



Republic of the Philippines
Department of Education
REGION IV-A CALABARZON
CITY SCHOOLS DIVISION OF THE CITY OF TAYABAS

2 May 2022

DIVISION MEMORANDUM
No. 285 s. 2022

SUBMISSION OF THE DEPED BACKLOG REPORT

To: OIC-Assistant Schools Division Superintendent
Chief Education Supervisors
Heads, Public Elementary and Secondary Schools
Heads, Unit/Section
All Others Concerned

1. 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 the Regional Offices and Schools Division Offices to accomplish the Google form on or before 15 May 2022**
2. For the information and guidance of all concerned, enclosed is a copy of **MEMORANDUM DM-HROD-2022-0632**
3. Immediate dissemination of this memorandum is desired.


NATIVIDAD P. BAYUBAY, CESO VI
Schools Division Superintendent 



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Republika ng Pilipinas
Department of Education
OFFICE OF THE UNDERSECRETARY
HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

MEMORANDUM
DM-HROD-2022-0632

TO : REGIONAL DIRECTORS
SCHOOLS DIVISION SUPERINTENDENTS
ALL OTHERS CONCERNED

FROM : WILFREDO E. CABRAL
Regional Director, DepEd NCR and
Officer-In-Charge, Office of the Undersecretary
Human Resource and Organizational Development

SUBJECT : SUBMISSION OF THE DEPED BACKLOG REPORT

DATE : 18 April 2022

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 ARTA MC 2020-02 to establish the *3-7-20 processing time* to ensure that services are delivered promptly and efficiently.

Further, to reiterate the abovementioned ARTA issued MC 2022-02 (Enclosure No. 1) directing all government agencies and offices to submit a report of received and pending transactions covering the period 01 March 2020 to 06 March 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 the regional offices and schools division offices to accomplish the Google form on or before 15 May 2022:**

Governance Level	Respondent	Guide	Google Form link
Regional Office	One (1) per region (not per functional unit)	Enclosure No. 2	https://bit.ly/2022ROZeroBacklog
Schools Division Office	One (1) per SDO (not per functional unit) who shall also report the data collected from schools under its jurisdiction		https://bit.ly/2022SDOZeroBacklog
Schools			

Enclosed is a PDF copy of the online form (Enclosure No. 2) to show the respondents a sample of the Google form. The list of external services declared in the DepEd Citizen's Charter 2021 Handbook can be found in Enclosure No. 3.

On the other hand, units with no transactions/applications unacted upon/pending beyond the prescribed processing time indicated in the DepEd CC 2021 (<https://www.deped.gov.ph/wp-content/uploads/2021/12/DepEd-Citizens-Charter-2021-as-of-December-1-2021.pdf>) are requested to accomplish the Zero Backlog Certification (Enclosure No. 4) and upload it on the links provided on the table above on or before 15 May 2022.

All are enjoined to coordinate with DepEd CC 2021 TWG Members or ART Focal Persons (Enclosure No. 5) to accomplish the requested report/certification before the deadline.

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 and to be submitted to 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.

For more information, please contact Ms. Diane-Joyce Perez of BHROD-OED at (02) 8633-5375 or email citizenscharter@deped.gov.ph.

Thank you.

Enclosures:

- Enclosure No. 1 - ARTA MC No. 2022-02 dated 07 March 2022
- Enclosure No. 2 - Sample Google Form
- Enclosure No. 3 - List of External Services per Governance Level
- Enclosure No. 4 - Field Office Zero Backlog Certification
- Enclosure No. 5 - DepEd CC 2021 TWG Members and ART Focal Persons

BHROD-CLD/2102