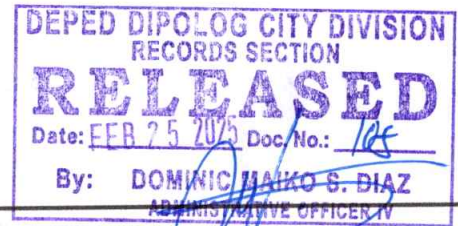




Republic of the Philippines  
 Department of Education  
 Region IX – Zamboanga Peninsula  
 SCHOOLS DIVISION OF DIPOLOG CITY



February 25, 2025

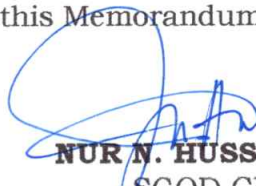
**DIVISION MEMORANDUM**

No. 105, s. 2025

**SUBMISSION OF THE FY2024 ZERO BACKLOG REPORT  
 FOR PUBLIC SCHOOLS**

To: ASST. SCHOOLS DIVISION SUPERINTENDENT  
 CHIEF, CURRICULUM IMPLEMENTATION DIVISION (CID)  
 CHIEF, SCHOOLS GOVERNANCE AND OPERATIONS DIVISION (SGOD)  
 PUBLIC SCHOOLS DISTRICT SUPERVISORS  
 ALL ELEMENTARY SCHOOL HEADS  
 ALL SECONDARY SCHOOL HEADS  
 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 **ALL ELEMENTARY AND SECONDARY SCHOOLS** to provide the necessary data using the prescribed template (Enclosure 1) **NOT LATER THAN 26 FEBRUARY 2025 (WEDNESDAY)**.
3. 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**.
4. To reiterate, NO SCHOOL shall submit their individual reports directly to DepEd CART Secretariat and/or to the Anti-Red Tape Authority (ARTA).
5. For any concerns or clarifications, please coordinate with the Division Client Satisfaction Measurement Focal, ALAN D. CHIU, at 0907-054-7070.
6. Immediate dissemination of this Memorandum is highly desired.

  
**NUR N. HUSSIEN, DM**  
 SGOD Chief  
 In-charge of Office

For:

**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-DM-School-Zero-Backlog  
 February 23, 2025



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**Enclosure No. 1 – Zero Backlog Program**

<b>Name of SDO/RO/Office in CO</b>	SCHOOLS DIVISION OFFICE OF DIPOLOG CITY
<b>Program Title/Name</b>	DepEd Zero Backlog Program
<b>Program Objective</b>	To ensure that all received client transactions are acted effectively and efficiently.
<b>Target Output</b>	Zero (0) backlog on all internal and external client transactions received.
<b>Date Implemented</b>	January 01 to December 31, 2024
<b>Program Description</b>	
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.)
	<b>EXTERNAL SERVICES</b>						
	1. Acceptance of Employment Application for Teacher I Position (Walk-in)	Simple					
	2. Acceptance of Employment Application for Teacher I Position (Online)	Simple					
	3. Borrowing of Learning Materials from the School	Simple					



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	Library/Learning Resource Center						
	4. Distribution of Printed Self-Learning Modules in Distance Learning Modality	Simple					
	5. Enrollment (Walk-in)	Simple					
	6. Enrollment (Online)	Simple					
	7. Issuance of Requested Documents in Certified True Copy (CTC) and Photocopy (Walk-in)	Simple					
	8. Issuance of School Clearance for different purposes	Simple					
	9. Issuance of School Forms, Certifications, and other School Permanent Records	Simple					
	10. Public assistance (walk-in/phone call)	Simple					
	11. Public assistance (email/social media)	Simple					
	12. Receiving and releasing of communications and other documents	Simple					
	13. Reservation Process for the Use of School Facilities	Simple					
	14. Request for Personnel Records	Simple					



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	for Teaching/Non-Teaching Personnel						
	<b>INTERNAL SERVICES</b>						
	15. Issuance of Special Order for Service Credits and Certification of Compensatory Time Credits	Simple					
	16. Laboratory and School Inventory	Simple					
	17. School Learning and Development	Simple					

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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