



Republic of the Philippines
Department of Education
REGION III- CENTRAL LUZON
SCHOOLS DIVISION OF SCIENCE CITY OF MUÑOZ

March 4, 2026

SCHOOLS DIVISION MEMORANDUM

No. 091, s. 2026

SUBMISSION OF FY 2025 CERTIFICATION OF ZERO BACKLOG REPORT

To: Assistant Schools Division Superintendent
Chief Education Supervisors
Public Elementary and Secondary Schoolheads
All Others Concerned

1. Pursuant to DM-OUHRDI-2026-0610 entitled *Submission of the FY 2025 Zero Backlog Report*, this Office, the Schools Division Office (SDO) of Science City of Muñoz, through its Sub-CART (Committee on Anti-Red Tape), shall submit FY 2025 Zero Backlog Report covering the period January 1 to December 31, 2025.
2. Relative to this, Chief ES, Section/Unit Heads, and School Heads of all public schools, this division, are instructed to upload their respective signed Zero Backlog Reports not later than **March 4, 2026** through the link <https://tinyurl.com/FY2025ZeroBacklogReport>.
3. Enclosed are the following references:
 - **Enclosure No. 1** - Zero Backlog Certification (to be used by the SDO units/schools with no pending transactions in FY 2025)
 - **Enclosure No. 2** - Signed Inventory of Backlog Form (to be used by the SDO units/schools with pending transactions)
 - **Enclosure No. 3** - Zero Backlog Program
4. For more information on this issuance, contact the Sub-CART member Ms. Rosan E. Ariston through e-mail address rosan.ariston@deped.gov.ph.
5. Immediate and strict compliance of this Memorandum is desired.

Encl: As stated
Reference: DM-OUHRDI-2026-0610
To be indicated in the Perpetual Index
Under the following subjects:

ZERO BACKLOG REPORT

REA Submission of 2025 Certification of Zero Backlog Report
002/ March 4, 2026



JOHANNA N. GERVAICIO PhD, CESO V
Schools Division Superintendent



Address: Brgy. Rizal, Science City of Muñoz, 3119
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Republic of the Philippines

Department of Education

REGION III- CENTRAL LUZON
SCHOOLS DIVISION OF SCIENCE CITY OF MUÑOZ

Enclosure No. 1 to Schools Division Memorandum No. 091, s. 2026

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, **[DESIGNATION]**, of the **[NAME OF SCHOOL / SDO FUNCTIONAL DIVISION]**, 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 SCHOOL / SDO FUNCTIONAL DIVISION]** adheres to the responsibility to render fast, efficient, convenient, reliable service
- 2) The government office 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 **[NAME OF SCHOOL / SDO FUNCTIONAL DIVISION]** has no backlog transactions from January 1 to December 31, 2025.

IN WITNESS THEREOF, I have hereunto set my hand this **[DAY]** of **[MONTH]**, **[YEAR]** in **[CITY, PROVINCE]**, Philippines.

[FULL NAME]
[Designation]



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Republic of the Philippines
Department of Education
 REGION III- CENTRAL LUZON
 SCHOOLS DIVISION OF SCIENCE CITY OF MUÑOZ

Enclosure No. 2 to Schools Division Memorandum No. *011*, s.2026

Inventory of Backlogs

Name of SDO/RO/Office in CO:					
(A)	(B)	(C)	(D)	(E)	(F)
Name of Service	Classification of Service (Simple / Complex / Highly Technical)	Processing time indicated in the Citizens Charter (i.e., days / hours / minutes)	Total no. of received applications / requests from January 1 - December 31, 2025	Total no. of pending applications / transactions from January 1 - December 31, 2025	Remarks
<i>e.g.</i> Issuance of Foreign Official Travel Authority	<i>Simple</i>	<i>7 days</i>	<i>250</i>	<i>1</i>	<i>XXXXX</i>

Prepared by:

Approved by:

Full Name

Designation and Office

Full Name of SDS/RD/Bureau or Service Director in CO

Designation

For Columns A to C – Please refer to the DepEd Citizen's Charter for the following information. The Charter may be accessed at <https://www.deped.gov.ph/wp-content/uploads/DepEd-Citizens-Charter-2023.pdf>

For Columns D and E – Only transactions for services listed on the DepEd Citizen's Charter shall be accounted for in this inventory.

For Column F – State the reason for the delay in processing the application / request.



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Republic of the Philippines

Department of Education

REGION III- CENTRAL LUZON

SCHOOLS DIVISION OF SCIENCE CITY OF MUÑOZ

Enclosure No. 3 to Schools Division Memorandum No. 01, s. 2026

ZERO BACKLOG PROGRAM

Name of SDO/RO/Office in CO	<i>Indicate the name of the agency</i>
Program Title/Name	DepEd Zero Backlog Program
Program Objective	<i>Program Objective</i>
Target Output	<i>The intended output of the program once completed</i>
Date Implemented	<i>The date when the program will be implemented</i>
Program Description	

Matrix of Services and Plan of Action							
(A) Office	(B) Name of service	(C) Classification (Simple, Complex, Highly Technical)	(D) Average no. of applications/ requests/ license/ permits/ clearances, etc. received per day	(E) Average no. of applications / requests/ licenses /permits /clearances, etc. processed within the prescribed processing time in the Citizen's Charter	(F) Average no. of applications / requests/ licenses /permits /clearances, etc. ISSUED within the prescribed processing time in the Citizen's Charter	(G) Intervening Factors for the gap (i.e., limited IT infrastructure, unavailable signatories, etc.)	(H) Plan of Action to address the gap (i.e., Streamlining, Digitalization.)

