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 Treasurer's Office (MTO)

1). COLLECTION OF BUSINESS TAX

Business tax payments are collected and validated through issuance of Official Receipt.

Office or Division:	Office of the Municipal Treasurer
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business
Who may avail:	All DRT Business owners/operators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Business Tax Assessment (assessed by the BPLO, reviewed by the Municipal Treasurer and approved by the LCE) *(1 original copy)*	BPLO
2. Cash / Manager's or Cashier's Check	Business Owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Proceed to Taxpayer's Windows at the Municipal Treasurer's Office and present the approved Business Tax Assessment and pay the required amount	1.1 Accept the approved Business Tax and Assessment 1.1 Verify existence of assessment and encode the amount tendered *For check payment, encode the bank's name, date, amount and check number	None	7 minutes	Pamela T. Cruz / Michael M. Valencia AA IV (Window 1) Mun. Treasurer (Window 2) **Office of the Municipal Treasurer**
2. Receive the Business Tax Official Receipt	2.1 Validate payment and issue Business Tax Official Receipt	As stated in the Business Tax Assessment	3 minutes	
	TOTAL	**Total amount may vary**	**10 minutes**	

2). SEALING OF WEIGHTS AND MEASURES

The Municipality of DRT is empowered to levy fees for sealing of weights and measures at such reasonable rates (Sec. 151, LGC). Every person before using instrument of weights and measures for business, service, commercial or other transactions with the public within the LGU shall first have them sealed and pay the corresponding fee, fixed under an ordinance, to the Municipal Treasurer's Office.

Office or Division:	Office of the Municipal Treasurer
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All DRT Taxpayers engaging in business that uses instruments of weights and measures

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for Testing / Sealing of weights and measure *(1 original copy)*	Treasury Office
2. Request Letter *(1 original copy)*	Business Operator/Owner

3. Latest Official Receipt *(1 original copy)*		Business Operator/Owner		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Taxpayer submit request letter and present the weights and measure instrument for sealing	1. Accept the letter request and evaluate of the business permit is valid and the latest tax obligation is settled ➢ If the apparatus is found to be detective, the application shall be disapproved. ➢ If the apparatus is in good condition, issue order of payment	None	20 minutes	*Maribel C. Supleo / Jonalyn Fidelliaga* *AA I / LTOO I / Municipal Treasurer* **Office of the Municipal Treasurer**
2. Accept Order of Payment and pay the required amount and receive the Official Receipt	2.1 Accept payment and issue Official Receipt	As stated in the Municipal Ordinance	5 minutes	Aurelia C. Delos Santos / Michael M. Valencia AA IV (Window 3) Mun. Treasurer (Window 2) **Office of the Municipal Treasurer**
3. Present the official receipt and the weighing instrument for sealing	3.1 Check Official Receipt presented and permit if fully completed. Initiate the testing of the measuring apparatus. All findings shall be indicated in the application form	None	30 minutes	*Maribel C. Supleo / Jonalyn Fidelliaga* *AA I / LTOO I / Municipal Treasurer* **Office of the Municipal Treasurer**
	TOTAL	**Total amount may vary**	**55 minutes**	
Walk-in Taxpayer				
1. Taxpayer or vendors present the application form, the weighing scale and other required documents for verification	1. Accept application form. Check if the weighing scale in in order and determine the business permit (for new) and latest official receipt for renewal and retirement and determine the expiration date	None	**15 minutes for every weighing scale**	*Maribel C. Supleo / Jonalyn Fidelliaga* *AA I / LTOO I / Municipal Treasurer* **Office of the Municipal Treasurer**
2. Accept Order of Payment and pay the required amount	2. Accept the payment and issue Official Receipt	As stated in the Municipal Ordinance	**5 minutes**	Aurelia C. Delos Santos / Michael M. Valencia AA IV (Window 3) Mun. Treasurer (Window 2) **Office of the Municipal Treasurer**
3. Present Official Receipt and wait while the instrument is for sealing	3. Check the Official Receipt and perform the sealing of weighing sale / instrument 3.1 Return the sealed instrument	None	15 minutes	*Maribel C. Supleo / Jonalyn Fidelliaga* *AA I / LTOO I / Municipal Treasurer* **Office of the Municipal Treasurer**

