



Internal Client Services (Complex)

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 Financial Records <ul style="list-style-type: none"> • Certificate of Contributions • Certificate of Remittances • Income Tax Return • Tax Certificate 	Financial and Management Division
Request for Information System Technical Support <ul style="list-style-type: none"> • Updating of Libraries • Generating Reports • User Training • Access Support • Infographics 	Geospatial System Development Division
Request for CEPA Services <ul style="list-style-type: none"> • Speeches • Messages • Review of articles 	Geospatial Information Services Division



OFFICE OR DIVISION	All NAMRIA Delivery Units			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2G - Government to Government			
WHO MAY AVAIL	All NAMRIA Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Not Applicable		Not Applicable		
CLIENT STEPS	DELIVERY UNIT ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit authorized request with requirements, if any <i>Note: Processing starts once the client receives a notification email that the request is received.</i>	1.5 Receive request	None	5 minutes	<i>Receiving Personnel</i>
	1.6 Approve request	None	1 day	<i>Approving Officer</i>
	1.7 Process request	None	5 days	<i>Processing Personnel</i>
	1.8 Deliver request	None	5 minutes	<i>Processing Personnel</i>
4. Validate and accept delivery of request <i>Note: Client will receive a notification email that the request is delivered.</i>	3. System automatically closes the transaction after 3 days	None	4 hours	<i>Not Applicable</i>
TOTAL			6 days, 4 hours, 10 minutes	