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

Office of the Municipal Mayor (MO)

1). Financial Assistance

Financial Assistance includes medical assistance for indigent individuals or families as the need arises, it also includes burial and any other assistance that the Office of the Mayor may extend to the residents of Doña Remedios Trinidad.

Office or Division:	Office of the Municipal Mayor
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Constituents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FINANCIAL/MEDICAL ASSISTANCE: 1. Medical Certificate/Medical Abstract *(1 original copy)* 2. Barangay Indigency *(1 original copy)* 3. Letter of Intent addressed to the Municipal Mayor (Sulat-Kahilingan) *(1 original copy)* 4. Voter's Certification *(1 photocopy but present the original)* 5. Meralco Bill or any proof of billing (Latest) if None Certification from the Barangay *(1 photocopy but present the original)* 6. Yellow Booklet *(1 original copy)*	Hospital where the client was confined Barangay Hall where the client is residing Client Commission on Elections Office (COMELEC) Client / Barangay Hall where the client is residing Municipal Planning and Development Office (MPDO)
BURIAL ASSISTANCE: 1. Death Certificate *(1 photocopy but present the original)* 2. Barangay Indigency *(1 original copy)* 3. Letter of Intent addressed to the Municipal Mayor (Sulat-Kahilingan) *(1 original copy)* 4. Voter's Certification *(1 photocopy but present the original)* 5. Meralco Bill or any proof of billing (Latest) if None Certification from the Barangay *(1 photocopy but present the original)* 6. Yellow Booklet *(1 original copy)*	Municipal Civil Registrar Office (MCRO) / PSA Barangay Hall where the client is residing Client Commission on Elections Office (COMELEC) Client / Barangay Hall where the client is residing Municipal Planning and Development Office (MPDO)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for assistance at the Mayor's Office	1.1 Interview and assessment 1.2 Present the client the list of requirements.	None None	3 minutes 2 minutes	*Madonna Marcelo / Marites B. Santos* *IA I / AO II* **Office of the Municipal Mayor**

2. Complete the necessary requirements and submit the documents	2.1 Interview and process the attachment of submitted documents 2.2 Endorse the documents to the Municipal Mayor	None None	10 minutes 3 minutes	*Madonna Marcelo / Marites B. Santos* *IA I / AO II* **Office of the Municipal Mayor** *Engr. Emilson C. Dela Cruz* *Municipal Administrator* **Office of the Municipal Mayor**
3. Receive the endorsement and attached documents	3.1 Present the endorsement and documents to the client	None	2 minutes	*Madonna Marcelo / Marites B. Santos* *IA I / AO II* **Office of the Municipal Mayor**
4. Forward documents the offices concerned for processing. MSWDO, MBO, MACCO & MTO	4.1 Record the client's name to the logbook for references.	None	2 minutes	*Madonna Marcelo / Marites B. Santos* *IA I / AO II* **Office of the Municipal Mayor**
	TOTAL	**None**	**14 minutes**	

2). Issuance of Endorsement, Recommendation and Certification

The Office of the Mayor is also tasked with assisting its constituents who seek medical and/or financial aid or certification with the other governmental and non-governmental agencies. The said Endorsement/Recommendation or Certification signifies that the individual requesting the same is qualified for the purpose sought to be endorsed for.

Office or Division:	Office of the Municipal Mayor
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter duly addressed to the Municipal Mayor *(1 original copy)*	Client
2. Barangay Clearance *(1 original copy)*	Barangay Hall
3. Curriculum Vitae or Resume *(1 original copy)*	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter and requirements to the Mayor's Office	1.1 Accept the request letter and check the completeness of the requirements. 1.2 Prepare requested document	None None	5 minutes 5 minutes	*Madonna Marcelo / Marites B. Santos* *IA I / AO II* **Office of the Municipal Mayor**

2. Claim requested documents.	2.1 Review document and releases to the requesting constituent	None	5 minutes	*Madonna Marcelo / Marites B. Santos* *IA I / AO II* **Office of the Municipal Mayor**
	TOTAL	**None**	**15 minutes**	

3). Request for Mayor's Clearance

The Office of the Municipal Mayor is responsible for the reception of all correspondence addressed to the Honorable Municipal Mayor from the general public as well as other departments of the Local Government, Provincial Government and National Government as well as the private sector Offices. Any and all correspondences are presented to the Municipal Mayor for his attention and disposition, including but not limited to the endorsement of request to the proper authorities or departments within the time provided for by law. This may include complaints as such it would entail the Municipal Mayor's approval/signature and/or further instructions. Thereafter, requests or communications acted upon by the Municipal Mayor are transmitted to the concerned parties as per the Municipal Mayor's instructions.

