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 Agriculture Office (MAO)

1). Anti-Rabies Vaccination

Is one of the veterinary services provided by the Municipal Agriculture office wherein anti-rabies vaccines are administered to dogs and cats within the municipality for the prevention of spread of rabies disease.

Office or Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Pet Owners (Dogs and Cats)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request free vaccination for pets at Office of the Municipal Agriculturist.	1.1 Conduct interview and records information of the client and schedule date of vaccination.	None	5 minutes	*Rodelio Sarmiento* *AA I* **Office of the Municipal Agriculture**
2. Accompany MAO Staff/receive veterinary services	2.1 Conduct Vaccination, consultation and treatment and issue certificate of vaccination	None	20 minutes	
	TOTAL	**NONE**	**25 MINUTES**	

2). Bakahang Bayan Project (Cow Dispersal)

Services provided by the Municipal Agriculture Office wherein registered farmers may go directly to the MAO office to potentially avail cattle through the process of the Bakahang Bayan Project

Office or Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Registered Farmers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. RSBSA Registered	Mun. Agriculture Office (MAO)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend Orientation Meeting / Public Hearing for Bakahang Bayan	1.1 Conduct orientation meeting/public hearing for Bakahang Bayan per barangay. Check registration record of the client and record information for “Bunutan ng Baka”.	None	1 hour	*Leonora G. Bolinas* *Municipal Agriculture Officer* **Office of the Municipal Agriculture**
2. Attend “Bunutan ng Baka’ for recipients of cattle	2.1 Prepare and conduct “Bunutan ng Baka” per barangay. Announce recipients of cattle	None	30 minutes	

3. Attend training for Cattle Management and Raising.	3.1 Invite resource speakers and conduct cattle management training.	None	4 hours	
4. Pay counterpart for seven months of cattle feeds at Municipal Treasurer's Office. (Window 1 or 2)	4.1 Issue Official Receipt.	P 7,500.00	2 minutes	*Pamela T. Cruz / Aurelia Delos Santos* *AA IV (Window 1) / AA I (Window 3)* *Office of the Municipal Treasurer*
4. Establish cattle shed and plant napier grass for received cattle.	4.1 Monitor and inspect cattle recipients' area and cattle shed	None	30 minutes	*Rodelio Sarmiento / Leonora Bolinas* *AA I &/ Municipal Agriculture Officer* **Office of the Municipal Agriculture**
5. Receive and file insurance for received cattle	5.1 Distribute and insured cattle of clients	None	30 minutes	*Rodelio Sarmiento* *AA I* **Office of the Municipal Agriculture**
	TOTAL	**P 7,500.00**	**6 HOURS AND 30 MINUTES**	

3). Distribution and Subsidized Farm Tools and Equipment Distribution (50/50 Scheme)

Services provided by the Municipal Agriculture office wherein all farmers registered to Registry System on Basic Sector of Agriculture (RSBSA) within the municipality may go directly to the MAO office to avail the farm tools and equipment on 50/50 payment scheme.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers registered to RSBSA			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Yellow Booklet *(1 original copy)* 2. RSBSA Registered		Mun. Planning and Development Office (MPDO) Mun. Agriculture Office (MAO)		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request available farm tools and equipment at the Office of the Municipal Agriculturist with the Yellow Booklet	1.1 Conduct interview and check record information of the client. 1.2 Issue Order of Payment	None	5 minutes	*Leonora Bolinas / Magdalena Angeles / Jerry Atlas* *Municipal Agriculture Officer, Agricultural Technologist & AA I* **Office of the Municipal Agriculture**
2. Proceed to Municipal Treasurer's Office for payment. (Window 1 or 2)	2.1 Accept the payment based on the Order of Payment issued.	50% of amount of tools and equipment requested	2 minutes	*Pamela T. Cruz / Aurelia Delos Santos* *AA IV (Window 1) / AA I (Window 3)*

