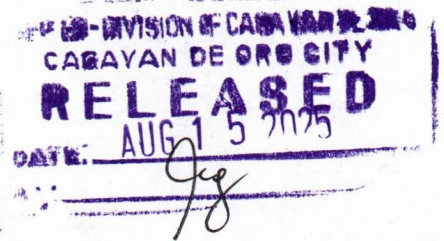




Republic of the Philippines
Department of Education
REGION X
DIVISION OF CAGAYAN DE ORO CITY



Office of the Schools Division Superintendent

14 Aug 2025

DIVISION MEMORANDUM

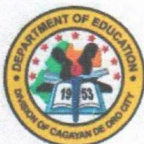
No. 683 s.2025

**RECOMPOSITION OF SCHOOLS DIVISION OFFICE SUB-COMMITTEE ON
ANTI-RED TAPE (SDO SUB-CART)**

TO: Assistant Schools Division Superintendent
Chiefs, CID and SGOD
All Curriculum Implementation Division Personnel
All School Governance and Operations Division Personnel
All Office of the Schools Division Superintendent Personnel
All Elementary and Secondary Public School Heads
This Division

1. In compliance with Republic Act No. 11032 known as Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and DepEd Memorandum **DM-OUHROD-2025-1479**, titled Submission of the List of Sub-Committee on Anti-Red Tape (Sub-CART) Members for FY 2025, this Office informs all concerned the composition of Schools Division Office Sub-committee on Anti-Red Tape as follows:

NAME	POSITION	DESIGNATION
Top Management:		
Roy Angelo E. Gazo	SDS	Overall Chairman
Audie S. Borres	ASDS	Consultant
Jean S. Macasero	Chief ES - CID	Consultant
Rosalio R. Vitorillo	Chief ES - SGOD	Consultant
Committee Members:		
Romeo B. Aclo	Asst. Chief - SGOD	Chairman
Eleanor Consejo H. Rollan	SEPS - M&E	Assistant Chairman
Nida D. Mandawe	SST I	CSM Focal Person
Arabella G. Labial	ADAS III	Division Public Assistance Coordinator
Loredelle L. Tacandong	PDO -I	Division Information Officer
Amor Radaza	EPS II - M&E	Regular Member
James Roberto Z. Sijo	IT	Regular Member
Risa Bea Socorro Borres	AO V-Personnel	Regular Member
Marilou F. Navaja	AO IV- OIC Budget	Regular Member



Address: Fr. William F. Masterson Ave., Upper Balulang, Cagayan de Oro City
Telephone: (088) 855-0044, (088) 855-0047, (088) 328-2142
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Website: <https://depdcdonet/>

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Laurence Edgardo A. Del Puerto	Attorney III	Regular Member
All EPS, PSDS		Provisional Member
All Section/Unit Heads		Provisional Member

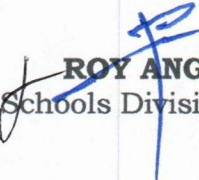
2. In line with this, all Schools are directed to upload their updated CSM Committee Composition. A softcopy of the composition of School CSM Committee shall be submitted to Arabella G. Labial, Division Public Assistance Coordinator, thru: <https://tinyurl.com/CSM-CDO2025> on or before August 18, 2025.

3. This office reiterates the functions of SDO Sub-CART:

- a. coordinate with the ARTA and other stakeholders for RA 11032 – related updates and concerns;
- b. Facilitate compliance with RA 11032 requirements such as the Citizen's Charter, Client Satisfaction Measurement Report, Zero Backlog Program, and Agency Action Plan;
- c. lead and or allocate funding for RA 11032-related programs, projects, and activities (PPAs)
- d. enlist awareness and support on RA 11032 through information dissemination; and
- e. provide technical assistance on RA 11032-related matters.

3. In adherence to Equal Opportunity Principle (EOP), inclusive and fair treatment are accorded to all personnel regardless of age, gender and sexual orientation, disability, religion, and ethnicity.

4. Immediate dissemination and strict compliance of this Memorandum is desired.


ROY ANGELO E. GAZO
Schools Division Superintendent

Encl.: As stated

Reference: N o n e

To be indicated in the Perpetual Index
under the following subjects:

Sub-Committee on Anti-Red Tape

DM-005-OSDS-AGL/ RECOMPOSITION OF SCHOOLS DIVISION OFFICE SUB-COMMITTEE ON
ANTI-RED TAPE (SDO SUB-CART)
August 14,2025



Address: Fr. William F. Masterson Ave., Upper Balulang, Cagayan de Oro City
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OBJECTIVES:

1. Measure Client Satisfaction

The committee's major goal is to reliably and consistently monitor and track client satisfaction levels. This includes gathering input, analyzing data, and determining areas for improvement.