3.1 Receive the sealed weighing scale/instrument				
	TOTAL	**Total amount may vary**	**35 minutes**	
Calibration of Gasoline Pumps				
1. Taxpayer of gasoline dealer / gasoline station operator send request letter for calibration of gasoline pumps	1. Conduct physical inspection of the gasoline station on quarterly basis for monitoring and checking of gasoline pumps	None	2 hours (depends on the area / location of the gasoline station	*Maribel C. Supleo / Jonalyn Fidelliaga AA I / LTOO I / Municipal Treasurer* **Office of the Municipal Treasurer**
	TOTAL	**Total amount may vary**	**2 hours depends on the location**	

3). ASSESSMENT AND BILLING OF REAL PROPERTY TAX

Compute for Real Property Taxes prior to its actual payment .

Office or Division:	Office of the Municipal Treasurer
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All DRT Real Property Owners/Developers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Tax Declaration *(1 photocopy)* 2. Real Property Tax (RPT) Official Receipts (Latest) *(1 original or photocopy)* 3. Land Title (if Available) *(1 photocopy)*	Municipal Assessor's Office Owner Registry of Deeds

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Current Real Property Tax (RPT) payment 1. Present latest official receipt, tax declaration of title.	1.1 Verify the RPT Payment.	None	3 minutes	*Maribel C. Supleo / Jonalyn Fidelliaga AA I / LTOO I / Municipal Treasurer* **Office of the Municipal Treasurer**
2. Receive printed RPT bill.	2.1 Issue printed RPT Bill.	None	3 minutes	
3. Pay the required amount.	3.1 Accept payment and issue Official Receipt.	As stated in the RPT Bill	3 minutes	Pamela T. Cruz / Michael M. Valencia AA IV (Window 1) Mun. Treasurer (Window 2) **Office of the Municipal Treasurer**
	TOTAL	**Total amount may vary**	**9 minutes**	
Real Property Tax Delinquent 1. Present latest official receipt/tax declaration, Statement/Notice of Delinquency and other requirements	1.1 Verify the RPT Payment.	None	3 minutes	*Maribel C. Supleo / Jonalyn Fidelliaga AA I / LTOO I / Municipal Treasurer* **Office of the Municipal Treasurer**

2. Receive printed RPT bill.	2.1 Assess and bill the Real Property tax due	None	3 minutes	*Maribel C. Supleo / Jonalyn Fidelliaga AA I / LTOO I / Municipal Treasurer* **Office of the Municipal Treasurer**
3. Pay the required amount.	3.1 Accept payment and issue Official Receipt.	As stated in the RPT Bill	3 minutes	Pamela T. Cruz / Michael M. Valencia AA IV (Window 1) Mun. Treasurer (Window 2) **Office of the Municipal Treasurer**
	TOTAL	**Total amount may vary**	**9 minutes**	

4). PAYMENT OF MISCELLANEOUS FEES AND CHARGES

Collection of regulatory fees and various user/service charges as required by law and based on the Municipal Revenue Code of DRT.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All DRT taxpayers engaging in business, profession and/or transaction			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Depends on the type of transaction fee based on Revenue Code		Treasurer's Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
FOR PAYMENT OF PROFESSIONAL TAX RECEIPT (PTR) (ALL PRC AND IBP CARD HOLDERS				
NEW: Professional- previous/currently employed in government 1. Present original PRC ID	1. Validate PRC ID	None	1 minute	*Maribel C. Supleo / Jonalyn Fidelliaga AA I / LTOO I / Municipal Treasurer* **Office of the Municipal Treasurer**
2. Pay the required fee	2. Accept the payment	P 330.00	2 minutes	*Maribel C. Supleo / Jonalyn Fidelliaga AA I / LTOO I / Municipal Treasurer* **Office of the Municipal Treasurer**
3. Receive the Professional Tax Receipts	3. Issue Professional Tax Receipts	None	2 minutes	Aurelia C. Delos Santos / Michael M. Valencia AA IV (Window 3) Mun. Treasurer (Window 2) **Office of the Municipal Treasurer**
	TOTAL	**P 330.00**	**5 minutes**	
FOR PAYMENT FOR CIVIL REGISTRY FEES				
1. Taxpayer submit order of payment	1.1 Accept order of payment issued by the	None	5 minutes	*Maribel C. Supleo / Jonalyn Fidelliaga*

