



DEPARTMENT OF ENVIRONMENT AND NATURAL RESOURCES
KAGAWARAN NG KAPALIGIRAN AT LIKAS YAMAN



FEB 07 2024

URGENT MEMORANDUM

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

ATTN : The Regional Committee on Anti-Red Tape (CART)
The Regional CART Focal Person

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 Anti-Red Tape Authority Memorandum Circular (ARTA MC) 2022-02¹ and ARTA-MC No. 2023-01², 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.

In this regard, you are directed to submit to the DENR Central Office (CO) Sub-CART on Citizen's Charter Compliance and Monitoring (not directly to the ARTA) **on or before 23 February 2024** your respective Regional Zero Backlog Report and List of Pending Transactions or Zero Backlog Certification covering the period 01 January to 31 December 2023 following the templates provided in ARTA MC 2022-02, through the email address at denrcosubcart.citizenscharter@gmail.com, copy furnished the CART Secretariat (Management Division) with email address at fms.mgt@denr.gov.ph.

For any query or concern, please coordinate with the DENR CO Sub-CART on Citizen's Charter Compliance and Monitoring through its email address provided above.

For information and compliance.


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

Copy furnished:

The Chief, Management Division and
Head, DENR CART Secretariat
1st Floor DENR Central Office Bldg.

MEMO NO. 2024 - 111

¹ 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
Visayas Avenue, Diliman, Quezon City, 1100, Philippines

² Clarifying the Deadline and Amendment on ARTA MC No. 2022-02 dated 07 March 2022
www.denr.gov.ph



ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT



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

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.

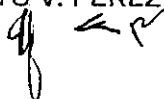
7.0 EFFECTIVITY

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





ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT



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

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 7TH

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 8th of the current year until March 6th 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 (CMEO) may conduct random monitoring or auditing to verify the agency's compliance. CMEO 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.

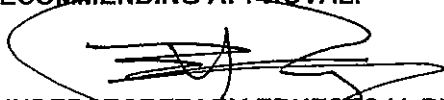
6. SEPARABILITY CLAUSE

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

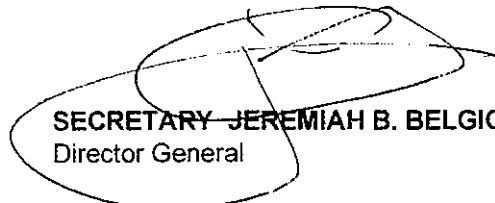


UNDERSECRETARY EDUARDO V. BRINGAS
Deputy Director General for Legal



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

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

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

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

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

Name and Signature of Head of Agency/ARTA Focal

Annex "B"

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]