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 Tourism, Culture and Arts Office (MTCAO)

1). REQUEST FOR TOURIST GUIDING TRAINING

Provision of assistance in organizing and facilitating tourist guiding training to enhance the knowledge, skills, and competencies of local tour guides.

Office or Division:	Municipal Tourism, Culture and Arts Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Tourist Guides / Site Guides

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Birth Certificate *(1 photocopy)*	Client
2. Health Clearance *(1 photocopy)*	Rural Health Unit (RHU)
3. Yellow / Blue Booklet *(1 original copy)*	Mun. Planning and Dev't. Office (MPDO)
4. Voter's Certification *(1 photocopy)*	COMELEC Office
5. Barangay Clearance *(1 original copy)*	Respective Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to the MTCAO Office and state the intent	1. Discussion of the basic requirement and qualifications 1.2 Secure schedule with the barangay	None None	2 minutes 1 minute	*Mary Jane C. Castro* *Tourism Officer* **MTCAO Office**
2.Process/ accomplish requirements and submit to the Municipal Tourism Office	2.1 Check and validate requirements for filing	None	1 minute	
3.Proceed to the scheduled training area and finish the training sessions	3.1 Conduct of tourist guiding training and assessment	None	3 days	
	TOTAL	**None**	**3 days and 3 minutes**	

2). INTERVIEW AND GATHERING OF TOURISM RELATED INFORMATION

Conduct of interviews and collection of relevant tourism information to document local attractions, destinations, products, activities, and other tourism-related resources.

Office or Division:	Municipal Tourism, Culture and the Arts Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• **Walk-in / Personal Inquiry** 1. Letter Request addressed to the Municipal Mayor, attention to the Municipal Tourism, Culture and Arts Officer *(1 original copy)*	Affiliated learning Institution / Agency
2. Identification Card *(1 photocopy)*	Client
• **Electronic Inquiry (E-mail)** 1. Electronic Letter Request addressed to the Municipal Mayor, attention to the Municipal	Client

Mayor, attention to the Municipal Tourism, Culture and Arts Officer *(1 electronic original copy)*				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the Letter request.	1.1 Review and validate the letter request. 1.2 Schedule the request (Interview/s or document/s needed)	None None	2 minutes 1 minute	*Mary Jane C. Castro* *Tourism Officer* **MTCAO Office**
2.Transact on the scheduled date.	2.1 Assist and provide the requested transaction.	None	Varies depending on the request	
	TOTAL	**NONE**	**Total time may vary**	

3). ASSISTANCE FOR DOT ACCREDITATION

Provision of guidance and assistance to tourism establishments and stakeholders in complying with the requirements and procedures for Department of Tourism (DOT) accreditation.

Office or Division:	Municipal Tourism, Culture and the Arts Office
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Tourist Spot Operators and Tourist Guides

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Tourist Spot Operators:	
1. Business Permit *(1 photocopy)*	Business Permit and Licensing Office
2. Certification of submission of Tourism Statistics Report *(1 photocopy)*	Mun. Tourism, Culture and Arts Office
3. DOT Accomplished Application Form *(1 original copy)*	Mun. Tourism, Culture and Arts Office
4. SEC Registration Certificate *(1 photocopy)*	Securities and Exchange Commission
5. DTI Business Name Registration *(1 photocopy)*	Department of Trade and Industry
6. Fire Safety Inspection Certificate *(1 photocopy)*	Bureau of Fire Protection
Tourist Guides:	
1. Certificate of Completion on DOT Tourist Guiding Training *(1 photocopy)*	Department of Tourism
2. Barangay Clearance *(1 original copy)*	Respective Barangay
3. Health Certificate *(1 photocopy)*	Rural Health Unit
4. Drug Test Result (Negative) *(1 photocopy)*	Drug Testing Laboratory (Government Accredited)

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the office and state the intent.	1.1 Discussion of the basic requirement.	None	1 minute	
2. Provide and accomplish required documents.	2.1 Review, validate, and filing of the presented document. 2.2 Schedule assistance to accreditation application.	None None	1 minute 1 minute	*Mary Jane C. Castro* *Tourism Officer* **MTCAO Office**

3.Provide pertinent information necessary for the application.	3.1 Assist the client in application for DOT accreditation on scheduled date.	Varies on the type of transaction (to be paid to DOT)	2 hours	
	TOTAL	**NONE**	**2 hours and 3 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