



CITIZEN'S CHARTER NO. CO-AF-01. ISSUANCE OF CERTIFICATION OF NO RECORDS/APPEAL/MOTION FOR RECONSIDERATION, ETC.

This Service is made upon request of DENR personnel, official or external party for a Certification of No Records/ Appeal/ Motion for Reconsideration, etc. being filed in the DENR. The purpose for the request is included in the Certification.

Office or Division:	Records Management Division (RMD), DENR Central Office			
Classification:	Simple			
Type of Transaction	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Internal: Permanent Employees of DENR Central, Regional, PENR and CENR Offices, Bureaus (including Central and Regional Offices), and Attached Agencies External: External Clientele who are authorized party or representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished customer request form (1 original)		Receiving Area, RMD, Basement		
2. Government issued ID (present 1 original)		Requesting Party		
Additional if from the Government Sector				
3. Official Letter Request (1 original)		Requesting Party		
Additional if applicant is a representative				
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. Accomplish request form and forward to Receiving/ Releasing Clerk.	1. Check the completeness of submitted requirements, stamp the date and time on documents and forward all documents to action officer.	None	5 min.	<i>Receiving/Releasing Clerk RMD</i>
	1.1. Verify all requirements, indicate amount to be paid in the Request	None	20 min.	<i>Action Officer/ Administrative Officer RMD</i>



	Form, and verify availability of the requested document.			
	1.2. Approve and sign Request Form.	None	5 min.	<i>Chief Administrative Officer RMD</i>
	1.3. Prepare/Approve Order of Payment, and forward the same to requesting party.	None	5 min.	<i>Action Officer/ Administrative Officer RMD</i>
2. Pay to the Cashier the Certification Fee, and receive Official Receipt.	2. Accept payment and issue Official Receipt.	Php 25.00 except when covered by Official Letter Request	5 min.	<i>Action Officer/ Administrative Officer Cashier Section</i>
3. Forward Official Receipt to RMD.	3. Check the Official Receipt and prepare the requested Certification.	None	15 min.	<i>Action Officer/ Administrative Officer RMD</i>
	3.1. Determine accuracy and initial the Certification.	None	2 min.	<i>Action Officer/ Administrative Officer RMD</i>
	3.2. Determine accuracy of the Certification and affix signature.	None	5 min.	<i>Chief Administrative Officer RMD</i>
	3.3. Release the approved Certification to the customer.	None	5 min.	<i>Receiving/Releasing Clerk RMD</i>



	Forward the received Customer Request Form to Action Officer for filing.			
4. Received the approved Certification.	4. File the Customer Request Form.	None	5 min.	<i>Action Officer/ Administrative Officer RMD</i>
TOTAL:		Php 25.00	1 hour & 12 min.	