



PAMBANSANG MUSEO NG PILIPINAS

NATIONAL MUSEUM OF THE PHILIPPINES

NATIONAL MUSEUM OF THE PHILIPPINES

CITIZEN'S CHARTER

2023 (1st Edition)

I. MANDATE

The National Museum of the Philippines shall:

1. Function as an educational, cultural and scientific institution that, through its operations, projects and programs, documents, acquires, preserves, exhibits, and fosters scholarly study and public appreciation of works of art, specimens, and cultural and historical artifacts representative of or unique to the artistic and cultural heritage of the Filipino people and the natural history of the Philippines, as well as their significance to the nation.
2. Establish, manage and develop the National Museum Complex at Rizal Park, Manila, as well as central museums, regional museums, and other facilities, and promote the principles of universal access.
3. Manage and develop the national collections of the Republic of the Philippines in the areas of arts, cultural heritage, and natural history.
4. Carry out permanent research programs, combining integrated laboratory and fieldwork in biodiversity, geological history, human origins, pre- historical and historical archaeology, maritime and underwater cultural heritage, ethnology, art history, immovable, movable and intangible cultural properties, and similar or associated fields.
5. Disseminate technical and museological skills and support museum development in the country.
6. Extend technical assistance in the preservation and restoration of cultural properties of national significance.
7. Carry out any and all functions characteristic of public collecting and research museum institutions of similar mandate and national scope, in line with prevailing international principles and best practices.

II. VISION

A Filipino nation, unified by a deep sense of pride in their common identity, cultural heritage and national patrimony, and imbibed with the spirit of nationalism and strong commitment to the protection and dissemination of legacy.

III. MISSION

The primary mission of the National Museum is to acquire, document, preserve, exhibit and foster scholarly study and appreciation of works of art, specimens, and cultural and historical artifacts.

IV. QUALITY POLICY

The **National Museum** is committed to promote and protect the natural and national cultural heritage. Upholding its commitment, the Agency shall:

- **Make** its services available to the public;
- **Undertake** quality exhibitions, research, and publications;
- **Secure** our national collection through systematic conservation;
- **Educate** and engage the community in the appreciation of our natural and national cultural heritage;
- **Uphold** the applicable international and local standards, and relevant statutory and regulatory requirements; and
- **Maintain** and improve its Quality Management System

V. LIST OF SERVICES

Central/Head Office External Services

1. Collection of Fees
2. Guidelines on Photo/Video Shoot
3. International Research / Activity Collaborations
4. International Research Collaboration
5. Local Research / Activity Collaboration (Botany)
6. Local Research / Activity Collaboration (Zoology)
7. NM Research Associate
8. Media Coverage and Interview
9. Payment of Claims <ul style="list-style-type: none">a. (LDDAP-ADA) - Creditor Without Landbank Account (External)b. (LDDAP-ADA)- Creditor with Landbank Account (External)c. (Check)
10. Permit to Photograph or Access High Resolution Images of The National Fine Arts Collection and loaned collections
11. Permit to Photograph or Access High Resolution Images of The Non -National Fine Arts Collection That Are in The Museum's Custody
12. Photo Documentation / Reproduction Request
13. Photo Reproduction of NMP Objects / Collections / Specimens
14. Prenuptial / Pre-debut Photo Shoots
15. Procedure on Museum Visit
16. Processing of On-The-Job-Training Application
17. Recruitment, Selection and Placement
18. Reference Service

