



Republic of the Philippines  
Department of Environment and Natural Resources  
Visayas Avenue, Diliman, Quezon City  
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929-66-20 | 929-66-33 to 35  
929-70-41 to 43

20 MAR 2023

**URGENT MEMORANDUM**

**TO :** All Regional Executive Directors  
DENR-CAR, NCR, Region I to XIII

All Bureau Directors  
LMB, FMB, BMB, EMB, MGB and ERDB

**ATTN:** The Heads  
Regional/Bureau Committee on Anti-Red Tape (CART)

**FROM :** The Undersecretary  
Legal and Administration, and Chairperson, DENR's Committee  
on Anti-Red Tape (CART) per Special Order No. 2021-325

**SUBJECT :** SUBMISSION OF ZERO BACKLOG REPORT AS  
PRESCRIBED BY REPUBLIC ACT (RA) 11032 AND ITS  
IMPLEMENTING RULES AND REGULATIONS (IRR)

Pursuant to Rule VI, Section 1 of the IRR of RA 11032, or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018", and in connection with Section 3.2 of the Anti-Red Tape Authority Memorandum Circular (ARTA MC) 2022-02<sup>1</sup> and ARTA-MC No. 2023-01<sup>2</sup>, all heads of agencies shall implement a zero-backlog program in furtherance of their responsibility to render fast, efficient, convenient, and reliable services. All government agencies are also mandated to submit Zero Backlog Report containing an inventory of all pending applications/requests for licenses, permits, certifications, authorizations, and clearances tagged as backlog.

For CY 2023 submission, the Zero Backlog Report shall cover 07 March to 31 December 2022 and be submitted to the ARTA on or before 07 March 2023. With the issuance of ARTA Advisory No. 001, series of 2023, the deadline for submission is extended from 07 March 2023 to 17 April 2023.

In this regard, you are hereby directed to submit directly to the ARTA Doing Business Division on or before 17 April 2023 your Regional Zero Backlog Report and List of Pending Transactions or Zero Backlog Certification following the templates provided in ARTA MC 2022-02, through the link <https://www.tinyurl.com/ZeroBacklogProgram> and email address at [compliance@arta.gov.ph](mailto:compliance@arta.gov.ph), copy furnished this office with email address [denrcosubcart.citizenscharter@gmail.com](mailto:denrcosubcart.citizenscharter@gmail.com).

<sup>1</sup> 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

<sup>2</sup> Clarifying the Deadline and Amendment on ARTA MC No. 2022-02 dated 07 March 2022

For any query or concern, please coordinate with the DENR Sub-CART on  
Citizen's Charter Compliance and Monitoring at  
[denrcosubcart.citizenscharter@gmail.com](mailto:denrcosubcart.citizenscharter@gmail.com).

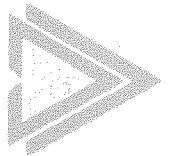
For information and compliance.

  
ATTY. ERNESTO D. ADOBO, JR., CESO I

Copy furnished:

**The Chief, ARTA Doing Business Division**  
4<sup>th</sup> and 5<sup>th</sup> Floor NFA Building  
NFA Compound, Visayas Avenue  
Diliman, Quezon City  
Emails: [evangelinemabiog@arta.gov.ph](mailto:evangelinemabiog@arta.gov.ph)  
[nancykamillefernandez@arta.gov.ph](mailto:nancykamillefernandez@arta.gov.ph)

**The Chief, Management Division and**  
Head, DENR CART Secretariat  
1<sup>st</sup> Floor DENR Central Office Bldg.



**MEMORANDUM CIRCULAR NO. 2022-02**  
**Series of 2022**

**FOR:** ALL GOVERNMENT OFFICES AND AGENCIES IN THE EXECUTIVE DEPARTMENT, INCLUDING LOCAL GOVERNMENT UNITS ("LGUs"), GOVERNMENT-OWNED-OR-CONTROLLED CORPORATIONS ("GOCCs"), AND OTHER GOVERNMENT INSTRUMENTALITIES, WHETHER LOCATED IN THE PHILIPPINES OR ABROAD

**SUBJECT:** 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

**DATE:** 07 March 2022

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**1. BACKGROUND AND LEGAL BASIS**

- 1.1 Section 2 of RA 11032 declares the State Policy of promotion of integrity, accountability, proper management of public affairs and public property as well as to establish effective practices, aimed at efficient turnaround of the delivery of government services and the prevention of graft and corruption in government.
- 1.2 Section 10 of RA 11032 provides for the Automatic Approval or Automatic Extension of License, Clearance, Permit, Certification, or Authorization. If a government office or agency fails to approve or disapprove an original application or renewal of 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.
- 1.3 Section 4, Rule VIII of the Implementing Rules and Regulations (IRR) of RA 11032, provides that after investigation and verification of the applicant's full submission of all necessary documents and payment of all required fees, the Authority shall issue a declaration of completeness and order the concerned office or agency to issue the approval, extension, and/or renewal of the license, clearance, permit, certification, or authorization deemed automatically approved provided by Section 10 of the Act.
- 1.4 ARTA Memorandum Circular ("MC") No. 2020-02 establishes the 3-7-20 Day, in line with the President's mandate to process government transactions without delay and



to ensure the implementation of efficient delivery of government service. The ARTA MC also included the proposed template to be used for auditing and verification purposes.

