

**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  
 Biodiversity Management Bureau (BMB) - Records Unit

**Frontline Service**


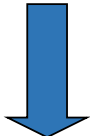






: Issuance of a Certification of No Records/Appeal/Motion for Reconsideration, etc.





**Schedule of Availability of Service**

: 8:00-5:00, Monday to Friday

**How to Avail of the Service**

:

| No.<br>[A] | CUSTOMER ACTIVITY<br>[B]  | DENR ACTION<br>[C]   | OFFICE/ PERSON/<br>RESPONSIBLE/ LOCATION<br>[D] | DURATION<br>[E] | DOCUMENTARY<br>REQUIREMENTS<br>[F]   | AMOUNT OF<br>FEES<br>[G]                                 |
|------------|---|--|---|-----------------|--|--|
| 1          | Fill up the prescribed form after showing any government issued ID and satisfying requirements<br> | Check the completeness of submitted requirements, stamp the date and time on documents.<br> | Receiving Personnel                             | 30 minutes      | 1. Duly accomplished customer request form<br>2. Government issued ID<br>3. SPA for representative (Private)<br>4. Official Letter Request (Government Employee) |  |
|            |   | Forward all documents to action officer.<br>  | Action Officer                                  |                 |  |  |
|            |   | Verify all requirements and indicate amount to be paid in the Request Form.<br>             | Division Chief/<br>Head, Records Unit           |                 |  |  |
|            |   | Approve and sign Request Form<br>   | Accountant 1/<br>Accountant 2/<br>Cashier       | 5 minutes       |  |  |
| 2          | Pays to the Cashier the Certification Fee<br>  | Prepare/Approve Order of Payment<br>  | Cashier   | 5 minutes       |  | Php 25.00 except when covered by Official Letter Request |
|            |   | Cashier accept payment and issue Official Receipt<br>                                     | Action Officer                                  | 20 minutes      | Official Receipt   |  |

|   |                       |  |   |            |  |  |
|---|-----------------------|--|---|------------|--|--|
|   |                       | Determine accuracy and initial the Certification<br>   | Section Chief / Admin Assistant / Records Officer | 30 minutes |  |  |
|   |                       | Determine accuracy of the Certification and affix signature<br>   | Division Chief / Section Chief/ Records Officer   |            |  |  |
|   |                       |  Release the approved Certification to the customer and forward the received Customer Request Form to Action Officer<br> | Administrative Aide/ Releasing Personnel          |            |  |  |
| 3 | Receive Certification | File the Customer Request Form   | Action Officer                                    |            |  |  |