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

Human Resource Management Office (HRMO)

1. Processing of Scholarship Application: College (New & Renewal Scholar) & High School (New Scholar)

The agency recognizes the right of each child to education, thus the Scholarship Program. Every semester, scholarship applications are accepted and processed.

Office or Division:	Human Resource Management Unit
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Qualified College and High School students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form *(1 Original)*	Human Resource Management Office
2. 2 x 2 ID picture *(White background) (1 Original)*	Client
3. Proof and Enrollment ➢ Certificate of Enrollment *(1 Certified True Copy)* ➢ Class Card / Certificate of Grades *(1 Certified True Copy)* ➢ Good Moral Character Certificate *(1 Original)*	 School where the Scholar is enrolled School where the Scholar is enrolled School where the Scholar is enrolled
4. Barangay Clearance of Scholar *(1 Original)*	Concerned Barangay
5. MENRO Clearance *(1 Original)*	Municipal Environment and Natural Resources Office (MENRO)
6. Letter of Request addressed to the Municipal Mayor *(English) (1 Original)*	Client
7. Sketch Map of Residence *(1 Original)*	Client
8. Voter's Verification *(Original - Indicated on the Application Form)*	Commission on Elections (COMELEC) Office
9. Community Tax Certificate (Cedula) *(1 Photocopy)* **Note:** • *Parent's Community Tax Certificate* (Cedula) - if the Scholar is 18 years old and below • *Scholar's Community Tax Certificate* (Cedula) – if the scholar is 18 years old and above	Municipal Treasury Office (MTO) / Barangay Hall
10. NCIP Certificate *(1 Original) (If member of Indigenous People)*	National Commission on Indigenous People (NCIP) Office
11. MSWDO Certificate *(1 Original) (If child of Solo Parent or PWD)*	Municipal Social Welfare and Development Office (MSWDO)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit completely filled out Application Form together with the complete requirements at the HRMO Office.	1.1 Accepts & review completely filled out application form together with the prescribed requirements. 1.2. Forwards completely filled out application form together with the prescribed requirements to the office of the Municipal Budget Office for processing.	None None	5 minutes 5 minutes	*Lorie J. Arias / Rizalie S. Dote* *AA III / AA I* **Human Resource Management Office**
	TOTAL	**NONE**	**10 MINUTES**	

2. Processing of Scholarship Application: High School (Renewal)

The agency recognizes the right of each child to education, thus the Scholarship Program. Every semester, scholarship applications are accepted and processed.

Office or Division:	Human Resource Management Unit
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Qualified High School students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form *(1 Original)*	Human Resource and Management Office
2. 2 x 2 ID picture *(White background) (1 Original)*	Client
3. Proof and Enrollment ➢ Certificate of Enrollment *(1 Certified True Copy)* ➢ Class Card / Certificate of Grades *(1 Certified True Copy)* ➢ Good Moral Character Certificate *(1 Original)*	 School where the Scholar is enrolled School where the Scholar is enrolled School where the Scholar is enrolled
4. MENRO Clearance *(1 Original)*	Municipal Environment and Natural Resources Office (MENRO)
5. Letter of Request addressed to the Municipal Mayor *(English) (1 Original)*	Client
6. Sketch Map of Residence *(1 Original)*	Client
7. Voter's Verification *(Original - Indicated on the Application Form)*	Commission on Elections (COMELEC) Office
8. NCIP Certificate *(1 Original) (If member of Indigenous People)*	National Commission on Indigenous People (NCIP) Office
9. MSWDO Certificate *(1 Original) (If child of Solo Parent or PWD)*	Municipal Social Welfare and Development Office (MSWDO)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit completely filled out Application Form together with the complete requirements at the HRMO Office.	1.1 Accepts & review completely filled out application form together with the prescribed requirements. 1.2. Forwards completely filled out application form together with the prescribed requirements to the office of the Municipal Budget Office for processing.	None None	5 minutes 5 minutes	*Lorie J. Arias / Rizalie S. Dote* *AA III / AA I* **Human Resource Management Office**
	TOTAL	**NONE**	**10 MINUTES**	

3. Request or Application for the On-the-Job Training / Work Immersion

The Municipal Government of Doña Remedios Trinidad, Bulacan in coordination with the requesting school accepts On-the-Job Training for college students and Work Immersion for Senior High School (SHS). This aims to acquaint the students formally to a real-life work place environment. This will help to explore the relationship between the knowledge & skills acquired in school with those required in the working situations.