	Municipal Registrar's Office			*AA I / LTOO I / Municipal Treasurer* **Office of the Municipal Treasurer**
2. Pay the required amount and receive official receipt	2.1 Accept payment and Issue Official Receipt	As stated in the order of payment	3 minutes	Aurelia C. Delos Santos / Michael M. Valencia AA IV (Window 3) Mun. Treasurer (Window 2) **Office of the Municipal Treasurer**
	TOTAL	**Total amount may vary**	**5 minutes**	
PAYMENT FOR CERTIFIED TRUE COPY OF TAX DECLARATION/CERTIFICATE OF NO IMPROVEMENT/NO REVISION/CERTIFICATE OF LAND HOLDING				
1. Taxpayer submit original order of payment from Assessor's Office	1.1 Accept order of payment issued by the Municipal Assessor's Office	None	3 minutes	*Maribel C. Supleo / Jonalyn Fidelliaga AA I / LTOO I / Municipal Treasurer* **Office of the Municipal Treasurer**
2. Pay the required amount and receive official receipt	2.1 Accept payment and issue official receipt	As stated in the order of payment	2 minutes	Pamela T. Cruz / Michael M. Valencia AA IV (Window 1) Mun. Treasurer (Window 2) **Office of the Municipal Treasurer**
	TOTAL	**Total amount may vary**	**5 minutes**	
PAYMENT FOR TAX CLEARANCE FOR REAL PROPERTY TAX				
1. Present Official Receipt for payment of Current Year's Real Property Tax ➢ Requestor should be the owner or buyer of the real property ➢ In case of buyer, present the Deed of Sale ➢ If not the owner, present Special Powert of Attorney duly notarized ➢ If heir, present Deed of Extrajudicial Settlement duly notarized	1.1 Accept and validate the documents	None	3 minutes	*Maribel C. Supleo / Jonalyn Fidelliaga AA I / LTOO I* **Office of the Municipal Treasurer**
2. Pay the required amount and receive official receipt	2.1 Accept payment and issue Official Receipt and Tax Clearance	P 55.00	2 minutes	Pamela T. Cruz / Michael M. Valencia AA IV (Window 1)

				Mun. Treasurer (Window 2) **Office of the Municipal Treasurer**
	TOTAL	**P 55.00**	**10 minutes**	
PAYMENT OF OTHER FEES AND CHARGES AS AUTHORIZED IN THE MUNICIPAL REVENUE CODE				
1. Present Order of Payment	1.1 Accept Order of Payment	None	3 minutes	*Maribel C. Supleo / Jonalyn Fidelliaga* *AA I / LTOO I* **Office of the Municipal Treasurer**
2. Pay the required amount and receive official receipt	2.1 Accept payment and issue Official Receipt	As stated in the Local Revenue Code	2 minutes	Pamela T. Cruz / Michael M. Valencia AA IV (Window 1) Mun. Treasurer (Window 2) **Office of the Municipal Treasurer**
	TOTAL	**Total amount may vary**	**5 minutes**	

5). ISSUANCE OF COMMUNITY TAX CERTIFICATE (INDIVIDUAL)

Community Tax Certificate shall be used to every person or corporation upon payment of the Community Tax. A community tax shall be paid in the place of residence of the individual or in the place where the principal office of the juridical entity is located. (Art.246 (e) Sec.160, LGC)

Office or Division:	Office of the Municipal Treasurer
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All residents, business owners and taxpayers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Community Tax Information Slip (CTIS) *(1 Original copy)*	Treasury Office
2. **New Business:** Approved Application by BPLO *(1 Original copy)*	BPLO
3. **Renewal of Business:** Proof of Income (Approved Business Tax Declaration by BPLO) *(1 Original copy)*	BPLO
4. **Individual:** Proof of Income, Pay slip, BIR Form 2316 *(1 Original copy)*	Treasury Office
5. **For Representative:** Authorization Letter with a photocopy of government issued valid ID of the person being represented and the ID of the representative	Treasury Office

