



**CITIZEN'S CHARTER NO. RO-AF-02. DOCUMENT AUTHENTICATION**

This Service is made upon request of DENR personnel, official or external party for Authentication of Documents.

<b>Office or Division:</b>	Land Records Unit, Patents and Deeds Section, LPDD		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - Government to Citizen		
	G2G - Government to Government		
<b>Who my avail:</b>	Internal: Permanent Employees of DENR Central, Regional, PENR and CENR Offices, Bureaus (including Central and Regional Offices), and Attached Agencies External: External Clientele who are authorized party or representative		

CHECK LIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished customer request form (1 original)	LRU-PDS, LPDD
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>Additional if applicant is a representative</b>	
4. SPA for representative (1 original, notarized)	Requesting Party, Private Lawyer or Notary Public

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. Fill up the prescribed form after showing any government issued ID and satisfying specific requirements</b>	Receive letter-request	NONE/ NA	10 mins.	<b>Admin. Officer III</b>
	Approve and sign Request Form or forward request to the Director/RD concerned if request pertains to documents for Limited Circulation or Restricted Documents Confidential and Top Secret Documents are subject to the approval of the Secretary.			
	Receive and check the completeness of submitted requirements, stamp the date and time on documents. Forward all documents to action officer.			
	Verify all requirements and indicate amount to be paid in the Request Form or indicate if request pertains to restricted documents			
	Verify all requirements and indicate amount to be paid in the Request Form or indicate if request pertains to restricted documents	NONE/ NA	15 mins.	<b>Special Investigator I</b>
	Prepare/Approve Order of Payment			
<b>2. Pay to the Cashier the Authentication Fee</b>	Accept payments and issue Official Receipt	Php 50.00 /page +	10 mins.	<b>Admin. Officer I</b>
		Php 10.00 / additional page except those covered with Official Letter Request		

	Check the Official Receipt and prepare the requested Authentication		5 minutes		<b>Admin. Officer III</b>
	Reproduce and stamp certified copy on requested documents		1 - 20 pages	30 mins.	
	Review and Initial the Authentication		21 - 50 pages	1 hour	
	Affix signature, stamp dry seal and/or attach barcode		51 - 100 pages	2 hours	
			101 - 200 pages- 4 hours	4 hours	
			more than 200 pages-1 day	1 day	
<b>3. Receive Authentication</b>	Release the approved Authentication duly received by the customer and forward the received Customer Request Form to Action Officer		45 minutes		<b>Special Investigator I</b>
	File the Customer Request Form				