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 Disaster Risk Reduction and Management Office (MDRRMO)

Emergency Response (24/7 Operation)

Provision of immediate response to any untoward incident reported / monitored and providing first aide and if possible, transfer to the appropriate health facilities at all times.

Office or Division:	Municipal Disaster Risk Reduction Management Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Report to MDRRM office any untoward incident and all the details below through any means of communications in the locality.	1.1 Preposition of materials, supplies, equipment and other supplies needed for the response.	None	1 minute	*Ma. Leonora Gurion LDRRMA* **Office of the Municipal Risk Reduction and Management**
	1.2 Proceed to the area of concern. Attend to the reported untoward incident / emergency situation.	None	ASAP	*Alexander Piadozo AA I / Responder* **Office of the Municipal Risk Reduction and Management**
	1.3 Application of needed services and first aid treatment depending on the severity of the case. If possible, endorse to agency concern or transfer to the nearest health facilities.	None	ASAP	
	1.4 Endorsement to the attending health staff/facility for proper medication / care depending on the nature and extent of the damage from the incident.	None	ASAP	
	TOTAL	**NONE**	**VARIABLE**	

2). Ambulance assistance for indigent constituent.

Provision of immediate response to any untoward incident reported / monitored and providing ambulance assistance, if possible, transfer to the appropriate health facilities at all times.

Office or Division:	Municipal Disaster Risk Reduction Management Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request to the Office of the MDRRM or call/text the Rescue Hotline (0916 122 1957).	1.1 Receive request and schedule the ambulance.	None	ASAP	*Francis M. Magalona / Joh Kenneth B. Castro / Ma. Leonora Gurion / Alexander Piadozo LDRRMO III / LDRRMO I / LDRRMA / AA I / Responder* **Office of the Municipal Risk Reduction and Management**
	TOTAL	**NONE**	**VARIABLE**	

3). Request for DRRM Trainings / Seminars / Workshops.

The service ensures that the trainings and seminars conducted will equip participants with the appropriate knowledge and skills that conforms with the standards set by governing agencies as mandated under the Republic Act 10121.

Office or Division:	Municipal Disaster Risk Reduction Management Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter request addressed to Municipal Mayor and attention to the LDRRMO.	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit letter request to MDRRM Office.	1.1 Accept and review the letter request.	None	2 minutes	*Ma. Leonora Gurion LDRRMA* **Office of the Municipal Risk Reduction and Management**
	1.2 Endorse to the Municipal Mayor for approval.	None	10 minutes	
	1.3 Upon approval, forward the letter to the LDRRMO for review.	None	5 minutes	*Francis M. Magalona LDRRMO III* **Office of the Municipal Risk Reduction and Management**
	1.4 Check and review the Schedule of the Training Team.	None	3 minutes	*Ma. Leonora Gurion LDRRMA* **Office of the Municipal Risk Reduction and Management**
2.Client will be advised to wait for the approval of the letter request.	2.1 Advise the client for the approval of the request and inform the Training team to accommodate the	None	5 minutes	*Ma. Leonora Gurion LDRRMA* **Office of the Municipal Risk Reduction and Management**

	schedule and other details of the training / seminar / workshop.			
3.Prepare the program and the venue of the activity.	3.1 Prepare the modules and topics to be discuss on the training / seminar / workshop.	None	1 day	*Francis M. Magalona / Joh Kenneth B. Castro / Ma. Leonora Gurion / Alexander Piadozo LDRRMO III / LDRRMO I / LDRRMA / AA I / Responder* **Office of the Municipal Risk Reduction and Management**
	TOTAL	**NONE**	**1 DAY AND 25 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