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

Sangguniang Bayan Office (SBO)

1). ISSUANCE OF REQUESTED CERTIFIED TRUE COPIES OF RESOLUTIONS & ORDINANCES

The Office of the Sangguniang Bayan is the repository of official records and documents on matters relating to the performance of the legislative functions of the Sanggunian such as the enacted ordinances, adopted or approved resolutions, and minutes of the meeting or session.

Office or Division:	Sangguniang Bayan Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. SB Request Form *(1 Original copy)*	Sangguniang Bayan Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and fill out the SB Request Form	1.1 Verify and review the SB Request form. 1.2 Approve and process the requested document.	None None	5 minutes 15 minutes	*Meridith Cruz / Aracely P. Cruz / Gregoria San Pedro* *LLSO IV / LLSA II / LLSA I* **Sangguniang Bayan Office**
2. Receive the requested document.	2.1 Release the requested document.	None	5 minutes	
	TOTAL	**NONE**	**20 MINUTES**	

2). REVIEW OF APPROPRIATION ORDINANCE (AO) OF COMPONENT BARANGAYS OF THE MUNICIPALITY BY THE SANGGUNIAN BAYAN (BARANGAY ANNUAL BUDGET).

The Sangguniang Bayan has the power to review barangay ordinances authorizing the annual appropriations in order to ensure that the provisions of the Local Government Code are complied with.

Office or Division:	Sangguniang Bayan Office
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government
Who may avail:	Component Barangays of the Municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Transmittal Letter	Punong Barangay/ Barangay Secretary
Appropriation Ordinance Binded *(2 original, 11 copies)* Attachments: o Budget Message o BBP Form No. 1 – Budget of Expenditures and Sources of Financing o BBP Form No. 2 – Programmed Appropriation by PPA, Expense Class, Object of Expenditure and Expected Results o BBP Form No. 2-A – List of Projects Chargeable Against the 20% Development Fund o BBP Form No. 3 - Plantilla of Personnel	Punong Barangay/ Barangay Secretary

○ BBP Form No. 4 - Statement of Indebtedness, if any ○ 20% Development Fund Plan and Budget with BDC Resolution and Sangguniang Barangay Resolution ○ 10% SK Fund with Barangay Youth Investment Program, SK Resolution and Sangguniang Barangay Resolution ○ 5% BDRRMF Plan and Budget with BDRRM Council Resolution and Sangguniang Barangay Resolution ○ Gender and Development (GAD) Plan and Budget with BGFPS Resolution and Sangguniang Barangay Resolution ○ Barangay Council for the Protection of Children Fund plan and Budget with BCPC Resolution and Sangguniang Barangay Resolution ○ Senior Citizen and Person with Disabilities (PWD) Plan and Budget with SCA and PWD Council Resolution and Sangguniang Barangay Resolution. Annual Investment Program approved through BDC Resolution and duly approved and adopted by the Sangguniang Barangay through Resolution with list of PPAs. *(2 original, 11 copies)*	Punong Barangay/ Barangay Secretary

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Within 10 days from its approval the Sangguniang Barangay shall furnish SB copies of their Annual Budget > Sign in the Client logbook and submit all the documents to SB Secretariat	a. Receives and check the completeness of the documents ○ If incomplete, return documents and advice the client to complete all documents and attachments ○ If documents are complete, receive documents	NONE	20 minutes	*Meridith Cruz / Aracely P. Cruz / Gregoria San Pedro* *LLSO IV / LLSA II / LLSA I* **Sangguniang Bayan Office**

	and affix the date, time and signature of the receiving personnel.			

2. Wait for notification	2.1 Include the matter in the Calendar of Business > Referred to the concerned Committee	NONE	1 Session Day	SB Secretary, Committee on Rules, Ethics and Privileges, Presiding Officer
3. Attend Committee Meeting/Hearing	3.1 Conduct Committee Meeting/ Hearing	NONE	1 hour	Committee on Barangay Affairs and /or Committee on Finance, Budget and Appropriation
	3.2 Render Committee Report		1 session day	Committee on Barangay Affairs and /or Committee on Finance, Budget and Appropriation
	3.3 Include Measure for second Reading		1 session day	Committee on Barangay Affairs and /or Committee on Finance, Budget and Appropriation
	3.4 Include measure for Third and Final Reading		1 session day	Committee on Barangay Affairs and /or Committee on Finance, Budget and Appropriation
	3.5 Prepare copies of Resolution for signature of the Presiding Officer and SB Members		30 minutes to 1 hour	SB Secretary
	3.6 Signing of Final Copies of Resolutions		2 to 3 days depending on the availability of the signatories	SB Secretary, SB Members and Presiding Officer
	3.7 Transmit Resolution to the office of the Local Chief Executive for signing and approval		10 minutes	SB Secretary/SB Staff