Office or Division:	Office of the Municipal Mayor
Classification:	Simple
Type of Transaction:	G2G – Government to Government; G2B – Government to Business & G2C – Government to Citizen
Who may avail:	All, Government, Business Establishments,

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request letter duly addressed to the Office of the Mayor *(1 Original copy)*	Client
Mayor's Clearance / Certification 1. Community Tax Certificate *(1 original copy)* 2. Barangay Clearance *(1 original copy)* 3. Police Clearance *(1 original copy)* 4. Official Receipt *(1 original copy)*	 Municipal Treasury Office (MTO) or Barangay Hall Barangay Hall Philippine National Police (PNP) Municipal Treasury Office (MTO)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request letter to the Mayor's Office.	1. Accept the request letter and check the relief sought or the subject matter of the same	None	2 minutes	
	1.1 Submit the necessary documents (CLEARANCE)	None	2 minutes	*Madonna Marcelo / Marites B. Santos* *IA I / AO II* **Office of the Municipal Mayor**
	1.2 After the verification of documents, accept the payment and issued Official Receipt	P 55.00	5 minutes	

	1.3 Prepare the required certification/clearance for Mayor's signature	None	3 minutes	
2. Receive requestor's copy	2. After submission and assessment, the letter would be recorded in the log book and stamped received for the requesting party's copy. 2.1 Issuance of Mayor's Clearance / Certificate	None	5 minutes	*Madonna Marcelo / Marites B. Santos* *IA I / AO II* **Office of the Municipal Mayor**
	TOTAL	**P 55.00**	**17 minutes**	

4). Schedule of Municipal Covered Court, Multi-purpose Hall and Conference Room

In the interest of public service, it is the policy of the municipal government to make its facilities available for the use of the public.

Office or Division:	Office of the Municipal Mayor
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the logbook	1.1 Get the necessary information.	None	2 minutes	*Madonna Marcelo / Marites B. Santos* *IA I / AO II* **Office of the Municipal Mayor**
2. Accept the scheduled date.	2.1 Verify the schedule 2.2 Approval of the schedule	None None	2 minutes 2 minutes	
	TOTAL	**None**	**6 minutes**	

5). Schedule of Government Vehicle for Transportation (Ambulance & Rescue Vehicles)

In the interest of public service, it is the policy of the municipal government to make its government vehicle available for the use of the public.

Office or Division:	Office of the Municipal Mayor
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the logbook	1.1 Get the necessary information	None	2 minutes	*Madonna Marcelo / Marites B. Santos* *IA I / AO II* **Office of the Municipal Mayor**
2. Accept the schedule date for the use of the Government Vehicle.	2.1 Verify the schedule and availability of the vehicle	None	2 minutes	
	2.2 Approval of the schedule	None	2 minutes	
	TOTAL	**None**	**6 minutes**	

6). Solemnization of Marriage

ABOUT THE SERVICE: The Municipal Mayor has the power to solemnize marriage as provided for by R.A. 7160 otherwise known as the Local Government Code of 1991.

Office or Division:	Office of the Municipal Mayor
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Marriage Contract (4 Original copy) ***Note:*** *All requirements should be completed and submitted to the Municipal Civil Registrar Office.*	Municipal Civil Registrar Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the logbook	1.1 Get the necessary information	None	2 minutes	*Madonna Marcelo / Marites B. Santos* *IA I / AO II* **Office of the Municipal Mayor**
2. Present the requirement	2.1 Verify the schedule and prepare for the Solemnization	None	3 minutes	*Madonna Marcelo / Marites B. Santos* *IA I / AO II* **Office of the Municipal Mayor**
	2.2 Solemnization of Marriage	None	30 minutes	*Hon. Ronaldo T. Flores* ***Municipal Mayor***
	TOTAL	**None**	**35 minutes**	

7). Application of Electric Meter (Electrification Project)

This service facilitates the installation of electric meters in partnership with MERALCO, allowing households in the municipality to have a power supply.

