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 Planning and Development Office (MPDO)

1). Issuance of Locational Clearance and Zoning Certificate.

The Locational Clearance and Zoning Certificate is issued to all business establishments upon application for Business Permit or Building Permit to ensure that the business location is in accordance with the Land Use Plan and Zoning Ordinance of the Municipality.

Office or Division:	Municipal Planning and Development Office
Classification:	Simple
Type of Transaction:	G2B-Government to Business
Who may avail:	Business Owners / Taxpayers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Site Development Plan *(1 photocopy)*	Private Engineer
2. Location Map *(1 photocopy)*	Private Engineer
3. Bill of Materials *(1 photocopy)*	Private Engineer
4. Barangay Permit *(1 photocopy)*	Barangay Hall
5. Tax Declaration *(1 photocopy)*	Municipal Assessor's Office
6. Tax Clearance *(1 photocopy)*	Municipal Treasurer's Office
7. Application Form *(2 original copy)*	Municipal Planning and Development Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request for Zoning/Locational Clearance Application Form.	1.1 Provide the Zoning/Locational Clearance Application Form.	None	1 minute	Beverlyn B. Castro / Jaymark Castro AA I / PO I **Office of the Municipal Planning and Development**
2.Fill out Application Form for Zoning/Locational Clearance and submit all requirements.	2.1 Accept and verify submitted Application Form and requirements for Locational/Zoning Clearance.	None	3 minutes	Bevelyn B. Castro AA I **Office of the Municipal Planning and Development**
	2.2 Verify the Location of the property thru Mapping System in accordance with the Land Use Plan and Zoning Ordinance of the Municipality.	None	5 minutes	Jaymark SD. Castro PO I **Office of the Municipal Planning and Development**
	2.2 Compute amount to be paid and Issue Order of Payment upon completion of requirements.	None	3 minutes	Engr. Susana B. De Guzman *MPDC* **Office of the Municipal Planning and Development**
3. Accept order of payment and proceed to Municipal Treasurer's Office for payment	3.1 Issue Official Receipt based on the Order of Payment	*Locational Clearance Fee based on the Schedule fees of HLURB computed from the bill of materials*	2 minutes	*Pamela T. Cruz / Aurelia Delos Santos* *AA IV (Window 1) / AA I (Window 3)* *Office of the Municipal Treasurer*

4. Return to MPDC Office and present the Official Receipt	4.1 Accept the Official Receipt and Prepare the Locational / Zoning Clearance. 4.2 Sign the Locational / Zoning Clearance.	None None	3 minutes 1 minute	Bevelyn B. Castro AA I **Office of the Municipal Planning and Development** Engr. Susana B. De Guzman *MPDC* **Office of the Municipal Planning and Development**
5. Receive the Locational / Zoning Clearance	5.1 Release the Locational / Zoning Clearance and record it to Logbook.	None	2 minutes	Bevelyn B. Castro AA I **Office of the Municipal Planning and Development**
	TOTAL	**BASED ON THE SCHEDULE FEES OF HLURB**	**20 MINUTES**	

2). Issuance of Yellow/Blue Booklet.

The Yellow/Blue Booklet is issued to all household to ensure that the services offered by the local government is updated is in accordance with the good governance of the Municipality.

Office or Division:	Municipal Planning and Development Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Voter's Certification *(1 original copy)* 2. Barangay Clearance *(1 photocopy)* 3. Application Form *(1 original copy)*	Commission on Elections Office Barangay Hall Municipal Planning and Development Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Application Form for Yellow / Blue Booklet and submit all requirements.	1.1 Accept and verify submitted Application Form and requirements for Yellow / Blue Booklet	None	2 minutes	Beverlyn B. Castro / Jaymark Castro / Engr. Susana B. De Guzman AA I / PO I / MPDC **Office of the Municipal Planning and Development**
	1.2 Encode the client's information to the database.	None	3 minutes	
	1.3 Fill out the Yellow / Blue Booklet provided by the client.	None	2 minutes	
2. Receive the Yellow/Blue booklet and sign the logbook	2.1 Release the Yellow / Blue Booklet and record it to the logbook.	None	2 minutes	
	TOTAL	**NONE**	**9 MINUTES**	

3). Request for Planning Documents for Research and other purposes.

The planning documents may issue for the purpose of research and other purposes that can be as basis or reference of their need.

Office or Division:	Municipal Planning and Development 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 Municipal Planning and Development Coordinator *(1 original copy)*	Client
2. Request Slip *(1 original copy)*	Municipal Planning and Development Office
• **Electronic Inquiry (E-mail)** 1. Electronic Letter Request addressed to the Municipal Mayor, attention to the Municipal Planning and Development Coordinator *(1 electronic 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	Beverlyn B. Castro / Jaymark Castro AA I / PO I **Office of the Municipal Planning and Development**
2. Fill out the request slip and submit it to the personnel.	2.1 Verify the request slip.	None	1 minute	Beverlyn B. Castro / Jaymark Castro AA I / PO I **Office of the Municipal Planning and Development**
	2.2 Approval of the request slip.	None	1 minute	**Engr. Susana B. De Guzman** MPDC **Office of the Municipal Planning and Development**
	2.2 Check the availability of the requested document based on the request letter.	None	5 minutes	Beverlyn B. Castro / Jaymark Castro AA I / PO I **Office of the Municipal Planning and Development**
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	Beverlyn B. Castro / Jaymark Castro AA I / PO I **Office of the Municipal Planning and Development**
	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	Beverlyn B. Castro / Jaymark Castro AA I / PO I **Office of the Municipal Planning and Development**
	1.2 Print the letter request and forward to MPDC for approval.	None	2 minutes	
	1.3 Check the availability of the requested document based on the request letter.	None	5 minutes	
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	Beverlyn B. Castro / Jaymark Castro AA I / PO I **Office of the Municipal Planning and Development**
	TOTAL	**NONE**	**14 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