

**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.

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| <b>Office or Division:</b>                                | Records Unit/Section,<br>DENR CENR, PENR and Regional Offices  |  |
| <b>Classification:</b>                                    | Simple   |  |
|   | Complex  |  |
| <b>Type of Transaction:</b>                               | G2B - Government to Business<br>G2C - Government to Citizen<br>G2G - Government to Government  |  |
| <b>Who may avail:</b>                                     | Internal: Regular Employee of DENR, including its Bureaus and Attached Agencies<br>External: Contract of Service Personnel, LGU and other government agencies or instrumentalities and private individuals |  |
| <b>CHECKLIST OF REQUIREMENTS</b>                          |  | <b>WHERE TO SECURE</b>   |
| 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   |
| <b>Additional if from the Government Sector</b>           |  |  |
| 3. Official Letter Request (1 original)                   |  | Requesting Party   |
| <b>Additional if Requesting Party is a representative</b> |  |  |

| 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.          | <i>Receiving/Releasing Clerk</i><br>Records Unit/Section  |
| 1.1. None   | 1.1. Verify all requirements and indicate amount to be paid in the Request Form   | None  | 5 min.          | <i>Records Officer</i><br>Records Unit/Section  |
| 1.2. None   | 1.2. Approve and sign Request Form  | None  | 5 min.          | <i>Records Officer/Alternate Officer</i><br>Records Unit/Section  |
| 1.3. None   | 1.3. Prepare/Approve Order of Payment   | None  | 5 min.          | <i>Records Officer/Credit Officer</i><br>CENRO Records Unit/Section<br><br><i>Accounting Personnel</i><br>PENRO/Regional Office |

|   |  |  |   |  |
|---|--|--|---|--|
|   |  |  |   | Accounting Unit/Section<br><br>MSD Chief                                   |
| 2. Pay to the Cashier the Certification Fee | 1. Accept payment and issue Official Receipt                                   | <b>Certification Fees***:</b><br><br>Php 25.00 | 5 min.  | <i>Collecting Officer</i><br><i>Credit Officer</i><br>Cashier Unit/Section |
| 1.1. None                                   | 2.1. Check the Official Receipt. Verify, prepare and initial the Certification | None   | 25 min.<br>(Simple)<br><br>3 hours<br>(Complex) | <i>Records Officer</i><br>Records Unit/Section                             |
| 2.2. None                                   | 1.2. Initial the Certification   | None   | 5 min.  | <i>Chief</i><br>Concerned Unit/Section                                     |

|                                       |  |                  |                |  |
|---------------------------------------|--|------------------|----------------|--|
| 1.3. None                             | 2.3. Determine accuracy of the Certification and affix signature   | None             | 5 min.         | <i>CENR Officer or<br/>Records Officer<br/>(CENROffice)</i><br><br><i>Chief, MSD or TSD or<br/>PENR Officer<br/>(PENROffice)</i><br><br><i>RED<br/>(Regional Office)</i> |
| 2.4. None                             | 1.4. Release the approved Certification to the customer and forward the received Customer Request Form to Action Officer | None             | 10 min.        | <i>Receiving/Releasing Clerk<br/>Records Unit/Section</i>  |
| 2. Receive the approved Certification | 3. File the Customer Request Form  | None             | 5 min.         | <i>Records Officer<br/>Records Unit/Section</i>  |
| <b>TOTAL:</b>                         |  | <b>Php 25.00</b> | <b>Simple</b>  | <b>1 hour &amp; 15min.</b>   |
|                                       |  |                  | <b>Complex</b> | <b>3 hours &amp; 50 min.</b>   |

\*\*\*Except when covered by Official Letter Request