



Republic of the Philippines
Department of Education
Region III
SCHOOLS DIVISION OF PAMPANGA

February 21, 2025

DIVISION MEMORANDUM
No. 14, s. 2025

SUBMISSION OF FY 2024 DEPED ZERO BACKLOG REPORT

To: Assistant Schools Division Superintendents
CID Chief Education Supervisor
SGOD Chief Education Supervisor
Division Unit Heads
Division Citizen's Charter (CC) TWG
Division Anti-Red Tape Act (ART) Focal Persons
Others Concerned

1. Pursuant to Section 10 of Republic Act (R.A.) 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 a Memorandum Circular (MC) 2020-02 to establish the 3-7-20 processing time to ensure services are delivered promptly and efficiently.
2. 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 every year.
3. For FY 2024, all School Heads and concerned Unit Heads in the Schools Division of Pampanga are requested to submit their FY 2024 Zero Backlog Report covering the period January 1 to December 31, 2024, through the issuance of Memorandum DM-OUHROD-2025-0410 dated February 17, 2025.
4. To facilitate efficient compliance with the said requirement, all School Heads and concerned Division Unit Heads are directed to complete the form on or before **February 26, 2025, 5:00 pm, through this link: <https://forms.office.com/r/F1vqNvGWtB>** for the consolidation of the Division Level Zero Backlog Report for FY 2024.
5. For the DO Proper, only the following offices with declared services in the Citizen's Charter per Enclosure No. 2 shall answer the division online form.



Address: High School Blvd., Brgy. Lourdes, City of San Fernando (P)
Telephone No.: (045) 435-2728; (045) 435-7404
Email Address: pampanga@deped.gov.ph
Website: www.depedpampanga.ph



Republic of the Philippines
Department of Education
Region III
SCHOOLS DIVISION OF PAMPANGA

- 1) Budget Unit
- 2) Cash Unit
- 3) Information and Communications Technology Unit
- 4) Legal Unit
- 5) Office of the Schools Division Superintendent
- 6) Personnel Unit
- 7) Property and Supply Unit
- 8) Records Unit
- 9) CID – ALS
- 10) CID - LRMDS
- 11) SGOD – Planning and Research Section
- 12) SGOD - School Management, Monitoring, and Evaluation Section

6. The following templates shall be used and uploaded in the report through the link provided above:

| Template | Remarks | Deadline of Submission |
|---|---|-------------------------------|
| Enclosure No. 6 - Zero Backlog Certification SDOP | For school/office/unit/section with NO Pending Transactions received between January 1 and December 31, 2024 | February 26, 2025, 5:00 pm |
| Enclosure No. 7 - Inventory of Backlogs SDOP | For school/office/unit/section with WITH PENDING Transactions received between January 1 and December 31, 2024, that have not been acknowledged/answered as of January 1, 2025, and/or (2) online/physical correspondences received between January 1 to December 31, 2024, that have not been read/processed as of January 1, 2025? | |
| Enclosure No. 8 - Zero Backlog Program SDOP | | |

**For the list of services, refer to Enclosure No. 2*

7. Enclosed are the following:
- DM-OUHROD-2025-0410 Submission of the FY 2024 Zero Backlog Report
 - Enclosure No. 2 – List of Services in the DepEd Citizen’s Charter
 - Enclosure No. 6 - Zero Backlog Certification SDOP
 - Enclosure No. 8 - Zero Backlog Program SDOP

8. For more information, please email the SDO Pampanga Administrative Services at aoas.pampanga@deped.gov.ph or call (045) 435-9998.



Address: High School Blvd., Brgy. Lourdes, City of San Fernando (P)
Telephone No.: (045) 435-2728; (045) 435-7404
Email Address: pampanga@deped.gov.ph
Website: www.depedpampanga.ph



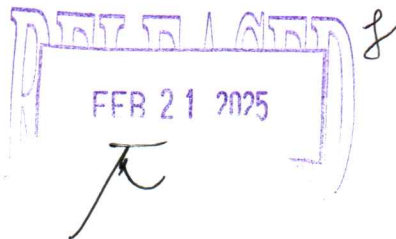
Republic of the Philippines
Department of Education
Region III
SCHOOLS DIVISION OF PAMPANGA

9. Strict compliance with this Memorandum is desired.

ROMEO M. ALIP, PhD, CESO V
Schools Division Superintendent

Encl.: As stated
AOAS/02-13-25

000000047864



Address: High School Blvd., Brgy. Lourdes, City of San Fernando (P)
Telephone No.: (045) 435-2728; (045) 435-7404
Email Address: pampanga@deped.gov.ph
Website: www.depedpampanga.ph