



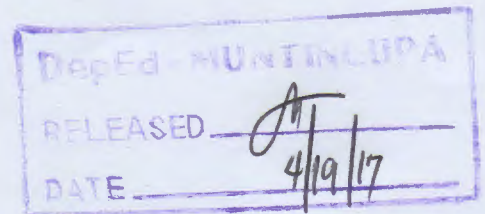
Republic of the Philippines  
Department of Education  
National Capital Region

## SCHOOLS DIVISION OFFICE CITY OF MUNTINLUPA

April 12, 2017

### MEMORANDUM


To : OIC- Asst. Schools Division Superintendent  
Chief Education Supervisor, SGOD  
Chief Education Supervisor, CID  
Administrative Officer V  
All Public Secondary School Principals/OICs  
All Others Concerned



### ANTI-RED TAPE ACT REPORT CARD SURVEY (ARTA-RCS)

Attached is a Memorandum from the City Administrator **Engr. ALLAN A. CACHUELA**, dated April 10, 2017 re: Anti-Red Tape Act Report Card Survey (ARTA-RCS), for the information and guidance of all concerned.

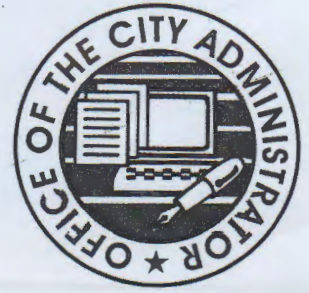
Immediate and wide dissemination of this Memorandum is desired.

  
**MAURO C. DE GULAN, Ed. D.**  
Schools Division Superintendent





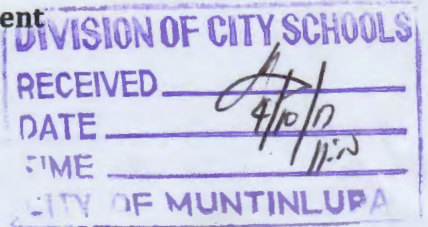
**Republika ng Pilipinas  
Pamahalaang Lungsod ng Muntinlupa  
Kalakhang Maynila**



**OFFICE OF THE CITY ADMINISTRATOR**

**Memo**

**To :** All Departments and Offices of the City Government  
**From :** The City Administrator  
**Date :** 10 April 2017  
**Subject :** Anti-Red Tape Act Report Card Survey (ARTA-RCS)



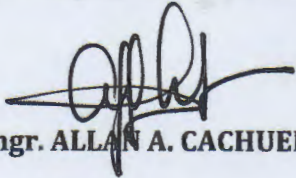
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 From April to September 2017, the Civil Service Commission (CSC) shall conduct the Anti-Red Tape Act Report Card Survey (ARTA-RCS) in offices conducting frontline services (1) to measure compliance with the Citizen's Charter and other ARTA provisions, and (2) to gauge client satisfaction on service delivery.

The City Government of Muntinlupa (CGM) shall be receiving key personnel of the CSC for this purpose. In order to ensure full compliance, CSC Field Directors shall visit the CGM, check relevant documents, and assist departments and offices.

Hence, all concerned shall

- (1) update their respective Citizen's Charter;
- (2) prepare hard copies thereof;
- (3) ensure all officers and staff members are aware of the contents thereof and are ready to answer questions related thereto.

For the guidance and strict compliance of all concerned.

  
 Engr. ALLAN A. CACHUELA

cf : Atty. Jaime R. Fresnedi  
 City Mayor



ISO 9001:2008 CERTIFIED  
 CERT. CODE : QMS0708Q41506KA-001

**YAN ANG TAMA YAN ANG MUNTINLUPA!**