CITIZEN'S CHARTER NO. RO-AF-01. ISSUANCE OF CERTIFICATION OF NO RECORDS/APPEAL/MOTION FOR RECONSIDERATION, ETC.

This Certification is made upon request of DENR personnel, official or external party of No Records/Appeal/Motion for Reconsideration, etc. being filed in the DENR. The purpose for the request is included in the Certification.

Office or Division:	Records Unit/Section, DENR CENR, PENR and Regional Offices
Classification:	Simple to Complex
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government
Who may avail:	Internal: Regular Employee of DENR, including its Bureaus and Attached Agencies External: Contract of Service Personnel, LGU and other government agencies or instrumentalities and private individuals

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Duly accomplished customer request form (1 original)	Public Assistance Desk, Receiving Area or Records Unit/Section
2. Government issued ID (present 1 original)	Requesting Party
Additional if from the Government Sector	
3. Official Letter Request (1 original)	Requesting Party
Additional if Requesting Party is a representative	
4. SPA for representative (1 original, notarized)	Requesting Party, Private Lawyer or Notary Public

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSONS RESPONSIBLE**
1. Accomplish request form and forward to Receiving/ Releasing Clerk	1. Receive, and check the completeness of submitted requirements, stamp the date and time on documents and forward to all documents to action officer	None	5 min.	*Receiving/Releasing Clerk* Records Unit/Section
	1.1. Verify all requirements	None	5 min.	*Records Officer*

	and indicate amount to be paid in the Request Form			Records Unit/Section
	1.2. Approve and sign Request Form	None	5 min.	*Records Officer* Records Unit/Section
	1.3. Prepare/Approve Order of Payment	None	5 min.	*Records Officer* CENRO Records Unit/Section *Accounting Personnel* PENRO/Regional Office Accounting Unit/Section
2. Pay to the Cashier the Certification Fee	2. Accept payment and issue Official Receipt	Php 50.00 (for reference purposes) Php 100.00 (for loan purposes) except when covered by Official Letter Request	5 min.	*Collecting Officer* *Credit Officer* Cashier Unit/Section
	2.1. Check the Official Receipt. Verify, prepare and initial the Certification	None	25 min. (Simple) 3 hours (Complex)	*Records Officer* Records Unit/Section

	2.2. Initial the Certification	None	5 min.	*Chief* Concerned Unit/Section
	2.3. Determine accuracy of the Certification and affix signature	None	5 min.	*CENR Officer or Records Officer* (CENR Office) *Chief, MSD or TSD or PENR Officer* (PENR Office) *RED* (Regional Office)
	2.4. Release the approved Certification to the customer and forward the received Customer Request Form to Action Officer	None	10 min.	*Receiving/Releasing Clerk* Records Unit/Section
3. Received the approved Certification	3. File the Customer Request Form	None	5 min.	*Records Officer* Records Unit/Section
TOTAL:		**Php 50.00-100.00**	**1 hour & 15 min. - 3 hours & 50 min.**	