19. Request for Conservation Treatment of Artworks
20. Request for Loan of Artifacts for Laboratory Analysis
21. Requesting for Technical Assistance for Thesis, Research and Related Requests
22. Technical Assistance for Thesis and Other Information Services Requests
23. Sale of Bidding Documents for The Disposal of Unserviceable Properties Thru Public Bidding Procedure
24. Technical Assistance (Access of The National Ethnographic Collection, Catalog / Database, And Research Reports)
25. Technical Assistance (Access to Photo Files)
26. Technical Assistance and/or Research
27. Technical Assistance: Cast/Reproduction & Loan Artifacts for Exhibition
28. Technical Assistance (Conduct of Lectures/Workshops /Interviews
29. Technical Assistance (Identification of Ethnographic Materials)
30. Technical Assistance (Herbarium Visit)
31. Technical Assistance: Interviews & As Lecturer, Speaker on Conference, Symposium Workshops
32. Technical Assistance (Site Inspection/Assessment of Built Heritage)
33. Technical Assistance (Lecture/Seminar Inside NMP)
34. Technical Assistance (Lecture/Seminar Outside NMP)
35. Technical Assistance: Loaning of Traveling Exhibitions; Donation of Specimens; Identification of Specimens (Internal-Division to Division); and Controlled Access to Collections
36. Technical Assistance (NCT/ICT Site Inspection)
37. Technical Assistance: Records Section Collection & Specimen Collection
38. Technical Assistance: Resource Person for Workshops, Seminars, Conferences, etc.
39. Technical Assistance: Resource Person for Management of Declared Underwater Sites
40. Technical Assistance: Resource Person for Research Activities
41. Venue Reservation / Rental

**Central/Head Office
Internal Services**

1. Cash Advance for Foreign Travel
2. Cash Advance for Local Travel
3. Cash Advance for Special Disbursing Officer
4. Circulation Service (Borrowing)
5. Educational Activity Coordination
6. First Salary
7. Maintenance Response
8. Payroll for Monetization
9. Preparation of Activity/Program Evaluation Statistical Report
10. Processing of Budget Utilization Request and Status
11. Processing of Claims (Civil Works)
12. Processing of Claims (Goods)
13. Processing of Leave Application
14. Request of Hiring/Renewal of Contract of Service Personnel
15. Processing of Obligation Request and Status
16. Processing Request of Documents
17. Terminal Leave benefit
18. Issuance of Property Acknowledgement Receipt (PAR) / Inventory Custodian Slip (ICS) for Newly Acquired Supplies, Materials and Equipment
19. Issuance of Property Acknowledgement Receipt (PAR) for Specimens/Collections
20. Procedure for the Request for Transfer of Accountability for Property, Plant and Equipment (PPE) and Specimens/Collections
21. Procedure for the Request for List of Accountabilities for Property, Plant and Equipment and Specimens/Collections
22. Procedure for the Request for Equipment and Furniture and Fixtures
23. Issuance of Request for Pre-Repair Inspection for Vehicles, Equipment and Furniture and Fixtures
24. Issuance of Acknowledgment Receipt of Returned Equipment (ARRE)
25. Procedure for the Issuance of Gate Pass
26. Requisition and Issuance of Supplies and Materials

27. Procurement of supplies and Materials and Services
28. Procurement of Annual Procurement Plan for Commonly-Use Supplies and Materials
29. Request for Repairs
30. Request for Payments
31. Payment of Postpaid Plan
32. Vehicle Reservation and Dispatching Procedures
33. Procedure for the Request of Janitorial Assistance
34. Gate Pass

Regional, Area, Site Museums and Satellite Offices
External Services

1. Bookings of Museum Tours
2. Photo Documentation / Reproduction Request
3. Photo/ Video Shoot
4. Technical Assistance
5. Walk-in Guided Tour
6. Work Immersion

CENTRAL / HEAD OFFICE
External Services

1. Collection of Fees

Collection of fees is a financial transaction intended for the payment of Financial Obligation to the agency.

Office or Division		Financial Services Division		
Classification		Simple		
Type of transaction		G2G- Government to Government, G2C- Government to Citizen, G2B- Government to Business		
Who may avail		All Visitors, NMP Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Supporting Documents		1. Office in Charge		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required supporting documents to FSD- Accounting Section for initial assessment and verification	1.1 Receive and logs all required documents and check its completeness	NONE	5 minutes	CHARLY ANDRES- Administrative Assistant II, JULIAN GUEVARRA- Administrative Assistant III
	1.2. Prepare Order of Payment		5 minutes	CHARLY ANDRES- Administrative Assistant II, JULIAN GUEVARRA- Administrative Assistant III
	1.3. Signs and issues OP		1 minute	ALVIN CARL C. FORTES- Accountant IV, MARIBETH BECINA-

