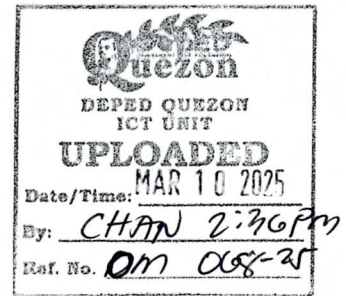




Republic of the Philippines
Department of Education
Region IV-A
SCHOOLS DIVISION OF QUEZON PROVINCE



OFFICE MEMORANDUM
OM No. 068, s. 2025

05 March 2025

**QUEZON'S ONLINE DOCUMENT TRACKING SYSTEM (QODTS)
EFFICIENCY RATE FOR FEBRUARY 2025**

To: Assistant Schools Division Superintendents
Division Chiefs
Unit and Section Heads
Division Office / Sub-Office DTS in Charge
All Others Concerned

This Office issues this Memorandum to announce the overall SDO DTS efficiency rate for **February 2025**. Specifically, the total efficiency rate across all units is **63.59%**, with **32,319 unfinished transactions** out of **50,826 received**. The **overall adjectival rating is "POOR"**, highlighting significant delays and backlogs. For a detailed breakdown of efficiency rates per unit/section, please refer to **Enclosure No. 1**.

The efficiency rate is determined by calculating the percentage of completed transactions as of **February 28, 2025** against the total number of transactions received throughout **February 2025**. This assessment aims to promote timely, accurate, and efficient transaction processing within the Division while identifying bottlenecks, optimizing workflow, and enhancing overall performance.

This Office would like to request the Unit/Section Heads with an efficiency rate between "**Negative**" and **89.99%** to **perform DTS Housekeeping** and **take necessary steps to expedite the completion of outgoing/unfinished transactions**. This Office reiterates the importance of adhering to the prescribed processing times mandated by RA No. 11032, also known as the *An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services*. The specified processing times are as follows:

- Simple Transactions: 3 working days
- Complex Transactions: 7 working days
- Highly Technical Transactions: 20 working days

DEPEDQUEZON-TM-SDS-04-010-005



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Enclosure No. 2 is an infographic outlining the 12 key points about RA No. 11032 for your reference.

In addition, to enhance tracking efficiency, **unreceived transactions** from each unit/section were also monitored. These refer to transactions that have not yet been accepted by the next action office, **leading to unreliable tracking of the transaction. Enclosure No. 3** provides an overview of the number of unreceived transactions across various units/sections.

This Office extends **heartfelt congratulations** to the units and sections that achieved an **efficiency rate of 90.00% to 100.00%**.

Strict compliance and immediate dissemination of this Office Memorandum is desired.


ROMMEL C. BAUTISTA, CESO V
Schools Division Superintendent 

recsop03/05/2025

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ENCLOSURE NO. 1

DETAILED EFFICIENCY RATE STATUS OF EACH UNIT/SECTION

Unit/Section	Total No. of Received Transactions for February 2025	Total No. of Ongoing/ Unfinished Transactions as of February 28, 2025	Difference of Column A and B	Percentage	Adjectival Rating
1. Accounting (GSO)	41	0	41	100.00%	Excellent
2. Accounting (Liquidation 1st & 3rd)	489	0	489	100.00%	Excellent
3. Accounting (RSO)	9	0	9	100.00%	Excellent
4. Admin Payroll (GSO)	120	0	120	100.00%	Excellent
5. Budget	455	0	455	100.00%	Excellent
6. EFS	94	0	94	100.00%	Excellent
7. Library Hub	13	0	13	100.00%	Excellent
8. Planning	318	0	318	100.00%	Excellent
9. QMS	7	0	7	100.00%	Excellent
10. Records	728	0	728	100.00%	Excellent
11. Records (CSO)	11	0	11	100.00%	Excellent
12. Records (GSO)	2535	0	2535	100.00%	Excellent
13. Records 3	4073	1	4072	99.98%	Excellent
14. ASDS (GSO)	462	1	461	99.78%	Excellent
15. Cash	340	2	338	99.41%	Excellent
16. Accounting (Provident/Clearance)	371	3	368	99.19%	Excellent
17. Records 1	4100	79	4021	98.07%	Excellent
18. Legal	397	10	387	97.48%	Excellent
19. Records 2	3578	98	3480	97.26%	Excellent
20. Personnel (GSO)	364	11	353	96.98%	Excellent
21. Office of the SDS	3676	141	3535	96.16%	Excellent
22. Records 4	4499	307	4192	93.18%	Very Good
23. Records (RSO)	1225	101	1124	91.76%	Very Good
24. Office of the ASDS	6672	612	6060	90.83%	Very Good
25. Property and Supply	427	54	373	87.35%	Good
26. ICT	224	50	174	77.68%	Fair
27. Health	200	48	152	76.00%	Fair
28. CID	673	235	438	65.08%	Poor
29. Admin Office	1045	433	612	58.56%	Poor
30. Procurement	74	32	42	56.76%	Poor
31. SGOD	1496	669	827	55.28%	Poor