## 2. PURPOSE

To adapt and adjust under the "New Normal" because of the effects of Covid-19 pandemic, ARTA MC No. 2020-06 was issued. The MC set a simplified, streamlined, and automated standards, measures, and procedures to be adopted by all covered agencies to ensure efficient and hazard-free government services.

The Authority is hereby reiterating the **DIRECTIVE** that all government offices and agencies shall conduct an inventory of all its pending simple, complex, and highly-technical transactions as of this date. The pending transactions or applications which remain unacted upon beyond its prescribed processing time with complete documentary requirements and fully paid fees based on their respective Citizen's Charter shall be automatically approved or automatically extended, as the case maybe, in compliance with the provisions of Section 10 of RA 11032 and its IRR in granting Automatic Approval or Automatic Extension of License, Clearance, Permit, Certification, or Authorization.

## 3. GUIDELINES FOR THE SUBMISSION OF ZERO BACKLOG REPORT AND OTHER RELEVANT DOCUMENTS EVERY MARCH 7<sup>TH</sup>

3.1 All government agencies are mandated to implement a Zero Backlog Program pursuant to Section 1 Rule VI of the IRR of RA 11032 to address current and/or future pending transactions. Said program shall be a one-time submission to the Authority using the template provided as Annex A of this Circular, unless said Program will necessitate changes as deemed necessary.

3.2 All government agencies and offices are directed to submit a backlog report of pending transactions on or before **March 7** of every year using the Template for Inventory of Licenses, Permits, Certifications, Authorizations, Clearances tagged as a backlog ("ANNEX B"). This shall detail the pending transactions of a particular service vis-à-vis the declared processing time in the Citizens Charter. The coverage period in reporting the inventory of all licenses, permits, certifications, authorizations, clearances tagged as a backlog is from March 8<sup>th</sup> of the current year until March 6<sup>th</sup> of the following year. For the current year, 2022, the submission shall be made on or before 29 April 2022 which shall cover the period March 2020 to 06 March 2022.

3.3 In case there are no pending transactions for reporting to the Authority, government agencies and offices are required to submit a Zero Backlog Certification ("ANNEX C") as to compliance with the annual reporting.

3.4 All submissions shall be made by electronic filing using the link <https://tinyurl.com/ZeroBacklogProgram>.



3.5 The Authority, through the Compliance Monitoring and Evaluation Office (CME0) may conduct random monitoring or auditing to verify the agency's compliance. CME0 shall refer non-compliance to the Investigation, Enforcement, and Litigation Office (IELO) of the Authority.

**4. AMENDMENT TO THE GUIDELINES**

The guidelines outlined in this Circular are subject to change as deemed necessary by the Authority.

**5. REPEALING CLAUSE**

Provisions of previous issuances of the Authority that are inconsistent with this Circular are hereby reversed, set aside or declared ineffective.

**6. SEPARABILITY CLAUSE**

If any provisions or part of this Circular is held unconstitutional or invalid, it shall not affect the validity of the remaining provisions of this Circular.

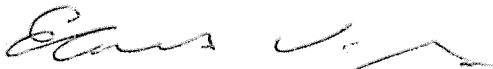
**7. EFFECTIVITY**

This Circular shall take effect upon publication and registration with the University of the Philippines-Office of the National Administrative Register.

**RECOMMENDING APPROVAL:**



**UNDERSECRETARY ERNESTO V. PEREZ**  
Deputy Director General for Operations

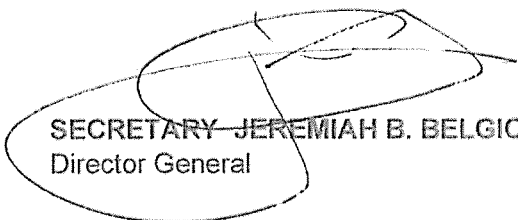


**UNDERSECRETARY EDUARDO V. BRINGAS**  
Deputy Director General for Legal



**UNDERSECRETARY CARLOS F. QUITA**  
Deputy Director General for Administration, Finance and Special Programs

**APPROVED BY:**



**SECRETARY JEREMIAH B. BELGICA**  
Director General

Annex "A"

