ARTA
ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT

Republic of the Philippines
Province of Bulacan
Municipality of
Doña Remedios Trinidad

CITIZEN'S CHARTER

2026 - 1st Edition

I ♥ DRT
SA PROGRESONG RAMDAM, PANALO ANG BAYAN!
DOUBLE FLORES DOUBLE PROGRESS
happy to serve DRTeños

I. Mandate:

In order to establish a more responsive and citizen-friendly governance, the Municipality of Doña Remedios Trinidad compliance with the Civil Service Commission and Department of Interior and Local Government's call in formulating a Citizen's Charter that will serve as guidelines of frontline services in our Municipality. Our Citizen's Charter will serve as a tool to educate of our services and to make our governance easier for both client and service provider.

II. Vision:

We envision Doña Remedios Trinidad as a peaceful highland garden community with progressive and vibrant economy where dependable and self-sufficient people are working together in harmony with God and nature; governed by officials with integrity, capability and accountability towards the achievement of gender responsive local governance and highest quality of life for the citizenry.

III. Mission:

To provide effective and efficient public service among constituents empowering them become active partners in ensuring political, social, cultural, ecological and economic development for the best quality of life in harmony with God and Nature.

IV. Service Pledge:

We are committed to:

- Provide effective and efficient public services delivery;
- Promote self-sufficiency thru jobs and employment opportunities;
- Promote programs that will ensure transparent, accountable and gender responsive local governance;
- Promote a sustained and balanced ecology.

EXTERNAL SERVICES

DRT Water System Office (DRTWSO)

1). Application to Installation of New Water Service Connection

All residents of Barangay Bayabas, Camachile, Kalawakan, Pulong Sampaloc and Talbak who wishes to apply Water Service Connection can avail the service as long as needed requirements are submitted and corresponding fees and charges are paid.

Office or Division:	DRT Water System
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form *(1 original copy)*	DRT Water System Office
2. Valid ID *(1 photocopy but present the original)*	Client
3. Proof of land ownership (Land Title or Tax Declaration of Property) *(1 photocopy but present the original)*	Client
4. Sketch Map *(1 original copy)*	Client
5. Community Tax Certificate (Cedula) *(1 photocopy but present the original)*	Municipal Treasury Office or Barangay Hall

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit fully accomplished application form and complete requirements to DRT Water System Office.	1.1 Receive and evaluate application.	None	5 minutes	*Merlinda V. Perez* *AA I(Billing Officer)* **Office of DRT Water System**
	1.2 Endorse for Approval of DRTWS Manager	None	2 minutes	Jonalyn B. Fidelliaga *DRTWS Manager* **Office of DRT Water System**
	1.3 Schedule Site Inspection of Maintenance Team.	None	2 minutes	*Merlinda V. Perez* *AA I(Billing Officer)* **Office of DRT Water System**
	1.4 Assign Member of Maintenance Team will inspect the area.	None	1 day	Ferdinal Reyes *Laborer* **Office of DRT Water System**
2. Proceed to DRT Water System.	2.1 Issue Order of Payment for New Application.	None	2 minutes	*Merlinda V. Perez* *AA I(Billing Officer)* **Office of DRT Water System**
3. Pay required fees at Payment Section of DRT Water System.	3.1 Accept payment and issue official receipt to the client.	P 3,100.00	3 minutes	*Josephine R. Acao* *AA I (Payment Officer)* **Office of DRT Water System**
4. Present official receipt (OR).	4.1 Advise the Assign Member of Maintenance Team about the installation for new concessionaire.	None	3 minutes	*Merlinda V. Perez* *AA I (Billing Officer)* **Office of DRT Water System**
		None	4 hours	Ferdinal Reyes *Laborer* **Office of DRT Water System**

	4.2 Tapping and Installation of new water connection.			
	TOTAL	**P 3,100.00**	**1 day, 4 hours and 17 minutes**	

2). Water Bill Payment

Concessionaires/consumers must pay their respective monthly bill on or before due date. If the concessionaire fails to pay on or before due penalty will be applied.

Office or Division:	DRT Water System			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Billing Notice / Water Bill *(1 original copy)*		DRT Water System Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present billing notice or water bill to Billing section.	1.1 Receive and evaluate billing notice. 1.2 Endorse to the Payment section.	None None	2 minutes 1 minute	*Merlinda V. Perez* *AA I(Billing Officer)* **Office of DRT Water System**
2. Pay required fees at Payment Section.	2.1 Accept payment and Issue official receipt to the client.	Amount may vary depends on the billing notice	2 minutes	*Josephine R. Acao* *AA I (Payment Officer)* **Office of DRT Water System**
3. Present official receipt (OR) to the Records Section	3.1 Record the payment of the concessionaire.	None	2 minutes	Jonalyn B. Fidelliaga *DRTWS Manager* **Office of DRT Water System**
	TOTAL	**AMOUNT MAY VARY**	**7 MINUTES**	

3). Reconnection of Temporary Disconnection

Temporary disconnected accounts due to non-payment or as requested will be reconnected upon settlement of overdue debt and reconnection fee.

