


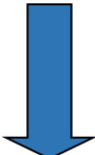


CITIZEN'S CHARTER PROCESS No. 11








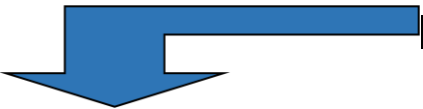

Name of Agencies : DENR Central Office - Records Management and Documentation Division
 Forest Management Bureau (FMB) - Records Unit
 Environmental Management Bureau (EMB) - Records Section
 Protected Areas and Wildlife Bureau (PAWB) - Records Unit

Frontline Service : Issuance of a Certification of No Records/Appeal/Motion for Reconsideration, etc.

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

How to Avail of the Service :

No. [A]	CUSTOMER ACTIVITY [B]	DENR ACTION [C]	OFFICE/ PERSON/ RESPONSIBLE/ LOCATION [D]	DURATION [E]	DOCUMENTARY REQUIREMENTS [F]	AMOUNT OF FEES [G]
1	Fill up the prescribed form after showing any government issued ID and satisfying requirements 	Check the completeness of submitted requirements, stamp the date and time on documents. Forward all documents to action officer.  Verify all requirements and indicate amount to be paid in the Request Form.  Approve and sign Request Form 	Receiving Personnel Action Officer Division Chief/ Head, Records Unit	30 minutes	1. Duly accomplished customer request form 2. Government issued ID 3. SPA for representative (Private) 4. Official Letter Request (Government Employee)	

		 Prepare/Approve Order of Payment 	Accountant 1/ Accountant 2/ Cashier	5 minutes		
2	Pays to the Cashier the Certification Fee	 Cashier accept payment and issue Official Receipt 	Cashier	5 minutes		Php 25.00 except when covered by Official Letter Request
		Check the Official Receipt and prepare the requested Certification 	Action Officer	20 minutes	Official Receipt	
		Determine accuracy and initial the Certification 	Section Chief / Admin Assistant / Records Officer	30 minutes		
		Determine accuracy of the Certification and affix signature 	Division Chief / Section Chief / Records Officer			
		 Release the approved Certification to the customer and forward the received Customer Request Form to Action Officer 	Administrative Aide / Releasing Personnel			
3	Receive Certification	File the Customer Request Form	Action Officer			

