

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



Document Authentication is made by a requesting party for a certified true copy of a record issued by the DENR. The purpose for the request is included in the Request Form.

Office or Division:	Land Records Unit - Licenses, Patents and Deeds 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. Letter Request (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, Public Attorney's Office (PAO) 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, check, and stamp date and time on document. Upload the document to Document Tracking System. Forward document to the concerned Action Officer	None	15 min.	<i>Receiving/Releasing Clerk</i> Records Unit/Section
	1.1. Check the availability of records. Process the request (photocopy and stamp	None	30 min. (Simple) 3 hours (Complex)	<i>Special Investigator</i>



	<p>“<i>Certified True Copy</i>”) and sign the certification or documents.</p> <p>Indicate amount to be paid in the Request Form/Order of Payment.</p>			
2. Pay to the Cashier the Certification Fee.	2. Accept payment and issue Official Receipt.	<p>Php 50.00 Per set + Php 5.00 per page</p> <p>except those with Official Letter Request</p>	10 min.	<p><i>Collecting Officer</i> <i>Credit Officer</i> <i>Cashier Unit/Section</i></p>
	3. Check the Official Receipt and photocopy for filing.	None	5 min.	<p><i>Records Officer</i> <i>Records Unit/Section</i></p>
	4. Release the approved Authentication to the scustomer and forward the received Customer Request Form to Action Officer.	None	5 min.	<p><i>Receiving/Releasing Clerk</i> <i>Records Unit/Section</i></p>
3. Receive the approved Certification.	5. File the Customer Request Form and attachments.	None	5 min.	<p><i>Special Investigator</i></p>
TOTAL:		Php 50.00 + Php 5.00 per page	1 hour & 10 min. - 3 hours & 40 min.	

*Confidential and Top Secret Documents are subject for approval of the Regional Executive Director