

**MEMORANDUM ORDER**

**No. 07**

**SUBJECT: Organization, Functions and General Office Procedures in the Records Management and Documents Division, DENR.**

Pursuant to the provisions of Executive Order No. 192 dated June 10, 1987, and DENR Circular No. 5 dated December 29, 1988 this Memorandum Order hereby defines the organization, functions and general office procedures in the Records Management and Documents Division for the information and guidance of all concerned.

**1. Organization**

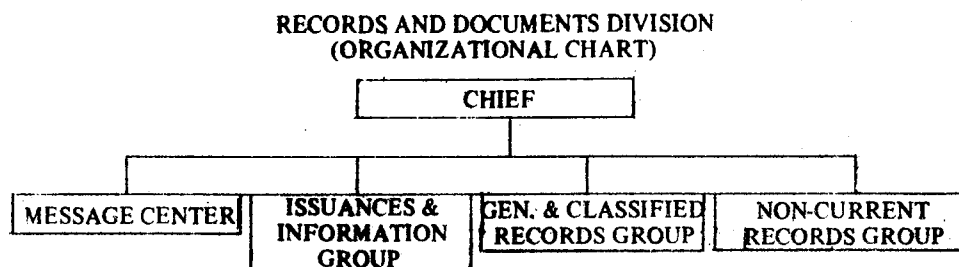
1.1. The Records Management and Documents Division shall consist of the following administrative units:

- 1.1.1 – Message Center (MC)
- 1.1.2 – Issuances and Information Group (IIG)
- 1.1.3 – General & Classified Records Group (GCRG)
- 1.1.4 – Non-Current Records Group (NCRG)

1.2. Subject to the supervision and control of the Chief, Administrative Service, the Chief of the Records Management and Documents Division shall carry out the functions assigned to it, and shall perform such other duties as may be delegated by the Chief, Administrative Service.

1.3. The organizational structure of the Records Management and Documents Division is shown in Annex "A".

ANNEX "A"



- 2.1.2 Provides pick-up and delivery service for incoming correspondence and outgoing communications.
- 2.1.3. Provides internal and external messenger service.
- 2.1.4 Monitors the movement of requisition and inventory of supplies; and attends to the repair and maintenance of office equipment, of the Division.

## **2.2 Issuances and Information Group (IIG)**

- 2.2.1 Takes care of the registration, numbering and indexing of Circulars and Orders including their maintenance, reproduction, and dissemination to Staff Bureaus, Regional Offices, Field Offices and other agencies attached to and/or under the Department, and in some cases, to outside parties affected by these administrative issuances as well as the issuance of its certified copies.
- 2.2.2 Prepares and circulates regularly a digest of all issuances promulgated in the form of Records Bulletin for distribution to DENR Offices.

## **3. General & Classified Records Group (GCRG)**

- 2.3.1 Releases, classifies, indexes, posts, files signed communications, telegrams and other mail matters.
- 2.3.2 Undertake custody of official records and maintains them systematically in a file station to meet the documentary and reference requirements of management, action officers and the general public.
- 2.3.3 Takes care of the issuance of certified copies of official documents and/or certification of other records in its custody.
- 2.3.4 Represents officials of the Department in response to subpoena duces tecum served on them by the Courts and administrative investigating bodies.
- 2.3.5 Keeps and maintains a separate system of filing and handling of classified documents.

## **2.4. Non-Current Records Group (NCRG)**

- 2.4.1 Receives for storage and safekeeping inactive records from the different administrative units.
- 2.4.2 Maintains a records retention and disposition schedule and implements the Department's disposition program.
- 2.4.3 Operates and maintains a Center for the preservation and rehabilitation of inactive and non-current records.
- 2.4.4 Maintains an inventory of the Department's records holdings including turned-over files from the different operating units.
- 2.4.5 Attends to the servicing of reference requests for inactive records.

## **3. General Office Procedures.**

3.1. To provide systematic control over the creation, maintenance and disposition of records, the following procedures are hereby adopted for the information and guidance of all concerned:

- 3.1.1 It shall be the responsibility of the Message Center to receive and, whenever required, issue receipt for official correspondence addressed to the Secretary and other officials of the Department. This includes all such correspondence sent either by postal service or by messenger or hand-carried by interested parties, or by other means, such as messengerial service companies like JRS, LBC Air Cargo, etc.
- 3.1.2 Correspondence in sealed envelope or container personally addressed to an official shall be opened only by such official or by his authorized representative. However, if after opening such envelope, the correspondence is found to be official in nature, it shall be turned over to the Message Center for proper assignment to action unit having jurisdiction over the matter treated therein. On the other hand, where the correspondence, although personally addressed, is in an open envelope, the Message Center may, if it is official in nature, make the proper assignment to action unit and if it be personal, turn it over to the addressee.

### **3.2 Registration of Incoming Correspondence.**

- 3.2.1 The registration of incoming correspondence shall be the responsibility of the Message Center. For the proper control of incoming correspondence and effective document tracking, entry point shall only be limited to the Message Center which shall use only one series of file numbers.
- 3.2.2 All incoming accountable mail and correspondence including walk-ins, regardless of source, shall be date-stamped, code numbered and registered in the form provided for the purpose (RMDD Form No. 1 – File Registration Card). The file registration shall include information such as the file or code number, date received, the source, the type and date of communication (T/D OC), the subject matter and the action.
- 3.2.3 As a matter of policy, incoming mail and correspondence shall be delivered to the official or action unit within 30 minutes after recording. Priority shall be given to those marked “RUSH”, “URGENT”, “ASAP”, or “Confidential”.

