



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

May 17, 2023

REGIONAL MEMORANDUM

No. **467**, s. 2023

**REMINDER TO COMPLY WITH THE REQUIREMENTS
UNDER RA 11031 AND ITS IRR**

To: Schools Division Superintendents
Regional Office Personnel
All Others Concerned

- Attached is an Advisory No. 002, s. 2023 of the Anti-Red Tape Authority (ARTA) re **Reminder to Comply with the Requirements 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)**.
- The Schools Division Superintendents are reminded to comply with the required documents within the prescribed timeline and manner of submission as indicated in the Advisory. The concerned SDOs who have not complied yet are given until **May 31, 2023** to comply.
- RO, SDOs and Schools shall ensure that a Committee on Anti-Red Tape (CART) is created. Here is the recommended minimum composition of the DepEd:

Role	Regional Office	Schools Division Office	Schools
Lead	Regional Director	Schools Division Superintendent	School Head
Members	At least one (1) representative each: 1. Administrative Division 2. ICT Unit 3. Legal Unit 4. Public Affairs Unit	At least one (1) representative each: 1. Administrative Services 2. ICT 3. Legal 4. Schools Governance and Operations Division	At least one (1) each 1. Teacher-designate 2. Non-teaching personnel



4. The Committee is tasked to ensure compliance with the requirements under RA 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and its Implementing Rules and Regulations (IRR). The requirements include the following:

- a. Citizen's Charter (CC) and Certificate of Compliance (CoC)
- b. Committee on Anti-Red Tape (CART)
- c. Client Satisfaction Measurement Report (CSMR)
- d. Zero Backlog Report

5. Immediate dissemination of and compliance with this Memorandum are desired.


EVELYN R. FETALVERO, CESO IV
Regional Director 

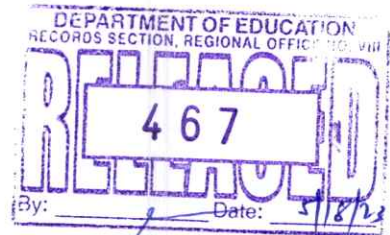
Enclosure: As stated

Reference: As stated

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

CLIENT SATISFACTION
COMMITTEE ON ANTI-RED TAPE
COMPLIANCE
EASE OF DOING BUSINESS
IMPLEMENTING RULES AND REGULATIONS
REMINDER

AD-PS-EDR



Address: Government Center, Candahug, Palo, Leyte

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Email Address: region8@deped.gov.ph

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OFFICE OF THE DIRECTOR IV
Date and Time Received 16 MAY 2023 2:38
Date and Time Released 16 MAY 2023
Signature

[ADVISORY] DepEd and Its Attached Agencies - Reminder to Comply with the Requirements under RA 11032 and Its IRR

1 message

Compliance Monitoring and Evaluation Office <compliance@arta.gov.ph>

To: "osec@deped.gov.ph" <osec@deped.gov.ph>

Cc: "Pauline Karol G. Guiyab" <PaulineGuiyab@arta.gov.ph>, "Joshua A. Crepa" <joshuacrepa@arta.gov.ph>, "Zyra DL. Argañosa" <zyraarganoza@arta.gov.ph>, "Mark Donald D. Delos Santos" <markdelossantos@arta.gov.ph>, "Shayne Marie M. Araullo" <shaynemariearaullo@arta.gov.ph>

Thu, May 18, 2023 at 9:58 AM

By: frauc

RECEIVED
PERSONNEL SECTION
DATE 5/12/23 TIME 2:38 P

Dear Sir/Ma'am,

Greetings from the Anti-Red Tape Authority!

The Authority would like to inform your good office about the issued Advisory No. 002 with the subject, Reminder to Comply with the Requirements under RA 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and its Implementing Rules and Regulations (IRR).

This Advisory hereby informs that all concerned government agencies and local government units (LGUs), who have yet to comply, are given until 31 May 2023 to submit the following requirements:

- **Citizen's Charter (CC) and Certificate of Compliance (CoC)**
- **Committee on Anti-Red Tape (CART)**
- **Client Satisfaction Measurement Report (CSMR)**
- **Zero Backlog Report**
- **Initial Whole-of-Government (WOG) Reengineering Plan**
- **Electronic-Business One Stop Shop (E-BOSS)**

Attached herein is the copy of the Advisory for your reference. You may access the pertinent Annexes (editable) thru the link below:

<https://bit.ly/EditableAnnexes>

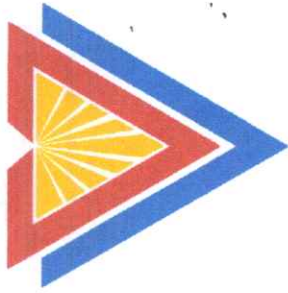
ARTA would like to emphasize the provision under Section 8 of R.A. 11032, which holds the heads of the office or agency to be primarily responsible for the implementation of the Act and accountable to the public in rendering fast, efficient, convenient, and reliable service. Agencies are reminded that failure to comply with the above-cited requirements may warrant the filing of administrative case/s, as may be applicable.

