



Republic of the Philippines  
**Department of Education**  
DIGOS CITY DIVISION

**Office of the Schools Division Superintendent**

**DIVISION MEMORANDUM**

OSDS-2025- 062

To : **Assistant Schools Division Superintendent  
Division Chiefs, SGOD & CID  
Unit Heads  
Public School Heads  
All other concerns**

Subject : **Submission of the FY 2024 Zero Backlog Report**

Date : **February 18, 2025**

In reference to Memorandum DM-OUHROD-2025-0140 dated February 17, 2025, re: submission of the FY 2024 Zero Backlog Report.

Pursuant to Section 10 of Republic Act No. 11032, also known as the **“Ease of Doing Business and Efficient Government Service Act of 2018”**:

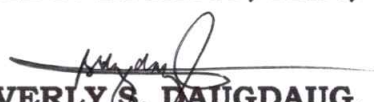
*“If a government office or agency fails to approve or disapprove an original application or request for the issuance of a license, clearance, permit, certification, or authorization within the prescribed processing time, said application or request shall be deemed approved: Provided that all required documents have been submitted, and all required fees and charges have been paid.”*

To support this provision, the Anti-Red Tape Authority (ARTA) issued Memorandum Circular No. 2020-02, which established the **3-7-20 processing time framework** to ensure the prompt and efficient delivery of government services.

In this regard, all offices concerned are directed to submit their Inventory of Backlog in accordance with the prescribed format not later than **February 21, 2025**. Kindly refer to **Annex “A”** as a guide in completing **Annex “B”**.

For your strict compliance.

For and in the absence of the  
Schools Division Superintendent  
**MELANIE P. ESTACIO, PhD., CESO VI**

  
**BEVERLY S. DAUGDAUG, Ed.D.**  
Chief, Curriculum Implementation Division (CID)  
Officer-In-Charge



**Address:** Roxas Street cor. Lopez Jaena Street, Zone II, Digos City 8002  
**Telephone No:** (082) 553-8396 | (082) 553-8376 | (082) 553-9170 | (082) 553-8375

# Annex "A"

## Enclosure No. 2 – List of Services in the DepEd Citizen's Charter

### SCHOOLS

| External Services   | Internal Services  |
|---|--|
| <ol style="list-style-type: none"><li>1. Acceptance of Employment Application for Teacher I Position (Walk-in)</li><li>2. Acceptance of Employment Application for Teacher I Position (Online)</li><li>3. Borrowing of Learning Materials from the School Library/Learning Resource Center</li><li>3. Distribution of Printed Self-Learning Modules in Distance Learning Modality</li><li>4. Enrollment (Walk-in)</li><li>5. Enrollment (Online)</li><li>6. Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (Walk-in)</li><li>7. Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (Online)</li><li>8. Issuance of School Clearance for different purposes</li><li>9. Issuance of School Forms, Certifications, and other School Permanent Records</li><li>10. Public assistance (walk-in/phone call)</li><li>11. Public assistance (email/social media)</li><li>12. Receiving and releasing of communications and other documents</li><li>13. Reservation Process for the Use of School Facilities</li><li>14. Request for Personnel Records for Teaching/Non-Teaching Personnel</li></ol> | <ol style="list-style-type: none"><li>16. Issuance of Special Order for Service Credits and Certification of Compensatory Time Credits</li><li>17. Laboratory and School Inventory</li><li>18. School Learning and Development</li></ol> |

