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

Business Permit and Licensing Office (BPLO)

1. Issuance of Business/Mayor's Permit (For New Application)

Is a document issued to any person who shall establish, operate or conduct any **business**, trade or activity within municipality, such document will be approved only after submission of requirements, payment of necessary taxes and fees imposed thereon.

Office or Division:	Business Permit and Licensing Unit
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen
Who may avail:	Person or entity with business and activity within the jurisdiction of the municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Locational Clearance *(1 Photocopy)*	Municipal Planning Development Office
Certificate of Occupancy *(1 Photocopy)*	Municipal Engineering Office
Certificate of Business Registration – All Pages *(1 Photocopy)* ➢ DTI Registration (For Single Proprietorship) ➢ SEC Registration (For Partnership and Corporation) ➢ CDA Registration (For Cooperatives) ➢ HLURB Registration (For Homeowners Association)	Business Permit and Licensing Office DTI - Negosyo Center Securities and Exchange Commission – Central Office or Extension Office Cooperative Development Authority – Central or Extension Office Housing and Land Use Regulatory Board – Central or Extension Office Barangay Clearance
Barangay Clearance for Business *(1 Photocopy)*	Concerned Barangay
Sanitary Permit *(1 Photocopy)*	Municipal Health Office – Sanitary Unit
MENRO Clearance *(1 Photocopy)*	MENRO Office
Fire Safety Inspection Certificate *(1 Photocopy)*	Bureau of Fire Protection Station – Customer Relation Officer
Community Tax Certificate *(1 Photocopy)* ➢ Individual (For Single Proprietorship) ➢ Corporation (For Partnership, Corporation Cooperative and Association	Municipal Treasurer's Office
Transfer Certificate of Title or (TCT) /Contract of Lease *(1 Photocopy)*	Applicant/Lessor
Tax Declaration (1 photocopy)	Municipal Assessor's Office
Real Property Tax Receipt (1 photocopy)	Municipal Treasurer's Office
Special Power of Attorney (1 original copy)	Representative if the client is not available to transact

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit fully accomplished application form and complete requirements to BPLO Office.	1.1 Receive and evaluate application.	None	5 minutes	*Francis M. Magalona* *BPLO* **Business Permit and Licensing Office**
	1.2 Schedule Site Inspection for New Applications	None	1 day	
	1.3 Compute Mayor's Permit Fees, regulatory fees and	Please see Schedule	5 minutes	

	Issue Assessment for Application of Mayor's Permit	of fees from Municipal Revenue Code		
2. Pay required fees at Municipal Treasurer's Office (MTO) Window 1 or 2	2.1 Issue official receipt to the client.	Amount based on the assessment.	5 minutes	*Pamela T. Cruz* *AA IV (Window 1) /* *Aurelia C. Delos Santos* *AA I(Window 3)* **Office of the Municipal Treasurer**
3. Present official receipt (OR) and wait for the issuance of the Business Permit and sign the logbook.	3.1 Printing of Permit and Signing of Municipal Mayor. 3.2 Release the business permit and record it to the logbook.	None	6 minutes	*Madonna Marcelo /* *Marites B. Santos* *IA I / AO II* **Office of the Municipal Mayor** *Hon. Ronaldo T. Flores* ***Municipal Mayor*** *Francis M. Magalona* *BPLO* **Business Permit and Licensing Office**
	TOTAL	**Depends on the nature of business**	**1 day and 23 minutes**	

2. Issuance of Business/Mayor's Permit (For Renewal Application)

Is a document issued to any person who shall establish, operate or conduct any **business**, trade or activity within municipality, such document will be approved only after submission of requirements, payment of necessary taxes and fees imposed thereon.

