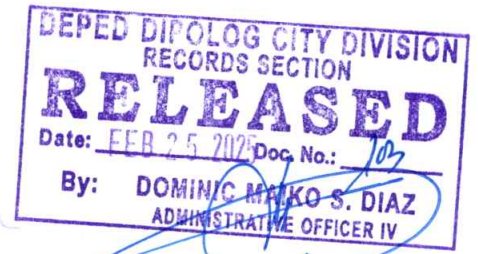




Republic of the Philippines
Department of Education
Region IX – Zamboanga Peninsula
SCHOOLS DIVISION OF DIPOLOG CITY



February 24, 2025

DIVISION MEMORANDUM

No. 103, s. 2025

SUBMISSION OF THE FY2024 ZERO BACKLOG REPORT

To: ASST. SCHOOLS DIVISION SUPERINTENDENT
CHIEF, CURRICULUM IMPLEMENTATION DIVISION (CID)
CHIEF, SCHOOLS GOVERNANCE AND OPERATIONS DIVISION (SGOD)
All Others Concerned
This Division

1. In reference to Memorandum DM-OUHROD-2025-0410 or the SUBMISSION OF THE FY2024 ZERO BACKLOG REPORT, where all agencies are required to submit the FY2024 Zero Backlog Report covering the period January 1 to December 31, 2024, for services declared in their respective Citizen's Charter.
2. Thus, in compliance with the aforementioned requirement, this office requires the following offices, sections and/or units to provide the necessary data using the prescribed template (Enclosure 1) **NOT LATER THAN 26 FEBRUARY 2025 (WEDNESDAY)**:
 - a. Budget
 - b. Cash
 - c. Information and Communications Technology
 - d. Legal
 - e. Office of the Schools Division Superintendent
 - f. Personnel
 - g. Property and Supply
 - h. Records
 - i. Curriculum Implementation Division
 - j. SGOD – Planning and Research
 - k. SGOD – School Management, Monitoring, and Evaluation
3. Please refer to Enclosure 1 for the List of Services in the DepEd Citizen's Charter for the offices, sections and/or units mentioned above.
4. Submission of individual reports shall be through the **RECORDS SECTION**, which shall be collated by the **ADMINISTRATIVE SERVICES** in one division-wide report, to be signed by the **SCHOOLS DIVISION SUPERINTENDENT**.



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5. To reiterate, no office, section and/or units shall submit their individual reports directly to DepEd CART Secretariat and/or to the Anti-Red Tape Authority (ARTA).
6. For any concerns or clarifications, please coordinate with the Division Client Satisfaction Measurement Focal, ALAN D. CHIU, at 0907-054-7070.
7. Immediate dissemination of this Memorandum is highly desired.

MA. LIZA R. TABILON, EdD., CESO V
Schools Division Superintendent
Office of the Schools Division Superintendent

Encl.: As stated

Reference: As stated

To be indicated in the Perpetual Index
under the following subjects:

Division	ARTA	CSM
Schools	CART	Citizen's Charter

ADC/20250223-Division-DM-Zero-Backlog

February 23, 2025



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Enclosure No. 1 – Zero Backlog Program

Name of SDO/RO/Office in CO	SCHOOLS DIVISION OFFICE OF DIPOLOG CITY
Program Title/Name	DepEd Zero Backlog Program
Program Objective	To ensure that all received client transactions are acted effectively and efficiently.
Target Output	Zero (0) backlog on all internal and external client transactions received.
Date Implemented	January 01 to December 31, 2024
Program Description	
As required by RA 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, the Anti-Red Tape Authority (ARTA) requests the submission of the FY 2024 Zero Backlog Report covering transactions from January 1 to December 31, 2024.	

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.)
Budget Unit	1. Processing of ORS [Internal]	Simple					
	2. Posting/Updating of Disbursement [Internal]	Simple					
Cash Unit	1. Handling of Cash Advances [Internal]	Simple					
Information and Communicatio ns Technology Unit	1. User Account Management for Centrally Managed Systems [Internal]	Simple					
	2. Troubleshooting of ICT Equipment [Internal]	Simple					



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	4. Application for Leave [Internal]	Simple					
	5. Application for Retirement [Internal]	Complex					
	6. Issuance of Certificate of Employment [Internal]	Simple					
	7. Issuance of Service Record [Internal]	Simple					
	8. Loan Approval and Verification [Internal]	Simple					
	9. Processing of Appointment (Original, Reemployment, Reappointment, Promotion and Transfer) [Internal]	Simple					
	10. Processing of Terminal Leave Benefits [Internal]	Simple					
	11. Request for Correction of Name and Change of Status [Internal]	Simple					
Property and Supply Unit	1. Inspection, Acceptance, and Distribution of Textbooks, Supplies, and Equipment [External]	Complex					
	2. Requisition and Issuance of Supplies [Internal]	Simple					



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	3. Uploading of Publications [Internal]	Simple					
Legal Unit	1. Request for Correction of Entries in School Record [External]	Simple					
	2. Issuance of Certificate of No Pending Case [Internal]	Simple					
Office of the Schools Division Superintendent	1. Issuance of Foreign Official Travel Authority [Internal]	Simple					
	2. Issuance of Foreign Personal Travel Authority [Internal]	Simple					
Personnel Unit	1. Acceptance of Employment Application for Initial Evaluation (Teaching Position) [External]	Simple					
	2. Acceptance of Employment Application for Initial Evaluation (Non-Teaching and Teaching-Related Positions both promotion and entry) [External]	Simple					
	3. Application for ERF (Equivalent Record Form) [Internal]	Complex					



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	3. Property and Equipment Clearance Signing [Internal]	Simple					
Records Unit	1. Issuance of Requested Documents (Non-CTC) [External]	Simple					
	2. Issuance of Requested Documents (CTC and Photocopy of Documents) [External]	Simple					
	3. Certification, Authentication, Verification (CAV) [External]	Complex					
	4. Receiving and Releasing of Communication and other Documents [External]	Simple					
	5. Receiving of Complaints against Non-Teaching Personnel [External]	Simple					
	6. Receiving of Complaints against Teaching Personnel (Multi-stage Processing) [External]	Complex					
Curriculum Implementation Division	1. Accessing Available Learning Resources from LRMS Portal [External]	Simple					



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	2. Borrowing of Learning Materials from Libraries [External]	Simple					
	3. Alternative Learning System (ALS) Enrollment [External]	Simple					
	4. Program Workflow of Submission of Contextualized Learning Resources [Internal]	Highly Technical					
	5. Quality Assurance of Supplementary Learning Resource [Internal]	Complex					
SGOD - Planning and Research Section	1. Request for Basic Education Data (from external stakeholders) [External]	Simple					
	2. Request for Basic Education Data (Internal Stakeholder) [Internal]	Simple					
	3. Request for Data for EBEIS/LIS/NAT and Performance Indicators [Internal]	Simple					
SGOD - School Management, Monitoring, and Evaluation Section	1. Issuance of Government Permit, Renewal, Recognition of Private Schools [External]	Highly Technical					



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	2. Issuance of Special Orders for the Graduation of Private School Learners [External]	Highly Technical					
	3. Application for SHS Additional Track/Strand [External]	Highly Technical					
	4. Application for Summer Permit for Private Schools [External]	Complex					
	5. Application for No Increase in Tuition Fee [External]	Complex					
	6. Application for Increase in Tuition Fee [External]	Highly Technical					

Prepared by:

Approved by:

Full Name, Designation and Office

MA. LIZA R. TABILON, EdD., CESO V
Schools Division Superintendent

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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