

## CITIZEN'S CHARTER NO. RO-AF-02. DOCUMENT AUTHENTICATION FOR GENERAL CIRCULATION DOCUMENTS\*

Document Authentication is made by a requesting party for a certified true copy of a record issued by the DENR. The purpose for the request is included in the Request Form.

<b>Office or Division:</b>	Records Unit/Section, DENR CENR, PENR and Regional Offices			
<b>Classification:</b>	Simple to Complex			
<b>Type of Transaction:</b>	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
<b>Who may avail:</b>	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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request (1 original)		Public Assistance Desk, Receiving Area or Records Unit/Section		
2. Government issued ID (present 1 original)		Requesting Party		
<b>Additional if from the Government Sector</b>				
3. Official Letter Request (1 original)		Requesting Party		
<b>Additional if Requesting Party is a representative</b>				
4. SPA for representative (1 original, notarized)		Requesting Party, Private Lawyer, Public Attorney's Office (PAO) 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. 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.	<i>Receiving/Releasing Clerk</i> Records Unit/Section

	concerned Action Officer			
	<p>1.1. Check the availability of records.</p> <p>Process the request (photocopy and stamp "<i>Certified True Copy</i>") and sign the certification or documents.</p> <p>Indicate amount to be paid in the Request Form/Order of Payment.</p>	None	<p>30 min. (Simple)</p> <p>3 hours (Complex)</p>	<p><i>Records Officer</i> Records Unit/Section</p>
1. Pay to the Cashier the Certification Fee.	3. Accept payment and issue Official Receipt.	<p>Php 50.00 Per set + Php 5.00 per page</p> <p>except those with Official Letter Request</p>	10 min.	<p><i>Collecting Officer</i> <i>Credit Officer</i> Cashier Unit/Section</p>
	3.1. Check the Official Receipt and photocopy for filing.	None	5 min.	<p><i>Records Officer</i> Records Unit/Section</p>
	3.2. Release the approved	None	5 min.	<p><i>Receiving/Releasing Clerk</i> Records Unit/Section</p>

	Authentication to the customer and forward the received Customer Request Form to Action Officer.			
3. Receive the approved Certification.	4. File the Customer Request Form and attachments.	None	5 min.	<i>Records Officer</i> Records Unit/Section
<b>TOTAL:</b>		<b>Php 50.00 Per set + Php 5.00 per page</b>	<b>1 hour &amp; 10 min. - 3 hours &amp; 40 min.</b>	

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