

**CITIZEN’S CHARTER NO. FMB-RE-01: ISSUANCE OF CERTIFIED COPIES OF DOCUMENTS, (FOREST TENURE AGREEMENTS, PERMITS AND OTHERS)**

These are certified true copies of documents in the possession of FMB such as approved Forest Tenure Agreements, Permits and other pertinent documents as requested by Citizen, Business Entity, and Government Office for legal, personal and other purposes.

<b>Office or Division:</b>	Records Unit - Office of the Director
<b>Classification:</b>	Simple to Complex
<b>Type of Transaction</b>	Government to Business, Citizens, and to Government
<b>Who may avail?</b>	Existing/ Expired Tenure/ Permit Holders, and or Representative, Government Agencies, Non-Government Agencies, Banks, GOCC’s and other entities.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>If the requesting party is the owner</b>	
1. Letter Request addressed to the FMB Director	To be accomplished by the Owner
2. One (1) photocopy of any of the following Gov't issued ID: (SSS/GSIS ID, PAGIBIG ID, Senior Citizen ID, PRC ID, Driver’s License, Postal ID, Voter’s ID, Passport.	SSS, GSIS, BIR, PAGIBIG, LGU, PRC, LTO, Post Office, Comelec DFA
<b>If the request is filed through a representative</b>	
1. Letter Request addressed to the FMB Director	To be accomplished by the Owner
2. One Original copy of Authorization letter/ Duly notarized SPA (for restricted documents)	To be accomplished by the Owner
3. One (1) photocopy of any of the following Gov't issued ID of the owner and the representative: SSS/GSIS ID, PAGIBIG ID, Senior Citizen ID, PRC ID, Driver’s License, Postal ID, Voter’s ID, Passport.	SSS, GSIS, BIR, PAGIBIG, LGU, PRC, LTO, Post Office, Comelec, DFA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
<p>1. Provide written request addressed to the FMB Director at the FMB Records Unit the following information:</p> <p>a. Name of the permit/tenure holder, its tenure/permit code, location, and other pertinent information;</p> <p>b. Purpose of the request.</p>	<p>1. Acceptance of written request at the FMB Records Unit.</p> <p>1.1 The request will be stamped received by the Receiving Officer indicating his/her designation, the date and the time of receipt;</p> <p>1.2 Inform the requesting party that his/her request will be acted and released within three (3) to twenty (20) working days (depending on the complexity of the request) from the date of the receipt of the request.</p> <p>1.3 Release of claim stub to the requesting party, indicating therein the date of release of his/her request;</p>	None	2 Hours	Chief, Records Unit, Office of the Director
	<p>2. Verification of the request from databases/record</p> <p>2.1 Records Verifier evaluates requests from the database/records.</p>	None	2 days 5 hours - 19 day 5 hours	Chief, Records Unit, Office of the Director

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
	2.2 Records/ Action Officer prepares certified copies of documents.			
	3. Prepares Order of payment for certified copies of document requested;	None	20 minutes	Chief, Records Unit, Office of the Director
2. Payment of applicable Fees to Cashier Unit	4. Payment and issuance of official receipt.	Php 36.00 per page	20 minutes	Chief, Cashier Unit, Office of the Director
3. Personally receives certified copies of documents	5. Releasing of approved certified copies of documents	None	20 minutes	Chief, Records Unit, Office of the Director
<b>TOTAL</b>		<b>Php 36.00<sup>++</sup> depending on the number of pages</b>	<b>3 - 20 working days</b>	