



## 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.

<b>Office or Division:</b>	Records Unit/Section, DENR CENR, PENR and Regional Offices			
<b>Classification:</b>	Simple			
	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. Duly accomplished customer request form (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 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, and check the completeness of submitted requirements, stamp the date and time on documents and forward to all documents to action officer	None	5 min.	<i>Receiving/Releasing Clerk</i> Records Unit/Section



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1.1. None	1.1. Verify all requirements and indicate amount to be paid in the Request Form	None	5 min.	<i>Records Officer</i> Records Unit/Section
1.2. None	1.2. Approve and sign Request Form	None	5 min.	<i>Records Officer/Alternate Officer</i> Records Unit/Section
1.3. None	1.3. Prepare/Approve Order of Payment	None	5 min.	<i>Records Officer/Credit Officer</i> CENRO Records Unit/Section  <i>Accounting Personnel</i> PENRO/Regional Office Accounting Unit/Section  MSD Chief
2. Pay to the Cashier the Certification Fee	1. Accept payment and issue Official Receipt	<b>Certification Fees***:</b>  Php 25.00	5 min.	<i>Collecting Officer</i> <i>Credit Officer</i> Cashier Unit/Section
1.1. None	2.1. Check the Official Receipt. Verify, prepare and initial the Certification	None	25 min. (Simple)  3 hours (Complex)	<i>Records Officer</i> Records Unit/Section



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
2.2. None	1.2. Initial the Certification	None	5 min.	<i>Chief Concerned Unit/Section</i>
1.3. None	2.3. Determine accuracy of the Certification and affix signature	None	5 min.	<i>CENR Officer or Records Officer (CENR Office)  Chief, MSD or TSD or PENR Officer (PENR Office)  RED (Regional Office)</i>
2.4. None	1.4. Release the approved Certification to the customer and forward the received Customer Request Form to Action Officer	None	10 min.	<i>Receiving/Releasing Clerk Records Unit/Section</i>
2. Receive the approved Certification	3. File the Customer Request Form	None	5 min.	<i>Records Officer Records Unit/Section</i>
<b>TOTAL:</b>		<b>Php 25.00</b>	<b>Simple</b>	<b>1 hour &amp; 15 min.</b>
			<b>Complex</b>	<b>3 hours &amp; 50 min.</b>

\*\*\*Except when covered by Official Letter Request.