Zero Backlog Program

<b>Government Agency/Office Logo</b>	
<b>Department/Agency</b>	<i>Indicate the name of the agency</i>
<b>Program Title/Name</b>	<i>Name or title of the Zero Backlog Program implemented by the agency</i>
<b>Program Objective</b>	<i>Program Objective</i>
<b>Target Output</b>	<i>The intended output of the program once completed</i>
<b>Date Implemented</b>	<i>The date when the program was implemented</i>
<b>Implementing office</b>	<i>The name of the office implementing the Zero Backlog Program</i>

<b>Program Description</b>
<i>Description of the Program</i>

<b>Matrix of Services and Plan of Action</b>							
<b>Office</b>	<b>Name of service</b>	<b>Classification (Simple, Complex, Highly Technical)</b>	<b>Average Number of applications/requests/ license/permit/clearances, etc. received per day</b>	<b>Average number of applications / requests/ license/permit/clearances, etc. processed within the prescribed processing time</b>	<b>Average number of applications/ requests/ license/permit/clearances, etc. ISSUED within the prescribed time</b>	<b>Intervening Factors for the gap (i.e., limited IT infrastructure, unavailable signatories, etc.)</b>	<b>Plan of Action to address the gap (i.e., Streamlining, Digitalization.)</b>

<b>Implementation Results</b>
<i>Indicate significant improvements since the implementation of the Zero Backlog Program</i>

*Name and Signature of Head of Agency/ARTA Focal*



## Template for Inventory of Licenses, Permits, Certifications, Authorizations, Clearances tagged as a backlog

Name of Government Agency/Office					
Name of Office/Department					
Name of Service (License, Clearance, Permit, Certification Authorization, and others)	Classification of Service (Simple, Complex, Highly Technical)	Processing time indicated in the Citizens Charter (i.e., days / hours / minutes)	Total number of received applications for the covered period	Total number of pending transactions for the covered period	Remarks



Annex "C"

Zero Backlog Certification

**ZERO BACKLOG CERTIFICATION**

*Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2008, and for Other Purposes*

I, [FULL NAME], Filipino, of legal age, [POSITION OF THE HEAD OF AGENCY], of the [NAME OF AGENCY], the person responsible and accountable in ensuring compliance with Section 1, Rule VI of the IRR of R.A. 11032, the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The [NAME OF AGENCY], including its [NUMBER OF REGIONAL OFFICES/BRANCHES/SERVICE OFFICES/CAMPUSES] adhere to the responsibility to render fast, efficient, convenient, reliable service
- 2) The government offices enumerated herein does not have unacted upon/pending transaction exceeding the prescribed processing time as indicated on the Citizen's Charter
- 3) All the services/transactions are processed within the prescribed processing time set under R.A. 11032

This certification is being issued to attest to the fact that the agency has no backlog transactions for the covered the period.

IN WITNESS THEREOF, I have hereunto set my hand this [DAY] of [MONTH], [YEAR] in [CITY, PROVINCE], Philippines.

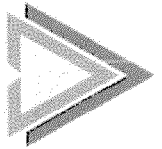
\_\_\_\_\_  
[FULL NAME]

[POSITION OF THE HEAD OF AGENCY]

[NAME OF AGENCY]







**MEMORANDUM CIRCULAR NO. 2023- 01**

Series of 2023

**TO :** ALL GOVERNMENT OFFICES AND AGENCIES IN THE EXECUTIVE DEPARTMENT, INCLUDING LOCAL GOVERNMENT UNITS (LGUs), GOVERNMENT-OWNED AND/OR -CONTROLLED CORPORATIONS (GOCCs), AND OTHER GOVERNMENT INSTRUMENTALITIES, WHETHER LOCATED IN THE PHILIPPINES OR ABROAD

**SUBJECT :** CLARIFYING THE DEADLINE AND AMENDMENT ON MEMORANDUM CIRCULAR (MC) NO. 2022-02 DATED 07 MARCH 2022

**DATE :** **08 FEBRUARY 2023**

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**1.0 BACKGROUND**

- 1.1 On 07 March 2022, the Anti-Red Tape Authority (ARTA), hereinafter referred to as the Authority, issued ARTA Memorandum Circular (MC) No. 2022-02, "Reiterating the Provisions of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 or Republic Act (RA) No. 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", which directs agencies to conduct an inventory of all pending transactions and to submit a Zero Backlog Report. The said MC, which became effective on 22 March 2022, also aims to provide guidelines on the automatic approval and automatic extension of license, clearance, permit, certification, and authorization.
- 1.2 Section 3.2 of MC No. 2022-02 mandates covered agencies to submit their Zero Backlog Reports to the Authority on or before 07 March of every year.
- 1.3 Further, the same Section of the MC provides that the coverage period in reporting the inventory of all licenses, permits, certifications, authorizations, and clearances tagged as a backlog is from 08 March of the current year until 06 March of the following year.

