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 Civil Registrar's Office (MCRO)

1). Issuance of Marriage License

A marriage license is a document issued by the Municipal Civil Registrar, authorizing a couple to marry.

Office or Division:	Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Couple (At least one resident of DRT, Bulacan)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Birth certificate of applicants *(1 original copy and 1 photocopy)*	Municipal Civil Registrar's Office (MCRO) or Philippine Statistics Authority (PSA)
2. Pre-Marriage Counselling Certificate *(1 original copy)*	Municipal Health Office (MHO)
3. Parental Consent (if applicant is 18 yrs. old but below 21) *(1 original copy)*	Municipal Civil Registrar's Office (MCRO) or Mayor's Office (MO) or Law Office
4. Parental Advice (if applicant is 21 yrs. Old but below 25) *(1 original copy)*	Municipal Civil Registrar's Office (MCRO) or Mayor's Office (MO) or Law Office
5. Certificate of No Marriage (CENOMAR) *(1 original copy and 1 photocopy)*	Philippine Statistics Authority (PSA)
6. Death Certificate (For a marrying Widow/Widower) *(1 original copy and 1 photocopy)*	Philippine Statistics Authority (PSA)
7. Certificate of Legal Capacity (In cases of foreign applicants) *(1 original copy)*	Foreign Embassy/Consulates
8. Passport (Foreign Applicants) *(1 original copy and 1 photocopy)*	Foreign Embassy/Consulates
9. Annulment or Divorce Documents (If applicable) *(1 original copy and 1 photocopy)*	Court
10. Judicial Decree of Annulment *(1 original copy and 1 photocopy)*	Court
11. Community Tax Certificate (CEDULA) *(1 original copy and 1 photocopy)*	Municipal Treasurer's Office (MTO) or Barangay Hall
12. Government Issued Valid ID *(1 original copy and 1 photocopy)*	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements and provides necessary information at MCR Office.	1.Accept & evaluate the requirements. Conduct interview and encode the data. Issue order of payment	None	15 minutes	*Mendielyn Sarmiento / Analyn Ilmedo* *AA III / Clerk* **Office of the Municipal Civil Registrar**
2. Pay the required fees at Office of the Municipal Treasurer. (Window 1 or 2).	2.1 Issue Official Receipt (OR).	P100.00 (Application Fee) P100.00 (Marriage License Fee) P193.00 (PMC Seminar) P 2.00 (AF #54	5 minutes	*Pamela T. Cruz / Aurelia Delos Santos* *AA IV (Window 1) / AA I (Window 3)* ***Office of the Municipal Treasurer***
3. Present the Official Receipt (OR) to the MCR Office.	3.1 Administer Oath and schedule the date of release. Posting period of 10 days (Administrative Order No. 1 Series of 1993)	None	10 days Due date on the following working day	*Lea C. Magbitang* *Municipal Civil Registrar* **Office of the Municipal Civil Registrar**

4. Receive the document requested and sign on the logbook.	4.1 Issue the Marriage License and record on the logbook.	None	2 minutes	*Mendielyn Sarmiento / Analyn Ilmedo* *AA III / Clerk* **Office of the Municipal Civil Registrar**
	TOTAL	**P 395.00**	**10 DAYS AND 22 MINUTES**	

2). Delayed Registration of BIRTH, MARRIAGE, AND DEATH CERTIFICATE

All vital events reported for registration after the regulative period shall be deem delayed and must undergo delayed registration procedures.

Office or Division:	Municipal Civil Registrar
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Concerned individuals/Residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. COLB, COM, COD accomplished and signed by proper parties. *(4 Original copies)*	Hospital/ Medical Clinic/ MCR Office
2. Duly accomplished Affidavit for Delayed Registration at the back of COLB/ COM/COD *(4 Original copies)*	Church / Pastor/ Judge/ Mayor's Office/ Hospital/ Funeral Services/ Rural Health Unit
3. PSA certificate of No Records (negative results)	Philippine Statistics Authority
BIRTH	MCR Office/ Law office
□ Notarized Affidavit of Allowing to Use the Surname of the Father *(1 Original copy)*	PSA Office/Outlets
□ Marriage Certificate of parents *(1 Original copy)*	Law Office
□ Affidavit of Two Disinterested Person *(1 Original copy)*	Barangay Hall/Municipal Treasurer's Office
□ Community Tax Certificate *(1 Original copy)*	SSS, UMID, Pag-ibig, GSIS, PhilHealth, Passport, Barangay/NBI/Police Clearance, Company ID, School ID
□ Valid Identification card *(1 photocopy)*	
Submit the following documents (whenever applicable) To prove the **BIRTHDATE AND BIRTHPLACE,** presented in preference:	
□ Baptismal Certificate *(1 Certified True Copy)*	Church
□ School Records (Form 137, Transcript of records) *(1 Certified True Copy)*	School Administrator
□ Medical Records *(1 Certified True Copy)*	Hospital/Medical Clinic
□ Voter's Registration Record *(1 Certified True Copy)*	COMELEC Office
□ SSS Membership Record *(1 Certified True Copy)*	SSS Office
□ Barangay Certification (for children below 7 yrs. Of age) *(1 Original copy)*	Barangay Hall
MARRIAGE	
□ Affidavit/ Certification by the Solemnizing Officer (for marriage) *(1 Original copy)*	Law Office
DEATH	
□ Affidavit by the relative stating the reason for delayed registration *(1 Original copy)*	Law Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit complete requirements at the Office of the Municipal Civil Registrar.	1.1 Accept/ review/ verify the documents presented. Issue order payment and check official receipt	None	10 minutes	*Mendielyn Sarmiento / Analyn Ilmedo* *AA III / Clerk* **Office of the Municipal Civil Registrar**
2. Pay the required fees at the Office of the Municipal Treasurer.	2.1 Posting period of 10 days (Administrative Order No. 1 Series of 1993)	P 125.00 P 75.00 (Certification with RA 9255)	5 minutes 10 days due date on the following working day	*Pamela T. Cruz / Aurelia Delos Santos* *AA IV (Window 1) / AA I (Window 3)* ***Office of the Municipal Treasurer***
3. Review, sign and claim the registered documents	3.1 Approve and certify the late COLB/COM/COD and release registered documents	None	7 minutes	*Lea C. Magbitang* *Municipal Civil Registrar* **Office of the Municipal Civil Registrar**
	TOTAL	**DEPENDS ON THE DOCS.**	**10 DAYS AND 22 MINUTES**	

