



Republic of the Philippines  
**Department of Education**  
Region XII  
City Schools Division of Tacurong

March 12, 2024

**DIVISION MEMORANDUM**

OSDS No. 044 s. 2024

**SUBMISSION OF FY 2023 DEPED ZERO BACKLOG REPORT**

To: Assistant Schools Division Superintendent  
Chiefs of CID and SGOD  
Cluster Heads and School Heads  
Unit/Section Heads  
All Others Concerned  
This Division

1. Attached is DepEd MEMORANDUM DM-OUHROD-2024-0425 calling for the submission of FY 2023 DepEd Zero Backlog Report with enclosure (Zero Backlog Certification template), for compliance of all concerned.

2. The Zero Backlog Report shall be signed by the respective School Head, and Division/Unit/Section Heads in the case of SDO proper. Submission of Report shall be thru this link <https://tinyurl.com/2p9beykd> on or before March 15, 2024 for consolidation and uploading. **Note that schools are not allowed to answer the MS Form provided in MEMORANDUM DM-OUHROD-2024-0425.**

2. Wide dissemination of this Memorandum is highly enjoined.

  
**GILDO G. MOSQUEDA, CEO VI**  
Schools Division Superintendent

Enclosure: As stated.  
Reference: RA No. 11032; DM-OUHROD-2024-0268  
Allotment: None  
To be indicated in the *Perpetual Index* under the following subjects:

EMPLOYEES  
OFFICIALS  
REPORT  
SERVICES

ZBP/ADMIN/OSDS/DM/ SUBMISSION OF FY 2023 DEPED ZERO BACKLOG REPORT/ March 12, 2024



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Republika ng Pilipinas

# Department of Education

OFFICE OF THE UNDERSECRETARY  
HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

**MEMORANDUM**  
**DM-OUHROD-2024-0425**

**FOR :** Undersecretaries  
Assistant Secretaries  
Bureau/Service Directors  
Regional Directors  
Schools Division Superintendents  
All others concerned

**FROM :**   
**WILFREDO E. CABRAL**  
Regional Director  
Officer-in-Charge, Office of the Undersecretary  
Human Resource and Organizational Development  
Vice Chairperson, DepEd Committee on Anti-Red Tape

**SUBJECT :** SUBMISSION OF FY 2023 DEPED ZERO BACKLOG REPORT

**DATE :** 7 March 2024

Pursuant to Section 10 of Republic Act (RA) No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, "(I)f a government office/agency fails to approve or disapprove an original application or renewal of license, clearance, permit, certification, or authorization within the prescribed processing time, shall warrant automatic approval given that complete documents have been received and fees have been paid." To support the same, especially amidst the COVID-19 pandemic, the Anti-Red Tape Authority (ARTA) issued Memorandum Circular (MC) 2020-02 to establish the 3-7-20 processing time to ensure that services are delivered promptly and efficiently.

To reiterate the abovementioned prescribed processing time, MC 2022-02 titled *Reiterating the Provisions of the Ease of Doing Business and efficient Government Service Delivery Act of 2018 or R.A 11032 on Automatic Approval or Automatic Extension for Pending Applications or Requests of Agencies Beyond the Prescribed Processing Time and for the Submission of the Zero Backlog Report* was issued by ARTA directing all government agencies and offices to submit a report of received and pending transactions every year.





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Effectivity	03.23.23	Page	1 of 3



This year, ARTA issued Advisory No. 019, Series of 2024 titled *Reiteration on the Deadline of Submission of the Compliances under R.A. 11032, or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, and its Implementing Rules and Regulations (IRR)* to remind all agencies of the submission of the FY 2023 Zero Backlog Report covering the period January 1 to December 31, 2023.