				Accountant II
2. Pay the required fees at the FSD-Cash Section by giving the Order of Payment and other supporting documents	2.1 Accept, check and compute the Payment based on the Order of Payment and to the supporting documents signed 2.2. Issue Official Receipt	Based on the Order of Payment	3 minutes	ABIGAIL MARQUEZ - Administrative Officer I, MARICHU SISON- Administrative Officer I, RONALD
	2.3 Accept payment based on different modes payable to National Museum of the Philippines (Cash, Manager's Check, Cashier's Check, Money Order)			MITCHELL G. NATIVIDAD- Administrative Officer I, JUSTINE RAY SATUITO- Administrative Officer I
	Cash Register for walk-in.			Officer I, MARICHU SISON- Administrative Officer I, ROWENA D.H REYES-
	2.3 Accept Cash			Administrative Officer I

TOTAL	14 minutes/ 5 minutes	
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2. Guidelines on Photo/ Video Shoot

This is available to anyone who wants to conduct photo/video-shoot activities in the National Museum of the Philippines. Media coverage and interviews conducted in the NM are also covered by this service.

Office or Division	Regional, Area, Site Museums and Satellite Offices			
Classification	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request /Intent 2. Application form for events 3. Filling up/ Submission of forms for the following: <ul style="list-style-type: none"> a. Guidelines on photo & video shoot b. Guidelines on pre-nuptial and pre- debut photo shoots c. Guidelines on the use of National Museum venues d. Rules for Media Coverage and Interviews 		Client/ Applicant RASMSO RASMSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request/ intent	Accept request	See Schedule of Fees	10 minutes	RASMSO OIC
	Forward thru email the letter of intent to the RAOD C.O		5 minutes	RASMSO OIC

	Print the letter and		5 minutes	Keith, AO III
	Forward to DOP, CAO		10 minutes	DOP, CAO
	Endorse to the office of the OIC-DDG		2 days	Atty. Tirol, OIC-DDG
	Review and sign the letter and forward to the Office of the DG		2 days	JB, DG
	Approve/disapprove request and forward to RAOD C.O		5 minutes	Keith, AO III
	Send / email approved request to RASMSO		10 minutes	RASMSO personnel
	Prepare Order of Payment (except for media coverage), to be signed by the client and forward the same to the RAOD C.O		10 minutes	Keith, AO III
	Print and forward the same to the office of the DG for approval			JB, DG
	Approve Order of Payment and forward to RAOD			

	Email to RASMSO		1 day	Keith, AO III
	Issue Official Receipt		5 minutes	
			10 minutes	RASMSO Collecting Officer
				RASMSO personnel
Pay the required amount				
Allow client to proceed with the activity				
	Monitor activity of the client during implementation			
TOTAL			5 days 1 hour and 10 minutes	

- Classification is simple but it takes more than 3 days to complete because it has to go through the Central Office for approval

3. International Research/Activity Collaborations

Zoology Division is open to international research/activity collaborations with researchers/groups affiliated with legitimate institutions from the academe, international government agencies, private sectors, or non-government organizations, with Memorandum of Agreement/Memorandum of Understanding.

Office or Division	Zoology Division
Classification	Highly Technical
Type of Transaction	G2C- Government to Citizen & G2G- Government to Government
Who may avail	Students, Researchers, Academe, Professionals, Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Official request letter (1 copy) duly signed by:</p> <ul style="list-style-type: none"> ● Teacher/professor for school requests <ul style="list-style-type: none"> ○ Supervisor/Heads for office requests ○ Anyone who is in authority to endorse the requester <p>2. Attachments (2 copies each document)</p> <p>A. For students – thesis</p> <ul style="list-style-type: none"> ▪ Thesis Proposal ▪ Review of Related Literature ▪ Guide questions if for interview <p>B. For student non-thesis/ other requests</p> <ul style="list-style-type: none"> ● Curriculum vitae/profile of collaborator ● Letter of intent for application ● Project proposal ● Two by two picture 	<ol style="list-style-type: none"> 1. From the requester's school/ office/ organization/ affiliation 2. A. From the requester's school/ office/ organization/ affiliation <ol style="list-style-type: none"> a. From the requester's school/ office/ organization/ affiliation sent to and approved by CPRD b. From the requester's school/ office/ organization/ affiliation 3. From the requester's school/ office/ organization/ affiliation