	3.8 LCE will sign/ approve the Resolution 3.9 Upon receipt from the Office of the LCE, record the same in the logbook and inform the client.		Max. of 10 days 5 minutes	Municipal Mayor *Meridith Cruz / Aracely P. Cruz / Gregoria San Pedro* *LLSO IV / LLSA II / LLSA I* **Sangguniang Bayan Office**
4. Upon notification, return to SB office and receive copy of resolution	4.1 Ask the client to sign the receiving copy affixing the time and date then release copy of Resolution to the client	NONE	5 minutes	*Meridith Cruz / Aracely P. Cruz / Gregoria San Pedro* *LLSO IV / LLSA II / LLSA I* **Sangguniang Bayan Office**
	TOTAL	**NONE**	**Maximum of 60 days pursuant to Sec. 333 of RA 7160**	

3). REVIEW OF APPROPRIATION ORDINANCE (AO) OF COMPONENT BARANGAYS OF THE MUNICIPALITY BY THE SANGGUNIAN BAYAN (BARANGAY SUPPLEMENTAL BUDGET).

The Sangguniang Bayan has the power to review barangay ordinances authorizing the supplemental appropriations in order to ensure that the provisions of the Local Government Code are complied with.

Office or Division	Sangguniang Bayan Office
Classification	Highly Technical
Type of Transaction	G2G – Government to Government
Who may avail	Component Barangays of the Municipality
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Transmittal Letter	Punong Barangay/ Barangay Secretary
Appropriation Ordinance for Supplemental Budget (2 original, 11 copies)	Punong Barangay/ Barangay Secretary
Supplemental Annual Investment Program duly approved by the Sangguniang Barangay through Resolution if PPAs are not included in the AIP (13 copies)	Punong Barangay/ Barangay Secretary
Certification of Availability of Funds	Barangay Treasurer/Municipal Treasurer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Sign in the Client logbook and submit all the documents to SB Secretariat	1.1 Received and Check the completeness of the documents ○ If incomplete, return documents and advice the client to complete all documents and attachments ○ If documents are complete, received documents and affix the date, time and signature of the receiving personnel.	None	20 minutes	*Meridith Cruz / Aracely P. Cruz / Gregoria San Pedro LLSO IV / LLSA II / LLSA I* **Sangguniang Bayan Office**

2. Wait for notification	2.1 Include the matter in the Calendar of Business > Referred to the concerned Committee	None	1 Session Day	SB Secretary, Committee on Rules, Ethics and Privileges, Presiding Officer
3. Attend Committee Meeting/Hearing	3.1 Conduct Committee Meeting/ Hearing	None	1 hour	Committee on Barangay Affairs and /or Committee on Finance, Budget and Appropriation
	3.2 Render Committee Report	None	1 session day	Committee on Barangay Affairs and /or Committee on Finance, Budget and Appropriation
	3.3 Include Measure for second Reading	None	1 session day	Committee on Barangay Affairs and /or Committee on Finance, Budget and Appropriation
	3.4 Include measure for Third and Final Reading	None	1 session day	Committee on Barangay Affairs and /or Committee on Finance, Budget and Appropriation
	3.5 Prepare copies of Resolution for signature of the Presiding Officer and	None	30 minutes to 1 hour	

	SB Members 3.6 Signing of Final Copies of Resolutions 3.7 Transmit Resolution to the office of the Local Chief Executive for signing and approval 3.8 LCE will sign/ approve the Resolution 3.9 Upon receipt from the Office of the LCE, record the same in the logbook and inform the client.	None None None None	2 to 3 days depending on the availability of the signatories 10 minutes Max. of 10 days 5 minutes	SB Secretary, SB Members and Presiding Officer SB Secretary, SB Members and Presiding Officer Municipal Mayor *Meridith Cruz / Aracely P. Cruz / Gregoria San Pedro LLSO IV / LLSA II / LLSA I* **Sangguniang Bayan Office**
4. Upon notification, return to SB office and receive copy of resolution	4.1 Ask the client to sign the receiving copy affixing the time and date then release copy of Resolution to the client	None	5 minutes	*Meridith Cruz / Aracely P. Cruz / Gregoria San Pedro LLSO IV / LLSA II / LLSA I* **Sangguniang Bayan Office**
		NONE	**Maximum of 60 days pursuant to Sec. 333 of RA 7160**	

4). REVIEW OF BARANGAY ORDINANCES PURSUANT TO SECTION 57 OF RA 7160.

