



NAMRIA-05. Issuance of Documents or Records

The NAMRIA makes available the following records and documents to government agencies, suppliers and contractors, and even former employees for legal, administrative, and personal purposes:

RECORDS AND DOCUMENTS	PRODUCT PROCESS TIME (PPT)
Bidding Documents	over-the-counter
Canvass Proposal	over-the-counter
Directives and Issuances	1 day
Project Related Documents	1 day
Service Records	2 days
Other Documented Information	1 day

Options for **OFF-SITE CASH PAYMENT** allow clients to pay the required fees through the Land Bank of the Philippines (LBP) or per instruction of the CSU-SSB Staff during inquiry. Clients must secure Proof of Payment (POP).

Requested products can be picked-up personally, delivered through online facilities (attached to an email or downloaded from a URL), or through pre-paid couriers.

OFFICE OR DIVISION	CSU – Staff Support Branch (SSB)	
CLASSIFICATION	Simple, Complex	
TYPE OF TRANSACTION	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business	
WHO MAY AVAIL	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Request Letter (RL) for non-paying clients – (1 original/digital copy)	Client	
Proof of Payment (POP) – (3 photocopies/ digital copy)	Client's bank (for offsite payment)	
Valid ID (SSS, GSIS, Voter's ID, Passport, BIR, Driver's License, Postal ID, UMID, PRC ID) – (1 original/digital copy)	<ul style="list-style-type: none"> Concerned Government Agency 	



FOR PAYING CLIENTS		FOR NON-PAYING CLIENTS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire about document or record	Discuss product specification, service requirements, availability, processing time, payment options, price, and delivery mode	None	Time starts after client submits all requirements, if any, and CSU Staff generates the ECR. Source: JMC 2019-001 IIR if RA11032 Rule VII Section 2.b	CSU Staff SSB
Provide personal information	Fill out the Client and Product Details in the NPASIS and generate ECR form.			
Identify the document or record needed				
1. Submit all required documents, if any, and acknowledge TOA.	1. Verify all required documents and issue ECR with OP	None	20 minutes	CSU Staff SSB
2. Pay required fee	2. Issue OR	See PP Table below	15 minutes	Cashier Administrative Division
3. Present OR	3. Verify and record OR	None	5 minutes	CSU Staff SSB
	3.1. Prepare document or record	None	10 minutes	CSU Staff SSB
	3.2. Release document or record and OR and issue CS form	None	5 minutes	CSU Staff SSB
1. Submit all required documents, if any.	1. Verify all required documents and issue AR and CS forms	None	20 minutes	CSU Staff SSB
	1.1 Route ECR and transmittal letter for	None	20 minutes	CSU Staff SSB



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	approval by the Approving Officer			
	1.2 Approve ECR and transmittal letter	None	2 days	Approving Officer SSB
	1.3 Send ECR	None	See PPT Table above	CSU Staff SSB
	1.4 Prepare document			Processing Unit SSB
2. Submit ECR with acknowledgement of the TOA and acceptance of the document	3. Release document and issue CS form	None	20 minutes	CSU Staff SSB
Accomplish CS form	Accept and verify CS form	None	Optional	CSU Staff SSB
Accomplish Product Evaluation (PE) form	Accept and verify PE form	None	For returning clients	CSU Staff SSB
TOTAL		See PP Table	55 minutes	
			PPT + 2 days & 1 hour	

DOCUMENTS AND RECORDS	PRODUCT PRICE (PP)
Bidding Documents (Contract Budget)	
500,000 and below	500.00
500,001 – 1,000,000	1,000.00
1,000,001 – 5,000,000	5,000.00
5,000,001 – 10,000,000	10,000.00
10,000,001 – 50,000,000	25,000.00



DOCUMENTS AND RECORDS	PRODUCT PRICE (PP)
50,000,001 – 500,000,000	50,000.00
500,000,001 and above	75,000.00
Canvass Proposal	