



Republic of the Philippines
Department of Education
Region VII, Central Visayas
DIVISION OF BOHOL

Office of the Schools Division
Superintendent

March 20, 2023

DIVISION MEMORANDUM

NO. 0148 s. 2023

**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**

TO: Assistant Schools Division Superintendents
Chiefs – SGOD and CID
Public Schools District Supervisors
District Administrative Officers
Elementary/Secondary School Principals/Heads
SDO Functional Unit/Section Head
All Others Concerned

1. To reiterate the Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) 2020-02 establishing the 3-7-20 processing time and to ensure that services are delivered promptly and efficiently, all government agencies and offices are directed to submit a report of received and pending transactions by March 7 of every year. This year, ARTA MC 2023-01 highlighted that the coverage period of the Zero Backlog Report is March 7 to December 31, 2022. To comply to such annual requirement, the DepEd BHROD-OED, requested representatives (*herewith attached as Annex A-DM-OUHROD-2023-0377*) from Central, Regional and Schools Division Office to accomplish the Google form **on or before March 22 2023**.
2. In this connection, all schools/units/sections of SDO-Bohol without pending transactions, **for the period covered March 7, 2022 to December 31, 2022**, are required to submit the **Zero Backlog Certification** (*template is herewith attached as Annex B-Zero Backlog Certification*). Only one respondent per SDO (not per functional unit) shall report the data for the SDO and data collected from schools. However, all units/sections/schools having pending transactions covering from March 7, 2022 to December 31, 2022, are required



0050 L. Chatto Drive, Cogon District, Tagbilaran City
Tel. No: (038)501-7550, 501-5737
Website: www.depedbohol.org
Email Add.: deped.bohol@deped.gov.ph



to submit the **Inventory of Licenses, Permits, Certifications, Authorizations, Clearances** tagged as a backlog (*template is herewith attached as Annex C*).

3. The Inventory of Licenses, Permits, Certifications, Authorizations, Clearances tagged as Backlog or Zero Backlog Certification, whichever is applicable, which shall be signed by the Public Schools District Supervisor (one report/certification per district), shall be submitted to the DepEd Public Assistance Action Center's email address pac.sdobohol@deped.gov.ph.
4. Copies of the Google Form for SDO and Schools (Annex D) are attached only to serve as reference in collecting data before answering the actual online form. This shall serve as basis in preparation of inventory of backlogs or for zero backlog certification.
5. For strict compliance.


BIANITO A. DAGATAN EdD CESO V
Schools Division Superintendent 




Deadline March 22, 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	<p>One respondent per office delivering the service:</p> <ul style="list-style-type: none"> - 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 <p>(As applicable, report to be signed by the Head of Office)</p>	Enclosure No. 3	<p>https://bit.ly/COZeroBacklogFY2022</p> 
Regional Office (RO)	<p>One respondent per RO (not per functional unit) who shall report data for the RO</p> <p>(As applicable, report to be signed by the Regional Director)</p>	Enclosure No. 4	<p>https://bit.ly/ROZeroBacklogFY2022</p> 
Schools Division Office (SDO) and Schools	<p>One respondent per SDO (not per functional unit) who shall report data for the SDO and data collected from schools under its jurisdiction</p> <p>(As applicable, report to be signed by the Schools Division Superintendent)</p>	Enclosure No. 5	<p>https://bit.ly/SDOSchoolsZeroBacklogFy2022</p> 

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

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]



Annex "B"

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

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

2022 SDO and Schools Zero Backlog Report (Inventory of Licenses, Permits, Certifications, Authorizations, Clearances tagged as a backlog)

The Anti-Red 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

March 7, 2022 – December 31, 2022.

Pending transactions are those unacted upon/pending beyond the prescribed processing time as specified in the DepEd Citizen's Charter Handbook 2021 as of December 1, 2021 (<https://www.deped.gov.ph/wp-content/uploads/2021/12/DepEd-Citizens-Charter-2021-as-of-December-1-2021.pdf>).

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 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. 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.

* Required

1. Email *

2. Email address *

3. Full name (First Name, Middle Initial, Last Name) *

4. Designation (Please spell out) *

5. Office of Assignment *

6. Schools Division Office *

Mark only one oval.

- Abra
- Agusan Del Norte
- Agusan Del Sur
- Aklan
- Alaminos City
- Albay
- Angeles City
- Antipolo City
- Antique
- Apayao
- Aurora
- Bacolod City
- Bacoor
- Bago City
- Baguio City
- Bais City
- Balanga City
- Bataan
- Batac City
- Batanes
- Batangas
- Batangas City
- Bayawan City
- Baybay City
- Bayugan City
- Benguet
- Biliran
- Biñan City
- Bislig City
- Bogo City
- Bohol
- Borongan City
- Bukidnon
- Bulacan
- Butuan City
- Cabadbaran City
- Cabanatuan City
- Cabuyao City
- Cadiz City
- Cagayan

- Cagayan de Oro City
- Calamba City
- Calapan City
- Calbayog City
- Caloocan
- Camarines Norte
- Camarines Sur
- Camiguin
- Candon City
- Canlaon City
- Capiz
- Carcar City
- Catanduanes
- Catbalogan City
- Cauayan City
- Cavite
- Cavite City
- Cebu
- Cebu City
- Cotabato
- Dagupan City
- Danao City
- Dapitan City
- Dasmariñas City
- Davao City
- Davao de Oro (Compostela Valley)
- Davao del Norte
- Davao del Sur
- Davao Occidental
- Davao Oriental
- Digos City
- Dipolog City
- Dumaguete City
- Eastern Samar
- El Salvador City
- Escalante City
- Gapan City
- General Santos City
- General Trias
- Gingoog City
- Guihulngan City
- Guimaras
- Himamaylan

