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 Employment Services Office (PESO)

1). Application for OWWA Assistance Program

This program provides social and welfare Assistance to the Overseas workers and the beneficiaries.

Office or Division:	Public Employment Service Office (PESO)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	OFW and immediate beneficiaries

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Individual Proposal Form *(1 Original copy)*	Public Employment Service Office (PESO)
2. Other pertinent documents *(1 photocopy but present the original copy)*	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and fill out the Individual Proposal Form	1.1 Verify and review, process the application.	None	30 minutes	*Joylene Q. Sembrano* *PESO Manager* **Public Employment Service Office**
	1.2 Call OWWA Hotline for verification.	None	30 minutes	
2. Submit the supporting documents needed.	2.1 Finalize the documents and submit to OWWA Regional Office - III	None	1 day	
	TOTAL	**NONE**	**1 DAY AND 1 HOUR**	

2). Guidance and Assistance Concerning Recruitment Activity

Obtain from employers' precise information on vacancies and the requirements to be met by the workers.

Office or Division:	Public Employment Service Office (PESO)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Recruitment Agency/ies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Walk-In / Personal Appearance 1. Agency Profile and Job Vacancies & Qualifications *(1 Original)*	Recruitment Agency/ies
Electronic Inquiry (Email) 1. Agency Profile and Job Vacancies & Qualifications *(1 electronic copy)*	Recruitment Agency/ies

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-In / Personal Appearance 1.Submit list of requirements for LRA/SRA – agency profile and information/necessary document to operate, job vacancies and qualifications.	1.1 Evaluate the documents if complete.	None	2 minutes	*Joylene Q. Sembrano* *PESO Manager* **Public Employment Service Office**
	1.2 Approval of the PESO Manager	None	2 minutes	
	1.3 Schedule the Agency for LRA / SRA	None	3 minutes	

2. Go to the approved Schedule of LRA / SRA.	2.1 Posting the LRA/SRA to the bulletin board.	None	2 minutes	*Joylene Q. Sembrano* *PESO Manager* **Public Employment Service Office**
	TOTAL	**NONE**	**10 MINUTES**	
Electronic Inquiry (Email) 1. Submit electronic copy via email of list of requirements for LRA/SRA – agency profile and information/necessary document to operate, job vacancies and qualifications.	1.1 Evaluate the email if the documents were complete. 1.2 Approval of the PESO Manager 1.3 Call the contact information of the Agency and schedule the Agency for LRA / SRA	None None None	2 minutes 2 minutes 5 minutes	*Joylene Q. Sembrano* *PESO Manager* **Public Employment Service Office**
2. Go to the approved Schedule of LRA / SRA.	2.1 Posting the LRA/SRA to the bulletin board.	None	2 minutes	
	TOTAL	**NONE**	**12 MINUTES**	

3). Labor Market Information

Encourage employers to submit to PESO on a regular basis the list of vacancies to provide employment information services to job seekers both local and overseas employment.

Office or Division:	Public Employment Service Office (PESO)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Jobseekers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Curriculum Vitae or Resume *(1 Original copy)*	Jobseeker

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Inquire availability of job vacancies	1.1 Listing of Job Vacancies / company in bulletin board. 1.2 Job Posting	None None	1 minute 1 minute	*Joylene Q. Sembrano* *PESO Manager* **Public Employment Service Office**
	TOTAL	**NONE**	**3 MINUTES**	

4). Referral and Placement

Referral is a process of directing pre-screened jobseekers to employers with vacancies matching their qualifications and placement is the result of a successful referral.

Office or Division:	Public Employment Service Office (PESO)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Jobseekers
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Curriculum Vitae or Resume *(1 Original copy)*	Jobseeker

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Curriculum Vitae or Resume Resume for approval of the Municipal Mayor.	1.1 Receive Curriculum Vitae or Resume.	None	1 minute	*Joylene Q. Sembrano* *PESO Manager* **Public Employment Service Office**
	1.2 Forward the Curriculum Vitae or Resume to the Office of the Municipal Mayor for Approval.	None	3 minutes	
2. Ask for referrals/ recommendations to companies for possible placement.	2.1 Makes referrals and recommendations.	None	3 minutes	
	2.2 Records it in a logbook with the name of the requesting person	None	1 minute	
	2.3 Follow-up call / message for results of referrals.	None	1 minute	
	TOTAL	**NONE**	**12 MINUTES**	

5). Referral of Applicants for DOLE Integrated Livelihood Program (DILP)

This program aims to uplift the living condition of disadvantaged / marginalized people of Doña Remedios Trinidad.