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
FOR NEW BUSINESS:				
1.Present approved application by BPLO	1.1 Receive the assessment	None	3 minutes	Aurelia C. Delos Santos / Michael M. Valencia AA IV (Window 3) Mun. Treasurer (Window 2) **Office of the Municipal Treasurer**
2. Pay the required amount and receive the CTC	2.1 Accept the payment	P 100.00	2 minutes	
	TOTAL	**P 100.00**	**5 minutes**	
FOR RENEWAL OF BUSINESS:				

1. Accomplish and present Community Tax Information Slip and approved business tax assessed by BPLO	1.1 Accept the accomplished CTIS and required documents 1.2 Encode the pertinent information declared on CTIS and compute tax due based on the declared gross sales on the CTIS	None	3 minutes	Aurelia C. Delos Santos / Michael M. Valencia AA IV (Window 3) Mun. Treasurer (Window 2) **Office of the Municipal Treasurer**
2. Pay the required amount and receive the CTC	2.1 Accept the payment and release the CTC	Amount to be paid depends on the income of taxpayer	2 minutes	
	TOTAL	**Total amount may vary**	**5 minutes**	
FOR INDIVIDUAL				
1. Accomplish and present Community Tax Information Slip	1.1 Accept the accomplished CTCIS 1.2 Encode the pertinent information declared on CTIS and compute tax due based on the declared gross salaries on the CTIS	None	3 minutes	Aurelia C. Delos Santos / Michael M. Valencia AA IV (Window 3) Mun. Treasurer (Window 2) **Office of the Municipal Treasurer**
2. Pay the required amount and receive the community tax certificate (CTC)	2.1 Accept the payment and release the CTC	Amount to be paid depends on the income of taxpayer	2 minutes	
	TOTAL	**Total amount may vary**	**5 minutes**	

6). ISSUANCE OF COMMUNITY TAX CERTIFICATE (CORPORATION)

Community Tax Certificate shall be used to every person or corporation upon payment of the Community Tax. A community tax shall be paid in the place of residence of the individual or in the place where the principal office of the juridical entity is located. (Art.246 (e) Sec.160, LGC)

Office or Division:	Office of the Municipal Treasurer
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All DRT residents, business owners and taxpayers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1). Community Tax Declaration Form (CTIS) *(1 original copy)*	Treasury Office
2. **New Business:** Certificate of Registration *(1 original copy)*	Securities and Exchange Commission Cooperative Development Authority
3. **Renewal of Business:** Proof of Income (Approved Business Tax Declaration by BPLO) *(1 photocopy)*	BPLO Treasury Office
4. **For Representative:** Authorization Letter with a photocopy of government issued valid ID of the person being represented and the ID of the representative *(1 original copy and photocopy)*	Treasury Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR NEW BUSINESS:				
1. Accomplish Community Tax Information Sheet (CTIS) and present BPLO Assessment	1.1 Accept the accomplished CTIS and required documents 1.2 Encode the pertinent information declared on CTIS and computes tax due based on the declared gross sales on the CTIS	None	3 minutes	Aurelia C. Delos Santos / Michael M. Valencia AA IV (Window 3) Mun. Treasurer (Window 2) **Office of the Municipal Treasurer**
2. Pay the required amount and receive the CTC	2.1 Accept the payment and release the CTC	Amount to be paid depends on the income of taxpayer	2 minutes	
	TOTAL	**Total amount may vary**	**5 minutes**	
FOR RENEWAL OF BUSINESS:				
1. Accomplish and present Community Tax Information Slip and approved business tax assessed by BPLO	1.1 Accept the accomplished CTIS and required documents 1.2 Compute the tax due based on the gross sales declared on the CTIS	None	3 minutes	Aurelia C. Delos Santos / Michael M. Valencia AA IV (Window 3) Mun. Treasurer (Window 2) **Office of the Municipal Treasurer**
2. Pay the required amount and receive the CTC	2.1 Accept the payment and release the CTC	Amount to be paid depends on the income of taxpayer	2 minutes	
	TOTAL	**Total amount may vary**	**5 minutes**	

7). COLLECTION OF REAL PROPERTY TAX

Real Property tax payments are collected and validated through issuance of Official Receipts.