				Office of the Municipal Treasurer
3. Proceed to Municipal Agriculture Office for records and release of the requested farm tools and equipment	3.1 Record, distribute and issue the requested farm tools and equipment	None	3 minutes	*Leonora Bolinas / Magdalena Angeles / Jerry Atlas* *Municipal Agriculture Officer, Agricultural Technologist & AA I* **Office of the Municipal Agriculture**

	TOTAL	DEPENDS ON THE 50% AMOUNT OF REQUESTED TOOL AND EQUIPMENT	10 MINUTES	

4). Distribution of Fishing Tools

Services provided by the Municipal Agriculture Office wherein registered Farmers Associations and Fisherfolks may go directly to the MAO office to avail fishing tools such as net, floater, sinker and cooler for free.

Office or Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Registered Farmers Association and Fisherfolks

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. RSBSA Registered 2. Fish R / Boat R Registered 3. SEC/DOLE Association Registration *(1 photocopy)*	Mun. Agriculture Office (MAO) Mun. Agriculture Office (MAO) Sangguniang Bayan Office (SBO) or Public Employment Services Office (PESO)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for fishing tools at Mayor's Office attention to the Municipal Agriculture Office.	1.1 Conduct interview, check record information and verify the area of client. 1.2 Procurement of fishing tools to be dispersed to clients.	None None	10 minutes Variable	*Leonora G. Bolinas* *Municipal Agriculture Officer* **Office of the Municipal Agriculture**
2. Proceed to Agriculture Office for record and receive the requested fishing tools.	2.1 Record, distribute and issue the requested fishing tools to client.	None	3 minutes	
	TOTAL	**NONE**	**VARIABLE**	

5). Distribution of Subsidized Assorted Vegetable Seeds (50/50 Scheme)

Services provided by the Municipal Agriculture Office wherein all farmers registered to Registry System on Basic Sector of Agriculture (RSBSA) within the municipality may go directly to the MAO office to avail assorted vegetable seeds on 50/50 payment scheme.

Office or Division:	Municipal Agriculture Office
Classification:	Simple

Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers registered to RSBSA			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Yellow Booklet *(1 original copy)* 2. RSBSA Registered		Mun. Planning and Development Office (MPDO) Mun. Agriculture Office (MAO)		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request available vegetables seeds at the Office of the Municipal Agriculturist with the Yellow Booklet.	1.1 Conduct interview and records information of the client 1.2 Issue Order of Payment	None	5 minutes	*Leonora Bolinas / Magdalena Angeles / Jerry Atlas* *Municipal Agriculture Officer, Agricultural Technologist & AA I* **Office of the Municipal Agriculture**
2. Proceed to Municipal Treasurer's Office for payment. (Window 1 or 2)	2.1 Accept the payment based on the Order of Payment issued	50% of amount of seeds requested.	2 minutes	*Pamela T. Cruz / Aurelia Delos Santos* *AA IV (Window 1) / AA I (Window 3)* *Office of the Municipal Treasurer*
3. Proceed to Municipal Agriculture Office for record and receieve of the requested seeds.	3.1 Record, distribute and issue the requested seeds.	None	3 minutes	*Leonora Bolinas / Magdalena Angeles / Jerry Atlas* *Municipal Agriculture Officer, Agricultural Technologist & AA I* **Office of the Municipal Agriculture**
	TOTAL	**DEPENDS ON THE 50% AMOUNT OF REQUESTED SEEDS**	**10 MINUTES**	

6). Distribution of Subsidized Fertilizers (50/50 Scheme)

Services provided by the Municipal Agriculture office wherein all farmers registered to Registry System on Basic Sector of Agriculture (RSBSA) within the municipality may go directly to the MAO office to avail fertilizer (commercial and organic) on 50/50 payment scheme.

