


**CITIZEN'S CHARTER NO. R6-AF-02. ISSUANCE OF CERTIFICATE OF PAYMENT/REMITTANCE (HDMF, BIR, GSIS, PHILHEALTH AND OTHER REMITTANCES)**

This Service is made upon request of DENR personnel, official or external party for a Certification of Payment being filed in the DENR. The purpose for the request is included in the Certification.

|   |  |   |                        |  |
|---|--|---|------------------------|--|
| <b>Office or Division:</b>  | Finance Division, DENR Regional Office VI, Iloilo City   |   |                        |  |
| <b>Classification:</b>  | Highly Technical   |   |                        |  |
| <b>Type of Transaction</b>  | G2C - Government to Citizen<br>G2G - Government to Government  |   |                        |  |
| <b>Who may avail:</b>   | Internal: Permanent Employees of DENR Central, Regional, PENR and CENR Offices, Bureaus (including Central and Regional Offices), and Attached Agencies<br>External: External Clientele who are authorized party or representative |   |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>  |  | <b>WHERE TO SECURE</b>                            |                        |  |
| 1. Official Letter Request (1 original)                                       |  | Requesting Party                                  |                        |  |
| <b>Additional if from the Government Sector</b>                               |  |   |                        |  |
| 2. SPA for representative (1 original, notarized)                             |  | Requesting Party, Private Lawyer or Notary Public |                        |  |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTION</b>   | <b>FEES TO BE PAID</b>                            | <b>PROCESSING TIME</b> | <b>PERSONS RESPONSIBLE</b>   |
| 1. Submit Letter Request of Payment/ Remittance to Receiving/Releasing Clerk. | 1. Check the letter request as submitted, stamp the date and time on documents and forward all documents to action officer.  | None  | 5 min.                 | <i>Kay Almero<br/>Admin. Asst</i>  |
|   | 1.1. Verify and review the letter request and forward the request to action officer  | None  | 5 min.                 | <br><i>Romnick O. Dalida<br/>Accountant III</i> |



*Daphne Apolonio  
Credit Officer I*



*Daphne Apolonio  
Credit Officer I*



*Romnick O. Dalida  
Accountant III*



*Daphne Apolonio  
Credit Officer I*



*Daphne Apolonio  
Credit Officer I*

|   |   |             |                             |  |
|---|---|-------------|-----------------------------|--|
|   | 1.2. Retrieve remittance list to support preparation of Certificate of Payment/Remittance | None        | 15 days                     | <br><i>Daphne Apolonio<br/>Credit Officer I</i>  |
|   | 1.3. Prepare Certificate of Payment/Remittances   | None        | 30 min.                     | <br><i>Daphne Apolonio<br/>Credit Officer I</i>  |
|   | 1.4. Sign Certificate of Payment/Remittance   | None        | 5 days                      | <br><i>Romnick O. Dalida<br/>Accountant III</i><br><br><i>Daphne Apolonio<br/>Credit Officer I</i> |
| 2. Received the approved Certification. | 1. Release signed Certificate of Payment/Remittance.                                      | None        | 3 min.                      | <br><i>Daphne Apolonio<br/>Credit Officer I</i>  |
| <b>TOTAL:</b>                           |   | <b>None</b> | <b>15 days &amp; 53 min</b> |  |

