Regional Memorandum
No. 156 s. 2023

15 March 2023

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

To Schools Division Superintendent


2. Attention is invited to paragraph 3 of the said Memorandum Circular relative to the submission of backlog report of pending transactions on or before 07 March of every year with a coverage period of 01 January to 31 December of the previous year.

3. The deadline for this year's submission is extended to March 20, 2023.

4. Please be guided accordingly.

ATTY. ALBERTO T. ESCOBARTE, CESO II
Regional Director

Address: Gate 2, Karangalan Village, Caita, Rizal
Telephone Nos.: 02-8682-5773/8684-4914/8647-7487
Email Address: region4a@deped.gov.ph
Website: depedcalabarzon.ph
Request for ARTA Zero Backlog Report

To: DepEd

Re: Request for ARTA Zero Backlog Report

Dear Sir/Madam,

I am writing to request a zero backlog report for the Department of Education. According to the Handbook of Information Technology of the Department of Education, the zero backlog agenda is to make the department zero backlog in the coming academic year.

I would like to know the progress of this agenda so far and what steps have been taken to address any delays. It would also be helpful if you could provide any recommendations for improving the backlog reduction.

Please let me know the status of the zero backlog agenda and any updates on the steps taken. I look forward to hearing from you soon.

Sincerely,

[Your Name]
Dear Fellow Public Servants in the Regional Offices and Schools Division Offices,

Relative to the Anti-Red Tape Authority (ARTA) Memorandum Circular (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 directing all government agencies and offices to submit a report of received and pending transactions by March 7 of every year, all DepED governance levels are requested to provide data on its transactions from March 7 to December 31, 2022.

<table>
<thead>
<tr>
<th>Governance Level</th>
<th>Respondent and Signatory</th>
<th>Guide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regional Office (RO)</td>
<td>One respondent per RO (not per functional unit) who shall report data for the RO</td>
<td>Enclosure No. 4</td>
</tr>
<tr>
<td>Schools Division Office (SDO) and Schools</td>
<td>One respondent per SDO (not per functional unit) who shall report data for the SDO and data collected from schools under its jurisdiction</td>
<td>Enclosure No. 5</td>
</tr>
</tbody>
</table>

*Enclosure No. is for the DepED Central Office only so it was not included in this email.


We are sending advanced copies of the Google Form per governance level (Enclosures Nos. 4–5) to serve as reference in collecting data while waiting for the DepED memo to be released. Final submission of data will be done via Google links / QR codes that shall be specified in the memo. The deadline of final submission is on 20 March 2023.

The 2021 Citizen's Charter TWG Members and current Anti-Red Tape (ARTA) 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.

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.

Regards,

Diane-Joyce G. Perez
Organization Effectiveness Division
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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4 attachments

- Enclosure No. 2 – ARTA MC No. 2023-01 dated 08 February 2023.pdf
  423K
  1397K
- Enclosure No. 4 – Google Form for Regional Office.pdf
  178K
- Enclosure No. 5 – Google Form for SDO and Schools.pdf
  313K
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

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
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


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 (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
Annex "A"

Zero Backlog Program

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

**Program Description**

*Description of the Program*

**Matrix of Services and Plan of Action**

<table>
<thead>
<tr>
<th>Office of Service</th>
<th>Name of Service</th>
<th>Classification (Simple, Complex, Highly Technical)</th>
<th>Average Number of Applications/Requests/ Licenses/Permits/Clearances, Etc. Received per Day</th>
<th>Average Number of Applications/Requests/ Licenses/Permits/Clearances, Etc. Processed Within the Prescribed Processing Time</th>
<th>Average Number of Applications/Requests/ Licenses/Permits/Clearances, Etc. Issued Within the Prescribed Time</th>
<th>Intervening Factors for the gap (i.e., Limited IT infrastructure, Unavailability of Signatories, Etc.)</th>
<th>Plan of Action to Address the gap (i.e., Streamlining, Digitalization)</th>
</tr>
</thead>
</table>

