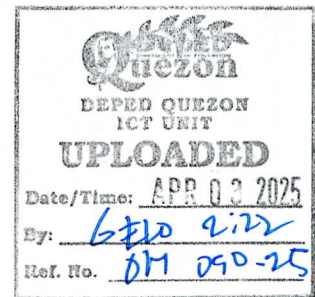




Republic of the Philippines  
**Department of Education**  
Region IV-A  
SCHOOLS DIVISION OF QUEZON PROVINCE



**OFFICE MEMORANDUM**  
OM No. 090, s. 2025

**02 April 2025**

**QUEZON'S ONLINE DOCUMENT TRACKING SYSTEM (QODTS)  
EFFICIENCY RATE FOR MARCH 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 **March 2025**. Specifically, the total efficiency rate across all units is **64.56%**, with **16,600 ongoing/unfinished transactions** out of **46,842 received**. The **overall adjectival rating is "POOR"**, highlighting significant delays and backlogs. The monthly monitoring of the Overall SDO DTS Efficiency Rate is presented in **Enclosure No. 1**, while a detailed breakdown of efficiency rates per unit/section can be found in **Enclosure No. 2**.

The efficiency rate is determined by calculating the percentage of completed transactions as of **March 31, 2025** against the total number of transactions received throughout **March 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

DEPEDQUEZON-TM-SDS-04-010-005



Address: Sitio Fori, Brgy. Talipan, Pagbilao, Quezon  
Trunkline #: (042) 784-0366, (042) 784-0164,  
(042) 784-0391, (042) 784-0321



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

---

- Highly Technical Transactions: 20 working days

**Enclosure No. 3** 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. 4** 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

recsop04/02/2025

DEPEDQUEZON-TM-SDS-04-010-005



Address: Sitio Fori, Brgy. Talipan, Pagbilao, Quezon  
Trunkline #: (042) 784-0366, (042) 784-0164,  
(042) 784-0391, (042) 784-0321



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

**ENCLOSURE NO. 1**

**OVERALL SDO DTS EFFICIENCY RATE**

Month	Total No. of Received Transactions	Total No. of Ongoing/ Unfinished Transactions	Difference of Column A and B	Percentage	Adjectival Rating
1. January	49642	17732	31910	<b>64.28%</b>	<b>POOR</b>
2. February	50826	18507	32319	<b>63.59%</b>	<b>POOR</b>
3. March	46842	16600	30242	<b>64.56%</b>	<b>POOR</b>
<i>***Nothing Follows***</i>					

DEPEDQUEZON-TM-SDS-04-025-003



Address: Sitio Fori, Brgy. Talipan, Pagbilao, Quezon  
Trunkline #: (042) 784-0366, (042) 784-0164,  
(042) 784-0391, (042) 784-0321



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

**ENCLOSURE NO. 2**

**DETAILED EFFICIENCY RATE STATUS OF EACH UNIT/SECTION**

Unit/Section	Total No. of Received Transactions for March 2025	Total No. of Ongoing/ Unfinished Transactions as of March 31, 2025	Difference of Column A and B	Percentage	Adjectival Rating
1. Accounting (GSO)	44	0	44	100.00%	Excellent
2. Accounting (Liquidation 1st & 3rd)	590	0	590	100.00%	Excellent
3. Accounting (Liquidation 2nd & 4th)	492	0	492	100.00%	Excellent
4. Accounting (RSO)	24	0	24	100.00%	Excellent
5. Admin Payroll (CSO)	2	0	2	100.00%	Excellent
6. ASDS (GSO)	202	0	202	100.00%	Excellent
7. ASDS (RSO)	48	0	48	100.00%	Excellent
8. Budget	1202	0	1202	100.00%	Excellent
9. Planning	281	0	281	100.00%	Excellent
10. QMS	2	0	2	100.00%	Excellent
11. Records 3	3691	0	3691	100.00%	Excellent
12. Records (GSO)	2098	0	2098	100.00%	Excellent
13. Records (RSO)	1176	6	1170	99.49%	Excellent
14. Records 1	3376	50	3326	98.52%	Excellent
15. Admin Payroll (GSO)	200	3	197	98.50%	Excellent
16. ICT	241	5	236	97.93%	Excellent
17. Office of the SDS	4264	105	4159	97.54%	Excellent
18. Legal	419	11	408	97.37%	Excellent
19. Accounting (Provident/Clearance)	284	9	275	96.83%	Excellent
20. Records	899	36	863	96.00%	Excellent
21. Personnel (GSO)	319	13	306	95.92%	Excellent
22. Records 2	2893	131	2762	95.47%	Excellent
23. Office of the ASDS	4824	286	4538	94.07%	Very Good
24. Records 4	3976	311	3665	92.18%	Very Good
25. EFS	92	8	84	91.30%	Very Good
26. Records (CSO)	23	2	21	91.30%	Very Good
27. Admin Office	1195	115	1080	90.38%	Very Good
28. Property and Supply	235	34	201	85.53%	Good
29. Health	173	31	142	82.08%	Good
30. Procurement	123	28	95	77.24%	Fair