3). Issuance of Certification of BIRTH, MARRIAGE, AND DEATH CERTIFICATE

BIRTH CERTIFICATE – is a source of vital information and provides legal proof of the identity of an individual.

MARRIAGE CERTIFICATE – is useful to prove the fact of the occurrence of marriage and thus, to establish legal responsibilities of married couple.

DEATH CERTIFICATE – a document issued by a medical practitioner certifying the deceased state of a person.

Office or Division:	Municipal Civil Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All documents registered in the municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Identification card *(1 Original and 1 Photocopy)*	SSS, UMID, Pag-ibig, GSIS, PhilHealth, Passport, Barangay/NBI/Police Clearance, Company ID, School ID
2. Authorization Letter *(1 Original copy)*	Owner of the document / requesting party
3. Original Document *(1 Photocopy)*	Municipal Civil Registrar/Philippine Statistics Authority.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for certification at the Office of the Municipal Civil Registrar.	1.1 Accept the request and verify record on system/registry book.	None	10 minutes	*Mendielyn Sarmiento / Analyn Ilmedo* *AA III / Clerk* **Office of the Municipal Civil Registrar**
2. Pay necessary fees at Treasurer's Office	2.1 Issue order payment.	**P 75.00** (Certification) **P75.00** (Certified True Copy)	5 minutes	*Pamela T. Cruz / Aurelia Delos Santos* *AA IV (Window 1) / AA I (Window 3)* ***Office of the Municipal Treasurer***

3. Present Official Receipt and claim the documents	3.1 Check official receipt and release the document	None	2 minutes	*Lea C. Magbitang* *Municipal Civil Registrar* **Office of the Municipal Civil Registrar**
	TOTAL	**BASED ON DOCUMENTS**	**17 MINUTES**	

4.TIMELY REGISTRATION OF BIRTH AND DEATH CERTIFICATE

The registration of an event calls for an informant, a standard certificate or form on which to declare the facts and circumstances surrounding its occurrence, a place of registration and a registrar. Registration must be done promptly, within the regulative period specified by existing laws.

Office or Division:	Municipal Civil Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Concerned individuals / residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Four original (4) copies of -Certificate of Live Birth (with Cert. of Marriage of Parents)	Hospital/ Medical Clinic/ MCR Office
-Certificate of Death Duly accomplished and signed by the proper parties.	Church / Pastor/ Judge/ Mayor's Office Hospital/ Funeral Services/ Rural Health Unit
2. For COLB to be registered as illegitimate child, both parents • Community Tax certificate *(1 Photocopy)* • Valid Identification Card *(1 Photocopy)*	Barangay Hall or Municipal Treasurer's Office SSS, UMID, Pag-ibig, GSIS, PhilHealth, Passport, Barangay/NBI/Police Clearance, Company ID, School ID
3). Barangay Residency *(1 original copy)* 4). Notarized Affidavit of Allowing to Use the Surname of the Father *(1 original copy)*	Barangay Hall Law Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements at the MCR Office.	1.1 Accept/ review/ register the documents presented	None	18 minutes	*Mendielyn Sarmiento / Analyn Ilmedo* *AA III / Clerk* **Office of the Municipal Civil Registrar**
2. Pay the required fees at Treasurer's Office.	2.1 Issue order payment.	Registration P75.00 Certification w/ R.A. 9255 – P125.00 Burial Fee – P50.00 Transfer Fee- P 100.00 Entrance Fee-	5 minutes *Revenue Collection*	*Pamela T. Cruz / Aurelia Delos Santos* *AA IV (Window 1) / AA I (Window 3)* ***Office of the Municipal Treasurer***

		P100.00 Cremation – P200.00		
3. Claim the registered document	3.1 Check official receipt and release the document	None	1 minute	*Lea C. Magbitang* *Municipal Civil Registrar* **Office of the Municipal Civil Registrar**
	TOTAL	**Based on needed doc.**	**24 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