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Unit/Section	Total No. of Received Transactions for February 2025	Total No. of Ongoing/ Unfinished Transactions as of February 28, 2025	Difference of Column A and B	Percentage	Adjectival Rating
32. Personnel (All Accounts)	7774	6794	980	12.61%	Critical
33. Accounting (Liquidation 2nd & 4th)	467	427	40	8.57%	Critical
34. Accounting (PS)	2610	2988	-378	-14.48%	Backlogs
35. Accounting (DO MOOE/CO/Others)	691	934	-243	-35.17%	Backlogs
36. Personnel Payroll	478	1466	-988	-206.69%	Backlogs
37. LRMD	41	137	-96	-234.15%	Backlogs
38. Private School	45	155	-110	-244.44%	Backlogs
39. ASDS (RSO)	3	16	-13	-433.33%	Backlogs
40. Accounting	1	2677	-2676	-267600.00%	Backlogs
41. Accounting (CSO)	0	19	-19		Backlogs
42. Admin Payroll (RSO)	0	5	-5		Backlogs
43. Personnel (RSO)	0	2	-2		Backlogs
Overall SDO DTS Efficiency Rate	50826	18507	32319	63.59%	POOR

Efficiency Rate Brackets

Adjectival Rating	Efficiency Rate (%)	Interpretation
Excellent	95 - 100%	Highly efficient, all or nearly all transactions are completed on time. The process is well-managed with minimal delays.
Very Good	90 - 94.99%	Slight delays, but overall efficiency remains high. Minor improvements can lead to optimal performance.
Good	80 - 89.99%	Acceptable efficiency, though some delays occur. Optimization of workflows may be needed.
Fair	70 - 79.99%	Moderate delays in completing transactions. Process inefficiencies or workload issues should be assessed.
Poor	50 - 69.99%	Significant delays, suggesting operational inefficiencies, lack of resources, or backlog issues. Immediate action required.
Critical	1 - 49.99%	Most transactions remain unfinished. Major process changes or additional support are necessary.
Backlog Issues	Negative Efficiency Rate or < 0%	More unfinished transactions than received, indicating a growing backlog from previous months. This requires DTS Housekeeping or additional support are necessary.

This Office through the Records Section utilizes efficiency rate brackets above with corresponding interpretations to standardize the reporting process.

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12 Things to Know About Ease of Doing Business and Efficient Government Service Delivery Act of 2018

1 Prescribed Processing Time

All government agencies, national or local, Government Owned and Controlled Corporations (GOCCs), government instrumentalities located in the Philippines or abroad shall comply with prescribed processing time as follows:

- 3** working days
Simple Transactions
- 7** working days
Complex Transactions
- 20** working days
Highly Technical Transactions

2 Streamlined Procedures for the Issuance of Local Business Licenses, Clearances, Permits, or Authorizations.

Unified Business Application Form

Automation of Business Permits and Licenses (LGUs)

Barangay clearances and permits are now issued at the city or municipality

4 Automatic Approval

In case an agency fails to approve or disapprove an original application within the prescribed processing time, the said application shall be deemed approved.

- Amount of fees (if necessary)**
- Procedure to obtain a particular service**

5 Citizen's Charter

All government agencies shall set up current and updated Citizen's Charter to indicate in detail the:

- Checklist of requirements for each type of application or request**
- Person/s responsible for each step**
- Maximum time to complete the process**
- Procedure for filing complaints**

3 Streamlined Procedures for Securing Fire Clearances and Certificates

Bureau of Fire Protection officials and employees are not allowed to sell, offer or recommend specific brands of fire extinguishers and other fire safety equipment.

