

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



Personnel-RM-2025-144

26 February 2025

**Regional Memorandum**  
 No. 144 s. 2025

**SUBMISSION OF THE FY 2024 ZERO BACKLOG REPORT**

**To**            **Regional Office Officials and Employees**  
**Schools Division Superintendents**  
**All Others Concerned**

1. Enclosed is a copy of Memorandum DM-OUHROD-2025-0410 dated February 17, 2024 signed by **USec. WILFREDO E. CABRAL**, Undersecretary for Human Resource and Organizational Development, DepEd Central Office, titled **“SUBMISSION OF THE FY 2024 ZERO BACKLOG REPORT.”**
2. Attention is invited to the 2nd paragraph, reiterating the directive in MC 2022-02, requiring all agencies to submit the FY 2024 Zero Backlog Report covering the period January 1 to December 31, 2024, for services declared in their respective Citizen’s Charters.
3. In this regard, the Department of Education (DepEd), through the DepEd Committee on Anti-Red Tape Act (CART) Secretariat, requests **one (1) designated representative/member per DepEd Sub-CART in Regional Offices (RO), Schools Division Offices (SDOs), and concerned office in the Central Office (CO) to accomplish the applicable online form on or before 28 February 2025, 6:00 p.m.:**

<b>Governance Level</b>	<b>Respondent and Signatory</b>	<b>Guide</b>	<b>Online Form</b>
Schools Division Office (SDO)	One (1) respondent per SDO (not per functional unit) who shall report data for the SDO and data collected from schools under its jurisdiction – <b><u>schools shall not answer the form</u></b>  (Certification to be signed by the SDS)	Enclosure No. 2 – Copy of FY 2024 SDO Zero Backlog Report	<a href="https://forms.office.com/r/7aBdGgGtA5">https://forms.office.com/r/7aBdGgGtA5</a>
Regional Office (RO)	One (1) respondent per RO (not per functional unit) who	Enclosure No. 3 – Copy of FY 2024	<a href="https://forms.office.com/r/BkD5T6yQRa">https://forms.office.com/r/BkD5T6yQRa</a>



**Address:** Gate 2, Karangalan Village, Cainta, Rizal  
**Telephone No.:** 02-8682-2114  
**Email Address:** region4a@deped.gov.ph  
**Website:** depedcalabarzon.ph



Certificate No. PHP QMS  
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	shall report data for the RO  (Certification to be signed by the RD)	RO Zero Backlog Report	
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4. For offices without pending transactions in FY 2024, the Zero Backlog Certification (Enclosure No. 6) shall be filled out and signed by the Schools Division Superintendents for both SDO and schools and the Regional Director for ROs. On the other hand, those with pending transactions shall submit the filled-out and signed Inventory of Backlog Form (Enclosure No. 7) and Zero Backlog Program (Enclosure No. 8) in PDF files and uploaded on the provided link. Editable copies of the templates may be downloaded at <https://bit.ly/zerobacklogprogramtemplates>.
5. As for the Regional Office officials and employees, all functional divisions/sections/unit with internal and external services offered are advised to accomplish and access this link: <https://bit.ly/RO4A-ZEROBACKLOG>
6. It shall be reiterated that offices/units shall not send their individual reports directly to the ARTA. Submissions shall be collated by the DepEd CART Secretariat in the CO in one agency-wide report, to be signed by the DepEd Secretary or his designated representative and forwarded to the ARTA. For more information on this issuance, you may contact the DepEd CART Secretariat through email at [citizenscharter@deped.gov.ph](mailto:citizenscharter@deped.gov.ph) or call (02) 8633-5375.
7. Immediate dissemination of and compliance with this memorandum is desired.

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






Republika ng Pilipinas

## Department of Education

OFFICE OF THE UNDERSECRETARY

HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

### MEMORANDUM

DM-OUHROD-2025-0410

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

FROM :   
**WILFREDO E. CABRAL**  
*Undersecretary*  
*Human Resource and Organizational Development*  
*Vice Chairperson, DepEd Committee on Anti-Red Tape*

SUBJECT : **SUBMISSION OF THE FY 2024 ZERO BACKLOG REPORT**

DATE : 17 February 2025

Pursuant to Section 10 of Republic Act No. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*: “if a government office or agency fails to approve or disapprove an original application or request for issuance 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.” To support the same, the Anti-Red Tape Authority (ARTA) issued a Memorandum Circular (MC) 2020-02 to establish the 3-7-20 processing time to ensure that services are delivered promptly and efficiently.

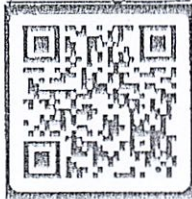
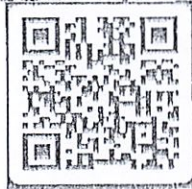
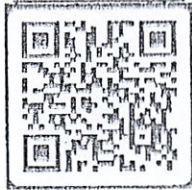
To reiterate the abovementioned prescribed processing time, MC 2022-02 titled *Reiterating the Provisions of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 or R.A 11032 on Automatic Approval or Automatic Extension for Pending Applications or Requests of Agencies Beyond the Prescribed Processing Time and for the Submission of the Zero Backlog Report* was issued by ARTA directing all government agencies and offices to submit a report of received and pending transactions by March 7 of every year.





