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

Municipal Accounting Office (MACCO)

1). Pre-audit and Processing of Disbursement Vouchers for AICS, Livelihood Assistance and Educational Assistance

Disbursement Vouchers from the Municipal Budget Office of the Local Government of Doña Remedios Trinidad for the qualified recipients of Medical, Burial, and other Financial Assistance are forwarded to the Office of the Municipal Accountant for pre-audit of financial documents as to the completeness of its supporting documents based on the existing guidelines of the Department of Social Welfare and Development (DSWD) as well as the Government Procurement Act (RA 9184), DBM, DILG, COA Circulars and other regulating bodies and its processing

Office or Division:	Municipal Accounting Office (MACCO)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• **Assistance to Individual in Crisis Situation (AICS)**	
1. Disbursement Voucher *(2 original copies)*	Municipal Social Welfare and Development Office (MSWDO)
2. Duly signed Obligation Request *(2 original copies)*	Municipal Budget Office (MBO)
3. Duly signed Social Case Study Report *(2 original copies)*	Municipal Social Welfare and Development Office (MSWDO)
4. Medical Certificate / Abstract *(1 photocopy)*	Hospital / Clinic
5. Proof of Billing *(1 photocopy)*	Client
6. Voter's Certification *(1 photocopy)*	Commission on Elections Office (COMELEC)
7. Barangay Certificate *(1 photocopy)*	Barangay Hall
8. Barangay Indigency *(1 original copy)*	Barangay Hall
9. Letter Request addressed to the Municipal Mayor *(1 original copy)*	Client
10. Blotter Report *(If Applicable) (1 photocopy)*	Philippine National Police
11. Printed picture of Incident *(If Applicable) (1 photocopy)*	Client
12. MDRRM Certificate *(If Applicable) (1 photocopy)*	Municipal Disaster Risk Reduction and Management Office
• **Livelihood Assistance**	
1. Disbursement Voucher *(2 original copies)*	Municipal Social Welfare and Development Office (MSWDO)
2. Duly signed Obligation Request *(2 original copies)*	Municipal Budget Office (MBO)
3. Memorandum of Agreement *(1 original copy)*	Municipal Social Welfare and Development Office (MSWDO)
4. Schedule of Payment (Notarized) (*1 original copy)*	Municipal Social Welfare and Development Office (MSWDO)
5. 2x2 Picture (*1 original copy)*	Client
6. Community Tax Certificate (Cedula) *(1 photocopy)*	Municipal Treasurer's Office or Barangay Hall
7. Voter's Certification (Both Borrower and Co-Maker) *(1 photocopy)*	Commission on Elections Office
8. Barangay Clearance *(1 photocopy)*	Barangay Hall
9. Printed Picture of Project *(1 original copy)*	Client
10. Letter Request addressed to the Municipal Mayor *(1 original copy)*	Client
• **Educational Assistance**	

1. Disbursement Voucher *(2 original copies)* 2. Duly signed Obligation Request *(2 original copies)* 3. Application Form *(1 original copy)* 4. 2 x 2 ID picture *(White background) (1 original copy)* 5. Certificate of Enrollment *(1 certified true copy)* 6. Class Card / Certificate of Grades *(1 certified true copy)* 7. Good Moral Character Certificate *(1 original copy)* 8. Barangay Clearance of Scholar *(1 original copy)* 9. MENRO Clearance *(1 original copy)* 10. Letter of Request addressed to the Municipal Mayor *(English) (1 original copy)* 11. Sketch Map of Residence *(1 original copy)* 12. Voter's Verification *(Original - Indicated on the Application Form)* 13. 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 14. NCIP Certificate *(1 original copy) (If member of Indigenous People)* 15. MSWDO Certificate *(1 original copy) (If child of Solo Parent or PWD)*	Human Resource and Management Office (HRMO) Municipal Budget Office (MBO) Human Resource and Management Office (HRMO) Client School where the Scholar is enrolled School where the Scholar is enrolled School where the Scholar is enrolled Barangay Hall Municipal Environment and Natural Resources Office (MENRO) Client Client Commission on Elections Office Municipal Treasurer's Office (MTO) or Barangay Hall National Commission on Indigenous People (NCIP) Office Municipal Social Welfare and Development Office (MSWDO)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements.	1.1 Verify and review the submitted requirements and forward the documents to the Municipal Accountant for signature. 1.2 Sign the Disbursement Voucher.	None None	6 minutes 1 minute	*Susana Lucas* *AA I* **Office of the Municipal Accountant** **John Albert Alcantara** *Municipal Accountant* **Office of the Municipal Accountant**
2. Receive all the documents and forward to Municipal Treasury Office.	2.1 Release the documents and record to logbook	None	2 minutes	*Susana Lucas* *AA I* **Office of the Municipal Accountant**
	TOTAL	**NONE**	**10 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