

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:	Legal Division
Classification:	Simple
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 FOI 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 other 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. Submit accomplished request form and complete requirements to Receiving/ Releasing Clerk	1. Receive, and check the completeness of submitted requirements, stamp the date and time on documents and forward all documents to action officer	None	5 min.	ALWYN A. LICAWAN <i>Administrative Aide VI Legal Division</i>
1.1. None	1.1. Verify all requirements and indicate amount to be paid in the Request Form	None	5 min.	ALWYN A. LICAWAN <i>Administrative Aide VI Legal Division</i>
1.2. None	1.2. Approve and sign Request Form	None	5 min.	ALWYN A. LICAWAN <i>Administrative Aide VI Legal Division</i>
1.3. None	1.3. Prepare Order of Payment	None	15 min.	ALWYN A. LICAWAN <i>Administrative Aide VI Legal Division</i>
1.4. None	1.4. Approve Order of Payment	None	5min.	LYNETTE S. VILLALOBOS <i>OIC, Chief, Accounting Section</i>
2. Pay to the Cashier the Certification Fee	2. Accept payment and issue Official Receipt	Php 25.00 Certification Fees***	5 min.	FATIMA D. GUZMAN <i>Cashier II Cashiering Section</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
2.1. None	2.1 Check the Official Receipt. Verify, prepare and initial the Certification	None	4 hours 1 day	ALWYN A. LICAWAN <i>Administrative Aide VI</i> <i>Legal Division</i> ATTY. NOEL C. EMPLEO Chief, Legal Division
3. Receive the approved Certification	3. Release the approved Certification to the client	None	10 min.	ALWYN A. LICAWAN <i>Administrative Aide VI</i> <i>Legal Division</i>
TOTAL:		Php 25.00 Certification Fees***	Simple	<i>Regional Office</i> <i>1 day & 55 min.</i> <i>TAT does not include waiting time and is the minimum processing time up to three (3) working days</i>