

Republic of the Philippines  
**Department of Education**  
REGION IV-A CALABARZON




24 May 2023

**Regional Memorandum**  
No.281 s.2023

**COMPLIANCE WITH ARTA REQUIREMENTS**

**TO: ALL SCHOOLS DIVISION SUPERINTENDENTS  
ALL OTHERS CONCERNED**

1. Attached is a reminder to comply with the requirements under Republic Act No. 11032 and its Implementing Rules and Regulations as well as the notes of DepEd on each requirement.
2. Per ARTA Advisory No. 2, those who have yet to comply with the submission of the requirements are given until May 30, 2023 to submit the following requirements, taking into consideration the notes from the DepEd Central Office:
  - 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
3. For guidance, information, and strict compliance.

  
**ATTY. ALBERTO T. ESCOBARTE, CESO II**  
Regional Director

ROA1



Address: Gate 2, Karangalan Village, Cainta, Rizal, 1900  
Telephone Nos.: 02-8682-2114  
Email Address: region4a@deped.gov.ph  
Website: depedcalabarzon.ph

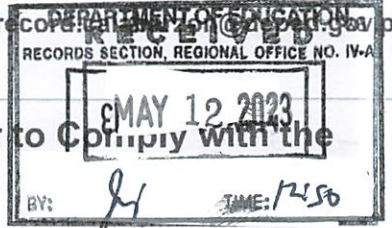


Certificate No. PHP QMS  
22 93 0085





record calabarzon <recordcalabarzon@deped.gov.ph>



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

1 message

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

Fri, May 12, 2023 at 10:28 AM

To: DepEd Palawan <palawan@deped.gov.ph>, catbalogan.division@deped.gov.ph, samar@deped.gov.ph, Schools 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 <albay@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 Baco City** <baco.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, cagayandeoro.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, depedcatbalogan.citydivision15@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, gingog.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 <iiloilo@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 Mandaue City Division <mandaue.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>, nuevavizcaya.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, sarangani@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 <tabuk.city@deped.gov.ph>, tacloban.city@deped.gov.ph, tagbilarancity.division@deped.gov.ph, taguig.pateros@deped.gov.ph, DepEd Tagum TVskwela Tara Na! <tagum.city@deped.gov.ph>, talisacity.division@deped.gov.ph, tanauan.city@deped.gov.ph, tandag.city@deped.gov.ph, tangub.city@deped.gov.ph, tarlac.city@deped.gov.ph, tarlac@deped.gov.ph, **DepEd Tayabas City** <tayabas.city@deped.gov.ph>, toledo.city@deped.gov.ph, tuguegarao@deped.gov.ph, DepEd Urdaneta City <urdaneta.city@deped.gov.ph>, valenzuela.city@deped.gov.ph, DepEd Vigan City <vigan.city@deped.gov.ph>, western.samar@deped.gov.ph, DepEd Zambales <zambales@deped.gov.ph>, DepEd Zamboanga City SDO <zamboanga.city@deped.gov.ph>, DepEd Zamboanga Sibugay <zamboanga.sibugay@deped.gov.ph>, DepEd I Ilocos Region <region1@deped.gov.ph>, DepEd II Cagayan Valley <region2@deped.gov.ph>, personnel.region2@deped.gov.ph, Department of Education Regional Office III <region3@deped.gov.ph>, **DepEd Region IV-A CALABARZON** <region4a@deped.gov.ph>, record calabarzon <record.calabarzon@deped.gov.ph>, mimaropa region <mimaropa.region@deped.gov.ph>, DepEd V Bicol Region <region5@deped.gov.ph>, DepEd VI Western Visayas <region6@deped.gov.ph>, DepEd Region VII Central Visayas <region7@deped.gov.ph>, DepEd VIII Eastern Visayas <region8@deped.gov.ph>, personnel.region8 <personnel.region8@deped.gov.ph>, DepEd RO-IX ZamPen <region9@deped.gov.ph>, Department of Education Region 10 <region10@deped.gov.ph>, DepEd XI Davao Region <region11@deped.gov.ph>, Legal Unit Legal <legal.region11@deped.gov.ph>, DepEd XII Soccsksargen <region12@deped.gov.ph>, DepEd NCR <depedncrph@gmail.com>, DepEd National Capital Region <ncr@deped.gov.ph>, "Cc: DepEd Region XIII CARAGA" <caraga@deped.gov.ph>, DepEd Cordillera Administrative Region <car@deped.gov.ph>  
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:

	<b>Regional Office</b>	<b>Schools Division Office</b>	<b>Schools</b>
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  
Organization Effectiveness Division



----- Forwarded message -----

From: **Compliance Monitoring and Evaluation Office** <[compliance@arta.gov.ph](mailto:compliance@arta.gov.ph)>

Date: Thu, May 11, 2023 at 9:58 AM

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

To: [osec@deped.gov.ph](mailto:osec@deped.gov.ph) <[osec@deped.gov.ph](mailto:osec@deped.gov.ph)>

Cc: Pauline Karol G. Guiyab <[PaulineGuiyab@arta.gov.ph](mailto:PaulineGuiyab@arta.gov.ph)>, Joshua A. Crepa <[joshuacrepa@arta.gov.ph](mailto:joshuacrepa@arta.gov.ph)>, Zyra DL. Argaña <[zyraarganoza@arta.gov.ph](mailto:zyraarganoza@arta.gov.ph)>, Mark Jonald D. Delos Santos <[markdelossantos@arta.gov.ph](mailto:markdelossantos@arta.gov.ph)>, Shayne Marie M. Araullo <[shaynemariearauullo@arta.gov.ph](mailto:shaynemariearauullo@arta.gov.ph)>

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:

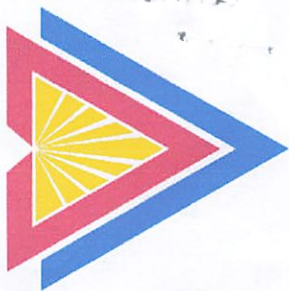
<https://bit.ly/EditableAnnexes>

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](http://www.arta.gov.ph).

For queries and concerns regarding the compliance, you may reach our office through [compliance@arta.gov.ph](mailto:compliance@arta.gov.ph).

Thank you.



## **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](http://www.arta.gov.ph)



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