Office or Division:	Public Employment Service Office (PESO)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All interested DRTeños
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Individual Proposal Form *(1 Original copy)*	Public Employment Service Office (PESO)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request Form for Livelihood	1.1 Give the Individual Proposal Form to be fill out by the client.	None	10 minutes	*Joylene Q. Sembrano* *PESO Manager* **Public Employment Service Office**

2. Fill out the individual proposal form and submit to the PESO office.	2.1 Verify and assess the client in regards to the Livelihood proposal.	None	1 hour	*Joylene Q. Sembrano* *PESO Manager* **Public Employment Service Office**
	2.2 Forward the Proposal Form for the approval and signature from the Municipal Mayor	None	10 minutes	
	2.3 Formulate final proposal from the individual proposal submitted.	None	1 day	
	2.4 Forward the Proposal Form for endorsement from the Municipal Mayor	None	10 minutes	
	2.4 Submit to DOLE Provincial Office for funding	None	1 day	
	TOTAL	**None**	**2 days, 1 hour and 10 minutes**	

6). Referral of Applicants for Manpower Skills Training Program

This service provide employee to be more acquainted with the knowledge and skills and therefore enhance employee productivity.

Office or Division:	Public Employment Service Office (PESO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All interested DRTeños			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Application Form *(1 Original copy)*		Public Employment Service Office (PESO)		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1). Request Application Form. ***For walk-in applicants:*** Make a list and ***For a Minimum of 15 pax:*** Submit long-list Formulate Project Proposal	1.1 Give the Application form to be fill out by the client.	None	2 minutes	*Joylene Q. Sembrano* *PESO Manager* **Public Employment Service Office**
	1.2 Verify and review the application form	None	2 minutes	
2). Complete all the requirements	2.1) Submit and/or refer to concerned agency.	None	1 day	
	TOTAL	**NONE**	**1 day and 4 minutes**	

7). Referral of Applicants for Special Program for Employment of Students (SPES)

This program aims to provide temporary Employment to disadvantaged poor but deserving students /youth to augment their family's income and help ensure that beneficiaries are able to pursue their studies.

Office or Division:	Public Employment Service Office (PESO)
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students and out of school youth from 15 to 30 years old

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Curriculum Vitae / Resume / Personal Data Sheet *(1 Original copy)*	Client
2. SPES Form *(1 Original copy)*	PESO Office
3. Pledge of Commitment Form *(1 Original copy)*	PESO Office
4. Certificate of Live Birth *(1 photocopy)*	PSA
5. Certificate of Indigency of parents *(1 Original)*	Barangay Hall
6. Report of Grades from previous school year *(1 photocopy)*	Client
7. Updated Proof of Enrollment *(1 Photocopy)*	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Curriculum Vitae / Resume / Personal Data Sheet to PESO Office.	1.1 Verify and accept documents by the client.	None	2 minutes	*Joylene Q. Sembrano* *PESO Manager* **Public Employment Service Office**
2. Attend the SPES Orientation	2.1 Conduct SPES orientation	None	2 hours	
3. Submit Pre-requirement documents to PESO Office	3.1. Verify as to the completeness of the documents submitted.	None	2 minutes	
4. Take qualifying examination.	4.1 Conduct Qualifying Examination. 4.2 Submit list of passers at DOLE-RO III.	None None	1 hour 1 day	
5. Report to the PESO Office for deployment.	5.1 Deploy to different offices for 20 working days	None	5 minutes	
6. Complete all the necessary documents.	6.1 Submit documentary requirements to DOLE-RO III	None	1 day	
	TOTAL	**None**	**1 day, 3 hours and 7 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