2. Enhance Customer Experience

The committee should strive to enhance the overall customer experience by identifying pain points and areas of dissatisfaction. They work to implement changes that lead to a more positive and seamless experience for clients.

3. Monitor Key Performance Indicators (KPIs)

Establish and monitor key performance measures relating to client satisfaction that are aligned with the citizen's charter.

DUTIES AND RESPONSIBILITIES:

1. Collect Feedback

Collect client feedback actively using the CSM-recommended format and platforms. This feedback should be thorough and reflect the client base's different opinions.

2. Analyze Data

Analyze the collected data to identify trends, patterns, and specific issues affecting client satisfaction. This analysis helps in making data-driven decisions and prioritizing areas for improvement.

3. Set Improvement Goals

Collaborate with relevant Division/Section/Unit to set specific improvement goals based on the feedback and data analysis. These goals should be realistic, measurable, and aligned with the organization's overall objectives.

4. Implement Action Plans

Create and carry out action plans to address identified issues and boost client satisfaction. This could include modifications to products, services, policies, or communication techniques.

5. Monitor Progress

Monitor the progress of efforts and measures done to improve client satisfaction on a continuous basis. Check to see if they are producing favorable outcomes and alter techniques as needed.

6. Ensure Compliance

Ensure that the organization complies with relevant laws and regulations regarding customer data privacy and feedback collection.

7. Report to Management

Inform the management team on a regular basis with the results, progress, and outcomes of customer satisfaction projects. Transparency is necessary for obtaining resources and support.



Republika ng Pilipinas

Department of Education

OFFICE OF THE UNDERSECRETARY

HUMAN RESOURCE AND ORGANIZATIONAL DEVELOPMENT

MEMORANDUM

DM-OUHROD-2025-147

FOR : UNDERSECRETARIES
ASSISTANT SECRETARIES
BUREAU/SERVICE DIRECTORS
REGIONAL DIRECTORS
SCHOOLS DIVISION SUPERINTENDENTS
ALL OTHERS CONCERNED

FROM :  **WILFREDO E. CABRAL**
Undersecretary
Human Resource and Organizational Development
Vice Chairperson, DepEd Committee on Anti-Red Tape

SUBJECT : **SUBMISSION OF THE LIST OF DEPED COMMITTEE ON ANTI-RED TAPE (CART) AND SUB-CART MEMBERS FOR FY 2025**

DATE : 09 June 2025

Relative to the issuance of DepEd Memorandum (DM) No. 040, s. 2025 titled *Updated Composition of the Department of Education Committee on Anti-Red Tape in the Central Office and Sub-CART in Field Offices and Schools* dated 28 April 2025, these offices are requested to comply with the following:

Governance Level	Action Requested	Link / QR Code
Central Office (CO)	Nomination of one (1) representative per office/bureau/division/service/unit and submit the names of designated CART members based on DM No. 040, s. 2025 in the link provided	bit.ly/2025DepEdCART 
Regional Office (RO)	- Regional Director to issue an office order (OO) designating the Sub-CART in the RO based on DM 040, s. 2025 - Nominate one (1) representative per RO and submit the List of Sub-CART in the RO and upload the copy of the OO in the link provided	

Schools Division Office (SDO)	- Schools Division Superintendent to issue an OO designating the Sub-CART in the SDO and reminding schools to designate their Sub-CART based on DM 040, s. 2025 - Nominate one (1) representative per SDO and submit the List of Sub-CART in the SDO and upload the copy of the OO in the link provided	
School	<i>While schools are not required to release an issuance and submit the composition of their Sub-CART, School Heads and Teachers-in-Charge are requested to designate Sub-CART members in their school for easier coordination with SDOs for RA 11032-related concerns</i>	bit.ly/2025DepEdCARTSchools 

The deadline for submission of the List of CART / Sub-CART on the link is **on or before 15 July 2025**.

It shall be reiterated that all governance levels shall not make individual submissions of the list of their CART/Sub-CART directly to the Anti-Red Tape Authority (ARTA). Submissions shall be collated by the DepEd CART Secretariat in the Central Office in one agency-wide report, to be signed by the DepEd Secretary or his designated representative and forwarded to the ARTA.

For more information on this issuance, contact the DepEd CART Secretariat, Bureau of Human Resource and Organizational Development-Organization Effectiveness Division (BHROD-OED) at citizenscharters@deped.gov.ph or (02) 8633-5375.

Enclosure: DM No. 040, s.2025

Copy furnished:
Office of the Secretary, Department of Education