<ul style="list-style-type: none"> Accomplished application form Endorsement from the research division collaborating from Approved request of collaboration <p>C. Other documents that can validate legitimacy of the project/request</p> <p>3. Memorandum of Agreement / Understanding (4 copies)</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit Letter Request to the Head of the Agency (Office of the Director-General) through any of the following medium:</p> <p>a. Email</p> <p>b. Courier</p> <p>c. Hand-carried</p>	<p>1.1. Receive Letter Request</p> <p>1.2. Assess the request for approval of the DG</p> <p>1.3. If request is denied, letter of regret will be sent If not, DG will appoint Division to assist or act on the request</p>	None	15 minutes	ODG-CEPA
2. Wait for NMP-Division's response	<p>2.1. Forward to Division concern</p> <p>2.2. Review/ Evaluate the request for appropriate action</p> <p>2.3. Division personnel to contact the client for clarifications/ additional information</p> <p>2.4. Division will release</p>	None	2 days	Division or personnel concerned

	formal/official response to the client through email or letter			
3. Receive NMP Division's response -If request denied, end of transaction	Coordinate with client with instructions on what to do	None	15 minutes	Division or personnel concerned

-If granted, client will coordinate with the Division concerned				
4. Prepare MOA/MOU	Wait for the MOA/MOU	None	3 days	Client and Division or personnel concerned
5. Submit MOA/MOU	5.1. Receive the MOA/MOU	None	1 day	Client and Division or personnel concerned
	5.2. Provide terms & deliverables by the division	None	3-5 business days	Client and Division or personnel concerned
	5.3. Send the revised MOA to the client	None	1 day	Client and Division or personnel concerned
6. Review, revise, and return the updated version of the MOA/MOU to Zoology Division	6.1 Receive the updated version of the MOA/MOU	None	1 day	Client and Division or personnel concerned
	6.2. Endorse the MOA/MOU to Legal Section	None	Within 1 day	Client and Division or personnel concerned

	6.3. Legal Section to provide inputs	None	To be determined by ODG	Atty. Ma. Cecilia Tirol OIC Deputy Director-General for Administration
	6.4. Update MOA/MOU based on Legal Section's input	None	3-5 business days upon receipt	Client and Division or personnel concerned
7. Wait for the update regarding the date of MOA/MOU signing	Coordinate and set amenable date of MOA/MOU signing with client	None	1 day	Client and Division or personnel concerned
8. Attend MOA/MOU signing	8.1. Attend MOA/MOU signing	None	1 day	Jeremy Barns, CESO III Director-General, Ana Maria Theresa P.
				Labrador, Ph.D., Deputy Director-General for Museums, Luisito T. Evangelista, Ph.D. Curator II, and Senior Museum Researchers/ Museum Researchers II
	8.2. MOA/MOU notarization	(cost c/o Legal Section)	2 hours	(Personnel from Legal Section)

9. Return to Zoology Division for the copy of Notarized MOA/MOU	Issue the Notarized MOA/MOU	None	Within 1 day	Client and Division or personnel concerned
10. Execute the activities stated in the Notarized MOA/MOU	Execute the activities stated in the Notarized MOA/MOU	None	To be determined by the duration of collaboration	Client and Division or personnel concerned
TOTAL	(Notarization fee)	About 5 weeks (subject to changes)		

4. International Research Collaboration

International Research collaboration refers to working between or among international individual researchers, research institutions, academe, or government agencies with a well-established formal relationship and well-defined deliverables among the parties.

Office or Division	Botany and National Herbarium Division		
Classification	Highly Technical		
Type of Transaction	G2C- Government to Citizen & G2G- Government to Government		
Who may avail	students, researchers, academe, professionals, government agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter of intent addressed to Director-General		From the requesting party	
Project proposal		From the requesting party	
Approval or rejection request of collaboration from Director-General		From the requesting party	