For FY 2024, all agencies are requested to submit the *FY 2024 Zero Backlog Report* covering the period January 1 to December 31, 2024, for services declared in their respective Citizen's Charters.

To comply with the said requirement, the Department of Education (DepEd), through the DepEd Committee on Anti-Red Tape (CART) Secretariat, requests **one (1) designated representative/member per DepEd Sub-CART in Regional Offices (ROs), Schools Division Offices (SDOs), and concerned office in the Central Office (CO) to accomplish the applicable online form on or before 28 February 2025, 6:00 p.m.:**

Governance Level	Respondent and Signatory	Guide	Online Form
Schools Division Office (SDO)	One (1) respondent per SDO (not per functional unit) who shall report data for the SDO and data collected from schools under its jurisdiction – <b>schools shall not answer the form</b>  (Certification to be signed by the SDS)	Enclosure No. 2 - Copy of FY 2024 SDO Zero Backlog Report	<a href="https://forms.office.com/r/7aBdGgGtA5">https://forms.office.com/r/7aBdGgGtA5</a> 
Regional Office (RO)	One (1) respondent per RO (not per functional unit) who shall report data for the RO  (Certification to be signed by the RD)	Enclosure No. 3 - Copy of FY 2024 RO Zero Backlog Report	<a href="https://forms.office.com/r/BkD5T6yQRa">https://forms.office.com/r/BkD5T6yQRa</a> 
Central Office	One (1) respondent per office concerned  (Certification to be signed by the Bureau/Service Director)	Enclosure No. 4 - Copy of FY 2024 CO Zero Backlog Report	<a href="https://forms.office.com/r/NnekUPxyyf">https://forms.office.com/r/NnekUPxyyf</a> 

For the CO, only the following offices with declared services in the DepEd Citizen's Charter shall answer the online form:

1. Administrative Service – Cash Division (AS-CD)
2. Administrative Service – Records Division (AS-RD)
3. Bureau of Curriculum Development – Special Curricular Programs Division (BCD-SCPD)
4. Bureau of Education Assessment – Education Assessment Division (BEA-EAD)

5. Bureau of Human Resource and Organizational Development – Personnel Division (BHROD-PD)
6. Education Facilities Division (EFD)
7. Finance Service – Accounting Division (FS-AD)
8. Finance Service – Budget Division (FS-BD)
9. Finance Service – Employee Account Management Division (FS-EAMD)
10. Information and Communications Technology Service – Solutions Development Division (ICTS-SDD)
11. Information and Communications Technology Service – User Support Division (ICTS-USD)
12. Legal Service (LS)
13. Legal Service – Investigation Division (LS-ID)
14. Legal Service – Legal Division (LS-LD)
15. National Educators Academy of the Philippines – Professional Development Division (NEAP-PDD)
16. National Educators Academy of the Philippines – Quality Assurance Division (NEAP-QAD)
17. Office of the Secretary (OSEC)
18. Public Affairs Service – Public Assistance Action Center (PAS-PAAC)
19. Public Affairs Service – Publications Division (PAS-PD)

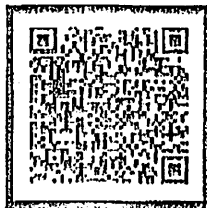
All are requested to refer to DM-OUHROD-2024-0268 titled *Composition of the DepEd Committee on Anti-Red Tape* (Enclosure No. 1) for guidance on the membership of the CART and Sub-CART and to the List of Services in the DepEd Citizen's Charter (Enclosure No. 2).

Respondents are also encouraged to review the Guide on Filling Out the FY 2024 Zero Backlog Report (Enclosure Nos. 3, 4, or 5) applicable to their governance level to help them prepare the information needed before accomplishing the actual form.

For offices without pending transactions in FY 2024, the Zero Backlog Certification (Enclosure No. 6) shall be filled out and signed by the Schools Division Superintendent (SDS) for both SDOs and schools, the Regional Director (RD) for ROs, and the Bureau/Service Director for the CO and be uploaded as a PDF file on the link provided.

On the other hand, those with pending transactions shall submit the filled-out and signed Inventory of Backlog Form (Enclosure No. 7) and Zero Backlog Program (Enclosure No. 8) as PDF files on the link provided.

Editable copies of the templates may be downloaded from the link or QR Code below:



<https://bit.ly/zerobacklogprogramtemplates>

It shall be reiterated that offices/units shall not send their individual reports directly to the ARTA. Submissions shall be collated by the DepEd CART Secretariat in the CO in one agency-wide report, to be signed by the DepEd Secretary or his designated representative and forwarded to the ARTA.

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

Copy furnished:

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