Office or Division:	Office of the Municipal Mayor
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form *(1 Original)*	Electrification Office
2. Government Issued ID *(1 photocopy, but present the original)*	Client
3. Community Tax Certificate (Cedula) *(1 photocopy, but present the original)*	Municipal Treasury Office or Barangay Hall
4. Picture of House (Front, Back, Left and Right) (Printed on a bond paper) *(1 Original)*	Client
5. Sketch if House *(1 Original)*	Client
6. Barangay Clearance *(1 Original)*	Barangay Hall
7. Barangay Certification *(1 Original)*	Barangay Hall
8. Certificate of Inspection (CEI) *(1 Original)*	Municipal Engineering Office
9. Mayor's Certification *(1 Original)*	Municipal Mayor's Office
10. Yellow Booklet *(1 Original)*	Municipal Planning and Development Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all the requirements to the Electrification Project Focal	1.1 Accept the documents and validate. 1.2 Once validated and completed fill-out the logbook for references.	None None	3 minutes 2 minutes	*Hon. Guillermo E. Santos* *Electrification Focal Person* **Office of the Municipal Mayor**
2. Choose the option that will avail	2.1 Present the options for application of meter base. *Option 1*: One Meralco Foundation (RAISE) *Option 2*: Installation will shoulder by the client. *Option 3*: Private – The client will shoulder all the expenses by the contractor/electrician	None None P5,500.00 P10,000.00	2 minutes None None None	
3. Accept the schedule date for Inspection of meter base post.	2.1 Verify the schedule and availability of the Electrician/ Contractor	None	Variable	
	TOTAL	**TOTAL AMOUNT MAY VARY**	**TOTAL TIME MAY VARY**	

8). Shooting Location Permit / Clearance

Issuance of permit or clearance for filming and photography activities within designated tourism sites and other locations, subject to applicable local policies and requirements.

Office or Division:	Office of the Municipal Mayor
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter duly addressed to the Municipal Mayor *(1 original copy)*	Client
2. Portion of Script of scene *(1 photo copy)*	Client
3. Application Form *(1 original copy)*	Mayor's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter and requirements to the Mayor's Office	1.1 Accept the request letter and check the completeness of the requirements.	None	10 minutes	*Madonna Marcelo / Marites B. Santos* *IA I / AO II* **Office of the Municipal Mayor**
	1.2 Issue Order of Payment	None	5 minutes	
2. Pay the necessary amount at Treasury Office	2.1 Accept the payment	Php 2,500.00	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 & wait for the releasing of the permit	3.1 Issuance of the Permit / Clerance with signature of Municipal Mayor and record it to the logbook	None	10 Minutes	*Madonna Marcelo / Marites B. Santos* *IA I / AO II* **Office of the Municipal Mayor**
	TOTAL	**None**	**30 minutes**	

INTERNAL SERVICES

Office of the Municipal Mayor (OMO)

1). Request for Gas Allocation

This service is obtainable for requesting departments or units of the LGU when they need gas allocation during fieldworks, seminars, out-of-town engagements, and other similar functions. The departments or units who intend to avail gas allocation shall transact with the Office of the Municipal Administrator to fill out the necessary forms and inquire about the allocation approved by authorities.

Office or Division:	Office of the Municipal Mayor
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Requesting departments and units of the LGU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly-approved PURCHASE ORDER and DRIVER TRIP TICKET (1 Original)	Office of the Municipal Mayor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling-out and submission of Purchase Order and Driver Trip Ticket	1. Accepts duly accomplished forms, records the forms in the logbook and forwards to the Municipal Mayor	None	2 minutes	*Madonna Marcelo / Marites B. Santos* *IA I / AO II* **Office of the Municipal Mayor**
2. Claims Purchase Order and Driver Trip Ticket	2.1 Office returns the approved forms to the requesting unit, or department. The return signifies that the requestor may now claim the gas allocation.	None	2 minutes	
	TOTAL	**NONE**	**4 MINUTES**	

2). Schedule of Municipal Conference Room & Multi-purpose Hall

This service is obtainable for requesting departments or units of the LGU when they needed to Schedule the Municipal Conference Room for meetings, seminars, trainings, engagements, and other similar functions. The departments or units who intend to schedule the Municipal Conference Room shall transact with the Office of the Municipal Mayor to fill out the necessary forms and inquire about the availability of the Municipal Conference Room.

Office or Division:	Office of the Municipal Mayor
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Requesting departments and units of the LGU

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the logbook	1.1 Get the necessary information	None	2 minutes	*Madonna Marcelo / Marites B. Santos* *IA I / AO II* **Office of the Municipal Mayor**
2. Accept the schedule date.	2.1 Verify the schedule 2.2 Approval of the schedule	None None	2 minutes 2 minutes	
	TOTAL	**NONE**	**6 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.

***

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