All relevant ARTA issuances and templates may be accessed through our website, www.arta.gov.ph.

For queries and concerns regarding the compliance, you may reach our office through compliance@arta.gov.ph.

Thank you.

OWN email
5/11/23



Compliance Monitoring and Evaluation Office

ANTI-RED TAPE AUTHORITY

4th & 5th Floor, NFA Building, NFA Compound

Visayas Avenue, Brgy. Vasra, Diliman, Quezon City

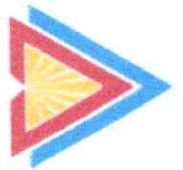
www.arta.gov.ph



 **Advisory No. 002.pdf**
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ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT



**ADVISORY NO. 002
SERIES OF 2023**

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 : REMINDER TO COMPLY WITH THE REQUIREMENTS 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)

DATE : 28 APRIL 2023

Pursuant to Section 17 of Republic Act (RA) No. 11032 or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018", the Anti-Red Tape Authority (ARTA) is mandated to implement and oversee a national policy on anti-red tape and ease of doing business and monitor and evaluate the compliance of agencies covered under Section 3 of the same Act.

Consistent with this provision and the Implementing Rules and Regulations (IRR) of R.A. 11032, the Authority issued various Memorandum Circulars pertaining to the required compliances relative to its implementation.

In this regard, this advisory is being issued to all covered government agencies and local government units (LGUs) to reiterate the submission of the following requirements to the Authority:

1. **Citizen's Charter (CC) and Certificate of Compliance (CoC)**, as stipulated in the ARTA Memorandum Circular No. 2019-002 Series of 2019 or the *Guidelines on The Implementation of the Citizen's Charter in Compliance with RA No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," its IRR, and its Supplemental or ARTA Memorandum Circular No. 2019-002-A Series of 2019;*
2. **Committee on Anti-Red Tape (CART)**, as stipulated in the ARTA Memorandum Circular No. 2020-07 or the *Guidelines on the Designation of a CART in the Agencies Concerned in Compliance with R.A. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and its IRR;*
3. **Client Satisfaction Measurement Report (CSMR)**, in accordance with the ARTA Memorandum Circular 2022-05 or the *Guidelines on the Implementation of the Harmonized Client Satisfaction Measurement;*
4. **Zero Backlog Report**, as stipulated in ARTA Memorandum Circular 2022-02 entitled, *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*

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Extension for Pending Applications or Requests of Agencies Beyond the Prescribed Processing Time and for the Submission of Zero Backlog Report;

5. **Initial Whole-of-Government (WOG) Reengineering Plan**, as stipulated in ARTA Memorandum Circular No. 2021-09, or the *Issuance of the Whole-of-Government Reengineering Manual*; and
6. **Electronic-Business One Stop Shop (E-BOSS)**, in accordance with the ARTA Memorandum Circular 2021-05, or the *Reporting Mechanism on the Compliance to the Automation Requirements of Section 11 (c) of R.A 11032*.

For your reference, here is the timeline and manner of submission of each compliance:

Compliance	Timeline of Submission	Frequency of Submission	Manner of Submission
Citizen's Charter (CC) and Certificate of Compliance (CoC)	<p>Without any submission – submit the CC and CoC on or before 28 April 2023.</p> <p>With revision – submit updated CC and CoC before implementation of revised services.</p> <p>Without revision – submit only latest CoC every March 31st of every year.</p>	<p>CoC – annual submission</p> <p>CC – at any time that updates and/or revisions are incorporated.</p>	<p>Submit Citizen's Charter (in-text searchable PDF format) and/or the Certificate of Compliance (using the New CoC Template) via https://tinyurl.com/CCandCOCsubmission</p>
Committee on Anti-Red Tape (CART)	<p>Submission of the Office Order and the Directory of the Members of the CART</p> <p>Original Deadline: December 2020</p> <p>Deadline for the grant of</p>	<p>One-time submission.</p> <p>Resubmission shall be made in case of changes in the composition of members and the directory</p>	<p>Submit online via https://tinyurl.com/CARTSUBMISSIONS</p>

