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

General Services Office (GSO)

1. **Inspection of Properties & Supplies purchased and preparation.**

Office or Division:	General Services Office
Classification:	Simple
Type of Transaction:	G2B-Government to Business
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Inspection and acceptance report	General Services Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the list of delivered properties/supplies for inspection	1.1 Conduct actual inspection of properties and supplies delivered together with end user	None	1 hour	Engr. Emilson C. Dela Cruz GSO Head **Office of the General Services**
2. Release deliveries to authorized personnel	2.1 Receive deliveries and record properties/supplies 2.2. Sign acceptance report and inspection report (inspection portion).	None	10 minutes	
	TOTAL	**NONE**	**1 HOUR & 10 MINUTES**	

INTERNAL SERVICES

General Services Office (GSO)

1). Issuance of Acknowledgement Receipt for Equipment for newly acquired Properties

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	All Offices in the LGU			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Purchased Order papers with attached inspected Official Receipt		Mun. Treasurer's / Mun. Accounting Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Bring the Purchased Order and inspected official receipt Acknowledgement Receipt for Equipment (ARE) and MR detailing the property.	1.1 Received and review all documents. 1.2 Prepare Triplicate copy of Acknowledgement Receipt for Equipment and MR. 1.3 Return the papers for signatory (in-charge of the equipment)	None	10 minutes	Engr. Emilson C. Dela Cruz GSO Head **Office of the General Services**
2. Signed the accomplished Acknowledgement Report and MR for Equipment and give back to the office clerk.	2.1 Received and check completely. 2.2. Record and place inventory tags 2.3. Submit to the Department Head for signatory.	None	10 minutes	
3. Have a Copy of ARE and MR for file	3.1 Give a copy of ARE and MR at Clients one copy for Accounting Office and records.	None	3 minutes	
	TOTAL	**NONE**	**23 MINUTES**	

2. Consolidation and preparing of procurement for Office, Janitorial, Electrical, Medicine and Other supplies for Procurement Management Process.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	All Offices in the LGU			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Purchased Requests		All Department/ Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Provide purchase request paper with the approval of Municipal Mayor and Department Head.	1.1 Received and record the documents	None	5 minutes	Engr. Emilson C. Dela Cruz GSO Head **Office of the General Services**
2. Have a Copy of Received Purchase Request	2.1 Received and check completely. 2.2. Prepare all purchase request for submission in the Bids and Awards Committee secretariat for bidding.	None	5 minutes	
	TOTAL	**NONE**	**10 MINUTES**	

3. Inventory, Inspection and Monitoring of Property, Plant and Equipment (PPE).

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	All Offices in the LGU			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		None		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Prepare the assigned Property, Plant and Equipment.	1.1 Review the PPE list. 1.2. Conduct inspection and inventory	None	30 minutes	Engr. Emilson C. Dela Cruz GSO Head **Office of the General Services**
2. Receive the Inventory and Inspection Monitoring Slip	2.1 Prepare an inspection and inventory report	None	5 minutes	
	TOTAL	**NONE**	**10 MINUTES**	

4. Issuance of Office, Janitorial, Electrical, Medicine and Other supplies.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2B-Government to Government			
Who may avail:	All Offices in the LGU			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		None		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for Office, Janitorial, Electrical and other supplies	1.1 Check items requested based on Approved RIS 1.2 Prepare requested supplies	None	5 minutes	Engr. Emilson C. Dela Cruz GSO Head **Office of the General Services**

2. Accept requested supplies	2.1 Issue requested supplies	None	20 minutes	Engr. Emilson C. Dela Cruz GSO Head **Office of the General Services**
3. Sign Acknowledgement Receipt	3.1 Encode/File Acknowledgement Receipt for Monitoring purposes	None	5 minutes	
	TOTAL	**NONE**	**30 MINUTES**	

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