Prepared by:

Approved by:

Full Name
Designation and Office

Full Name of SDS/RD/Bureau or Service Director in CO
Designation

For Columns B and C – Please refer to the DepEd Citizen's Charter for the following information. The Charter may be accessed at <https://www.deped.gov.ph/wp-content/uploads/DepEd-Citizens-Charter-2023.pdf>

For Columns D to F – Only transactions for services listed on the DepEd Citizen's Charter shall be accounted for in the Program.



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Republika ng Pilipinas
Department of Education

OFFICE OF THE UNDERSECRETARY
HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

MEMORANDUM
DM-OUHRODI-2026-0610

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 and
Infrastructure
Vice Chairperson, DepEd Committee on Anti-Red Tape

SUBJECT : **SUBMISSION OF THE FY 2025 ZERO BACKLOG REPORT**

DATE : 03 March 2026

Pursuant to Republic Act (RA) No. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, government agencies must ensure that services are delivered promptly and efficiently in accordance with the prescribed processing times. Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) No. 2022-02 titled *Reiterating the Provisions of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 or RA 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.

For FY 2026, all agencies are requested to submit the **FY 2025 Zero Backlog Report** covering the period of January 1 to December 31, 2025, 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 the **ARTA Focal/Secretariat in every DepEd Sub-CART in the Regional Offices (RO) and Schools Division Offices (SDO), and one (1) designated representative of the concerned office in the Central Office (CO) to accomplish the applicable online form on or before 05 March 2026:**



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Governance Level	Respondent and Signatory	Guide	Online Form
Central Office	One (1) respondent per office concerned. Certification shall be signed by the Bureau/Service Director.	Copy of FY 2025 CO Zero Backlog Report (Annex E)	tinyurl.com/cozbr2025
Regional Office (RO)	One (1) respondent per SDO (<i>preferably the ARTA focal/secretariat of the SDO's Sub-CART</i>) who shall report data for the RO. Certification shall be signed by the RD.	Copy of FY 2025 RO Zero Backlog Report (Annex D)	tinyurl.com/rozbr2025
Schools Division Office (SDO)	One (1) respondent per SDO (<i>preferably the ARTA focal/secretariat of the SDO's Sub-CART</i>) who shall report data for the SDO and data collected from schools under its jurisdiction. Note that schools shall not answer the form. Certification shall be signed by the SDS.	Copy of FY 2025 SDO Zero Backlog Report (Annex C)	tinyurl.com/sdozbr2025

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
2. Administrative Service – Records Division
3. Bureau of Curriculum Development – Special Curricular Programs Division
4. Bureau of Education Assessment – Education Assessment Division
5. Bureau of Human Resource and Organizational Development – Personnel Division
6. Education Facilities Division
7. Finance Service – Accounting Division
8. Finance Service – Budget Division
9. Finance Service – Employee Accounts Management Division
10. ICTS – Solutions Development Division
11. ICTS – Technology Infrastructure Division
12. ICTS – User Support Division
13. Legal Service – Investigation Division
14. Legal Service – Legal Division
15. National Educators Academy of the Philippines – Professional Development Division
16. National Educators Academy of the Philippines – Quality Assurance Division

17. Office of the Secretary
18. Public Affairs Service – Public Assistance Action Center
19. Public Affairs Service – Publication Division

All are requested to refer to DepEd Memorandum (DM) No. 040, s. 2025 titled *Updated Composition of the DepEd CART in the Central Office and Sub-CART in Field Office and Schools* (Annex A) and the List of Services in the DepEd Citizen's Charter (Annex B).

Respondents are also encouraged to review the Guide on Filling Out the FY 2025 Zero Backlog Report (Annexes C, D, or E) applicable to their governance level to help them prepare the information needed before accomplishing the actual form.

For **offices without pending transactions in FY 2025**, the Zero Backlog Certification (Annex F) 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 above.

On the other hand, those **with pending transactions** shall submit the filled-out and signed Inventory of Backlog Form (Annex G) and Zero Backlog Program (Annex H) as PDF files on the link provided above.

Editable copies of the templates may be downloaded using DepEd email address from this link: **tinyurl.com/depedzerobacklog**.

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 questions or clarifications, please contact the DepEd CART Secretariat through **Ms. Hannal Hasmin Caña** and **Mr. Ervin Joseph B. Ocampo** at the email address citizenscharter@deped.gov.ph or by phone at (02) 8633-5375.

Copy furnished:

OFFICE OF THE SECRETARY

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