Office or Division:	Office of the Municipal Treasurer
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All DRT Real Property Owners/Developers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1). Real Property Tax Bill *(1 original copy)*	Treasury Office
2). Cash, Manager's/Cashier's Check	RPT Owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Taxpayers Payment Window and present the Real	1.1 Accept the Real Property Tax Bill and payment	Non	8 minutes	Pamela T. Cruz / Michael M. Valencia AA IV (Window 1)

Property Tax Bill at the assigned window and pay the required amount	1.2 Verify the existence of assessment and encode the amount tendered ➢ For check payment, encode the bank's name, date, amount and check number			Mun. Treasurer (Window 2) **Office of the Municipal Treasurer**
2. Pay the required amount and receive RPT Official Receipt	2.1 Validate payment and issue Real Property Tax Official Receipts	As stated in the Real Property Tax Bill	2 minutes	Pamela T. Cruz / Michael M. Valencia AA IV (Window 1) Mun. Treasurer (Window 2) **Office of the Municipal Treasurer**
	TOTAL	**Total amount may vary**	**10 minutes**	

8). ISSUANCE OF ACCOUNTABLE FORMS

Every officer of the local government unit whose duties permit or require the custody of funds, property / accountable forms shall be covered by a fidelity bond and such officer shall be accountable and responsible for said funds and property/accountable forms and for the safekeeping thereof in conformity with the provisions of law. (Sec.305 (f), LGC; Sec.101, PD No. 1445)

Office or Division:	Office of the Municipal Treasurer
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All DRT Bonded Accountable Officers, Appointed Barangay Treasurer's and SK Treasurers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Requisition and Issuance Slip (RIS) (1 original copy)	Verification Section-Treasurer's Office
2. Confirmation letter of approved Fidelity Bond *(1 original copy)*	Bureau of Treasury
3. Memorandum designated as Collecting Officer (Municipal collectors) *(1 original copy)*	Treasury Office
4. Barangay / SK Resolution and Appointment Letter designated as Brgy./SK Treasurer *(2 original copies)*	Barangay Hall
5. Authorization letter from Brgy. Captain requesting for accountable form (AF#51 and CTC-Individual) *(1 original copy)*	Barangay Hall
6. Authorization letter designated as Deputized Collector to acquire CTC-Individual (Brgy. Treasurer) *(1 original copy)*	Treasury Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Barangay/SK Treasurer 1. Present duly approved RIS and submit complete documentary requirements	1.1 Accept approved RIS and evaluate the completeness of the submitted documents	None	5 minutes	*Jonalyn B. Fidelliaga* *LTOO I* **Office of the Municipal Treasurer**

	1.2 Check the fidelity bond effectivity date of the accountable officer			
2. Pay the cost of accountable form and requested and receive official receipt	2.1 Accept payment and issue official receipt	Depends on the prevailing price indicated in the Purchase Order	2 minutes	Aurelia C. Delos Santos / Michael M. Valencia AA IV (Window 3) Mun. Treasurer (Window 2) **Office of the Municipal Treasurer**
3. Receive and sign the receiving log-book of accountable forms and check the quantity and serial number of booklet/pad purchase and received copy of approved RIS	3.1 Release the requested Accountable Form 3.2 Consolidate the RIS with attached photocopy of Official Receipt	None	5 minutes	*Jonalyn Fidelliaga* *LTOO I* **Office of the Municipal Treasurer**
	TOTAL	**Total amount may vary**	**15 minutes**	
Bonded Accountable Officers/Municipal Collectors 1. Submit duly approved RIS which indicated the quantity of un-issued Accountable Form	1. Accept the approved RIS and check the fidelity bond effectivity date of the accountable officer	None	5 minutes	*Jonalyn Fidelliaga* *LTOO I* **Office of the Municipal Treasurer**
2. Wait for the preparation of the requested accountable form	2.1 Prepare and process the requested accountable form	None	5 minutes	
3. Receive the accountable forms upon checking the quantity and serial numbers of booklet/pad 3.1 Sign the receiving log-book and receive copy of the approved RIS	3.1 Release the requested accountable form and require to sign the receiving log-book and portion of the RIS 3.1 Encode the serial numbers of received booklet by the accountable officer thru the existing system	None	5 minutes	
	TOTAL	**NONE**	**15 MINUTES**	

9). REMITTANCE OF CASH COLLECTION

Bonded Collectors at the end of business hours, shall prepare the Report of Collection and Deposits (RCD) and remit the collection to the authorized Liquidating Officer at the Office of the Municipal Treasurer.

