



## **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, Implementing PENR, PENR and Regional Offices	
<b>Classification:</b>	Simple	
<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 FOI 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 other 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



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Submit accomplished request form and <b>complete</b> 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 <b>Certification Fees***</b>	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  * <b>Regional Office</b> 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	<b>2.2. ** PENRO/CENRO</b>  Review and affix Initial on the Certification	None	10 min.	Chief Concerned Unit/Section



CLIENT STEPS	AGENCY ACTION	FEE 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
<b>TOTAL:</b>		<b>Php 25.00 Certification Fees***</b>	<b>Simple</b>	<b>CENRO/PENRO</b> <b>5 hours &amp; 5 min.</b> <b><i>Regional Office</i></b> <b><i>1 day &amp; 55 min.</i></b>

\*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