	the Performance-Based Bonus (PBB): 28 February 2023		
Client Satisfaction Measurement Report (CSMR)	To cover Y2022 – submit on or before 31 January 2023 For Y2023 onwards – submit on or before the last working day of April of the following year.	Annual submission	Submit online via https://tinyurl.com/CSMRsubmissions
Zero Backlog Program	Zero Backlog Program Original Deadline: 29 April 2022	One time submission. Resubmission shall be made in case of revision.	Submit Annex A (Zero Backlog Program) via the link https://tinyurl.com/ZeroBacklogProgram
	Backlog Report or Zero Backlog Certification – submit every March 7 th of the following year Extended Deadline for Y2022: 17 April 2023 per ARTA Advisory No. 001 s. 2023	Annual submission	Submit Annex B (Backlog Report) or Annex C (Zero Backlog Certificate) via https://tinyurl.com/ZeroBacklogProgram
Initial WOG Reengineering Plan	Original Deadline: 31 December 2021 Extended Deadline: 31 March 2022	One-time submission	Submit online via https://tinyurl.com/WOGReengineeringReport

Electronic Business One Stop Shop (eBOSS)	Original Deadline: 14 July 2022 Updated eBOSS Compliance Report – Deadline: 12 May 2023	One-time submission	Submit online via https://tinyurl.com/2023eBOSSComplianceReport
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This Advisory hereby informs that all concerned government agencies and LGUs who have yet to comply with the above-cited requirements are given until **31 May 2023** to comply. ARTA would like to emphasize the provision under Section 8 of R.A. 11032, which holds the heads of the office or agency to be primarily responsible for the implementation of the Act and accountable to the public in rendering fast, efficient, convenient, and reliable service. Agencies are reminded that failure to comply with the above-cited requirements may warrant the filing of administrative case/s, as may be applicable.

Agencies are likewise reminded that compliance with the above-cited requirements form part of the agency's score in the Report Card Survey 2.0.

As for the compliance with the Committee on Anti-Red Tape (CART) in relation to the grant of the Performance-Based Bonus (PBB) for FY 2022, only the submissions made before the deadline on 28 February 2023 will be considered. This is consistent with the deadline provided in the AO 25 IATF Memorandum Circular No. 2022-01 or the *Guidelines on the Grant of the Performance-Based Bonus (PBB) for Fiscal Year 2022 Under Executive Order (EO) No. 80, S. 2012 and EO No. 201, S. 2016*.

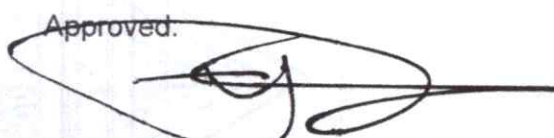
All relevant ARTA issuances may be accessed through our website, www.arta.gov.ph.

For queries and concerns regarding the compliance, you may reach our office through compliance@arta.gov.ph

For information and compliance.

Recommending Approval:


UNDERSECRETARY GERALD G. DIVINAGRACIA
Deputy Director General for Operations

Approved:

SECRETARY ERNESTO V. PEREZ
Director General

(AGENCY/LGU LETTERHEAD)

CERTIFICATE OF COMPLIANCE

Year: _____

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 2007, and for Other Purposes

I, **(full name)**, Filipino, of legal age, **(position of the Head of Agency/Local Chief Executive/Head of the Committee on Anti-Red Tape Authority/duly authorized representative)** of the **(name of agency/LGU)**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or 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/LGU)** including its **(number of Regional Offices/Branches/Service Offices/Campuses, if applicable)** has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA Issuances.

Citizen's Charter Handbook Edition: _____ (Year, Edition Number)
Example: 2021, 1st Edition

- 2) The following required forms of posting of the Citizen's Charter are present:

<input type="checkbox"/>	Citizen's Charter Information billboard <i>(In the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)</i>
<input type="checkbox"/>	Citizen's Charter Handbook <i>(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)</i>
<input type="checkbox"/>	Official website/Online Posting

- 3) The Citizen's Charter Information Billboard enumerates the following information:

- a. External services;
- b. Checklist of requirements for each type of application or request;
- c. Name of the person responsible for each step;
- d. Maximum processing time;
- e. Fee/s to be paid, if necessary; and
- f. Procedure for filing complaints and feedback.

