



CITIZEN'S CHARTER NO. CO-AF-02. DOCUMENT AUTHENTICATION FOR GENERAL CIRCULATION DOCUMENTS*

Document Authentication is made by a requesting party (DENR personnel, official or external clientele) for a certified true copy of a record issued by the DENR and being filed in the Records Management Division. The purpose for the request is included in the Request Form.

Office or Division:	Records Management Division (RMD), DENR Central Office			
Classification:	Simple			
Type of Transaction	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
Who may avail:	All Permanent, Casual and Contractual Personnel and Officials of DENR Central, Regional, PENR and CENR Offices, Bureaus (including Central and Regional Offices), and Head of Attached Agencies; and External Clientele			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request or Request Form (1 original)		Requesting Party, or Receiving Area, RMD		
2. Government issued ID (present 1 original)		Requesting Party		
Additional if from the Government Sector				
3. Official Letter Request (1 original)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Accomplish request form and forward to Receiving/Releasing Clerk.	1. Receive, check, and stamp date and time on document.	None	5 min.	<i>Receiving/Releasing Clerk RMD</i>
	1.1. Upload the document to Document Tracking System.	None	5 min.	<i>Receiving/Releasing Clerk RMD</i>
	1.2. Forward document to the concerned Action Officer.	None	5 min.	<i>Receiving/Releasing Clerk RMD</i>



	1.3. Check the availability of records, process the request, indicate amount to be paid in the Request Form.	None	15 min.	<i>Action Officer/ Administrative Officer RMD</i>
	1.4. Approve and affix signature on the Request Form.	None	5 min.	<i>Action Officer/ Administrative Officer Chief Administrative Officer RMD</i>
	1.5. Prepare Order of Payment and forward the same to requesting party.	None	5 min.	<i>Receiving/Releasing Clerk RMD</i>
2. Receive the Order of Payment, and pay to the Cashier the Certification Fee.	3. Accept payment and issue Official Receipt.	Php 50.00 Per set + Php 5.00 per page except those with Official Letter Request	5 min.	<i>Cashier Staff Cashier Section</i>
	3.1. Check the Official Receipt and photocopy for filing. Photocopy the requested documents, stamp "Certified True	None	20 min.	<i>Action Officer/ Administrative Officer RMD</i>



	Copy” and affix initial on the stamp, and forward to Chief, RMD.				
	3.2. Sign in the stamp/certified documents.	None	Time	No. of Pages	<i>Chief Administrative Officer</i> RMD
			30 min.	1-20	
			1 hour	21-50	
			2 hours	51-100	
			1 day	200+	
	3.3. Release the approved Authentication to the customer and forward the received Customer Request Form to Action Officer.	None	5 min.		<i>Receiving/Releasing Clerk</i> RMD
3. Receive the certified documents/records.	4. File the Customer Request Form and attachments.	None	5 min.		<i>Action Officer/ Administrative Officer</i> RMD
TOTAL:		Php 50.00 Per set + Php 5.00 per page	1 hour & 45 min. - 1 day, 1 hour & 15 min.		

*Confidential and Top Secret Documents are subject for approval of the Secretary.