

CITIZEN'S CHARTER NO. RO-AF-02. AUTHENTICATION OF RECORD/S*

Authentication of record/s is made by a requesting party (DENR personnel, official or external clientele) for a certified true copy of a record/s issued by the DENR and being filed in the Records Unit/Section. The purpose for the request is included in the Request Form.

Office or Division:	Records Unit/Section, DENR CENR, PENR and Regional Offices	
Classification:	Simple	
	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. Letter Request/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, Public Attorney's Office (PAO) 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, check, and stamp date and time on document. Upload the document to Document Tracking System. Forward document to the concerned Action Officer	None	15 min.	<i>Receiving/Releasing Clerk</i> Records Unit/Section
1.1. None	1.1. Check the availability of records. Process the request (photocopy and stamp " <i>Certified True Copy</i> ") and sign the certification or documents. Indicate amount to be paid in the Request Form/Order of Payment.	None	30 min. (Simple) 3 hours (Complex)	<i>Records Officer</i> Records Unit/Section

2. Pay to the Cashier the Authentication Fee.	2. Accept payment and issue Official Receipt.	Php 50.00 Authentication Fee** per set + Php 5.00 per page *Internal Clients are free of Charge	10 min.	<i>Collecting Officer</i> <i>Credit Officer</i> Cashier Unit/Section
1.2. None	1.2. Check the Official Receipt and photocopy for filing.	None	5 min.	<i>Records Officer</i> Records Unit/Section
1.2. None	1.3. Release the approved Authentication to the customer and forward the received Customer Request Form to Action Officer.	None	5 min.	<i>Receiving/Releasing Clerk</i> Records Unit/Section
3. Receive the approved Authentication.	3. File the Customer Request Form and attachments.	None	5 min.	<i>Records Officer</i> Records Unit/Section

TOTAL:	Php 50.00 Certification Fee per set +	Simple	1 hour & 10 min.
	Php 5.00 per page	Complex	3 hours & 40 min.

*Confidential and Top Secret Documents are subject for approval of the Secretary.

**Except those with Official Letter Request