- 4) The Citizen's Charter Handbook enumerates the following information:

- a. Mandate, vision, mission, and service pledge of the agency;
- b. Government services offered (External and Internal Services);
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;
 - iv. Who may avail;
 - v. Client steps and agency actions to obtain a particular service;
 - vi. Person responsible for each step;

- vii. Processing time per step and total;
 - viii. Fee/s to be paid per step and total, if necessary.
 - c. Procedure for filing complaints and feedback;
 - d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
 - e. List of Offices
- 5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.
- 7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
- 8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 9) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.

(Full name)
(Position)
(Name of agency)

Annex "C"
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]



Department of Education Region VIII <region8@deped.gov.ph>

DEPARTMENT OF EDUCATION REGION VIII
 RECEIVED
 16 MAY 2023 10:43
 5/16/23 2:38 P
 THE DIRECTOR IV
 Signature
 Department of Education Region VIII <region8@deped.gov.ph>

[ADVISORY] DepEd and Its Attached Agencies - Reminder to Comply with the Requirements under RA 11032 and Its IRR

DepEd - Citizen's Charter <citizenscharter@deped.gov.ph>

To: DepEd Palawan <palawan@deped.gov.ph>, catbalogan.division@deped.gov.ph, samar@deped.gov.ph, SDO Division Office Quezon City <sdo.quezoncity@deped.gov.ph>, leyte.ro8@deped.gov.ph, depedzn.hrd@deped.gov.ph, cauayan.depedro2@gmail.com, negros.occidental001@deped.gov.ph, dapitancity@deped.gov.ph, sdo.santotomas@deped.gov.ph, canlaon.city@deped.gov.ph, DepEd Davao Oriental <davao.oriental@deped.gov.ph>, DepEd Kalinga <kalinga@deped.gov.ph>, DepEd Abra <abra@deped.gov.ph>, agusan.delnorte@deped.gov.ph, aklan@deped.gov.ph, DepEd Alaminos City <alaminos.city@deped.gov.ph>, DepEd Albay <aibay@deped.gov.ph>, angeles.city@deped.gov.ph, DepEd Antipolo City <antipolo.city@deped.gov.ph>, DepEd Antique <antique@deped.gov.ph>, DepEd Apayao <apayao@deped.gov.ph>, aurora@deped.gov.ph, deped division of bacolod city <bacolod.city@deped.gov.ph>, DepEd Bacoor City <bacoor.city@deped.gov.ph>, baguio.city@deped.gov.ph, DepEd Bais City <bais.city@deped.gov.ph>, DepEd Balanga City <balanga.city@deped.gov.ph>, DepEd Bataan <bataan@deped.gov.ph>, DepEd Batac City <batac.city@deped.gov.ph>, batanes@deped.gov.ph, DepEd - SDO Bayawan City <bayawan.city@deped.gov.ph>, DepEd Baybay City <baybay.city@deped.gov.ph>, benguet@deped.gov.ph, DepEd Bislig City <bislig.city@deped.gov.ph>, bogo.city@deped.gov.ph, bukidnon@deped.gov.ph, DepEd Bulacan <bulacan@deped.gov.ph>, butuan.city@deped.gov.ph, DepEd Cabadbaran City <cabadbaran.city@deped.gov.ph>, cabanatuan.city@deped.gov.ph, cagayanderoo.city@deped.gov.ph, DepEd Calamba City <calamba.city@deped.gov.ph>, calapan.city@deped.gov.ph, DepEd Caloocan City <caloocan.city@deped.gov.ph>, camarines.norte@deped.gov.ph, camarines.sur@deped.gov.ph, DepEd Candon City <candon.city@deped.gov.ph>, DepEd Capiz <capiz@deped.gov.ph>, carcarcitydivision@yahoo.com.ph, DepEd Catanduanes <catanduanes@deped.gov.ph>, DepEd Cavite City <cavite.city@deped.gov.ph>, DepEd Cebu City <cebu.city@deped.gov.ph>, cebu@deped.gov.ph, compostela.valley@deped.gov.ph, DepEd Dagupan <dagupan.city@deped.gov.ph>, DepEd Danao City <danao.city@deped.gov.ph>, dapitan.city@deped.gov.ph, DepEd Dasmariñas City <dasmariñas.city@deped.gov.ph>, davao.city@deped.gov.ph, deped.bagocity@deped.gov.ph, deped.batangas@deped.gov.ph, deped.bayugan@gmail.com, deped.binancity@deped.gov.ph, deped.bohol@deped.gov.ph, deped.cadizcitydivision@deped.gov.ph, DepEd Cavite <deped.cavite@deped.gov.ph>, deped.davsur@gmail.com, deped.lapulapu@deped.gov.ph, deped.lipacity@deped.gov.ph, deped.palawan2@gmail.com, DepEd Roxas City <deped.roxascity@deped.gov.ph>, deped1miz@gmail.com, depedbiliran@gmail.com, depedcamiguin@gmail.com, depedcatbalogancitydivision15@gmail.com, depedcsfp@gmail.com, depedgensan@deped.gov.ph, depedoroquieta@gmail.com, depedpasaycity@yahoo.com, depedsanjuan@gmail.com, DepEd Valencia <depedvalencia21@gmail.com>, depedzambosur@gmail.com, depedzanortedivision@yahoo.com, DepEd Digos City <digos.city@deped.gov.ph>, dipolog.city@deped.gov.ph, division.batangascity@deped.gov.ph, division.cabuyao@deped.gov.ph, division.gentri@deped.gov.ph, dumaguete.city@deped.gov.ph, DepEd Eastern Samar <eastern.samar@deped.gov.ph>, DepEd El Salvador City <elsalvador.city@deped.gov.ph>, escalante.city001@deped.gov.ph, gapan.city@deped.gov.ph, gingoog.city@deped.gov.ph, DepEd Guihulngan City <guihulngan.city@deped.gov.ph>, DepEd Guimaras <guimaras@deped.gov.ph>, ifugao@deped.gov.ph, ilagan.depedro2@gmail.com, DepEd Iligan City <iligan.city@deped.gov.ph>, DepEd Ilocos Norte <ilocos.norte@deped.gov.ph>, DepEd Ilocos Sur <ilocos.sur@deped.gov.ph>, DepEd Iloilo <iloilo@deped.gov.ph>, iloilocitydivision@gmail.com, imus.city@deped.gov.ph, DepEd Iriga City <iriga.city@deped.gov.ph>, isabela.city@deped.gov.ph, DepEd Isabela <isabela@deped.gov.ph>, kabankalan.city@deped.gov.ph, kidapawan.city@deped.gov.ph, DepEd Koronadal City <koronadal.city@deped.gov.ph>, la.union@deped.gov.ph, lacarlota.city@deped.gov.ph, laguna@deped.gov.ph, lanao.norte@deped.gov.ph, DepEd Laoag City <laoag.city@deped.gov.ph>, DepEd Las Pinas City <laspinas.city@deped.gov.ph>, legazpi.city@deped.gov.ph, leyte@deped.gov.ph, ligao.city@deped.gov.ph, DepEd Lucena City <lucena.city@deped.gov.ph>, DepEd Maasin City <maasin.city@deped.gov.ph>, mabalacat.city@deped.gov.ph, DepEd Makati <makati.city@deped.gov.ph>, DepEd Malabon City <malabon.city@deped.gov.ph>, malaybalay.city@deped.gov.ph, DepEd Malolos City <malolos.city@deped.gov.ph>, DepEd Mandaua City Division <mandaua.city001@deped.gov.ph>, manila@deped.gov.ph, masbate.city@deped.gov.ph, masbate@deped.gov.ph, mati.city@deped.gov.ph, DepEd Meycauayan City <meycauayan.city@deped.gov.ph>, DepEd Misamis Occidental <misamis.occidental@deped.gov.ph>, misamis.oriental@deped.gov.ph, mt.province@deped.gov.ph, munozscience.city@deped.gov.ph, naga.city@deped.gov.ph, DepEd Navotas City <navotas.city@deped.gov.ph>, negros.occidental@deped.gov.ph, DepEd Negros Oriental <negros.oriental@deped.gov.ph>, northcotabato.division@deped.gov.ph, northern.samar@deped.gov.ph, DepEd Nueva Ecija <nueva.ecija@deped.gov.ph>, nuevaviczaya.depedro2@gmail.com, olongapo.city@deped.gov.ph, omar.obas@gmail.com, DepEd Oriental Mindoro <oriental.mindoro@deped.gov.ph>, ormoc.city@deped.gov.ph, DepEd Pagadian City <pagadian.city@deped.gov.ph>, DepEd Pampanga <pampanga@deped.gov.ph>, panabo.city@deped.gov.ph, DepEd SDO1 Pangasinan <pangasinan1@deped.gov.ph>, DepEd Pangasinan 2 <pangasinan2@deped.gov.ph>, paranaque.city@deped.gov.ph, pasig.city@deped.gov.ph, passi.city@deped.gov.ph, puertoprincesa@deped.gov.ph, quezon.city@deped.gov.ph, DepEd Quezon <quezon@deped.gov.ph>, quirino@deped.gov.ph, records.sdomarinduque@deped.gov.ph, DepEd Rizal <rizal@deped.gov.ph>, sagay.city@deped.gov.ph, sancarlos.city1@deped.gov.ph, sancarlos.city6@deped.gov.ph, DepEd San Jose City <sanjose.city@deped.gov.ph>, DepEd City of San Jose del Monte <sanjosedelmonte.city@deped.gov.ph>, DepEd Division of San Pablo City <sanpablo.city@deped.gov.ph>, "DepEd Sta. Rosa City" <santarosa.city@deped.gov.ph>, santiago.city@deped.gov.ph, saranggani@deped.gov.ph, sdo.cagayan@deped.gov.ph, DepEd Mandaluyong <sdo.mandaluyong@deped.gov.ph>, sdo.marikina@deped.gov.ph, sdo.muntinlupa@gmail.com, siquijor@deped.gov.ph, sorsogon.city@deped.gov.ph, sorsogon@deped.gov.ph, south.cotabato@deped.gov.ph, southern.leyte@deped.gov.ph, DepEd Sultan Kudarat <sultan.kudarat@deped.gov.ph>, DepEd Surigao City <surigao.city@deped.gov.ph>, DepEd Surigao Del Norte <surigao.delnorte@deped.gov.ph>, surigao.delsur@deped.gov.ph, tabaco.city@deped.gov.ph, DepEd Tabuk City