### SCHOOLS DIVISION OFFICES

| Concerned Office/Unit                          | External Services   | Internal Services  |
|--|---|--|
| Budget Unit                                    | N/A   | <ol style="list-style-type: none"> <li>1. Processing of ORS</li> <li>2. Posting/Updating of Disbursement</li> </ol>  |
| Cash Unit                                      | N/A   | <ol style="list-style-type: none"> <li>1. Handling of Cash Advances</li> </ol>   |
| Information and Communications Technology Unit | N/A   | <ol style="list-style-type: none"> <li>1. User Account Management for Centrally Managed Systems</li> <li>2. Troubleshooting of ICT Equipment</li> <li>3. Uploading of Publications</li> </ol>  |
| Legal Unit                                     | <ol style="list-style-type: none"> <li>1. Request for Correction of Entries in School Record</li> </ol>   | <ol style="list-style-type: none"> <li>2. Issuance of Certificate of No Pending Case</li> </ol>  |
| Office of the Schools Division Superintendent  | N/A   | <ol style="list-style-type: none"> <li>1.1 Issuance of Foreign Official Travel Authority</li> <li>1.2. Issuance of Foreign Personal Travel Authority</li> </ol>  |
| Personnel Unit                                 | <ol style="list-style-type: none"> <li>1. Acceptance of Employment Application for Initial Evaluation (Teaching Position)</li> <li>2. Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry)</li> </ol> | <ol style="list-style-type: none"> <li>3. Application for ERF (Equivalent Record Form)</li> <li>4. Application for Leave</li> <li>5. Application for Retirement</li> <li>6. Issuance of Certificate of Employment</li> <li>7. Issuance of Service Record</li> <li>8. Loan Approval and Verification</li> <li>9. Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer)</li> <li>10. Processing of Terminal Leave Benefits</li> <li>11. Request for Correction of Name and Change of Status</li> </ol> |
| Property and Supply Unit                       | <ol style="list-style-type: none"> <li>1. Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment</li> </ol>   | <ol style="list-style-type: none"> <li>2. Requisition and Issuance of Supplies</li> <li>3. Property and Equipment Clearance Signing</li> </ol>   |

|  |   |   |
|--|---|---|
| Records Unit   | <ol style="list-style-type: none"> <li>1. Issuance of Requested Documents (Non-CTC)</li> <li>2. Issuance of Requested Documents (CTC and Photocopy of Documents)</li> <li>3. Certification, Authentication, Verification (CAV)</li> <li>4. Receiving and Releasing of Communication and other Documents</li> <li>5. Receiving of Complaints against Non-Teaching Personnel</li> <li>6. Receiving of Complaints against Teaching Personnel (Multi-stage Processing)</li> </ol> | N/A   |
| Curriculum Implementation Division                           | <ol style="list-style-type: none"> <li>1. Accessing Available Learning Resources from LRMDS Portal</li> <li>2. Borrowing of Learning Materials from Libraries</li> <li>3. Alternative Learning System (ALS) Enrollment</li> </ol>   | <ol style="list-style-type: none"> <li>4. Program Workflow of Submission of Contextualized Learning Resources</li> <li>5. Quality Assurance of Supplementary Learning Resource</li> </ol> |
| SGOD - Planning and Research Section                         | <ol style="list-style-type: none"> <li>1. Request for Basic Education Data (from external stakeholders)</li> </ol>  | <ol style="list-style-type: none"> <li>2. Request for Basic Education Data (Internal Stakeholder)</li> <li>3. Request for Data for EBEIS/LIS/NAT and Performance Indicators</li> </ol>    |
| SGOD - School Management, Monitoring, and Evaluation Section | <ol style="list-style-type: none"> <li>1. Issuance of Government Permit, Renewal, Recognition of Private Schools</li> <li>2. Issuance of Special Orders for the Graduation of Private School Learners</li> <li>3. Application for SHS Additional Track/Strand</li> <li>4. Application for Summer Permit for Private Schools</li> <li>5. Application for No Increase in Tuition Fee</li> <li>6. Application for Increase in Tuition Fee</li> </ol>                             | N/A   |

# Annex "B"

## Enclosure No. 7 - Inventory of Backlogs

| Name of SDO/RO/Office in CO:                       |   |   |   |  |                |
|--|---|---|---|--|----------------|
| (A)<br>Name of Service                             | (B)<br>Classification of Service<br>(Simple / Complex / Highly Technical) | (C)<br>Processing time indicated in the Citizens Charter (i.e., days / hours / minutes) | (D)<br>Total no. of received applications / requests from January 1 – December 31, 2024 | (E)<br>Total no. of pending applications / transactions from January 1 – December 31, 2024 | (F)<br>Remarks |
| e.g. Issuance of Foreign Official Travel Authority | Simple  | 7 days  | 250   | 1  | XXXXX          |
|  |   |   |   |  |                |

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.