Issuance of fire safety evaluation clearance (FSEC), Fire Safety Inspection Clearance, and Certification of Fire Incident (CFI) **now streamlined.**

BFP shall now be co-located in the **Business One Stop Shop (BOSS)** or area designated by the city/municipality

6 Zero Contact Policy

No contact in any manner with any requesting party concerning an application or request except during submission of documents.

7 Central Business Portal

DICT to establish central business portal to receive and capture application data on business-related transactions, and provide links to online registration of national government agencies

8

Philippine Business Databank (PBD)



PBD shall provide NGAs/LGUs access to data and information to verify the validity, existence of business entities. Applicants need not submit the same documentary requirements previously submitted.

9

Interconnectivity Infrastructure Development

Processing and approval of licenses, clearances, permits, or authorizations for the installation and operation of telecommunication, broadcast towers, facilities, equipment and service shall be expedited

10

Creation of the Anti - Red Tape Authority

Under the Office of the President (OP), the Anti Red Tape Authority (ARTA) shall among others:

- a. Implement and oversee national policy on anti-red tape and ease of doing business and implement reforms to improve competitiveness ranking
- b. Monitor compliance of agencies and issue notices to erring and non-complying government employees and officials
- c. Initiate investigation, *motu proprio*, or upon receipt of a complaint, or file cases for violations
- d. Review proposed major regulations of government agencies, using submitted regulatory impact assessments

11

Creation of the EOBB / Anti-Red Tape Advisory Council



The Ease of Doing Business/Anti Red Tape Advisory Council shall be a 7-person policy and advisory body, composed of DTI Secretary (Chair), ARTA Director General (Vice-Chair), DOF, DICT, and DilG Secretaries, and two representatives from the private sector, as members.

12

Penalties

2. STRIKE policy for government officials and employees found in violation of EOBB/EGSDA.



FIRST OFFENSE. Administrative liability with six (6) months suspension. Except for fixing or collusion with fixers where the Revised Penal Code shall apply



SECOND OFFENSE. Administrative and criminal liability dismissal from the service perpetual disqualification from holding public office forfeiture of retirement benefits imprisonment of one (1) year to six (6) years fine of not less than P500K but not more than P2M



Any person who commits any act such as but not limited to bribery, extortion or malicious solicitation of favor shall be criminally liable and shall be punished under the Revised Penal Code and other special laws



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ENCLOSURE NO. 3

UNRECEIVED TRANSACTIONS

Rank	DTS Account	No. of Unreceived Transactions
1	PERSONNEL (ALL ACCOUNTS)	1613
2	RECORDS 4	745
3	ACCOUNTING	615
4	PERSONNEL(PAYROLL)	581
5	ACCOUNTING (DIVISION MOOE/CAPITAL OUTLAY/OTHERS)	560
6	ACCOUNTING(PS)	425
7	PERSONNEL (REAL SUB OFFICE)	373
8	RECORDS 2	215
9	ADMINISTRATIVE OFFICE	202
10	RECORDS 3	159
11	SGOD	121
12	OFFICE OF THE ASDS	100
13	ACCOUNTING(CATANAUAN SUB OFFICE)	46
14	PROPERTY AND SUPPLY	44
15	ASDS(REAL SUB OFFICE)	42
16	RECORDS	41
17	CASH	33
18	CID	22
19	PLANNING	20
20	ADMIN PAYROLL(CATANAUAN SUB OFFICE)	19
21	COA	19
22	OFFICE OF THE SDS	18
23	PROCUREMENT	18
24	RESEARCH	17
25	ACCOUNTING(REAL SUB OFFICE)	16
26	ACCOUNTING(LIQUIDATION 2ND AND 4TH DISTRICT)	12
27	ICT	11
28	EFS	6
29	ADMIN PAYROLL(REAL SUB OFFICE)	5
30	BUDGET	5
31	ACCOUNTING(GUMACA SUB OFFICE)	4
32	ACCOUNTING(LIQUIDATION 1ST AND 3RD DISTRICT)	4
33	HEALTH	3
34	LRMD	2
35	PRIVATE SCHOOL	1
36	RECORDS 1	1
37	SUPPLY(GUMACA SUB OFFICE)	1

Nothing Follows

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