



Republika ng Pilipinas

# Department of Education

OFFICE OF THE UNDERSECRETARY  
HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

**MEMORANDUM**  
**DM-OUHROD-2024-0543**

TO : **Undersecretaries**  
**Assistant Secretaries**  
**Bureau/Service Directors**  
**Regional Directors**  
**Schools Division Superintendents**  
**Members, DepEd CART and Sub-CART**  
**All others concerned**

FROM : **WILFREDO E. CABRAL**  
*Regional Director*  
*Officer-in-Charge, Office of the Undersecretary*  
*Human Resource and Organizational Development*  
*Vice Chairperson, DepEd Committee on Anti-Red Tape*



SUBJECT : **FY 2024 ORIENTATION ON THE IMPLEMENTATION OF RA 11032 IN THE DEPARTMENT OF EDUCATION**

DATE : 20 March 2024

Since the enactment of Republic Act (RA) No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, the Department of Education (DepEd) has consistently complied with requirements of the Law, such as the Citizen's Charter, Client Satisfaction Measurement (CSM), Zero Backlog Program, Report Card Survey (RCS) 2.0, and Committee on Anti-Red Tape (CART).

This year, to strengthen compliance with the Law, the Office of the Undersecretary for Human Resource and Organizational Development invites all concerned to the **FY 2024 Orientation on the Implementation of RA 11032 in the Department of Education** on **April 2, 2024**, from 8:30 AM to 2:00 PM.

The first part of the orientation shall be delivered by resource persons from the Anti-Red Tape Authority, the agency mandated to administer, implement, and ensure compliance with RA 11032 and its Implementing Rules and Regulations. The second part shall be led by the DepEd CART Secretariat and shall focus on the DepEd Citizen's Charter.



Room 102, Rizal Building, DepEd Complex, Meralco Ave., Pasig City 1600  
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Certificate No. 749-0083  
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The activity shall provide an opportunity to

1. review the provisions of RA 11032, especially the Citizen’s Charter, Zero Backlog Report, and CART;
2. highlight the importance of the CSM;
3. present the results of the RCS 2.0 and Onsite Inspections conducted in selected DepEd offices;
4. familiarize participants in the processing of complaints;
5. engage with the Anti-Red Tape Authority (ARTA) to clarify DepEd-specific concerns;
6. recognize notable RA 11032 Implementers in DepEd; and
7. review the DepEd Citizen’s Charter.

The target participants are the DepEd CART in the Central Office and Sub-CART in regional and schools division offices, as designated in DM-OUHROD-2024-0268 titled *Composition of the DepEd Committee on Anti-Red Tape* (Enclosure No. 1).

Pre-activity registration of in-person and online participants is requested at the link/QR code below; the online meeting link shall be provided only upon registration.

<https://forms.office.com/r/CqjJfPWFxh>



The indicative schedule of activities are as follows:

Schedule	Activity / Topic	Target Participants – In-Person (Bulwagan ng Karunungan, DepEd Central Office)	Target Participants - Online (Field offices)
8:30 – 9:00	• Registration	• Members of the DepEd CART in the Central Office (one representative per office)	DepEd Sub-CART in regional and schools division offices
9:00 – 9:30	• Preliminaries	• Members of the Sub-CART in Regional Offices (three representatives each)	
9:30 – 12:00	• Orientation c/o Anti-Red Tape Authority	1. NCR 2. IV-A 3. IV-B	
12:00 – 1:00	• Lunch break	• Members of Sub-CART in NCR schools division offices (one representative each)	
1:00 – 2:00	• Continuation of Orientation • Awarding of Certificates and Photo Opportunity	• Members of Sub-CART in SDO Sto. Tomas, a newly-created SDO (two representatives)  • CART, National Academy of Sports (three representatives)	

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To accommodate more online participants, offices are encouraged to set-up “viewing sessions” in offices/conference rooms to accommodate more participants to the orientation and email their group photos to the DepEd CART Secretariat.



On the other hand, participation of field offices for the in-person activity at the DepEd Central Office shall be on **official business**.

Certificates of Participation and reference materials shall be provided upon completion of both the registration form and post-activity feedback form. On the other hand, hard copies of Certificates of Recognition for RA 11032 Implementers shall be sent to field offices via courier.

Travel expenses to be incurred by participants shall be charged against their respective local funds, subject the usual accounting and auditing rules and regulations.

For more information on this activity, contact Ms. Diane-Joyce G. Perez, DepEd CART Secretariat through (02) 8633-5375, [citizenscharter@deped.gov.ph](mailto:citizenscharter@deped.gov.ph), or 0929-951-9845 (Viber).

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**Kagawaran ng Edukasyon**  
REHIYON V  
TANGGAPANG PANSANGAY NG MGA PAARALAN NG LUNGSOD NAGA

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April 1, 2024

To: Committee on Anti-Red Tape (DepEd CART)  
All Others Concerned

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For information, guidance, and compliance.