Office or Division:	Human Resource Management Unit
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	Qualified College and High School students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent addressed to the Municipal Mayor *(English or Tagalog) (1 Original copy)*	Client / Requesting School
2. Memorandum of Agreement *(2 Original copy)*	Client / Requesting School
3. Curriculum Vitae / Resume / Bio-data of Student/s *(1 Original copy)*	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to the HRMO Office.	1.1 Accept & review submitted documents	None	5 minutes	*Lorie J. Arias / Rizalie S. Dote* *AA III / AA I* **Human Resource Management Office**
	1.2. Endorse the documents to the Office of the Municipal Mayor for approval of the On-the-Job Training / Work Immersion.	None	5 minutes	*Krischelle Mae C. San Pedro* *HRMO III* **Human Resource Management Office**
2. Accept the Endorsement and Inform the school coordinator when will be the Start of the On-the-Job Training / Work Immersion of the students.	2.1 Release the endorsement documents and Inform the School Coordinator about the Start of the On-the-Job Training / Work Immersion of their students.	None	2 minutes	*Krischelle Mae C. San Pedro* *HRMO III* **Human Resource Management Office**
	TOTAL	**NONE**	**12 MINUTES**	

INTERNAL SERVICES

Human Resource and Management Office (HRMO)

1. Request of Certificate of Employment (COE), Service of Record (SR), Leave Credits (LC) and other Certification.

Officials and employees of the Municipal Government of Doña Remedios Trinidad may request for a Certificate of Employment, Service of Record, Leave Credits and other Certification for any legal purposes it may serve them such as for verification of their employment, loan applications, claiming of benefits, etc.

Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Incumbent Officials and Municipal Employees
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. HRMO Request Slip *(1 Original)*	Human Resource Management Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit completely filled out HRMO request slip.	1.1 Accept and review completely filled HRMO Request Slip.	None	2 minutes	
	1.2 Retrieve 201 file/Leave Record form of the employee.	None	5 minutes	*Lorie J. Arias / Rizalie S. Dote* *AA III / AA I* **Human Resource Management Office**
	1.3 Prepare and print the requested document.	None	3 minutes	
	1.4 Sign the requested document.	None	1 minute	*Krischelle Mae C. San Pedro* *HRMO III* **Human Resource Management Office**
2. Receive the requested document and sign on the logbook.	2.1 Release the requested document and record on the logbook.	None	2 minutes	*Lorie J. Arias / Rizalie S. Dote* *AA III / AA I* **Human Resource Management Office**
	TOTAL	**NONE**	**13 MINUTES**	

2. Application for Leave

Officials and employees of the Municipal Government of Doña Remedios Trinidad may apply for leave for personal purpose and such other reasons stated at their application form.

Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Incumbent Officials and Municipal Employees
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

1. Application Leave Form (CSC Form No. 06) *(1 Original)*	Human Resource Management Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit completely filled out Application Leave Form (CSC Form No. 06) duly signed by the concerning Department Head.	1.1 Accept and review completely filled Application Leave Form (CSC Form No. 06).	None	2 minutes	*Lorie J. Arias / Rizalie S. Dote* *AA III / AA I* **Human Resource Management Office**
	1.2 Prepare computation of leave credits to be reflected on the Application Leave Form (CSC Form No. 06).	None	3 minutes	
	1.3. Sign the Application Leave Form (CSC Form No. 06).	None	2 minutes	*Krischelle Mae C. San Pedro* *HRMO III* **Human Resource Management Office**
	1.4 Forward the Application Leave Form (CSC Form No. 06) to the Office of the Municipal Mayor for approval and signature.	None	3 minutes	*Lorie J. Arias / Rizalie S. Dote* *AA III / AA I* **Human Resource Management Office**
2. Receive the Approved Application Leave Form (CSC Form No. 06) and submit to HRMO Office.	2.1 Accept the Approved Application Leave Form (CSC Form No. 06) and record it to the Leave folder.	None	2 minutes	*Lorie J. Arias / Rizalie S. Dote* *AA III / AA I* **Human Resource Management Office**
	TOTAL	**NONE**	**13 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