Within ten (10) days after its enactment, the Sangguniang Barangay shall furnish copies of all barangay ordinances to the Sangguniang Bayan concerned for review as to whether the ordinance is consistent with law and city or municipal ordinances.

Office or Division	Sangguniang Bayan Office
Classification	Highly Technical
Type of Transaction	G2G – Government to Government
Who may avail	Component Barangays of the Municipality
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Transmittal Letter	Punong Barangay / Barangay Secretary
Copies of the approved Ordinance with attachments *(3 original, 10 copies)* ○ Minutes and Attendance of Public Hearing or consultation	Punong Barangay / Barangay Secretary

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client logbook and submit all the documents to SB Secretariat	1.1 Received and Check the completeness of the documents o If incomplete, return documents and advice the client to complete all documents and attachments o If documents are complete, received documents and affix the date, time and signature of the receiving personnel.	NONE	20 minutes	*Meridith Cruz / Aracely P. Cruz / Gregoria San Pedro* *LLSO IV / LLSA II / LLSA I* **Sangguniang Bayan Office**
2. Wait for notification	2.1 Include the matter in the Calendar of Business > Referred to the concerned Committee	NONE	1 Session Day	SB Secretary, Committee on Rules, Ethics and Privileges, Presiding Officer
3. Attend Committee Meeting/Hearing	3.1 Conduct Committee Meeting/ Hearing		1 hour	Committee on Barangay Affairs and /or Concerned Committee
	3.2 Render Committee Report		1 session day	Committee on Barangay Affairs and /or Concerned Committee
	3.3 Include Measure for second Reading		1 session day	Committee on Barangay Affairs and /or Committee on Finance, Budget and Appropriation
	3.4 Include measure for Third and Final Reading		1 session day	Committee on Barangay Affairs and /or Committee on Finance, Budget and Appropriation
	3.5 Prepare copies of Resolution for signature of the Presiding Officer and SB Members		30 minutes to 1 hour	SB Secretary

	3.6 Signing of Final Copies of Resolutions		2 to 3 days depending on the availability of the signatories	SB Secretary, SB Members and Presiding Officer
	3.7 Transmit Resolution to the office of the Local Chief Executive for signing and approval		10 minutes Max. of 10 days	*Meridith Cruz / Aracely P. Cruz / Gregoria San Pedro* *LLSO IV / LLSA II / LLSA I* **Sangguniang Bayan Office**
	3.8 LCE will sign/ approve the Resolution		5 minutes	Municipal Mayor
	3.9 Upon receipt from the Office of the LCE, record the same in the logbook and inform the client.			*Meridith Cruz / Aracely P. Cruz / Gregoria San Pedro* *LLSO IV / LLSA II / LLSA I* **Sangguniang Bayan Office**
TOTAL		**NONE**	**Maximum of 30 days pursuant to Sec. 57 of RA 7160**	

5). APPLICATION FOR RECLASSIFICATION OF LANDS (Sec. 20 of RA 7160)

Enactment of Ordinance on Reclassification of Land within the territorial jurisdiction of the Municipality (Sec. 447 par 2(viii)). Reclassification of lot from its current usage to other usage is done to conform with zoning and land use laws, rules and regulations.