### **3.3 Use of File Numbers.**

- 3.3.1 All incoming accountable mail and correspondence shall be provided with a permanent file number which shall be used as a term of reference for inquiry or information and shall remain as its identification until such time that action is taken on the correspondence.
- 3.3.2 Incoming correspondence received in other entry points other than the Message Center shall be provided with file number by the Message Center, if coursing through it is not possible. It shall be the responsibility of the Message Center to provide file number to incoing correspondence received in other entry points<sup>4</sup> upon request. On the other hand, the receiving employee in other entry points shall accomplish RMDD Form No. 1 which shall be turned over to the Message Center at the end of the day or the morning of the following day at the latest.

YEAR

**FILE REGISTRATION CARD**

FILE NUMBER	DATE RECEIVED	SOURCE	T/D OC	SUBJECT MATTER	

RDD FORM NO. 1

For use of MESSAGE CENTER  
(Front Data Entry)

**FILE STATUS**

**FILE LOCATION**

T/D CA	DESTINATION DRL	OFFICE ACTION	ACTION OFFICER	DATE	RET.

For use of GENERAL RECORDS SECTION  
(Back Data Entry)

**3.4 Re-routing or Referral of Incoming Correspondence.**

In case of re-routing or referral of correspondence from one unit to another within the Department, it shall be the responsibility of the action unit

making the referral to notify the Message Center by accomplishing the Referral Slip form (RMDD Form No. 2 – Referral Slip) which shall be turned over to the Message Center at the end of the day or the morning of the following day.

File Number	Date of Referral
Referral Unit	Destination

**Instructions:** This form shall be used in case of re-routing or referral of correspondence from one unit to another within the Department.

Fill up the information above and submit to the Message Center at the end of the day or the morning of the following day.

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RMDD Form No. 2 – Referral Slip

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### **3.5. Dispatch of Outgoing Communications.**

- 3.5.1 It shall be the responsibility of the Message Center to dispatch outgoing communications either by postal service or by messenger or hand them over personally to authorized interested parties.
- 3.5.2 Dispatch of outgoing communications by postal service may either be registered with return card or by special delivery or by ordinary mail. Unless otherwise directed, the mode of dispatch shall be determined by the Message Center. Proof of services shall be attached to the official file.

### **3.6. Handling of Administrative Issuance.**

- 3.6.1 Handling of administrative issuances shall be the responsibility of (IIG). It shall be numbered annually and registered in the form provided for the purpose (RMDD Form No. 3 – Issuance Registration Card) after which sufficient copies shall be reproduced for distribution to all concerned.
- 3.6.2 An updated administrative issuance guide shall be prepared for each type and maintain a master index for use in the retrieval of information. The original copy shall be compiled and properly maintained for future use and reference.

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NO DATE

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NO	DATE	SOURCE	TITLE/SUBJECT MATTER

RDD FORM NO. 3      ISSUANCE REGISTRATION CARD  
(Front Data Entry)

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DISTRIBUTION	AMENDMENTS/AMENDED	REMARKS

(Back Data Entry)

3.6.3 Presidential and other administrative issuances received shall also be reproduced for dissemination to officials concerned. It shall also be indexed for use in the retrieval of information. A copy shall be compiled for record purposes.

3.7. **Handling of Classified Matters.** -- A separate system shall be provided, kept and maintained for classified matters. Access to the files of this nature shall be limited only to authorized personnel.

3.8. **Processing of signed communications.**

- 3.8.1 It shall be the responsibility of GCRG, as custodian of official files to process signed communications and maintain the files systematically to meet the documentary, information and reference requirements of top management, action officers and the general public.
- 3.8.2 To prevent delay in the release of signed communications the respective action unit shall see to it that complete copies of correspondence are available for records purposes before forwarding the same to the official who will sign the communication.
- 3.8.3 Official files of signed communications shall be classified and filed in accordance with "Classification Scheme and Filing System" developed for the Department. Action taken on the correspondence shall be reflected in the "File Status" portion of RMDD Form No. 1 – File Registration Card before the same are filed and maintained.
- 3.8.4 If for one reason or another, the office of the signing authority shall cause the release of the signed communications without coursing through the GCRG, the employee releasing the communication shall immediately send the official file to the GCRG for recording, reflection of action taken and maintenance. It shall be understood that the file number of the correspondence shall be reflected in the official file.
- 3.8.5 Signed communications shall be dispatched within 24 hours from the date of receipt and priority shall be given to those marked "RUSH", "URGENT", "ASAP", "Confidential" and those with specific instructions.

3.9. **Reference Service.**

- 3.9.1 Requests for information and/or previous records shall be the responsibility of the respective administrative units where such records or information are being kept and maintained. Proper control shall be provided to determine the file identification for the file operators' guidance and in order to prevent delay in the retrieval of the files and information.



3.9.2 Unless otherwise directed, only the Chief of the Records Management and Documents<sup>4</sup> Division is authorized to sign certified copies.

4. **Certification of Documents.** – In order to insure uniformity in the preparation of certification of documents and avoid issuance of fraudulent certifications, the certification shall be signed by the Chief of the Records Management and Documents Division unless otherwise directed which shall read as follows:

“I hereby certify that the foregoing document, consisting of (state number of pages), is a true and correct copy/machine copy of the official records on file in this Department and the payment of the required administrative fees therefore has been duly receipted for.”

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Chief, Records & Documents Division

This Memorandum Order shall take effect immediately.

**ROLANDO L. METIN**  
Assistant Secretary for Management  
Services

Signed on July 21, 1989