Office or Division:	Office of the Municipal Treasurer
Classification:	Simple

Type of Transaction:	G2G – Government to Government			
Who may avail:	All DRT Bonded Collector and Barangay Treasurer			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1.Report of Collection and Deposits (RCD) *(1 original copy)*		Accountable Officer		
2.Issued or duplicate copy of Official Receipt		Accountable Officer		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit duplicate copy of issued Official Receipt and present the Report of Collection and Deposits (RCD).	1.1 Verify the accuracy of the amount collected based on the submitted issued or duplicate Official Receipt	None	15 minutes	*Diana Pepito* *AA III* **Office of the Municipal Treasurer**
2. Receive the RCD with the initial of the verifier.	2.1 Sign the RCD of the accountable officer upon checking the completeness and accuracy of the declared collection	None	5 minutes	*Jonalyn Fidelliaga* *LTOO I* **Office of the Municipal Treasurer**
3. Submit to the Liquidating Officer for remittance of collection and receive the signed RCD as proof of remittance.	3.1 Receive and count the cash/check remitted and release the signed RCD	None	5 minutes	*Diana Pepito* *AA III* **Office of the Municipal Treasurer**
	TOTAL	**NONE**	**25 MINUTES**	

10). RECEIVING INCOMING AND OUTGOING CORRESPONDENCE

The receiving and/or dissemination of the official documents such as memoranda, letters or correspondence from other Offices/Agency addressed to the Municipal Treasurer's Office for information, compliance or claim of the requesting party.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All company, business establishments and/or government offices, taxpayers, employee with communication letter, for information or compliance addressed to this office			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Letter/Memoranda		Agency/Taxpayer/Requesting Party		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the letter at the receiving area with other attached documents to prove your claim or request and receive the stamped copy (with date and control number) as proof	1.1 Accept and stamp the receiving copy and other attached documents by the Receiving staff (provided with control number)	None	5 minutes	*Maribel C. Supleo* *AA I* *(Liason Officer)* **Office of the Municipal Treasurer**
2. Accept the letter	2.1 Receive in the logbook and the received letter/memoranda	None None	5 minutes 5 minutes	*Maribel C. Supleo / Jonalyn Fidelliaga* *AA I / LTOO I* **Office of the Municipal Treasurer**

	2.2 Evaluate the letter to whom it will be assigned 2.3 Release the letter to appropriate personnel for proper action for dissemination	None	5 minutes	
	TOTAL	**NONE**	**20 MINUTES**	

11). COLLECTION OF MARKET FEES

Collect fees from DRT Public Market per DRT Municipal Market Code.

Office or Division:	Office of the Municipal Treasurer			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All DRT Stallholders in the Public Market			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Market Stallholders: 1. Latest Official Receipt *(1 original or photocopy)*		Treasury Office		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Market Stallholders 1. Present business permit, latest tax assessment and official receipt. 2. Pay the required amount and receive Official Receipt	1.1 Accept payment and issue Official Receipt	Based on the amount indicated in the Order of Payment	5 minutes	*Maribel C. Supleo* *AA I* **Office of the Municipal Treasurer**
	TOTAL	**TOTAL AMOUNT MAY VARY**	**5 MINUTES**	
Sealing Fee 1. Taxpayer submit original order of payment 2. Pay the required amount and receive Official Receipt	1.1 Accept order of payment issued by the Treasury Office 2.1 Accept payment and issue Official Receipt	Based on the amount indicated in the order of payment	5 minutes	*Maribel C. Supleo* *AA I* **Office of the Municipal Treasurer**
	TOTAL	**NONE**	**5 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