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 Engineering Office (MEO)

1). BUILDING PERMIT

A document issued by the Building Official/Municipal Engineer to an owner/applicant to proceed with the construction, installation, addition, alteration, renovation, conversion, repair, moving, demolition or other work within the municipality. Such document will be approved only after submission of complete requirements, payment of necessary taxes and fees imposed thereon.

Office or Division:	Municipal Engineering Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Building Plans in accordance with the National Building Code (NBC) of the Philippines; (Plans must be signed and sealed by the professionals and signed by the owner/s). (4 Copies)	Private Professional Engineers
➢ **Architectural plans** (signed and sealed by a Licensed Architect)	Private Professional Engineers
➢ **Civil Structural plans** (signed and sealed by a License Civil Engineer)	Private Professional Engineers
➢ **Sanitary/Plumbing plans** (signed and sealed by a Licensed Sanitary Engineer or Master Plumber	Private Professional Engineers
➢ **Electrical plans** (signed and sealed by a Licensed Professional or Registered Electrical Engineer)	Private Professional Engineers
➢ **Mechanical plans** (signed and sealed by a licensed professional or registered mechanical engineer)	Private Professional Engineers
➢ **Electronic Plans** (signed and sealed by a licensed professional or registered electronic engineer)	Private Professional Engineers
➢ **Fire Protection Plans** (signed and sealed by a licensed professional or registered electronic engineer)	Private Professional Engineers
➢ **Professional Regulation Commission (PRC ID) of each professional's and current Professional Tax Receipts (PTR)** with seal and three (3) specimen signatures of each professional. (3 copies)	Licensed Architect/Civil Engineer
➢ **Bill of materials and specifications** (signed and sealed by licensed architect/civil engineer). (3 copies)	Licensed Architect/Civil Engineer/Electrical/Mechanical/Electronics
➢ **Structural design and analysis** (signed and sealed by licensed civil engineer) (2 copies)	Licensed Civil Engineer

➢ **Seismic analysis (**signed and sealed by licensed civil/structural engineer) (2 copies)	Licensed Civil / Structural Engineer
➢ **Electrical Design Analysis** (2 copies)	Licensed Electrical Engineer
➢ **Soil Boring Test (**for three storey building and above) (2 copies)	Licensed Geotechnical Engineer
2. Proof of Ownership	
➢ Lot Plan (2 Original Copy)	Licensed Geodetic Engineer, Land Registration Authority
➢ Certified True Copy of original Certificate of title (CTC)	Land Registration Authority
➢ Transfer Certificate of Title (TCT) (2 Photocopy)	Provincial & Regional Office
➢ Tax Declaration (1 Photocopy)	Office of the Municipal Assessor
➢ Current Tax Receipt (1 Photocopy)	Office of the Municipal Treasurer
If case the applicant is not the registered owner;	
➢ Contract to sell / Deed of Absolute Sale	Notary Public
➢ Affidavit of Consent of the Lot Owner	Notary Public
➢ Contract of Lease	Notary Public
➢ Special Power of Attorney Authenticated by DFA / Philippine Embassy ;if applicant is in abroad)	Notary Public/Department of Foreign Affairs/Philippine Embassy/Consulate-General
➢ Extra Judicial Settlement	Notary Public
3. Application Forms; (signed and sealed by the professionals and signed by the owners	
➢ Unified Application form for Building Permit including Ancillary Permits (4copies)	Office of the Municipal Engineer
4. Clearances	
➢ Barangay Clearance (Construction / Building Permit) (2 Photocopy)	Concerned Barangay
➢ Fire Safety Evaluation Clearance (FSEC - from Fire Department (2 Photocopy)	Bureau of Fire Protection
➢ Construction Safety and Health Program (2 photocopy)	Provincial / Regional Office
➢ Zoning Permit / Locational Clearance (2 Photocopy)	MPDC Office
➢ Power Line Operator Certification (PLOC)	MERALCO
5. Other Requirements (2 copies)	Private Contractor

➢ Philippine Contractors Accreditation Board License ➢ Notarized Authorization Letter (for applicants representative ➢ Affidavit of undertaking, consent (if necessary) Secretary Certificate (for corporation)	Notary Public Notary Public Notary Public

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Building Plans and application forms together with the complete requirements at the Office of the Municipal Engineer. *Make sure to secure Order of Payment that will be issued.	1. 1Receive the required requirements and check for completeness. 1.2 Issue the Order of Payment upon completion of required documents	None	Two (2) working days	*Engr. Jayvee C. Fabian* *Engineer II* **Office of the Municipal Engineer**
2. Pay the necessary fees at the Municipal Treasurer's Office. *Make sure to secure Official Receipt that will be issued upon payment.	2.1 Accepts the payment based on the Order of Payment. 2.2 Issue the Official Receipt	As stated in the Order of Payment / Official Receipt	5 minutes	*Pamela T. Cruz / Aurelia Delos Santos* *AA IV (Window 1) / AA I (Window 3)* *Office of the Municipal Treasurer*
3. Submit Official Receipt (or Photocopy of Official Receipt) at Engineering Office	3.1 Receive, verify official receipt. 3.2 Process Permit	Refer to new Schedule of Fees and Other Charges of The IRR of the National Building Code of the Philippines	Two (2) Working days	*Engr. Jayvee C. Fabian* *Engineer II* **Office of the Municipal Engineer**
4. Claim the Permit	4.1 Release the permit	None	20 minutes	*Engr. Jayvee C. Fabian* *Engineer II* **Office of the Municipal Engineer**
	TOTAL	**BASED ON SCHEDULE OF FEES.**	**FOUR (4) DAYS & 25 MINUTES**	

2. Certificate of Electrical Inspection

Is a document issued to any person who apply for electrical connection within the municipality. Such document will be approved only after submission of requirements, payment of necessary taxes and fees imposed thereon.