Office or Division:	Business Permit and Licensing Unit
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen
Who may avail:	Person or entity with business and activity within the jurisdiction of the municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Locational Clearance *(1 Photocopy)*	Municipal Planning Development Office
Certificate of Occupancy *(1 Photocopy)*	Municipal Engineering Office
Certificate of Business Registration – All Pages *(1 Photocopy)* ➢ DTI Registration (For Single Proprietorship) ➢ SEC Registration (For Partnership and Corporation) ➢ CDA Registration (For Cooperatives) ➢ HLURB Registration (For Homeowners	Business Permit and Licensing Office DTI - Negosyo Center Securities and Exchange Commission – Central Office or Extension Office Cooperative Development Authority – Central or Extension Office Housing and Land Use Regulatory Board –

Association)	Central or Extension Office Barangay Clearance
Barangay Clearance for Business *(1 Photocopy)*	Concerned Barangay
Sanitary Permit *(1 Photocopy)*	Municipal Health Office – Sanitary Unit
MENRO Clearance *(1 Photocopy)*	MENRO Office
Fire Safety Inspection Certificate *(1 Photocopy)*	Bureau of Fire Protection Station – Customer Relation Officer
Community Tax Certificate *(1 Photocopy)* ➢ Individual (For Single Proprietorship) ➢ Corporation (For Partnership, Corporation Cooperative and Association	Municipal Treasurer's Office
Transfer Certificate of Title or (TCT) /Contract of Lease *(1 Photocopy)*	Applicant/Lessor
Tax Declaration (1 photocopy)	Municipal Assessor's Office
Real Property Tax Receipt (1 photocopy)	Municipal Treasurer's Office
Special Power of Attorney (1 original copy)	Representative if the client is not available to transact

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit fully accomplished application form and complete requirements to BPLO Office.	1.1 Receive and evaluate application.	None None	5 minutes	*Francis M. Magalona* *BPLO* **Business Permit and Licensing Office**
	1.1 Compute Mayor's Permit Fees, regulatory fees and Issue Assessment for Application of Mayor's Permit	Please see Schedule of fees from Municipal Revenue Code	5 minutes	
2. Pay required fees at Municipal Treasurer's Office (MTO) Window 1 or 2	2.1 Issue official receipt to the client.	Amount based on the assessment.	5 minutes	*Pamela T. Cruz* *AA IV (Window 1) /* *Aurelia C. Delos Santos* *AA I(Window 3)* **Office of the Municipal Treasurer**
3. Present official receipt (OR) and wait for the issuance of the Business Permit and sign the logbook.	3.1 Printing of Permit and Signing of Municipal Mayor. 3.2 Release the business permit and record it to the logbook.	None	6 minutes	*Madonna Marcelo /* *Marites B. Santos* *IA I / AO II* **Office of the Municipal Mayor** *Hon. Ronaldo T. Flores* ***Municipal Mayor*** *Francis M. Magalona* *BPLO* **Business Permit and Licensing Office**

	TOTAL	**Depends on the nature of business**	**23 minutes**	

3. CESSATION (Retirement/Closure) of Business

Enterprises, upon cessation of operation, shall inform the LGU for the assessment of any tax due. Any person natural or juridical who discontinues, transfer to other locality/ies or close/retire his/her business operation(s) is subject to the taxes, fees and charges on business. Any tax due must first be paid before any business or an undertaking is finally terminated.

Office or Division:	Business Permit and Licensing Unit
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen
Who may avail:	Person or entity with business and activity within the jurisdiction of the municipality

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Business Closure Form *(1 original copy)*	Business Permit and Licensing Office (BPLO)
2. Sworn Statement of the Gross Sales or Receipts for the current calendar year *(1 photocopy but present the original copy)*	Bureau of Internal Revenue (BIR)
3. Affidavit of Business Closure *(2 original copy)*	Notary Public
4. Latest Business Permit issued and plate *(1 original copy)*	Client
5. Cancellation of Registration from DTI/SEC *(1 photocopy but present the original copy)*	DTI / SEC

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit all the requirements to BPLO Office.	1.1 Receive the documents presented.	None	2 minutes	*Francis M. Magalona* *BPLO* **Business Permit and Licensing Office**
	1.2 Inform the client to fill-out the Business closure form.	None	2 minutes	
2. Fill-out the business closure form and submit it to the BPLO.	2.1 Evaluate the business closure form and documents presented	None	5 minutes	
	2.2 Issue order of payment for Certificate of Business Closure.	None	1 minute	

