



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

This Certification is made upon request of DENR personnel, official or external party 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:	Administrative Division, Legal Division DENR National Capital Region			
Classification:	Simple to Complex			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Internal: Regular Employee of DENR, including its Bureaus and Attached Agencies External: Contract of Service Personnel, LGU and other government agencies or instrumentalities and private individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished customer request form (1 original)		Public Assistance Desk, Receiving Area or Records Unit/Section		
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 Requesting Party 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. Receive, and check the completeness of submitted requirements, stamp the date and time on documents and forward to all documents to action officer	None	5 min.	<i>Receiving/Releasing Officer</i>
	1.1. Verify all requirements and indicate amount to be paid in the Request Form	None	5 min.	<i>Receiving/Releasing Officer</i>



	1.2. Approve and sign Request Form	None	5 min.	<i>Receiving/Releasing Officer</i>
	1.3. Prepare/Approve Order of Payment	None	5 min.	<i>Receiving/Releasing Officer</i>
2. Pay to the Cashier the Certification Fee	2. Accept payment and issue Official Receipt	Certification Fee: Php 25.00	5 min.	<i>Collecting Officer</i>
	2.1. Check the Official Receipt. Verify, prepare and initial the Certification	None	20 min. (Simple) 3 hours (Complex)	<i>Receiving/Releasing Officer</i> Legal Division Staff/Action Officer
	2.2. Initial the Certification	None	5 min.	Legal Assistant/Action Officer
	2.3. Indorse the Certification and case records to the Head, Records Unit	None	15 min.	Releasing Officer
	2.4. Determine accuracy of the Certification and affix signature	None	5 min.	<i>Head, Records Unit</i>



	2.5. Release the approved Certification to the requesting party forward the received Customer Request Form to Action Officer	None	10 min.	<i>Releasing Officer</i>
3. Received the approved Certification	3. File the Customer Request Form	None	5 min.	<i>Receiving Officer/Action Officer</i>
TOTAL:		Php 25.00	1 hour & 25 min. – 4 hours	