- Ifugao
- Ilagan, Isabela
- Iligan City
- Ilocos Norte
- Ilocos Sur
- Iloilo
- Iloilo City
- Imus
- Iriga City
- Isabela
- Isabela City
- Island Garden City of Samal
- Kabankalan City
- Kalinga
- Kidapawan City
- Koronadal City
- La Carlota City
- La Union
- Laguna
- Lanao del Norte
- Laoag City
- Lapu-lapu City
- Las Piñas City
- Legaspi City
- Leyte
- Ligao City
- Lipa City
- Lucena City
- Maasin City
- Mabalacat City
- Makati City
- Malabon City
- Malaybalay City
- Malolos City
- Mandaluyong City
- Mandaue City
- Manila
- Marikina City
- Marinduque
- Masbate
- Masbate City
- Mati City
- Meycauayan City

- Misamis Occidental
- Misamis Oriental
- Mt. Province
- Muñoz Science City
- Muntinlupa City
- Naga City
- Naga City
- Navotas City
- Negros Occidental
- Negros Oriental
- Northern Samar
- Nueva Ecija
- Nueva Vizcaya
- Occidental Mindoro
- Olongapo City
- Oriental Mindoro
- Ormoc City
- Oroquieta City
- Ozamiz City
- Pagadian City
- Palawan
- Pampanga
- Panabo City
- Pangasinan I
- Pangasinan II
- Parañaque City
- Pasay City
- Pasig City
- Passi City
- Province of Dinagat Island
- Puerto Princesa City
- Quezon
- Quezon City
- Quirino
- Rizal
- Romblon
- Roxas City
- Sagay City
- Samar (Western Samar)
- San Carlos City
- San Carlos City
- San Fernando City
- San Fernando City

- San Jose City (Nueva Ecija)
- San Jose Del Monte City
- San Juan
- San Pablo City
- San Pedro
- Santiago City
- Sarangani
- Siargao
- Silay City
- Sipalay
- Siquijor
- Sorsogon
- Sorsogon City
- South Cotabato
- Southern Leyte
- Sta. Rosa City
- Sto. Tomas
- Sultan Kudarat
- Surigao City
- Surigao del Norte
- Surigao del Sur
- Tabaco City
- Tabuk City
- Tacloban City
- Tacurong City
- Tagbilaran City
- Taguig and Pateros
- Tagum City
- Talisay City
- Tanauan City
- Tandag City
- Tangub City
- Tanjay City
- Tarlac
- Tarlac City
- Tayabas City
- Toledo City
- Tuguegarao City
- Urdaneta City
- Valencia City
- Valenzuela City
- Victorias City
- Vigan City

- Zambales
- Zamboanga City
- Zamboanga del Norte
- Zamboanga del Sur
- Zamboanga Sibugay Province

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 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 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.

Request for Correction of Entries in School Records

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

Issuance of Requested Documents (CTC and Photocopy of Documents)

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. *

Certification, Authentication, Verification (CAV)

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

Certification, Authentication, Verification (CAV)

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. *

Receiving and Releasing of Communication and other Documents

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

Receiving and Releasing of Communication and other Documents

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. *

Receiving of Complaints against Non-Teaching Personnel

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. *

Receiving of Complaints against Teaching Personnel (Multi-stage Processing)

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

Receiving of Complaints against Teaching Personnel (Multi-stage Processing)

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. *

Accessing Available Learning Resources from LRMS Portal

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 LRMS 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. *

Borrowing of Learning Materials from Libraries

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. *

Alternative Learning System (ALS) Enrollment

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 48
 Service not offered Skip to question 48

Alternative Learning System (ALS) Enrollment

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. *

Request for Basic Education Data (External Stakeholders)

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

Request for Basic Education Data (External Stakeholders)

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. *

Issuance of Government Permit, Renewal, Recognition of Private Schools

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

Issuance of Government Permit, Renewal, Recognition of Private Schools

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. *

Issuance of Special Orders for Graduation of Private School Learners

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. *

Application for Increase in Tuition Fee

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

Application for Increase in Tuition Fee

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. *

Schools External Services

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 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.

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

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

70. 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

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

71. 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. *

Acceptance of Employment Application for Teacher I Position (online)

73. 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

Acceptance of Employment Application for Teacher I Position (online)

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

Distribution of Printed Self-Learning Modules in Distance Learning Modality

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

Enrollment (walk-in)

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. *

Enrollment (online)

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

Enrollment (online)

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. *

Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (walk-in)

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

Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (walk-in)

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. *

Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (online)

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

Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (online)

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. *

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

Issuance of School Forms, Certifications, and other School Permanent Records

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. *

Receiving and Releasing of Communications and other documents

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

Receiving and Releasing of Communications and other documents

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

Reservation Process for the use of school facilities

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. *

Request for Personnel Records for Teaching/Non-Teaching Personnel

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

Request for Personnel Records for Teaching/Non-Teaching Personnel

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 all 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 (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.

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 and true and correct to the best of my knowledge. *

Check all that apply.

Agree

This content is neither created nor endorsed by Google.

Google Forms