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 Budget Office (MBO)

1). Review of Budget (Sangguniang Barangay & Sangguniang Kabataan)

The Barangay Annual and Supplemental Budget are submitted for review to ensure that:

- Budgetary requirements and limitations provided in the Local Government Code are complied with;
- The budget does not exceed the estimated receipt and/or income of the barangay;
- The items of appropriations are not more than those provided by existing laws.

Office or Division:	Budget Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All Sangguniang Barangay and Sangguniang Kabataan

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Barangay Ordinance/Resolution *(1 original copy)*	Sangguniang Barangay / Sangguniang Kabataan
2.Annual Investment Plan / Annual Procurement Plan *(1 original copy)*	Sangguniang Barangay / Sangguniang Kabataan
3.Computation of PS Funding Requirements *(1 original copy)*	Sangguniang Barangay / Sangguniang Kabataan
4.Computation of PS Limitation *(1 original copy)*	Sangguniang Barangay / Sangguniang Kabataan
5.Approved GAD Plan and Budget *(1 original copy)*	Sangguniang Barangay / Sangguniang Kabataan
6.Approved POPS Plan *(1 original copy)*	MLGOO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Barangay or SK Treasurer submit to the Municipal Budget Office the Annual/Supplemental Budget for review in compliance with RA 7160.	1.1 Receives the Barangay Budget	None	1 minute	*Lolita S. Pajares* *ADAS II* **Office of the Budget Officer**
	1.2 Reviews the submitted Barangay / SK Budget. Receive the required documents and check for completeness		20 minutes	
	1.3 Informs the Barangay / SK officials of the additional requirements		2 minutes	
	1.4 Reviews the Barangay / SK Budget (Final Review)		20 minutes	*Marites B. Santos* *Acting Municipal Budget Officer* **Office of the Budget Officer**
	1.5 Prepares the transmittal to the Sangguniang Bayan		5 minutes	*Lolita S. Pajares* *ADAS II* **Office of the Budget Officer**
	TOTAL	**None**	**48 minutes**	

2). Funding of Requests

Processing Request (Projects and Financial Assistance)

Office or Division:	Office of the Municipal Budget
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen, G2G – Government to Government, G2B- Government to Business
Who may avail:	All Residents: Barangays/ NGO/PO/Others

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Written request signed by the Mayor *(1 Original Copy)*	Office of the Municipal Mayor
2. Sangguniang Bayan Resolution Authorizing the Assistance *(1 Original Copy)*	Sangguniang Bayan Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1). Submit to the Mayor the written request for approval (Mayor endorses the request to the Municipal Budget Office for necessary action)	1.1 Receives written request/Project Estimate	None	3 minutes	*Madonna Marcelo / Marites B. Santos IA I / AO II* **Office of the Mayor**
	1.2 Record in a logbook with the name of the requesting person, subject of the request and date of receipt	None	2 minutes	
	1.3 Endorses to the Municipal Budget Office the received request for action.	None	2 minutes	*Lolita S. Pajares ADAS II* **Office of the Budget Officer**
2). Follow up on request	2.1 Informs the client of the status of the request (action taken on the request depends on the needs and the available funds)	None	2 minutes	*Lolita S. Pajares ADAS II* **Office of the Budget Officer**
3). Receive of the extended assistance	3.1 Orders the preparation of voucher/OBR if there is an immediate need	None	2 minutes	*Lolita S. Pajares ADAS II* **Office of the Budget Officer**
	3.1 Prepares the OBR/Voucher and endorses if to the Municipal Mayor for signature	None	2 minutes	
	3.2 Sign the OBR	None	1 minute	*Marites B. Santos Acting Municipal Budget Officer* **Office of the Budget Officer**

4.Signs the receipt of signed OBR/Voucher in the logbook	4.1 Releases to the Client/ Accounting Department the funded OBR/Voucher	None	2 minutes	*Lolita S. Pajares* *ADAS II* **Office of the Budget Officer**
	TOTAL	**NONE**	**16 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