Approved and notarized Memorandum of Agreement (MOA)		All institutions involve		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit letter of intent to the Head of the Agency (Office of the Director-General) through any of the following medium:</p> <p>a. Email</p> <p>b. Courier</p> <p>c. Hand-carried</p>	<p>1.1. Receive Letter Request</p> <p>1.2. Assess the request for approval of the DG</p> <p>1.2.1.If request is denied, letter of regret will be sent</p> <p>1.2.2. If not, DG will appoint Division to assist or act on the request</p> <p>1.3. Forward to Division concern</p> <p>1.4. Review/ Evaluate the request for</p>	None	2 days	<p>1.1.- 1.3. Office of the Director-General-Communications External Public Affairs (ODG-CEPA)</p> <p>1.4. Botany and National Herbarium</p>

	<p>appropriate action</p> <p>1.5.. Division personnel to contact the client for clarifications/ additional information</p> <p>1.6. Division will release formal/official response to the client through email or letter</p>			<p>Division (BNHD)</p> <p>1.5. BNHD</p> <p>1.6. BNHD</p>
<p>2. Receive NMP</p> <p>Division's response If request denied, end of transaction</p> <p>If granted, client will coordinate with the Division concerned</p>	<p>2. Coordinate with client with instructions on what to do</p>	<p>None</p>	<p>15 minutes</p>	<p>BNHD</p>

3.1. Prepare inputs for the MOA/MOU and wait for the updated version	3.1. Prepare inputs for the MOA/MOU	None	6 weeks	Client and BNHD
3.2. Provide terms & deliverables by the client	3.2. Provide terms & deliverables by the division	None		4.2. <i>Curator I/ Senior Museum Researchers/ Museum Researchers II</i>
	3.3. Endorse the MOA/MOU to Legal Section	None		4.3. <i>Curator I/ Senior Museum Researchers/ Museum Researchers II</i>
	3.4. Legal Section to provide inputs	None		4.4. Legal Counsel/ Attorney
	3.5. Update MOA/MOU based on Legal Section's input	None		4.5. <i>Curator I/ Senior Museum Researchers/ Museum Researchers II</i>
4. Wait for the update regarding the date of MOA/MOU signing	4. Coordinate and set amenable date of MOA/MOU signing with client	None	2 days	<i>Curator I /Senior Museum Researchers/ Museum Researchers II</i>

5. Attend MOA/MOU signing	5.1. Attend MOA/MOU signing	None	2 hours	6.1. <i>Director-General, Deputy Director- General for Museums, Curator II, Curator I, and Senior Museum Researchers/ Museum Researchers II</i>
	5.2. MOA/MOU notarization		2 hours	6.2 Museum Technician II
6. Return to BNHD for the copy of Notarized MOA/MOU	6. Issue the Notarized MOA/MOU	None	10 minutes	<i>Admin Officer III</i>
7. Execute the activities stated in the Notarized MOA/MOU	7. Execute the activities stated in the Notarized MOA/MOU	None	will depend on the duration of collaboration	<i>Curator II, Curator I, and Senior Museum Researchers/ Museum Researchers II</i>
TOTAL		None	6 weeks, 4 days, 8 hours, 25 minutes	

5. Local Research/ Activity Collaboration (Botany and National Herbarium)

Local Research collaboration refers to working between or among local individual researchers, research institutions, academe, or government agencies with a well-established formal relationship and well-defined deliverables among the parties.

Office or Division	Botany and National Herbarium Division			
Classification	Highly Technical			
Type of Transaction	G2C- Government to Citizen & G2G- Government to Government			
Who may avail	students, researchers, academe, professionals, government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of intent addressed to Director-General		From the requesting party		
Project proposal		From the requesting party		
Approved request of collaboration from Director-General		From the requesting party		
For National Museum Research Affiliate/Associate/Fellow: Valid documents on National Museum Research affiliation status (Affiliate/Associate/Fellow)		Cultural Properties Regulation Division		
Referral letters for their research associates		From the requesting party		
Approved and notarized Memorandum of Agreement (MOA) <i>* For external collaborators/ partners for approved projects only</i>		All institutions involve		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Submit letter of intent to the Head of the Agency (Office of the Director-General) through any of the following medium:</p> <p>a. Email</p> <p>b. Courier</p> <p>c. Hand-carried</p>	<p>1.1. Receive Letter Request</p> <p>1.2. Assess the request for approval of the DG</p> <p>1.2.1. If request is denied, letter of regret will be sent</p>	None	15 minutes	1.1.- 1.3. Office of the Director-General-Communications External Public Affairs (ODG-CEPA)
	<p>1.2.2. If not, DG will appoint Division to assist or act on the request</p> <p>1.3. Forward to Division concern</p> <p>1.4. Review/ Evaluate the request for appropriate action</p>	None	2 days	<p>1.4. Botany and National Herbarium Division (BNHD)</p> <p>1.5. BNHD</p>

