



Republic of the Philippines
DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT
REGION X - NORTHERN MINDANAO
CAGAYAN DE ORO CITY OFFICE

Ground Floor, City Hall Building, Cagayan de Oro City
dilg10.cagdeoro@gmail.com

Control No. RDCIM-2026-033

Request/Directive for the Creation of Information Materials (RDCIM) Form

Date of Activity/Request	August 04, 2026	Type of Info Material:
Division/Field Operating Unit	DILG Cagayan de Oro City	Press Release ☐ Infographics ☐
Content Developer/s:	Alinor M. Casidar	Photo Release ☐ AVP ☐
		Others ☐

Content Title/Description:

BAWAL ANG RED TAPE!

We are committed to providing fast, efficient, and reliable public service! As part of our continuous campaign against fixers, we remind everyone that the following are STRICTLY PROHIBITED under R.A. 11032:

- ☒ Mahabang Pila
- ☒ Cut-off System
- ☒ Noon Break
- ☒ Fixers
- ☒ Prosesong Wala sa Citizen's Charter

 **'Pag may reklamo, i-ARTA mo!** You can report concerns to complaints@arta.gov.ph or call 1-2782 (ARTA).

 **Help Us Improve:** Don't forget to ask for and fill out our physical Client Satisfaction Measurement (CSM) Form at our office after your transaction. Your feedback is the key to better service for everyone!

From Red Tape to Red Carpet! ✨

We remain committed to the continued delivery of efficient, responsive, and accountable public service. (**DILG Cagayan de Oro City | A. Casidar**)



"Matino, Mahusay at Maasahan"

T: (088) 859-0506 E: records.dilg10@gmail.com FB: www.facebook.com/DILGX



BAGONG PILIPINAS

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**BAWAL ANG
RED TAPE**

- ☒ MAHABANG PILA
- ☒ CUT-OFF SYSTEM
- ☒ NOON BREAK
- ☒ FIXERS
- ☒ PROSESONG WALA SA CITIZEN'S CHARTER

BAWAL ANG MGA ITO AYON SA R.A. 11032

'PAG MAY REKLAMO, i-ARTA MO!



!-SCAN ANG QR CODE O MAG-DOWNLOAD NG EGOVPH SUPER APP PARA MA-ACCESS ANG ECMS O MAG-EMAIL SA:

COMPLAINTS@ARTA.GOV.PH
MAAARI RING TUMAWAG SA **1-2782 (ARTA)** O SA **8888** HOTLINES

ANTI-RED TAPE AUTHORITY



WAIT! BAGO KA UMALIS...

Pakisagutan ang aming

Client Satisfaction Measurement (CSM) Form

Na iyong makukuha sa opisina ng ito pagkatapos ng iyong transaksyon.

Dahil ang iyong feedback ay susi sa mas mahusay at mas maayos na serbisyo para sa lahat.

FROM RED TAPE TO RED CARPET

[@artagovph](https://www.facebook.com/artagovph) [www.arta.gov.ph](https://www.facebook.com/artagovph)

Approved for website dissemination:

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City Director



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