



## 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.

<b>Office or Division:</b>	Records Management Division (RMD), DENR Central Office			
<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>	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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter Request or Request Form (1 original)		Requesting Party, or Receiving Area, RMD		
2. Government issued ID (present 1 original)		Requesting Party		
<b>Additional if from the Government Sector</b>				
3. Official Letter Request (1 original)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
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
<b>TOTAL:</b>		<b>Php 50.00 Per set + Php 5.00 per page</b>	<b>1 hour &amp; 45 min. - 1 day, 1 hour &amp; 15 min.</b>		

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