Office or Division:	DRT Water System			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All temporary disconnected accounts			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Billing Notice / Water Bill *(1 original copy)*		DRT Water System Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Present billing notice or water bill to Billing section.	1.1 Receive and evaluate billing notice. 1.2 Endorse to the Payment section.	None None	2 minutes 1 minute	*Merlinda V. Perez* *AA I(Billing Officer)* **Office of DRT Water System**
2. Pay required fees at Payment Section.	2.1 Accept payment and Issue official receipt to the client.	Amount may vary depends on the billing notice. Reconnection Fee – P 150.00	2 minutes	*Josephine R. Acao* *AA I (Payment Officer)* **Office of DRT Water System**
3. Present official receipt (OR) to the Records Section	3.1 Record the payment of the concessionaire.	None	2 minutes	Jonalyn B. Fidelliaga *DRTWS Manager* **Office of DRT Water System**
	TOTAL	**AMOUNT MAY VARY**	**7 MINUTES**	

4). TEMPORARY DISCONNECTION OF WATER SERVICE

Concessionaires can voluntarily request the DRT Water System Office to disconnect temporarily the water service.

Office or Division:	DRT Water System
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All concessionaires of DRT Water system
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Billing Notice / Water Bill *(1 original copy)*	DRT Water System Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present billing notice or water bill to Billing section.	1.1 Check the status of account and advice the customer to settle amount due if any. 1.2 Endorse to the Payment section.	None None	2 minutes 1 minute	*Merlinda V. Perez* *AA I(Billing Officer)* **Office of DRT Water System**
2. Pay required fees at Payment Section.	2.1 Accept payment and Issue official receipt to the client.	Amount may vary depends on the billing notice	2 minutes	*Josephine R. Acao* *AA I (Payment Officer)* **Office of DRT Water System**
3. Sign the maintenance Order of Temporary Disconnection.	3.1 Prepare maintenance order for disconnection. 3.2 Proceed to the disconnection process.	None None	2 minutes 2 hours	Jonalyn B. Fidelliaga *DRTWS Manager* **Office of DRT Water System** Ferdinal Reyes *Laborer* **Office of DRT Water System**

	TOTAL	**AMOUNT MAY VARY**	**2 HOURS AND 7 MINUTES**	

5). CHANGE / TRANSFER / RELOCATION OF WATER METER

Concessionaires can voluntarily request the DRT Water System Office to change / transfer / relocation of their water meter within their jurisdiction.

Office or Division:	DRT Water System
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All concessionaires of DRT Water system
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Billing Notice / Water Bill *(1 original copy)*	DRT Water System Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present billing notice or water bill to Billing section.	1.1 Check the status of account and advice the customer to settle amount due if any. 1.2 Endorse to the Payment section.	None None	2 minutes 1 minute	*Merlinda V. Perez* *AA I(Billing Officer)* **Office of DRT Water System**
2. Pay required fees at Payment Section.	2.1 Accept payment and Issue official receipt to the client.	Amount may vary depends on the billing notice Transfer / Relocation of Water Meter – P 150.00	2 minutes	*Josephine R. Acao* *AA I (Payment Officer)* **Office of DRT Water System**
3. Sign the maintenance Order of change / transfer / relocation of water meter.	3.1 Prepare order of change / transfer / relocation of water meter. 3.2 Proceed to the change / transfer / relocation of water meter process.	None None	2 minutes 2 hours	Jonalyn B. Fidelliaga *DRTWS Manager* **Office of DRT Water System** Ferdinal Reyes *Laborer* **Office of DRT Water System**
	TOTAL	**AMOUNT MAY VARY**	**2 HOURS AND 7 MINUTES**	

6). LEAK REPAIR

Concessionaires can voluntarily request the DRT Water System Office to repair any leaks; may it be service or main line to immediately attended and fixed.

Office or Division:	DRT Water System
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All concessionaires of DRT Water system