**2.0 PURPOSE**

Consistent with the Implementing Rules and Regulations (IRR) and other issuances of ARTA, this Circular is being issued to amend certain provisions of MC No. 2022-02 to harmonize the covered period of submission under the said MC with other reportorial requirements to other regulatory agencies.

### 3.0 GENERAL GUIDELINES

Section 3.2 of MC No. 2022-02 is hereby amended to read as: "All government agencies and offices are directed to submit a backlog report of pending transactions on or before 07 March of every year using the Template for Inventory of Licenses, Permits, Certifications, Authorizations, Clearances tagged as a Backlog (ANNEX B). This shall detail the pending transactions of a particular service vis-à-vis the declared processing time in the Citizens Charter. The coverage period for reporting the inventory of all licenses, permits, certifications, authorizations, and clearances tagged as a backlog shall be from 01 January until 31 December of the previous year. For the current year's submission (2023), the covered period shall be from 07 March 2022 until 31 December 2022".

### 4.0 AMENDMENT TO THE GUIDELINES

The Guidelines outlined in Section 3.0 of this Circular are subject to change as deemed necessary by the Authority.

### 5.0 REPEALING CLAUSE

Provisions of previous issuances of the Authority that are inconsistent with this Circular are hereby reversed, set aside or declared ineffective. All other provisions of such previous issuances of the Authority shall remain enforced and valid.

### 6.0 SEPARABILITY CLAUSE

If any provisions or part of this Circular is held unconstitutional or invalid, it shall not affect the validity of the remaining provisions of this Circular.

### 7.0 EFFECTIVITY

This Circular shall take effect immediately upon publication in the Official Gazette or a newspaper of general circulation and registration with the University of the Philippines-Office of the National Administrative Register (UP-ONAR).

APPROVED BY:



SECRETARY ERNESTO V. PEREZ  
Director General





ADVISORY NO. 001  
SERIES OF 2023

FOR : ALL GOVERNMENT OFFICES AND AGENCIES IN THE EXECUTIVE DEPARTMENT INCLUDING LOCAL GOVERNMENT UNITS (LGUs), GOVERNMENT-OWNED OR -CONTROLLED CORPORATIONS (GOCCs), AND OTHER GOVERNMENT INSTRUMENTALITIES, WHETHER LOCATED IN THE PHILIPPINES OR ABROAD

SUBJECT : EXTENSION OF DEADLINE ON THE SUBMISSION OF THE ZERO BACKLOG REPORT

DATE : 08 March 2023

1. Pursuant to ARTA Memorandum Circular 2022-02, "Retiterating 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," all government agencies are mandated to implement a Zero Backlog Program to address current and/or future pending transactions.

2. ARTA Memorandum Circular 2023-01, with subject "Clarifying the Deadline and Amendment on Memorandum Circular (MC) No. 2022-022," effectively amended the coverage period of Section 3.2 of ARTA MC 2022-02 to read as:

All government agencies and offices are directed to submit a backlog report of pending transactions on or before 07 March of every year using the Template for Inventory of Licenses, Permits, Certifications, Authorizations, Clearances, tagged as a Backlog (Annex B). This shall detail the pending transactions of a particular service vis-a-vis the declared processing time in the Citizen's Charter.

The coverage period for reporting the inventory of all licenses, permits, certifications, authorizations, and clearances tagged as a backlog shall be from 01 January until 31 December of the previous year.

For the current year's submission (2023), the coverage period shall be from 07 March 2022 until 31 December 2022.

3. Given the changes in the coverage period, the Authority, in order to give consideration and allow ample time for agencies to comply with the requirement, informs that the deadline of submission of the Zero Backlog Report is hereby **EXTENDED** from **07 MARCH 2023** to **17 APRIL 2023** for the current year with the same coverage from 07 March 2022 until 31 December 2022.
4. The deadline extension only applies to the current year. For the succeeding submissions, the regular deadline for the submission of a backlog report remains on or before 07 March of every year as provided under Section 3.2 of ARTA MC 2022-02.
5. Agencies shall submit their respective report to the through electronic filing using the link below.

<https://www.inyurl.com/ZeroBacklogProgram>

For information and compliance.

Recommending Approval:

  
**UNDERSECRETARY GERALD G. DIVINAGRACIA**  
Deputy Director General for Operations

Approved:

  
**SECRETARY ERNESTO V. PEREZ**  
Director General