Office or Division:	Municipal Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Farmers registered to RSBSA			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Yellow Booklet *(1 original copy)* 2. RSBSA Registered		Mun. Planning and Development Office (MPDO) Mun. Agriculture Office (MAO)		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request available fertilizers (Commercial or Organic) at the Office of the Municipal Agriculturist with the Yellow Booklet.	1.1 Conduct interview and records information of the client 1.2 Issue Order of Payment	None	5 minutes	*Leonora Bolinas / Magdalena Angeles / Jerry Atlas* *Municipal Agriculture Officer, Agricultural Technologist & AA I*

				Office of the Municipal Agriculture
2. Proceed to Municipal Treasurer's Office for payment. (Window 1 or 2)	2.1 Accept the payment based on the Order of Payment issued	50% of amount of seeds requested.	2 minutes	*Pamela T. Cruz / Aurelia Delos Santos* *AA IV (Window 1) / AA I (Window 3)* *Office of the Municipal Treasurer*
3. Proceed to Municipal Agriculture Office for record and receive of the requested fertilizer.	3.1 Record, distribute and issue the requested fertilizer.	None	3 minutes	*Leonora Bolinas / Magdalena Angeles / Jerry Atlas* *Municipal Agriculture Officer, Agricultural Technologist & AA I* **Office of the Municipal Agriculture**
	TOTAL	**DEPENDS ON THE 50% AMOUNT OF REQUESTED SEEDS**	**10 MINUTES**	

7). Distribution of Subsidized Vegetable Seedlings (50/50 Scheme)

Services provided by the Municipal Agriculture Office wherein all farmers registered to Registry System on Basic Sector of Agriculture (RSBSA) within the municipality may go directly to the MAO office to avail vegetable seedlings on 50/50 payment scheme.

Office or Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Farmers registered to RSBSA
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Yellow Booklet *(1 original copy)* 2. RSBSA Registered	Mun. Planning and Development Office (MPDO) Mun. Agriculture Office (MAO)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request available vegetables seeds at the Office of the Municipal Agriculturist with the Yellow Booklet.	1.1 Conduct interview and records information of the client 1.2 Issue Order of Payment	None	5 minutes	*Leonora Bolinas / Magdalena Angeles / Jerry Atlas* *Municipal Agriculture Officer, Agricultural Technologist & AA I* **Office of the Municipal Agriculture**
2. Proceed to Municipal Treasurer's Office for payment. (Window 1 or 2)	2.1 Accept the payment based on the Order of Payment issued	50% of amount of seeds requested.	2 minutes	*Pamela T. Cruz / Aurelia Delos Santos* *AA IV (Window 1) / AA I (Window 3)* *Office of the Municipal Treasurer*
3. Proceed to Municipal Agriculture Office for record and receieve of the requested seeds.	3.1 Record, distribute and issue the requested seeds.	None	3 minutes	*Leonora Bolinas / Magdalena Angeles / Jerry Atlas* *Municipal Agriculture Officer, Agricultural Technologist & AA I*

				Office of the Municipal Agriculture
	TOTAL	**DEPENDS ON THE 50% AMOUNT OF REQUESTED SEEDS**	**10 MINUTES**	

8). Fingerlings Dispersal

Services provided by the Municipal Agriculture Office wherein registered Farmers Associations and Small Farm Reservoir (SFR) owners may go directly to the MAO office to avail tilapia fingerlings to be disperse for free.

Office or Division:	Municipal Agriculture Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Registered Farmers Association and Fisherfolks

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. RSBSA Registered	Mun. Agriculture Office (MAO)
2. Fish R / Boat R Registered	Mun. Agriculture Office (MAO)
3. SEC/DOLE Association Registration *(1 photocopy)*	Sangguniang Bayan Office (SBO) or Public Employment Services Office (PESO)

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit request letter for fingerlings at Mayor's Office attention to the Municipal Agriculture Office.	1.1 Conduct interview, check record information and verify the area of client. 1.2 Procurement of fingerlings to be dispersed to clients.	None None	10 minutes Variable	*Leonora G. Bolinas* *Municipal Agriculture Officer* **Office of the Municipal Agriculture**
2. Proceed to Agriculture Office for record and receive the requested fingerlings.	2.1 Record, distribute and issue the requested fingerlings to client.	None	3 minutes	
	TOTAL	**NONE**	**VARIABLE**	

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