**FERNANDO C. MACARAIG**  
Assistant Schools Division Superintendent  
Officer-in-Charge  
Office of the Schools Division Superintendent

DM 31, s. 2019 Rider Rev. 01

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**Department of Education**

OFFICE OF THE UNDERSECRETARY  
 HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

**MEMORANDUM**  
**DM-OUHROD-2024-0268**

TO : **Undersecretaries**  
**Assistant Secretaries**  
**Bureau and Service Directors**  
**Regional Directors**  
**Schools Division Superintendents**  
**All others concerned**

FROM :   
**WILFREDO E. CABRAL**  
*Regional Director*  
*Officer-in-Charge, Office of the Undersecretary*  
*Human Resource and Organizational Development*  
*Vice Chairperson, DepEd Committee on Anti-Red Tape*

SUBJECT : **COMPOSITION OF THE DEPED COMMITTEE ON ANTI-RED TAPE (CART)**

DATE : 19 February 2024

In compliance with Republic Act (RA) No. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018* and Memorandum Circular No. 2023-08 titled *Amendment on Certain Provisions of Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) No. 2020-07 dated 30 September 2020, Pertaining to the Guidelines on the Designation of a Committee on Anti-Red Tape (CART)*, this Order is being issued to reiterate the **Composition of the DepEd Committee on Anti-Red Tape or the DepEd CART**, as previously issued under OO-OSEC-2022-108:

Chairperson:	Secretary of Education (or her designated representative)
Vice Chairperson:	Execom in-charge of Human Resource and Organizational Development
Members:	1. Execom in-charge of Operations and one (1) technical staff 2. Execom in-charge of Administration and one (1) technical staff

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	<p>3. Member-units as represented by a Director, one Chief, and at least one technical staff:</p> <ul style="list-style-type: none"> <li>• Administrative Service (AS)</li> <li>• Information and Communication Technology Service (ICTS)</li> <li>• Legal Service (LS)</li> <li>• Planning Service (PS)</li> <li>• Public Affairs Service (PAS)</li> </ul> <p>4. From each CO unit – two (2) representatives each</p>
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Field offices and schools are likewise reminded to have a **DepEd Sub-CART** in place, composed of the following:

	<b>Regional Office</b>	<b>Schools Division Office</b>	<b>School</b>
Chairperson	Regional Director	Schools Division Superintendent	School Head
Members*	At least one representative each: <ul style="list-style-type: none"> <li>• Administrative Division</li> <li>• ICT Unit</li> <li>• Legal Unit</li> <li>• Public Affairs Unit</li> </ul>	At least one representative each: <ul style="list-style-type: none"> <li>• Administrative Service</li> <li>• ICT</li> <li>• Legal</li> <li>• Schools Governance and Operations Division</li> </ul>	At least one (1) each: <ul style="list-style-type: none"> <li>• Teacher-designate</li> <li>• Non-teaching personnel</li> </ul>

*\*Personnel from other functional units may also be invited as Members of the CART, e.g. Regional and Division Public Assistance Coordinators (RPAC/DPAC).*

The CART emphasizes the role of government agencies and the accountability of agency heads to reduce bureaucratic red tape and corruption. Based on the Law, the CART shall be responsible for the implementation of RA 11032, especially the following:

- Reengineering of Systems and Procedures
  - Streamlining and digitization
  - Whole-of-Government Approach
  - Regulatory Management System and Regulatory Impact Assessment
- Registration of new regulations and issuances
- Citizen's Charter
- Zero Contact Policy
- Adoption of working schedules to serve clients
- Identification Card
- Public Assistance and Complaints Desk
- Client feedback mechanism and satisfaction measurement
- Knowledge transfer of ARTA-related trainings
- Dissemination of ARTA information, education, and communication materials for public consumption

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The functions, duties, and responsibilities of the DepEd CART are stated in detail in ARTA MC 2023-08, which can be accessed from <https://arta.gov.ph/wp-content/uploads/2023/12/MC-2023-08.pdf>.

Additionally, the responsibilities of DepEd CART within the Department are the following:

- a. coordinate with the ARTA and other stakeholders for RA 11032-related updates and concerns;
- b. lead and allocate funding for RA 11032-related programs, projects, and activities (PPAs);
- c. enlist awareness and support on RA 11032 through information dissemination; and
- d. provide technical assistance on RA 11032-related matters.

The DepEd CART shall be supported by a Secretariat, lodged at the Bureau of Human Resource and Organizational Development-Organization Effectiveness Division (BHROD-OED), which shall:

- a. provide administrative assistance to the DepEd CART, as needed;
- b. manage the communication channels and database of RA 11032 documents; and
- c. monitor the status of compliance with RA 11032 requirements.

For more information, contact the DepEd CART Secretariat at [citizenscharter@deped.gov.ph](mailto:citizenscharter@deped.gov.ph) or (02) 8633-5375.

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