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Billing Notice / Water Bill *(1 original copy)*	DRT Water System Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present billing notice or water bill to Billing section.	1.1 Check the status of account and advice the customer to settle amount due if any.	None	2 minutes	*Merlinda V. Perez* *AA I(Billing Officer)* **Office of DRT Water System**
	1.2 Endorse to the Payment section.	None	1 minute	
2. Pay required fees at Payment Section.	2.1 Accept payment and Issue official receipt to the client.	Amount may vary depends on the billing notice	2 minutes	*Josephine R. Acao* *AA I (Payment Officer)* **Office of DRT Water System**
3. Sign the maintenance of Leak Repair.	3.1 Prepare order of Leak Repair.	None	2 minutes	Jonalyn B. Fidelliaga *DRTWS Manager* **Office of DRT Water System**
	3.2 Proceed to the Leak Repair.	None	Variable	Ferdinal Reyes *Laborer* **Office of DRT Water System**
	TOTAL	**AMOUNT MAY VARY**	**TIME MAY VARY**	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Accomplish the feedback and complaint form and drop it at the designated comments and suggestion box located at the Public Assistance and Complaint Desk near the entrance of the municipal hall. Contact Information: **0956 921 6403** Mail us at **municipalityofdrt@gmail.com**
How feedbacks are processed?	Every Friday the PACD Officer opens the comments and suggestion box and compiles and records all feedback submitted. Feedback requiring immediate attention was then forwarded at the HRMO for appropriate answer or action. The answer or action taken by the office is then relayed to the citizen
How to file a complaint?	Answer the complaint form and drop it at the designated drop box in front of the PACD. Make sure to provide the following information: -Name of person being complained -Incident -Evidence For inquires and follow-up client may Call: **0956 921 6403** Email: **municipalityofdrt@gmail.com**
How complaints are processed?	The Complaints Officer open the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the Complaint Officer shall start the investigation and forward the complaint to the relevant office for their explanation. After the investigation the report will submit to the Head of Agency for appropriate action. The Complaint Officer will give the feedback to the client. For inquires and follow-up client may Call: **0956 921 6403**Email: **municipalityofdrt@gmail.com**
Contact information of ARTA, CSC, Contact Center ng Bayan and PCC?	ARTA: **complaints@arta.gov.ph** 1-ARTA-2728 CSC: 8931-7913 PCC: 8888 CCB: 0908 8816565

List of Offices

OFFICE	ADDRESS	CONTACT NUMBER
Office of the Municipal Mayor	3rd Floor, Municipal Government Building, Pulong Sampaloc, DRT, Bulacan	*09279662218*
Office of the Municipal Vice Mayor	3rd Floor, Municipal Government Building, Pulong Sampaloc, DRT, Bulacan	*09457439197*
Office of the Municipal Administrator	3rd Floor, Municipal Government Building, Pulong Sampaloc, DRT, Bulacan	*09451625535*
Sangguniang Bayan Office	3rd Floor, Municipal Government Building, Pulong Sampaloc, DRT, Bulacan	*09759163400*
Municipal Planning and Development Office	2nd Floor, Municipal Government Building, Pulong Sampaloc, DRT, Bulacan	*09177093988*
Municipal Budget Office	2nd Floor, Municipal Government Building, Pulong Sampaloc, DRT, Bulacan	*09551167725*
Municipal Engineering Office	2nd Floor, Municipal Government Building, Pulong Sampaloc, DRT, Bulacan	*09262895243*
Municipal Accounting Office	1st Floor, Municipal Government Building, Pulong Sampaloc, DRT, Bulacan	*09688921993*
Municipal Assessor's Office	2nd Floor, Municipal Government Building, Pulong Sampaloc, DRT, Bulacan	*09175381610*
Municipal Civil Registrar Office	2nd Floor, Municipal Government Building, Pulong Sampaloc, DRT, Bulacan	*09630480893*
Municipal Health Office	Proper, Pulong Sampaloc, DRT, Bulacan	*09061237380*
Municipal Social Welfare and Development Office	1st Floor, Municipal Government Building, Pulong Sampaloc, DRT, Bulacan	*09688570587*
Municipal Agriculture Office	1st Floor, Municipal Government Building, Pulong Sampaloc, DRT, Bulacan	*09685534947*
Municipal Environment and Natural Resources Office	1st Floor, Municipal Government Building, Pulong Sampaloc, DRT, Bulacan	*09156127270*
Municipal Disaster Risk Reduction and Management Office	1st Floor, Municipal Government Building, Pulong Sampaloc, DRT, Bulacan	*09754254486*
Public Employment and Services Office	2nd Floor, Municipal Government Building, Pulong Sampaloc, DRT, Bulacan	*09175304075*
Human Resource and Management Office	2nd Floor, Municipal Government Building, Pulong Sampaloc, DRT, Bulacan	*09688921993*
Local Youth and Development Office	2nd Floor, Municipal Government Building, Pulong Sampaloc, DRT, Bulacan	*0962 962 4089*
Public Information Office	3rd Floor, Municipal Government Building, Pulong Sampaloc, DRT, Bulacan	*09177093988*
Municipal Tourism, Culture and Arts Office	1st Floor, Municipal Government Building, Pulong Sampaloc, DRT, Bulacan	*09531359047*
Business Permit and Licensing Office	1st Floor, Municipal Government Building, Pulong Sampaloc, DRT, Bulacan	*0962 962 4089*
DRT Water System Office	1st Floor, Municipal Government Building, Pulong Sampaloc, DRT, Bulacan	*0962 962 4089*

Effectivity

The Citizen's Charter, 2026 (1st Edition) shall take effect this 20th day of February, 2026. Any existing order found inconsistent thereto shall be deemed repealed or modified.

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Commitment

I hereby commit to adopt and implement the Citizen's Charter, 2026 (1st Edition). It is understood that this Citizen's Charter shall be the basis in the delivery of basic services to our constituents.

RONALDO T. FLORES
Municipal Mayor