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DepEd email
 5/12/23

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Cc: Office of the Secretary <osec@deped.gov.ph>, Organization Effectiveness Division <bhrod.oed@deped.gov.ph>

Dear Fellow Public Servants,

Relative to the enclosed ARTA Advisory No. 002, s. 2023, here is the status / action needed for all governance levels for the requirements specified for compliance:

- **Citizen's Charter (CC) and Certificate of Compliance (CoC)** - RO/SDO/School to ensure that the latest version of the RO/SDO/School Charter is uploaded on the RO/SDO website. In case the RO/SDO/School uses the DepEd-wide Charter, a link to <https://www.deped.gov.ph/about-deped/citizenscharter/> shall be made available on the RO/SDO/School website. No Certificate of Compliance is required from the filed offices and schools; only the DepEd Secretary or their designated representative makes this certification for the Department.
- **Committee on Anti-Red Tape (CART)** - RO/SDO/School ensure that a Committee on Anti-Red Tape is designated. Here is the recommended minimum composition of the DepEd CART:

	Regional Office	Schools Division Office	Schools
Lead	Regional Director	Schools Division Superintendent	School Head
Members	At least one (1) representative each: 1. Administrative Division 2. ICT Unit 3. Legal Unit 4. Public Affairs Unit	At least one (1) representative each: 1. Administrative Service 2. ICT 3. Legal 5. Schools Governance and Operations Division	At least one (1) each: 1. Teacher-designate 2. Non-teaching personnel

- **Client Satisfaction Measurement Report (CSMR)** - the DepEd-wide report has been submitted by the agency to ARTA and AO25 last February 28, 2023. However, it is still recommended that the CCSS Report that the RO/SDO/School submitted to the Central Office be printed by each RO/SDO and made accessible in case the ARTA visits the field offices.
- **Zero Backlog Report** - the DepEd-wide report has been submitted by the agency to the ARTA last April 18, 2023. However, it is still recommended that the Zero Backlog Certification for ROs and SDOs signed by the RD/SDS submitted to the Central Office via Google link be printed by each RO/SDO and made accessible in case the ARTA visits the field offices.
- **Initial Whole-of-Government (WOG) Reengineering Plan** - the DepEd-wide Plan was submitted in 2022. No further action needed.
- **Electronic-Business One Stop Shop (E-BOSS)** - no action needed.

The RO, SDOs, and Schools are requested to contact the BHROD-OED (not the ARTA) via this email thread for queries or concerns regarding any of these above mentioned requirements.

Regards,

Diane-Joyce G. Perez
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 Bureau of Human Resource and Organizational Development
 Department of Education-Central Office
 Telephone No.: (02) 8633-5375
[DepEd Citizen's Charter](#)
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