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

Public Information Office (PIO)

1). Request for data and other information of public interest and welfare to media and researchers

Access to accurate data is vital for informed decision-making. The Public Information Office facilitates requests for data and other pertinent information, fostering transparency and enabling media and researchers to effectively serve the public interest and welfare.

Office or Division:	Public Information Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• **Walk-in / Personal Inquiry** 1. Letter Request addressed to the Municipal Mayor, attention to the Public Information Officer *(1 original copy)*	Client
2. Request Slip *(1 original copy)*	Public Information Office
• **Electronic Inquiry (E-mail)** 1. Electronic Letter Request addressed to the Municipal Mayor, attention to the Public Information Officer *(1 original copy)*	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-in / Personal Inquiry 1. Submit the Letter request.	1.1 Review letter request and prepare Request Slip.	None	2 minutes	*Jaymark SD. Castro* *Asst. PIO* **Office of the Public Information**
2. Fill out the request slip and submit it to the personnel.	2.1 Verify the request slip.	None	1 minute	*Jaymark SD. Castro* *Asst. PIO* **Office of the Public Information**
	2.2 Approval of the request slip.	None	1 minute	*Madonna Marcelo* *Head PIO* **Office of the Public Information**
	2.2 Check the availability of the requested document based on the request letter.	None	5 minutes	*Jaymark SD. Castro* *Asst. PIO* **Office of the Public Information**
3. Receive the requested document and sign on the logbook	3.1 Prepare and release the requested documents and record it to the logbook.	None	5 minutes	*Jaymark SD. Castro* *Asst. PIO* **Office of the Public Information**
	TOTAL	**NONE**	**14 MINUTES**	

Electronic Inquiry (E-mail) 1. Submit the Letter request to email of MPDO.	1.1 Review letter request.	None	2 minutes	*Jaymark SD. Castro* *Asst. PIO* **Office of the Public Information** *Madonna Marcelo* *Head PIO* **Office of the Public Information**
	1.2 Print the letter request and forward to Head PIO for approval.	None	2 minutes	
	1.3 Check the availability of the requested document based on the request letter.	None	5 minutes	*Jaymark SD. Castro* *Asst. PIO* **Office of the Public Information**
2. Receive the requested document and acknowledge the receipt of the email.	2.1 Prepare and send the requested documents and record it to the logbook.	None	5 minutes	*Jaymark SD. Castro* *Asst. PIO* **Office of the Public Information**
	TOTAL	**NONE**	**14 MINUTES**	

INTERNAL SERVICES

Public Information Office (PIO)

1). Coverage of Local Events and Activities (Photo and Video Documentation)

PIO captures the essence of community happenings through high-quality photo and video documentation, ensuring that local events receive the attention they deserve.

Office or Division:	Public Information Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Government			
Who may avail:	All Government Offices of LGU DRT.			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. PIO Request Slip		Public Information Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Fill out the request slip and submit it to Public Information Office.	1.1 Receive and evaluate the request slip.	None	2 minutes	*Jaymark SD. Castro* *Asst. PIO* **Office of the Public Information**
	1.2 Endorse to the Head PIO for approval.	None	1 minute	*Madonna Marcelo* *Head PIO* **Office of the Public Information**
	1.3 Upon approval of the Head PIO check the calendar and availability of the Production Team.	None	1 minute	*Jaymark SD. Castro* *Asst. PIO* **Office of the Public Information**
2.Confirm the approval of request.	2.1 Inform the requesting party about the schedule of coverage.	None	2 minutes	*Jaymark SD. Castro* *Asst. PIO* **Office of the Public Information**
	TOTAL	**NONE**	**6 MINUTES**	

2). Request for Layout for Tarpaulin and Other Information materials

Eye-catching visuals for promotional materials the office specialize in designing layouts for tarpaulins and other informative materials, tailored to specific needs.

Office or Division:	Public Information Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Government			
Who may avail:	All Government Offices of LGU DRT.			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. PIO Request Slip		Public Information Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Fill out the request slip and submit it to Public Information Office.	1.1 Receive and evaluate the request slip.	None	2 minutes	
	1.2 Check and schedule the design process. Note: *The design process has a maximum duration up to **3 days** until further notice.*	None	2 minutes	*Jaymark SD. Castro* *Asst. PIO* **Office of the Public Information**

2.Confirm the approval of request.	2.1 Inform the requesting party about the design layout for review. 2.2 Upon approval, the layout will be sent via email of the requesting party.	None None	2 minutes 1 minute	*Jaymark SD. Castro* *Asst. PIO* **Office of the Public Information**
	TOTAL	**NONE**	**7 MINUTES**	

3). Request for Public Announcements through Social Media

To increase public understanding of the programs, initiatives, and activities of the local government unit, the Public Information Office creates educational materials. to engage the public on a larger scale, particularly in light of social media's growing importance in advancing participatory governance for government agencies.

Office or Division:	Public Information Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Government			
Who may avail:	All Government Offices of LGU DRT.			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. PIO Request Slip		Public Information Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Fill out the request slip and submit it to Public Information Office.	1.1 Receive and evaluate the request slip. 1.2 Endorse to the Head PIO for approval. 1.3 Upon approval of the Head PIO, create the content and pub-mat of the announcement.	None None None	2 minutes 1 minute 10 minutes	*Jaymark SD. Castro* *Asst. PIO* **Office of the Public Information** *Madonna Marcelo* *Head PIO* **Office of the Public Information** *Jaymark SD. Castro* *Asst. PIO* **Office of the Public Information**
2.Confirm the approval of request.	2.1 Inform the requesting party about the schedule of content. 2.2 Post the content on Social Media platforms used by the LGU DRT.	None None	2 minutes 2 minutes	*Jaymark SD. Castro* *Asst. PIO* **Office of the Public Information**
	TOTAL	**NONE**	**17 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