To comply with the said requirement, the Department of Education (DepEd), through the DepEd Committee on Anti-Red Tape (CART) Secretariat, requests **one designated representative or member per DepEd Sub-CART in regional and schools division offices to accomplish the online MS Teams Form on or before 5:00 p.m. on 20 March 2024:**

Governance Level	Respondent and Signatory	Guide	MS Teams Link
Regional Office (RO)	One respondent per RO (not per functional unit) who shall report data for the RO  (Certification to be signed by the Regional Director)	Enclosure No. 1 - Copy of FY 2023 RO Zero Backlog Report	<a href="https://forms.office.com/r/1r8refqxm">https://forms.office.com/r/1r8refqxm</a> 
Schools Division Office (SDO)	One respondent per SDO (not per functional unit) who shall report data for the SDO and data collected from schools under its jurisdiction – schools are NOT allowed to answer the form directly  (Certification to be signed by the Schools Division Superintendent)	Enclosure No. 2 - Copy of FY 2023 SDO Zero Backlog Report	<a href="https://forms.office.com/r/Cy8Yhe8CrF">https://forms.office.com/r/Cy8Yhe8CrF</a> 

Field offices are requested to refer to DM-OUHROD-2024-0268 titled *Composition of the DepEd Committee on Anti-Red Tape* (Enclosure No. 1) for guidance on the membership of the Sub-CART in field offices in schools.

Regional and schools division offices are encouraged to review the print-outs of the MS Teams Forms (Enclosure Nos. 2 and 3) to help them prepare the information needed before filling out the actual forms.

The Zero Backlog Certification (Enclosure No. 4) shall be filled out and signed by the Regional Director (for ROs) and Schools Division Superintendent (for SDOs and schools), for uploading in the MS Teams Form. Note that schools are **not** allowed to answer the form.

On the other hand, the following offices with declared services in the DepEd Citizen's Charter in the **Central Office shall submit their Zero Backlog Report in hard copy to the DepEd CART Secretariat on or before 5:00 p.m. on 20 March 2024** to the Bureau of Human Resource and Organizational Development – Organization Effectiveness Division (BHROD-OED), Room 416 of the Mabini Building:

1. Administrative Service – Cash Division (AS-CD)
2. Administrative Service – Records Division (AS-RD)
3. Bureau of Curriculum Development – Special Curricular Programs Division (BCD-SCPD)
4. Bureau of Education Assessment – Education Assessment Division (BEA-EAD)
5. Bureau of Human Resource and Organizational Development – Personnel Division (BHROD-PD)
6. Education Facilities Division (EFD)
7. Finance Service – Accounting Division (FS-AD)
8. Finance Service – Budget Division (FS-BD)
9. Finance Service – Employee Account Management Division (FS-EAMD)
10. Information and Communications Technology Service – Solutions Development Division (ICTS-SDD)
11. Information and Communications Technology Service – User Support Division (ICRS-USD)
12. Legal Service – Investigation Division (LS-ID)
13. Legal Service – Legal Division (LS-OD)
14. National Educators Academy of the Philippines – Professional Development Division (NEAP-PDD)
15. National Educators Academy of the Philippines – Quality Assurance Division (NEAP-QAD)
16. Office of the Secretary (OSEC)
17. Public Affairs Service – Public Assistance Action Center (PAS-PAAC)
18. Public Affairs Service – Publications Division (PAS-PD)

The abovementioned offices in the Central Office shall use Enclosure No. 4 for their submission, to be signed by their head of office.

Offices/units are likewise reminded not to send their individual reports directly to the ARTA. Submissions shall be collated by the DepEd CART Secretariat in one agency-wide report, to be signed by the DepEd Secretary or her designated representative and forwarded to the ARTA.

For more information on this issuance, contact the DepEd CART Secretariat through email at [citizenscharter@deped.gov.ph](mailto:citizenscharter@deped.gov.ph) or call (02) 8633-5375.

**Copy furnished:**  
Office of the Secretary



(Use applicable letterhead)

Enclosure No. 4 – FY 2023 Zero Backlog Certification

**ZERO BACKLOG CERTIFICATION**

*Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2008, and for Other Purposes*

I, [FULL NAME], Filipino, of legal age, [CO UNIT DESIGNATION / RD / SDS], of the [NAME OF CO UNIT/RO/SDO], the person responsible and accountable in ensuring compliance with Section 1, Rule VI of the IRR of R.A. 11032, the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The [NAME OF CO UNIT/RO/SDO] adheres to the responsibility to render fast, efficient, convenient, reliable service
- 2) The government office enumerated herein does not have unacted upon/pending transaction exceeding the prescribed processing time as indicated on the Citizen's Charter
- 3) All the services/transactions are processed within the prescribed processing time set under R.A. 11032

This certification is being issued to attest to the fact that the [NAME OF CO UNIT/RO/SDO] has no backlog transactions from January 1 to December 31, 2023.

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

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[FULL NAME]

[CO Head of Office/Regional Director/SDS]