3. Pay the certification fee on Municipal Treasury Office. (Window 1 or 2)	3.1 Issue Official Receipt (OR).	P 55.00	2 minutes	*Pamela T. Cruz* *AA IV (Window 1) /* *Aurelia C. Delos Santos* *AA I (Window 3)* **Office of the Municipal Treasurer**
4. Return to BPLO and submit the official receipt.	4.1 Prepare the Certificate of Business Closure. 4.2 Sign the Certificate of Business Closure.	None None	5 minutes 1 minute	*Francis M. Magalona* *BPLO* **Business Permit and Licensing Office**
5. Receive the Certificate of Business Closure and sign the logbook.	5.1 Release the requested document and record it to the log book.	None	2 minutes	
	TOTAL	**P 55.00**	**20 MINUTES**	

4. Issuance of Certifications / Authentication

These are documents requested by clientele attesting the status of operation of a certain business establishment whether it exist or not. Certified copies of documents can also be obtained for official use of the clientele. No fees shall be collected to requesting competent court or other government agencies.

Office or Division:	Business Permit and Licensing Unit
Classification:	Simple
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen
Who may avail:	Person or entity with business and activity within the jurisdiction of the municipality

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Latest Business Permit issued and plate *(1 Photocopy)*	Business Permit and Licensing Office (BPLO)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the log book of Office of the Business Permit and Licensing Officer	1.1 Evaluate the requested document. 1.2 Issue order of payment for requested document	None None	3 minutes 2 minutes	*Francis M. Magalona* *BPLO* **Business Permit and Licensing Office**
2. Pay the certification/ authentication fee at Municipal Treasury Office.	3.1 Issue Official Receipt (OR).	P 55.00	2 minutes	*Pamela T. Cruz* *AA IV (Window 1) /* *Aurelia C. Delos Santos* *AA I(Window 3)*

(Window 1 or 2)				**Office of the Municipal Treasurer**
4. Return to BPLO and submit the official receipt.	4.1 Prepare the requested document. 4.2 Sign the Certificate / Certified True Copy	None None	5 minutes 1 minute	*Francis M. Magalona* *BPLO* **Business Permit and Licensing Office**
5. Receive the requested document and sign the logbook.	5.1 Release the requested document and record it to the log book.	None	3 minutes	
	TOTAL	**P 55.00**	**21 MINUTES**	

4). Issuance of Motorized Tricycle Operator's Permit (MTOP)

A permit for the Operation of Tricycle-for-hire within the municipality. Renewal of permit is every month of January. It shall be considered delinquent if renewal is made after the month of January.

Office or Division:	Business Permit and Licensing Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Tricycle Operators

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Registration & Official Receipt *(1 Photocopy but present Original Copy)*	Land Transportation Office (LTO)
Driver's License *(1 Photocopy but present Original Copy)*	Client
Application Form *(1 Original Copy)*	Business Permit and Licensing Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the log book of Office of the Business Permit and Licensing Officer	1.1 Evaluate the requested document. 1.2 Issue order of payment for requested document	None None	3 minutes 2 minutes	*Francis M. Magalona* *BPLO* **Business Permit and Licensing Office**
2. Pay the certification/ authentication fee on Window 1 of Municipal Treasury Office.	3.1 Issue Official Receipt (OR).	Please see computation below	2 minutes	*Pamela T. Cruz* *AA IV (Window 1) /* *Aurelia C. Delos Santos* *AA I (Window 3)* **Office of the Municipal Treasurer**

4. Return to BPLO and submit the official receipt.	4.1 Prepare the requested document. 4.2 Sign the Certificate / Certified True Copy	None None	5 minutes 1 minute	*Francis M. Magalona* *BPLO* **Business Permit and Licensing Office**
5. Receive the requested document and sign the logbook.	5.1 Release the requested document and record it to the log book.	None	3 minutes	
	TOTAL	**VARIABLE**	**21 MINUTES**	
FEES:	**NEW** P 110.00 – Parking Fee P 150.00 – Plate with Sticker P 50.00 – Transportation Fee **TOTAL: P 310.00**		**RENEWAL** P 110.00 – Parking Fee P 20.00 – Plate with Sticker P 50.00 – Transportation Fee **TOTAL: P 180.00**	

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