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	None	15 min.	*Receiving/Releasing Clerk* Records Unit/Section

	concerned Action Officer			
1.1. None	1.1. Check the availability of records. Process the request (photocopy and stamp "*Certified True Copy*") 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)	*Records Officer* 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.	*Collecting Officer* *Credit Officer* Cashier Unit/Section

1.2. None	1.2. Check the Official Receipt and photocopy for filing.	None	5 min.	*Records Officer* 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.	*Receiving/Releasing Clerk* Records Unit/Section
3. Receive the approved Authentication.	3. File the Customer Request Form and attachments.	None	5 min.	*Records Officer* Records Unit/Section
TOTAL:		Php 50.00 **Certification Fee** per set + Php 5.00 per page	**Simple**	**1 hour & 10 min.**
			Complex	**3 hours & 40 min.**

*Confidential and Top Secret Documents are subject for approval of the Secretary.
**Except those with Official Letter Request