DEPEDQUEZON-TM-SDS-04-025-003



Address: Sitio Fori, Brgy. Talipan, Pagbilao, Quezon  
 Trunkline #: (042) 784-0366, (042) 784-0164,  
 (042) 784-0391, (042) 784-0321



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

Unit/Section	Total No. of Received Transactions for March 2025	Total No. of Ongoing/ Unfinished Transactions as of March 31, 2025	Difference of Column A and B	Percentage	Adjectival Rating
31. Library Hub	7	2	5	71.43%	Fair
32. CID	939	314	625	66.56%	Poor
33. Cash	867	291	576	66.44%	Poor
34. SGOD	1168	572	596	51.03%	Poor
35. Private School	62	38	24	38.71%	Critical
36. Personnel (All Accounts)	8419	7837	582	6.91%	Critical
37. LRMD	88	120	-32	-36.36%	Backlogs
38. Accounting (PS)	842	1396	-554	-65.80%	Backlogs
39. Personnel Payroll	773	1404	-631	-81.63%	Backlogs
40. Accounting (DO MOOE/CO/Others)	289	778	-489	-169.20%	Backlogs
41. Accounting	0	2657	-2657		Backlogs
42. Admin Payroll (RSO)	0	5	-5		Backlogs
43. Personnel (RSO)	0	2	-2		Backlogs
<b>Overall SDO DTS Efficiency Rate</b>	<b>46842</b>	<b>16600</b>	<b>30242</b>	<b>64.56%</b>	<b>POOR</b>

**Efficiency Rate Brackets**

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

DEPEDQUEZON-TM-SDS-04-025-003



Address: Sitio Fori, Brgy. Talipan, Pagbilao, Quezon  
 Trunkline #: (042) 784-0366, (042) 784-0164,  
 (042) 784-0391, (042) 784-0321

# 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)**



Barengy 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.

**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

Persons responsible for each step

Amount of fees (if necessary)

Procedure to obtain a particular service

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**

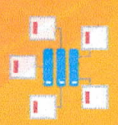
No contact in any manner with any requesting party concerning an application or request except during submission of documents

**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 NCAs/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

**11**

**Creation of the EODB / 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.

**10**

**Creation of the Anti - Red Tape Authority**

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

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

**12**

**Penalties**  
2. STRIKE policy for government officials and employees found in violation of EODB/EGSDA.

**6 MONTHS**

**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.



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

**ENCLOSURE NO. 4**

**UNRECEIVED TRANSACTIONS PER UNIT/ SECTION**

Rank	DTS Account	No. of Unreceived Transactions
1	ACCOUNTING(DIVISION MOOE/CAPITAL OUTLAY/OTHERS)	851
2	ACCOUNTING(PS)	811
3	RECORDS 4	643
4	ACCOUNTING	623
5	PERSONNEL (All Accounts)	1615
6	PERSONNEL(PAYROLL)	532
7	PERSONNEL(REAL SUB OFFICE)	373
8	OFFICE OF THE ASDS	245
9	RECORDS 3	170
10	CASH	131
11	SGOD	110
12	ACCOUNTING(LIQUIDATION 1ST AND 3RD DISTRICT)	97
13	OFFICE OF THE SDS	65
14	PROPERTY AND SUPPLY	64
15	CID	53
16	PLANNING	50
17	ACCOUNTING(CATANAUAN SUB OFFICE)	46
18	ADMINISTRATIVE OFFICE	44
19	BUDGET	43
20	RECORDS 1	21
21	ADMIN PAYROLL(CATANAUAN SUB OFFICE)	17
22	RECORDS 2	17
23	ACCOUNTING(LIQUIDATION 2ND AND 4TH DISTRICT)	13
24	ACCOUNTING(REAL SUB OFFICE)	12
25	LEGAL	12
26	LRMD	11
27	ASDS(GUMACA SUB OFFICE)	8
28	ADMIN PAYROLL(GUMACA SUB OFFICE)	5
29	ADMIN PAYROLL(REAL SUB OFFICE)	5
30	PERSONNEL(GUMACA SUB OFFICE)	5
31	ICT	2
32	RECORDS	2
33	ACCOUNTING(GUMACA SUB OFFICE)	1
34	EFS	1
35	PRIVATE SCHOOL	1
36	SUPPLY(GUMACA SUB OFFICE)	1
<b>Total</b>		<b>6700</b>
<i>***Nothing Follows***</i>		

DEPEDQUEZON-TM-SDS-04-025-003



Address: Sitio Fori, Brgy. Talipan, Pagbilao, Quezon  
 Trunkline #: (042) 784-0366, (042) 784-0164,  
 (042) 784-0391, (042) 784-0321