Internal Client Services (Simple)

NAMRIA utilizes a 24/7 web-based information system called the Internal Client Request Management System (ICRMS) to facilitate requests between delivery units or offices. The client only needs one step to start off the request, and the system will automatically send notifications at each step of the processing unit actions. The requestor will be notified once the request has been received, approved, processed, and delivered.

Below is the list of records, documents, outputs, and services that can be requested through the ICRMS.

RECORDS, DOCUMENTS, OUTPUTS, AND SERVICES	DELIVERY UNIT
Request for HR Records ● Service Record ● Certificate of Employment ● Certificate of Actual Duties and Responsibilities ● Certificate of No Pending Administrative Cases ● Copy of signed Payroll ● Summary of Leave Credits/Balances ● Request for New ID	Administrative Division – Human Resource Management Section
Request for CEPA Services ● Photo/Video coverage ● Copy of digital photos ● Copy of video clips	Geospatial Information Services Division
Request for Social Media Content Publishing ● Announcements ● Notices/Advisories ● Updates	Geospatial Information Services Division
Request for Website Content Publishing ● Announcements	Geospatial System Development Division

● Notices/Advisories ● Updates	
Request for Technical Inspection ● Buildings ● Facilities ● Equipment	Engineering Services Division
Request for Asset Documentation ● Property Acknowledgement Receipt ● ICS	Administrative Division-Property and Supply Management Section
Request for Controlled Documents ● Quality Manual ● Operations Manual ● Forms	Over-all Document Controller
Request for Official Issuances ● Travel Order ● Special Order ● Memorandum Circular ● Memorandum Order ● Administrative Order	Administrative Division - Records Management Section
Request for Planning Documents ● DPCR ● Policies ● Guidelines ● Project-related documents	Policy and Planning Division

OFFICE OR DIVISION	All NAMRIA Delivery Units
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2G - Government to Government
WHO MAY AVAIL	All NAMRIA Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ID - Affidavit of Loss	Requesting Personnel

CLIENT STEPS	DELIVERY UNIT ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit authorized request with requirements, if any **Note:** *Processing starts once the client receives a notification email that the request is received.*	1.1 Receive request	None	5 minutes	*Receiving Personnel*
	1.2 Approve request	None	1 day	*Approving Officer*
	1.3 Process request	None	1 day	*Processing Personnel*
	1.4 Deliver request	None	5 minutes	*Processing Personnel*
2. Validate and accept delivery of request **Note:** *Client will receive a notification email that the request is delivered.*	2. System automatically closes the transaction after 3 days	None	4 hours	*Not Applicable*
	TOTAL		2 days, 4 hours, 10 minutes	