes] \*

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

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Distribution of Printed Self-Learning Modules in Distance Learning Modality

79. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 46 minutes]? \*

Mark only one oval.

- Yes Skip to question 80  
 No Skip to question 82  
 Service not offered Skip to question 82

Distribution of Printed Self-Learning Modules in Distance Learning Modality

80. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 46 minutes] \*

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

Enrollment (walk-in)

82. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 1 day, 1 hour, 40 minutes]? \*

Mark only one oval.

- Yes Skip to question 83  
 No Skip to question 85  
 Service not offered Skip to question 85

Enrollment (walk-in)

83. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 1 day, 1 hour, 40 minutes] \*

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84. Please share the challenge/s encountered that hindered observance of the prescribed processing time for the services. \*

Enrollment (online)

85. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 2 hours, 50 minutes]? \*

Mark only one oval.

Yes Skip to question 86

No Skip to question 88

Service not offered Skip to question 88

Enrollment (online)

86. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 2 hours, 50 minutes]? \*

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

Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (walk-in)

88. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 44 minutes]? \*

Mark only one oval.

Yes Skip to question 89

No Skip to question 91

Service not offered Skip to question 91

Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (walk-in)

89. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 44 minutes]? \*

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

Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (online)

91. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 38 minutes]? \*

Mark only one oval.

Yes Skip to question 92

No Skip to question 94

Service not offered Skip to question 94

Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (online)

92. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 38 minutes]? \*

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

Issuance of School Clearance for different purposes

94. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 2 days, 3 minutes?]

Mark only one oval.

- Yes Skip to question 95  
 No Skip to question 97  
 Service not offered Skip to question 97

Issuance of School Clearance for different purposes

95. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 2 days, 3 minutes]

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

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

Public Assistance (walk-in/phone call)

100. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 1 hour?]

Mark only one oval.

- Yes Skip to question 101  
 No Skip to question 103  
 Service not offered Skip to question 103

Public Assistance (walk-in/phone call)

101. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 1 hour]

Issuance of School Forms, Certifications, and other School Permanent Records

97. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 40 minutes?]

Mark only one oval.

- Yes Skip to question 98  
 No Skip to question 100  
 Service not offered Skip to question 100

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

Issuance of School Forms, Certifications, and other School Permanent Records

98. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 40 minutes]

Mark only one oval.

- Yes Skip to question 104  
 No Skip to question 106  
 Service not offered Skip to question 106

Public Assistance (email/social media)

103. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 1 hour, 15 minutes?]

Public Assistance (email/social media)

104. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 1 hour, 15 minutes] \*

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

Receiving and Releasing of Communications and other documents

106. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 2 days, 2 hours, 25 minutes]? \*

Mark only one oval.

- Yes Skip to question 107  
 No Skip to question 109  
 Service not offered Skip to question 109

Receiving and Releasing of Communications and other documents

107. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 2 days, 2 hours, 25 minutes] \*

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

Reservation Process for the use of school facilities

109. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 2 days, 27 minutes]? \*

Mark only one oval.

- Yes Skip to question 110  
 No Skip to question 112  
 Service not offered Skip to question 112

Reservation Process for the use of school facilities

110. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 2 days, 27 minutes]? \*

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

Request for Personnel Records for Teaching/Non-Teaching Personnel

112. With pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 3 days, 30 minutes]? \*

Mark only one oval.

- Service not offered Skip to question 115

Request for Personnel Records for Teaching/Non-Teaching Personnel

113. Total number of pending transactions from March 7, 2022 – December 31, 2022 [those that exceeded the processing time of 3 days, 30 minutes] \*

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

Summary of pending transactions

115. Please choose the answer applicable to your SDO. \*

Mark only one oval.

There are pending transactions for ALL services in the SDO and/or schools under it.  
Skip to question 117

There are NO pending transactions for the all services in the SDO and ALL SCHOOLS under it.  
Skip to question 116

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 (ELO). Thus, all are enjoined to implement the service standards declared in the DepEd Citizen's Charter.

116. 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.

Files submitted:

Respondent's Declaration

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

118. 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.

Check all that apply.

Agree

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**MEMORANDUM CIRCULAR NO. 2022-02**  
**Series of 2022**

**FOR:** ALL GOVERNMENT OFFICES AND AGENCIES IN THE EXECUTIVE DEPARTMENT, INCLUDING LOCAL GOVERNMENT UNITS ("LGUs"), GOVERNMENT-OWNED-OR-CONTROLLED CORPORATIONS ("GOCCs"), AND OTHER GOVERNMENT INSTRUMENTALITIES, WHETHER LOCATED IN THE PHILIPPINES OR ABROAD

**SUBJECT:** 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

**DATE:** 07 March 2022

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**1. BACKGROUND AND LEGAL BASIS**

- 1.1 Section 2 of RA 11032 declares the State Policy of promotion of integrity, accountability, proper management of public affairs and public property as well as to establish effective practices, aimed at efficient turnaround of the delivery of government services and the prevention of graft and corruption in government.
- 1.2 Section 10 of RA 11032 provides for the Automatic Approval or Automatic Extension of License, Clearance, Permit, Certification, or Authorization. If a government office or agency fails to approve or disapprove an original application or renewal 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.
- 1.3 Section 4, Rule VIII of the Implementing Rules and Regulations (IRR) of RA 11032, provides that after investigation and verification of the applicant's full submission of all necessary documents and payment of all required fees, the Authority shall issue a declaration of completeness and order the concerned office or agency to issue the approval, extension, and/or renewal of the license, clearance, permit, certification, or authorization deemed automatically approved provided by Section 10 of the Act.
- 1.4 ARTA Memorandum Circular ("MC") No. 2020-02 establishes the **3-7-20 Day**, in line with the President's mandate to process government transactions without delay and



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 7<sup>TH</sup>

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 8<sup>th</sup> of the current year until March 6<sup>th</sup> 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>.

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.

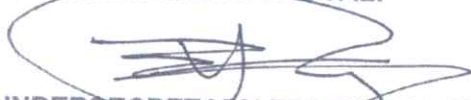
**6. SEPARABILITY CLAUSE**

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

Zero Backlog Program

<b>Government Agency/Office Logo</b>	
<b>Department/Agency</b>	<i>Indicate the name of the agency</i>
<b>Program Title/Name</b>	<i>Name or title of the Zero Backlog Program implemented by the agency</i>
<b>Program Objective</b>	<i>Program Objective</i>
<b>Target Output</b>	<i>The intended output of the program once completed</i>
<b>Date Implemented</b>	<i>The date when the program was implemented</i>
<b>Implementing office</b>	<i>The name of the office implementing the Zero Backlog Program</i>

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

<b>Matrix of Services and Plan of Action</b>							
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.)

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

**Name and Signature of Head of Agency/ARTA Focal**





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

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]



(Use applicable letterhead)

Enclosure No. 5 – 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 March 7, 2022 to December 31, 2022.

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

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[FULL NAME]

[Regional Director/SDS]