Office or Division	Sangguniang Bayan Office
Classification	Highly Technical
Type of Transaction	G2C– Government to Citizens
Who may avail	All persons, natural or juridical
	WHERE TO SECURE
Endorsement Letter from the Municipal Mayor	Office of the Municipal Mayor

Letter request by the owner requesting for reclassification of land *(4 original, 11 copies)* with the following attachments:	Applicant/ Land owner
Certified True Copy of the Transfer Certificate of Title (TCT) registered in the name of applicant from the register of Deeds > In case property is not registered in the name of the applicant, submit duly notarized: * Deed of Sale and Certificate of Authorized Registration (CAR) from BIR, or * Deed of donation, or * Contract of Lease, or * Authorization to use the land or Affidavit of Consent > In case lot is not yet subdivided among co-owners/heirs, submit * Lot Plan & Subdivision Plan signed by Geodetic Engineer * Notarized deed of assignment * Duly notarized affidavit of consent from co-owners/heirs > DAR Clearance/Certification if TCT was issued by DAR > In case of corporation, submit: * SEC registration * Updated GIS Sheet * Notarized Corporate Secretary's Certificate	Register of Deeds Applicant/ Land owner
Project Description	Applicant
Vicinity Map drawn to scale signed and sealed by Engineer/ Architect	Applicant
Copy of current tax declaration	Municipal Assessor’s Office
Copy of current tax receipt	Municipal Treasurer’s Office
Certification from the Department of Agriculture or Affidavit of Undertaking	Department of Agriculture (Regional office)
Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC), whichever is applicable.	Department of Environment and Natural Resources Office
Certification of non- tenancy from BARC Chairman	Barangay Agrarian Reform Council Chairman
Barangay Resolution endorsing the reclassification of land/ interposing no objection to the project.	Sangguniang Barangay of the concerned Barangay
Barangay Clearance or Certification from the Barangay Chairman	Barangay Chairperson of the Concerned Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The office of the Mayor forwards the letter of endorsement to the	1.1 Receive and check the documents and affix the date, time	None	15 minutes	*Meridith Cruz / Aracely P. Cruz / Gregoria San Pedro LLSO IV / LLSA II / LLSA I* **Sangguniang Bayan Office**
Sangguniang Bayan with the documentary requirements	and signature of the receiving personnel.			
	1.2 Include the matter in the Calendar of Business > Referred to the concerned Committee (1st reading)	None	1 Session Day	SB Secretary, Committee on Rules, Ethics and Privileges, Presiding Officer
2. Clients attend committee meeting/ hearing	2.1 Conduct Committee Meeting		1-2 hours	Committee on Zoning, Housing and Land Utilization, SB Secretary
3. Attend Public Hearing and present project to the Public	3.1 Conduct of Public Hearing		1- 2 hours	Presiding Officer, Committee Members and other SB Members, SB Secretary
	3.2 Renders Committee Report		1 session day	Committee on Zoning, Housing and Land Utilization
	3.3 Include proposed measure for second reading for proper deliberation of the body		1 session day	Committee on Zoning, Housing and Land Utilization, All SB

				Members, Presiding Officer, SB Secretary
	3.4 Include measure for 3rd and final Reading			All SB Members, Presiding Officer, SB Secretary
	3.5 Finalization of the approved copies of ordinances		1 session day	SB Secretary
	3.6 Signing of Approved Copies of Resolution and Ordinance		1 – 2 Hours	SB Members and presiding Officer
	3.7 Transmit copies of the Resolution and Ordinance to the Office of the Mayor for Final Approval		1-2 days depending on the availability of the signatories	*Meridith Cruz / Aracely P. Cruz / Gregoria San Pedro* *LLSO IV / LLSA II / LLSA I* **Sangguniang Bayan Office**
	3.8 Upon return of the approved ordinance from the Office of the Mayor, transmit the same to the Office of the Sangguniang Panlalawigan for review.		1 day 10 minutes	*Meridith Cruz / Aracely P. Cruz / Gregoria San Pedro* *LLSO IV / LLSA II / LLSA I* **Sangguniang Bayan Office**
TOTAL		**NONE**	**MAXIMUM OF 3 MONTHS FROM THE RECEIPT THEREIN**	

		PURSUANT TO SEC. 20 OF RA 7160	

6). ACCREDITATION OF CIVIL SOCIETY ORGANIZATIONS (CSOS)

The Office of the Sangguniang Bayan grants Accreditation to a Civil Society Organization (CSO) after meeting all the set criteria and requirements for membership in the Local Special Bodies of the LGU.

