



**CITIZEN'S  
CHARTER  
PROCESS No. 12**



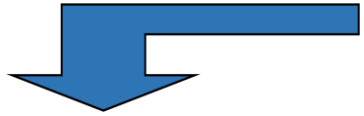
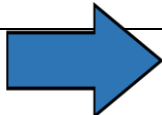

**Name of Agencies :** DENR Central Office - Records Management and Documentation Division  
Forest Management Bureau (FMB) - Records Unit  
Environmental Management Bureau (EMB) - Records Section  
Protected Areas and Wildlife Bureau (PAWB) - Records Unit  
Community Environment and Natural Resources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





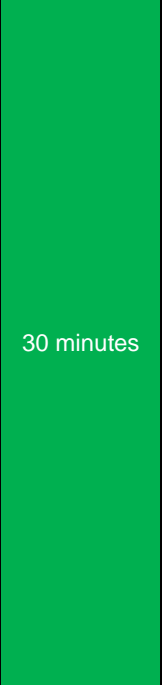

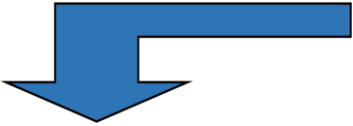

**Frontline Service :** Document Authentication

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

**How to Avail of the Service**

No. [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 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 21 - 50 pages 51 - 100 pages 101 - 200 pages more than 200 pages	30 mins. 1 hour 2 hours 4 hours 1 day	
		Determine accuracy and Initial the Authentication  	Section Chief / Admin Assistant/ Clerk			
		Determine accuracy of the Authentication and aff 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		30 minutes	
3	Receive Authentication	File the Customer Request Form	Action Officer			

