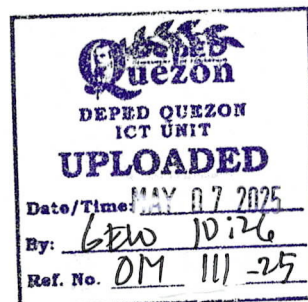




Republic of the Philippines
Department of Education
Region IV-A
SCHOOLS DIVISION OF QUEZON PROVINCE



OFFICE MEMORANDUM
OM No 111, s. 2025

05 May 2025

QUEZON'S ONLINE DOCUMENT TRACKING SYSTEM (QODTS)
EFFICIENCY RATE FOR APRIL 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 **April 2025**. Specifically, the total efficiency rate across all units is **60.87%**, with **25,164 finished transactions** out of **41,341 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 **May 02, 2025** against the total number of transactions received throughout **April 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

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- 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

recsop05/05/2025

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ENCLOSURE NO. 1

OVERALL SDO DTS EFFICIENCY RATE HISTORY

Month	Total No. of Received Transactions	Total No. of Ongoing/ Unfinished Transactions	Total No. of Finished Transactions	Percentage	Adjectival Rating
1. January	49,642	17,732	31,910	64.28%	POOR
2. February	50,826	18,507	32,319	63.59%	POOR
3. March	46,842	16,600	30,242	64.56%	POOR
4. April	41,341	16,177	25,164	60.87%	POOR
Nothing Follows					

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ENCLOSURE NO. 2

DETAILED EFFICIENCY RATE STATUS OF EACH UNIT/SECTION

No.	Unit/Section	Total No. of Received Transactions for April 2025	Total No. of Ongoing/ Unfinished Transactions as of May 02, 2025	Total No. of Finished Transactions	Percentage	Adjectival Rating
1	Accounting (CSO)	46	0	46	100.00%	Excellent
2	Accounting (GSO)	87	0	87	100.00%	Excellent
3	Accounting (Liquidation 1st & 3rd)	850	0	850	100.00%	Excellent
4	Accounting (Liquidation 2nd & 4th)	768	0	768	100.00%	Excellent
5	Library Hub	6	0	6	100.00%	Excellent
6	Planning	287	0	287	100.00%	Excellent
7	QMS	3	0	3	100.00%	Excellent
8	ASDS (GSO)	287	2	285	99.30%	Excellent
9	Records (GSO)	2020	16	2004	99.21%	Excellent
10	Office of the ASDS	5033	57	4976	98.87%	Excellent
11	Office of the SDS	3585	82	3503	97.71%	Excellent
12	Records 3	3323	82	3241	97.53%	Excellent
13	Records 2	2744	83	2661	96.98%	Excellent
14	Records 1	3203	97	3106	96.97%	Excellent
15	Records (RSO)	1007	34	973	96.62%	Excellent
16	Budget	883	32	851	96.38%	Excellent
17	Accounting (Provident/Clearance)	236	9	227	96.19%	Excellent
18	Legal	286	11	275	96.15%	Excellent
19	ICT	347	22	325	93.66%	Very Good
20	Records 4	3583	320	3263	91.07%	Very Good
21	Personnel (GSO)	225	25	200	88.89%	Good
22	Property and Supply	233	28	205	87.98%	Good
23	EFS	162	23	139	85.80%	Good
24	Records	802	125	677	84.41%	Good
25	Health	510	92	418	81.96%	Good
26	Admin Payroll (GSO)	148	30	118	79.73%	Fair
27	Admin Office	792	254	538	67.93%	Poor
28	Private School	167	54	113	67.66%	Poor
29	SGOD	1093	381	712	65.14%	Poor

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No.	Unit/Section	Total No. of Received Transactions for April 2025	Total No. of Ongoing/ Unfinished Transactions as of May 02, 2025	Total No. of Finished Transactions	Percentage	Adjectival Rating
30	CID	1045	459	586	56.08%	Poor
31	Accounting (RSO)	41	19	22	53.66%	Poor
32	Procurement	41	25	16	39.02%	Critical
33	Personnel (RSO)	0	2	-2	-0.04%	Backlog
34	Records (CSO)	0	2	-2	-0.04%	Backlog
35	Admin Payroll (RSO)	0	5	-5	-0.09%	Backlog
36	Personnel (All Accounts)	5662	6337	-675	-11.92%	Backlog
37	Accounting (DO MOOE/CO/Others)	728	1185	-457	-8.07%	Backlog
38	Personnel Payroll	380	1277	-897	-15.84%	Backlog
39	LRMD	78	135	-57	-73.08%	Backlog
40	Accounting	0	2657	-2657	-46.93%	Backlog
41	Accounting (PS)	597	1307	-710	-118.93%	Backlog
42	Cash	53	908	-855	-1613.21%	Backlog
Overall SDO DTS Efficiency Rate		41,341	16,177	25,164	60.87%	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

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

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**
- Establishment of Business One Stop Shop (BOSS)**

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
- Maximum time to complete the process
- Procedure for filing complaints

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.

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.

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 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



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ENCLOSURE NO. 4

UNRECEIVED TRANSACTIONS PER UNIT/ SECTION

Rank	DTS Account	No. of Unreceived Transactions
1	ACCOUNTING(DIVISION MOOE/CAPITAL OUTLAY/OTHERS)	1456
2	PERSONNEL (ALL ACCOUNTS)	1445
3	ACCOUNTING(PS)	1027
4	RECORDS 4	652
5	ACCOUNTING	625
6	PERSONNEL(PAYROLL)	596
7	PERSONNEL(REAL SUB OFFICE)	373
8	RECORDS(GUMACA SUB OFFICE)	232
9	HEALTH	123
10	ADMINISTRATIVE OFFICE	57
11	ICT	40
12	CID	39
13	RECORDS(CATANAUAN SUB OFFICE)	37
14	PROPERTY AND SUPPLY	35
15	OFFICE OF THE SDS	35
16	OFFICE OF THE ASDS	30
17	ACCOUNTING(LIQUIDATION 1ST AND 3RD DISTRICT)	25
18	COA	20
19	BUDGET	20
20	ADMIN PAYROLL(CATANAUAN SUB OFFICE)	17
21	PLANNING	16
22	ADMIN PAYROLL(GUMACA SUB OFFICE)	15
23	ACCOUNTING(REAL SUB OFFICE)	14
24	SGOD	11
25	PERSONNEL(GUMACA SUB OFFICE)	10
26	CASH	10
27	ACCOUNTING(CATANAUAN SUB OFFICE)	9
28	ACCOUNTING(LIQUIDATION 2ND AND 4TH DISTRICT)	7
29	ADMIN PAYROLL(REAL SUB OFFICE)	5
30	RECORDS 3	4
31	RECORDS 2	4
32	RECORDS	4
33	EPS	4
34	SUPPLY(GUMACA SUB OFFICE)	1
35	PRIVATE SCHOOL	1
36	LEGAL	1
37	ACCOUNTING(PROVIDENT/CLEARANCE)	1
38	RECORDS(REAL SUB OFFICE)	0
39	RECORDS 1	0
Total		7,001

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