**Implementation Results**

*Indicate significant improvements since the implementation of the Zero Backlog Program*

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*Name and Signature of Head of Agency/ARTA Focal*
<table>
<thead>
<tr>
<th>Name of Government Agency/Office</th>
<th>Name of Office/Department</th>
<th>Name of Service (License, Clearance, Permit, Certification Authorization, and others)</th>
<th>Classification of Service (Simple, Complex, Highly Technical)</th>
<th>Processing time indicated in the Citizens Charter (i.e., days / hours / minutes)</th>
<th>Total number of received applications for the covered period</th>
<th>Total number of pending transactions for the covered period</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
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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 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]
2022 SDO and Schools Zero Backlog Report
(Inventory of Licenses, Permits, Certifications, Authorizations, Clearances tagged as a backlog)

The Anti-Rude 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


To facilitate the agency-wide report to be signed and submitted by the DepEd Secretary or her designated representative, the BHIROD-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. Officers/units are reminded not to send their individual reports directly to the ARTA. Submissions shall be collated by the BHIROD-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 *
7. Region *
Mark only one oval.
- I
- II
- III
- IV-A
- IV-B
- V
- VI
- VII
- VIII
- IX
- X
- XI
- XII
- CAR
- CARAGA
- NCR

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 Citizen's Charter 2023, 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

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.

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, 55 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].
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

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.

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

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.

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

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]

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

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.

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

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 29 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.

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]
44. Please share the challenge(s) encountered that hindered observance of the prescribed processing time for the service.

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 49
☐ Service not offered Skip to question 48

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

47. Please share the challenge(s) encountered that hindered observance of the prescribed processing time for the service.

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

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]

50. Please share the challenge(s) encountered that hindered observance of the prescribed processing time for the service.

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

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]

53. Please share the challenge(s) encountered that hindered observance of the prescribed processing time for the service.

54. Request for Basic Education Data (External Stakeholders)

55. Issuance of Government Permit, Renewal, Recognition of Private Schools

56. 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 57
☐ No Skip to question 59
☐ Service not offered Skip to question 59

57. 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]

58. Please share the challenge(s) encountered that hindered observance of the prescribed processing time for the service.

59. Issuance of Special Orders for Graduation of Private School Learners

60. Request for Basic Education Data (External Stakeholders)
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.  

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  

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]  

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]  

62. Please share the challenge(s) encountered that hindered observance of the prescribed processing time for the service.  

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]?  
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
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.

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

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.

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

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

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

73. Acceptance of Employment Application for Teacher I Position (online)
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

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.
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.

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.

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

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

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

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

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

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.

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

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.

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

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.

94. 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.

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

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

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]

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

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]?

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)
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.

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

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

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.

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

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 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 (CMEC) of ARTA, who may refer any non-compliance to the Investigation, Enforcement, and Litigation Office (IELG). Thus, all are enjoined to implement the service standards declared in the DepED's 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 true and correct to the best of my knowledge.

Check all that apply:

☐ Agree

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

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


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.

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 7B

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 numbers, 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]?  


Access to LRMDS Portal  

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


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.

Recognition of Professional Development Programs/Courses

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.

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.

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 41

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

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]

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 45 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.

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

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

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.

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

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

Application for Tuition and Other School Fees (TOSF), No Increase and Proposed New Fees of Private Schools
58. Please share the challenge/s encountered that hindered observance of the prescribed processing time for the service.

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.

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

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.
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.

71. With pending transactions from March 7, 2022 – December 31, 2022 (those that exceeded the processing time of 2 days)?

72. Total number of pending transactions from March 7, 2022 – December 31, 2022 (those that exceeded the processing time of 2 days)

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

74. With pending transactions from March 7, 2022 – December 31, 2022 (those that exceeded the processing time of 25 minutes)?

75. Total number of pending transactions from March 7, 2022 – December 31, 2022 (those that exceeded the processing time of 25 minutes)

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

77. Please choose the answer applicable to your RO.

Zero Backlog Certification from RO

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
"Top Leg 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 RD, 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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