Office or Division:	Municipal Engineering Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Forms	Municipal Engineering Office
2. Proof of Ownership ➢ Transfer Certificate of Title	LRA
➢ If the applicant is not registered owner of the land: 1. Deed of Absolute Sale, Contract to Sell, Lease of Contract, Land Owner's Affidavit	Notary Public
3. Electrical Plans	Private Professional Engineer
4. Approved Yellow Card from Meralco	Meralco
5. Full view picture (colored) of the building, geotagged)	Client, Location of the Building Structure
6. Building Permit / Certificate of Occupancy	Municipal Engineering Office
7. Barangay Clearance	Concerned Barangay
8. Valid Identification Cards of the Applicant	Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up application form at the Office of the Municipal Engineer	1.1 Check application form and sketch the place to be inspected and conduct ocular inspection	None	Three (3) working days	*Engr. Jayvee C. Fabian* *Engineer II* **Office of the Municipal Engineer**
2. Submit complete requirements. *Make sure to secure Order of Payment that will be issued.	2.1 Receive and review the completeness of requirements. 2.2. Issue order of payment.	None	30 minutes	
3. Pay the necessary fees at the Municipal Treasurer's Office. *Make sure to secure Official Receipt that will be issued upon payment.	3.1 Accepts the payment based on the Order of Payment. 3.2. Issue the Official Receipt	See Revenue Code, National Building Code of the Philippines PD 1096 IRR	5 minutes	*Pamela T. Cruz /* *Aurelia Delos Santos* *AA IV (Window 1) /* *AA I (Window 3)* *Office of the Municipal Treasurer*
4. Return to the Engineering Office for the processing and release of Certificate of Electrical Inspection	4.1 Receive and verify Official Receipt. 4.2. Process and releases Certificate of Electrical Inspection	None	30 minutes	*Engr. Jayvee C. Fabian* *Engineer II* **Office of the Municipal Engineer**

	TOTAL	**Based on Schedule of Fees.**	**Three (3) days & 1 hour**	

3). Certificate of Occupancy

For person, firm of corporation, including any agency or instrumentality of the government who would like to occupy or use the building or structure.

Office or Division:	Municipal Engineering Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Application Forms (3 copies) ➢ Unified Application Form for Certificate of Occupancy ➢ Certificate of Completion	 Private Professional Engineers Municipal Engineering Office
2. As Built plans (2 copies)	Private Professional Engineers
3. Picture of the building/structure showing front, right, left and rear side (1 copy)	Client
4. Barangay Clearance for Occupancy	Concerned Barangay
5. Fire Safety Inspection Certificate (FSIC) (1 copy)	Bureau of Fire Protection
6. Other clearances whenever necessary (1 copy)	Other Government Agency

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit all the requirements except for FSIC from BFP	1.1 Receive requirements 1.2 Evaluate Architectural, Civil, Electrical, Mechanical, Sanitary/Plumbing 1.3 Conduct site inspection 1.4 Assess fees	None	Two (2) Working days	*Engr. Jayvee C. Fabian* *Engineer II* **Office of the Municipal Engineer**
2. Bring Endorsement letter to BFP	2. Issue Endorsement letter for PFB	As per BFP	5 minutes	**Bureau of Fire Protection**
3. Receive Order of Payment	3. Release Order of Payment	As per NBCP PD 1096	5 minutes	*Engr. Jayvee C. Fabian* *Engineer II* **Office of the Municipal Engineer**
4. Submit FSIC	4. Receive FSIC	None	3 minutes	**Bureau of Fire Protection**
5. Pay Order of Payment at Treasury Office	5. Receive Payment	As per NBCP PD 1096	3 minutes	*AA III (Window 2) /* *AA I (Window 1)* **Office of the Municipal Treasurer**
6. Wait for the schedule of the releasing of the Certificate of Occupancy	6. Prepare Certificate of Occupancy and Sign Certificate of Occupancy	None	45 minutes	*Engr. Jayvee C. Fabian* *Engineer II* **Office of the Municipal Engineer** *Engr. Emelito S. Dela Cruz*

				Municipal Engineer **Office of the Municipal Engineer**
7. Claim Certificate of Occupancy	7. Release Certificate of Occupancy	None	4 minutes	*Engr. Jayvee C. Fabian* *Engineer II* **Office of the Municipal Engineer**
	TOTAL	**Based on Schedule of Fees.**	**Three (3) days & 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