



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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| Office or Division: | Records Unit/Section, DENR CENR, Implementing PENR, PENR and Regional Offices | |
| 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. | Receiving/Releasing Clerk Records Unit/Section |
| 1.1. None | 1.1. Verify all requirements and indicate amount to be paid in the Request Form | None | 5 min. | Records Officer Records Unit/Section |
| 1.2. None | 1.2. Approve and sign Request Form | None | 5 min. | Records Officer/Alternate Officer Records Unit/Section |
| 1.3. None | 1.3. Prepare Order of Payment | None | 15 min. | Records Officer/Credit Officer CENRO Records Unit/Section Accounting Personnel PENRO/Regional Office Accounting Unit/Section MSD Chief |



| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
|---|---|---|----------------------|---|
| 1.4. None | 1.4. Approve Order of Payment | None | 5min. | PENRO/Regional Office Accountant /CENR Officer or designated representative |
| 2. Pay to the Cashier the Certification Fee | 2. Accept payment and issue Official Receipt | Php 25.00 Certification Fees*** | 5 min. | Collecting Officer Credit Officer Cashier Unit/Section |
| 2.1. None | 2.1 Check the Official Receipt. Verify, prepare and affix initial the Certification * Regional Office Legal Division to verify record prepare and affix initial on the Certification (if applicable) | None | 4 hours 1 day | Records Officer Records Unit/Section Chief Legal/ Designated staff |
| 2.2. None | 2.2. ** PENRO/CENRO Review and affix Initial on the Certification | None | 10 min. | Chief Concerned Unit/Section |



| CLIENT STEPS | AGENCY ACTION | FEEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
|---------------------------------------|--|--|-----------------|--|
| 2.3None | 2.3. Determine accuracy of the Certification and affix signature | None | 5 min. | Head of Office or Records Officer or Designated Representative |
| 3. Receive the approved Certification | 3. Release the approved Certification to the client | None | 10 min. | Receiving/Releasing Clerk Records Unit/Section |
| TOTAL: | | Php 25.00 Certification Fees*** | Simple | CENRO/PENRO 5 hours & 5 min. <i>Regional Office 1 day & 55 min.</i> |

*If transaction is in the Regional Office

**If transaction is in the CENR, Implementing PENR, and PENR Offices

***Except when covered by Official Letter Request