



Republic of the Philippines
Department of Education
NATIONAL CAPITAL REGION
SCHOOLS DIVISION OFFICE OF MUNTINLUPA CITY

**Office of the Schools Division
Superintendent**

MEMORANDUM

**REITERATION ON THE PROVISIONS OF THE EASE OF DOING BUSINESS
AND EFFICIENT GOVERNMENT SERVICE DELIVERY AND FOR THE
SUBMISSION OF THE ZEROBACKLOG REPORT**

To: OIC-Assistant Schools Division Superintendent
Chief Education Supervisor, Curriculum Implementation Division
Chief Education Supervisor, School Governance and Operations Division
Public Elementary and Secondary School Heads/OICs
All Others Concerned

1. This is in reference to Memorandum Circular No. 2022-02 s. 2022 from the Office of Secretary Jeremiah B. Belgica of the Anti-Red Tape Authority Office of the Philippines (ARTA), reiterating the provisions of R.A. 11032 of the Ease of Doing Business Act and Memorandum DM-OUHROD-2-23-0377 from Usec Gloria Jumamil-Mercado, Undersecretary for Human Resources and Organizational Development and Vice-Chairman, DepEd Committee on Anti-Red Tape.
2. In line with this, the ARTA Office and DepEd Committee on Anti-Red Tape restates its directive that all government offices and agencies shall conduct an inventory of all its pending simple, complex, and highly technical transactions.
3. Furthermore, 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 attached template (ANNEX B) for inventory of licenses, permits, certifications, authorizations, and clearances tagged as backlog. If none, the concerned offices shall submit a Zero Backlog Certification (ANNEX C) as to compliance with the annual reporting.
4. Please be guided accordingly.


EVANGELINE P. LADINES, CESO V
Schools Division Superintendent

Enclosure: As stated
References: R.A. 11032
To be indicated in the Perpetual Index under the following subjects:

REPORTS

EFJR / **REITERATION ON THE PROVISIONS OF THE EASE OF DOING BUSINESS AND EFFICIENT
GOVERNMENT SERVICE DELIVERY AND FOR THE SUBMISSION OF THE ZEROBACKLOG REPORT**
___ **APRIL 18, 2023**

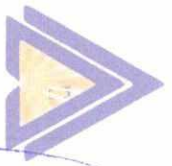


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ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT



MEMORANDUM CIRCULAR NO. 2022-02
Series of 2022

SDO-CITY OF MUNTINLUPA
Received _____
Date 3-22-23
Time 9:52a

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

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 7TH

- 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 8th of the current year until March 6th 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 (CME0) may conduct random monitoring or auditing to verify the agency's compliance. CME0 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



Annex "A"

Zero Backlog Program

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

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

Matrix of Services and Plan of Action							
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.)

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

Name and Signature of Head of Agency/ARTA Focal



SMARTER INITIATIVES BETTER PHILIPPINES

Annex "B"

Template for Inventory of Licenses, Permits, Certifications, Authorizations, Clearances tagged as a backlog

Name of Government Agency/Office					
Name of Office/Department		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
Name of Service (License, Clearance, Permit, Certification Authorization, and others)	Classification of Service (Simple, Complex, Highly Technical)				

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]

Heads up March 11, 2023



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	One respondent per office delivering the service: - Accounting Division - BCD-SPCD - BEA-EAD - Budget Division - Cash Division - EAMD - EFD - ICTS-SDD - ICTS-USD - Investigation Division - Legal Division - NEAP-PDD - NEAP-QAD - Office of the Secretary - PAS-PAAC - PAS-PD - Personnel Division - Records Division (As applicable, report to be signed by the Head of Office)	Enclosure No. 3	https://bit.ly/COZeroBacklogFY2022 
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	https://bit.ly/ROZeroBacklogFY2022 
Schools Division Office (SDO) and 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 Superintendent)	Enclosure No. 5	https://bit.ly/SDOSchoolsZeroBacklogFY2022 

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

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

The 2021 Citizen's Charter TWG Members or Anti-Red Tape (ART) Focal Persons are enjoined to assist in accomplishing the requested report. **Offices/units are reminded not to send their individual reports directly to the ARTA;** submissions shall be collated by the BHROD-OED as one agency-wide report, to be signed by the DepEd Secretary or her authorized representative and submitted to the ARTA.

It must be reiterated that conformance to RA 11032 is subject to onsite inspection by the Compliance Monitoring and Evaluation Office (CMEO) of ARTA, who may refer any non-compliance to the Investigation, Enforcement, and Litigation Office (IELO). Thus, all are enjoined to implement the service standards declared in the DepEd Citizen's Charter.

For more information, please contact the Bureau of Human Resource and Organizational Development–Organization Effectiveness Division (BHROD-OED) through email at citizenscharter@deped.gov.ph or (02) 8633-5375.

Enclosures:

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