Office or Division	Sangguniang Bayan Office
Classification	Highly Technical
Type of Transaction	G2C– Government to Citizens
Who may avail	All registered associations and organizations in the Municipality of Calauan
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Letter of Application	Applicant seeking accreditation
Duly Accomplished Application Form for Accreditation	Sangguniang Bayan Office
Duly Approved Board Resolution manifesting a decision to seek accreditation	Applicant seeking accreditation
Certificate of Registration (SEC / DOLE / CDA, or other agencies whatever is applicable)	From the provincial or regional office of the applicable agency
Brief Profile, proof of existence and operation in the Municipality for at least 1 year	Applicant seeking accreditation
Barangay Certificate	From the Office of the Punong Barangay of their respective barangay
Copy of Constitution and By-laws or Article of Incorporation	Applicant seeking accreditation
Program of activities planned for the year following the date of application for accreditation	Applicant seeking accreditation
Financial Statement at the minimum, signed by the Executive Officers of the Organization	Applicant seeking accreditation
Annual Accomplishment Report	Applicant seeking accreditation

List of current officers and members of good standing		Applicant seeking accreditation		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the client logbook and then secure list of requirements from the service provider and accomplish all the needed requirements	1.1 Provide the applicant/ client the list of requirements and instruct / advise the client to accomplish required documents	None	5 minutes	*Meridith Cruz / Aracely P. Cruz / Gregoria San Pedro* *LLSO IV / LLSA II / LLSA I* **Sangguniang Bayan Office**
2. Submit Letter of Application and duly accomplished application form together with all the required documents	2.1 Receives application and check the completeness of requirements and affix the date, time and signature of the receiving personnel 2.2 Include the matter in the Calendar of Business > Referred to the concerned Committee (1st reading)	None None	10 minutes 1 Session day	*Meridith Cruz / Aracely P. Cruz / Gregoria San Pedro* *LLSO IV / LLSA II / LLSA I* **Sangguniang Bayan Office** SB Secretary Committee on Rules, Ethics and Privileges, Presiding Officer
3.Clients attend committee meeting/ hearing	3.1 Conduct Committee Meeting 3.2 Renders Committee Report 3.3 Include proposed measure for second reading	None None	1-2 hours 1 session day	Committee on Cooperative, Livelihood and Accreditation Committee on Cooperative, Livelihood and Accreditation Committee on Cooperative, Livelihood and

	for proper deliberation of the body	None	1 session day	Accreditation, All SB Members, Presiding Officer, SB Secretary
	3.4 Include measure for 3rd and final reading	None	1 session day	All SB Members, Presiding Officer, SB Secretary
	3.5 Finalization of the approved copies of resolution	None	1 – 2 Hours	SB Members and Presiding Officer
	3.6 Signing of Approved Copies of Resolution	None	1-2 days depending on the availability of the signatories	
	3.7 Transmit copies of the Resolution to the Office of the Mayor for Final Approval	None	10 minutes	*Meridith Cruz / Aracely P. Cruz / Gregoria San Pedro* *LLSO IV / LLSA II / LLSA I* **Sangguniang Bayan Office**
	3.8 Upon return of the approved resolution from the Office of the Mayor, notify the client to secure copy of resolution and		5 minutes	

	certificate of accreditation (and payment of fees for first time applicants)	None		

4. Upon notification, client should proceed to SB Office to secure copy of the approved Resolution & Certificate of Accreditation.	4.1 Instruct the Client to sign in the logbook and provide payment slip to first time applicants Prepare copy of resolution and the duly signed certificate of accreditation	None	10 minutes	*Meridith Cruz / Aracely P. Cruz / Gregoria San Pedro* *LLSO IV / LLSA II / LLSA I* **Sangguniang Bayan Office**
5. Pay Accreditation fee to the treasury office	5.1 Accept payment and issue the Official Receipt	P 500.00 (One time accreditation payment for new applicants only)	15 minutes	*Pamela T. Cruz* *AA III (Window 1) / Aurelia C. Delos Santos* *AA I (Window 3)* **Office of the Municipal Treasurer**
6. Return to SB Office and present the Official Receipt and Obtain the approved and duly signed Resolution and Certificate of Accreditation.	6.1 Record the Official Receipt and Issue the approved and duly signed Resolution and Certificate of Accreditation	None	10 minutes	*Meridith Cruz / Aracely P. Cruz / Gregoria San Pedro* *LLSO IV / LLSA II / LLSA I* **Sangguniang Bayan Office**
END OF TRANSACTION		**NONE**	**Maximum of 30 working days from the receipt therein**	

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