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 Assessor’s Office (MASSO)

1). Issuance of Certified True Copy of Tax Declaration and other Certifications.

One of the mandates of the municipal assessor is to issue, upon request of any interesting party, certified copies of assessment record relative to its assessment. These documents serve as requirements to various type of transaction of real properties.

Office or Division:	Office of the Municipal Assessor
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Owner or his/her representative, others thru written request

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Any document with information of ownership and description of lot (1 Photocopy);	Client
2. Special Power of Attorney (S.P.A.) in case the claimants are represented through its authorized representative (2 Photocopy)	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement at the Assessor's Office	1.1 Check the requirements, verifies the record. 1.2 Issue Order of payment upon completion of requirements.	None None	5 minutes 2 minutes	*Lorenza G. Casingal / Belen M. Fumar / Jennifer DV. Galleno Francis M. Magalona LI I / AC II / AA III OIC – Mun. Assessor* **Municipal Assessor's Office**
2. Pay the necessary fees at the Treasurer's Office	2.1 Receive the Official Receipt.	P100.00	5 minutes	*Pamela T. Cruz / Aurelia Delos Santos AA IV (Window 1) / AA I (Window 3)* **Office of the Municipal Treasurer**
3. Presents the Official Receipt and claim the document.	3.1 Counterchecks official receipt and releases the requested document.	None	3 minutes	*Lorenza G. Casingal / Belen M. Fumar / Jennifer DV. Galleno Francis M. Magalona LI I / AC II / AA III OIC – Mun. Assessor* **Municipal Assessor's Office**
	TOTAL	**P100.00**	**11 MINUTES**	

2). Appraisal and Assessment of Newly Declared Property

One of the mandates of the municipal assessor is to issue, upon request of any interesting party, certified copies of assessment record relative to its assessment. These documents serve as requirements to various type of transaction of real properties.

Office or Division:	Office of the Municipal Assessor
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Owner or his/her representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Survey Plan *(1 Original copy)*	Geodetic Engineer
2. Affidavit of Ownership and/or Sworn Statement declaring Market Value of Real Property filed by the owner *(1 Original copy)*	Owner
3. Certificate from Barangay Captain *(1 Original copy)*	Concerned Barangay

4. Ocular Inspection Report *(1 Original copy)*		Assessor's Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the requirement at the Assessor's Office	1.1 Check the requirements, verifies the record.	None	5 minutes	*Lorenza G. Casingal / Belen M. Fumar / Jennifer DV. Galleno Francis M. Magalona LI I / AC II / AA III OIC – Mun. Assessor* **Municipal Assessor's Office**
	1.2 Preparation of Assessed Value for the last 10 years	None	10 minutes	
	1.3 Assigned Property Index and Real Property Number	None	10 minutes	
2. Pay the necessary fees at the Treasurer's Office	2.1 Receive Order of Payment and issue Official Receipt.	Basis of Computation of 10 years back taxes	5 minutes	*Pamela T. Cruz / Aurelia Delos Santos AA IV (Window 1) / AA I (Window 3)* **Office of the Municipal Treasurer**
3. Presents the Official Receipt and claim the document	3.1 Counterchecks official receipt and releases of tax declaration upon verification	None	10 minutes preparation of Tax Declaration and 5 days for approval	*Lorenza G. Casingal / Belen M. Fumar / Jennifer DV. Galleno Francis M. Magalona LI I / AC II / AA III OIC – Mun. Assessor* **Municipal Assessor's Office**
	TOTAL	**Depends on the computation for 10 years back**	**5 days and 40 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