

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.

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 (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	None	15 min.	<i>Receiving/Releasing Clerk</i> Records Unit/Section

	document to the concerned Action Officer			
1.1. None	<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>
2. Pay to the Cashier the Certification Fee.	2. Accept payment and issue Official Receipt.	<p>Php 50.00 Certification Fee** per set +</p> <p>Php 5.00 per page</p>	10 min.	<p><i>Collecting Officer</i> <i>Credit Officer</i> Cashier Unit/Section</p>
1.2. None	1.2. Check the Official Receipt and photocopy for filing.	None	5 min.	<p><i>Records Officer</i> Records Unit/Section</p>
1.2. None	1.3. Release the approved Authentication to	None	5 min.	<p><i>Receiving/Releasing Clerk</i> Records Unit/Section</p>

	the customer and forward the received Customer Request Form to Action Officer.			
3. Receive the approved Certification.	3. File the Customer Request Form and attachments.	None	5 min.	<i>Records Officer</i> 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.