







CITIZEN'S CHARTER PROCESS No. 12

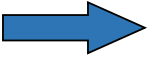
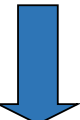


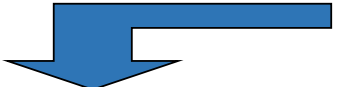



Name of Agencies : DENR Central Office - Records Management and Documentation Division
 Forest Management Bureau (FMB) - Records Unit
 Environmental Management Bureau (EMB) - Records Section
 Biodiversity Management Bureau (BMB) - Records Unit
 Community Environment and Natural Resources Office (CENRO) - Records Unit/Section

Frontline Service : Document Authentication

Schedule of Availability of Service : 8:00-5:00, Monday to Friday

How to Avail of the Service :

| No. | CUSTOMER ACTIVITY | DENR ACTION | OFFICE/PERSON RESPONSIBLE/ LOCATION | DURATION | DOCUMENTARY REQUIREMENTS | AMOUNT OF FEES |
|-----|--|---|---|------------|---|----------------|
| [A] | [B] | [C] | [D] | [E] | [F] | [G] |
| 1 | Fill up the prescribed form after showing any government issued ID and satisfying specific requirements   | Check the completeness of submitted requirements, stamp the date and time on documents. Forward all documents to action officer.  | Receiving Personnel | 30 minutes | 1. Duly accomplished client request form 2. Government issued ID 3. SPA for representative (Private) 4. Letter Request (Government Employee) | |
| | | Verify all requirements and indicate amount to be paid in the Request Form or indicate if request pertains to restricted documents  | Action Officer | | | |
| | | Approve and sign Request Form or forward request to the Director/RD concerned if request pertains to documents for Limited Circulation or Restricted Documents. Confidential and Top Secret Documents are subject to the approval of the Secretary.  | Division Chief/ Head, Records Unit | | | |
| | | Prepare/Approve Order of Payment  | Accountant 1/ Accountant 2/ Cashier | 5 minutes | | |

| | | | | | | | |
|---|---|---|--|---------------------|----------|------------------|--|
| 2 | Pay to the Cashier the Authentication Fee  | Accept payments and issue Official Receipt  | Cashier | 5 minutes | | | Php 50.00 / set + Php 5.00 / page except those covered with Official Letter Request |
| | | Check the Official Receipt and prepare the requested Authentication  | Action Officer | 5 minutes | | Official Receipt | |
| | | Reproduce and stamp certified copy on requested documents  | Action Officer | 1 - 20 pages | 30 mins. | | |
| | | | | 21 - 50 pages | 1 hour | | |
| | | | | 51 - 100 pages | 2 hours | | |
| | | | | 101 - 200 pages | 4 hours | | |
| | | | | more than 200 pages | 1 day | | |
| |  | Determine accuracy and Initial the Authentication  | Section Chief / Admin Assistant/ Clerk | 30 minutes | | | |
| | | Determine accuracy of the Authentication and affix signature  | Division Chief / Section Chief / Unit Chief / Records Officer | | | | |
| | | Release the approved Authentication to the customer and forward the received Customer Request Form to Action Officer  | Administrative Aide/ Releasing Personnel | | | | |
| 3 | Receive Authentication | File the Customer Request Form | Action Officer | | | | |