	<p>1.5. Division personnel to contact the client for clarifications/ additional information</p> <p>1.6. Division will release formal/official response to the client through email or letter</p>			1.6. BNHD
<p>2.Receive NMP Division's response</p> <p>If request denied, end of transaction</p> <p>If granted, client will coordinate with the Division concerned</p>	2. Coordinate with client for further instructions	None	15 minutes	BNHD
3. Set initial meeting	3. Attend initial meeting	None	4 hours	<i>Curator II, Curator I, Senior Museum Researchers/ Museum Researchers II/ Museum</i>

<p>4.1. Prepare inputs for the MOA/MOU and wait for the updated version</p> <p>4.2. Provide terms & deliverables by the client</p>	<p>4.1. Prepare inputs for the MOA/MOU</p> <p>4.2. Provide terms & deliverables by the division</p> <p>4.3. Endorse the MOA/MOU to Legal Section</p> <p>4.4. Legal Section to provide inputs</p> <p>4.5. Update MOA/MOU based on Legal Section's input</p>	None	4 weeks	<p>4.1. Client, BNHD</p> <p><i>Curator II/ Curator I/ Senior Museum Researchers/ Museum Researchers II</i></p> <p>4.2. <i>Curator I/ Senior Museum Researchers/ Museum Researchers II</i></p> <p>4.3. <i>Curator I/ Senior Museum Researchers/ Museum Researchers II</i></p> <p>4.4. <i>Legal Counsel/ Attorney</i></p> <p>4.5. <i>Senior Museum Researchers/ Museum Researchers II</i></p>
<p>5. Wait for the update regarding the date of MOA/MOU signing</p>	<p>5. Coordinate and set amenable date of MOA/MOU</p>	None	1 day	<p><i>Senior Museum Researchers/ Museum Researchers II</i></p>

	signing with client			
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6. Attend MOA/MOU signing	6.1. Attend MOA/MOU signing	None	1 hour	6.1. <i>Director-General, Deputy Director-General for Museums, Curator II, Curator I, and Senior Museum Researchers/ Museum Researchers II</i>
	6.2. MOA/MOU notarization	None	2 hours	6.2. <i>Museum Technician II</i>
7. Return to BNHD for the copy of Notarized MOA/MOU	7. Issue the Notarized MOA/MOU	None	10 minutes	<i>Admin Officer III</i>
8. Execute the activities stated in the Notarized MOA/MOU	8. Execute the activities stated in the Notarized MOA/MOU	None	will depend on the duration of collaboration	<i>Curator II, Curator I, and Senior Museum Researchers/ Museum Researchers II</i>
TOTAL		None	4 weeks, 3 days, 7 hours, 40 minutes	

6. Local Research/Activity Collaboration (Zoology)

Zoology Division is open to local research/activity collaborations with researchers/groups affiliated with legitimate institutions from the academe, local government agencies, private sectors, or non-government organizations, with Memorandum of Agreement/Memorandum of Understanding.

Office or Division	Zoology Division			
Classification	Highly Technical			
Type of Transaction	G2C- Government to Citizen & G2G- Government to Government			
Who may avail	students, researchers, groups, academe, professionals, government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. Official request letter (1 copy) duly signed by:</p> <p>A. Teacher/professor for school requests</p> <p>B. Supervisor/Heads for office requests</p> <p>a. Anyone who is in authority to endorse the requester</p> <p>2. Attachments (1 copy each document)</p> <p>A. For students – thesis</p> <p>i. Thesis Proposal</p> <p>ii. Review of Related Literature</p> <p>iii. Guide questions if for interview</p> <p>B. For student non-thesis/ other requests</p> <ul style="list-style-type: none"> Project Brief, Proposed Program or Concept Note (with title, objectives, description, timeline, and expected outputs) <p>C. Other documents that can validate legitimacy of the project/request</p> <p>Memorandum of Agreement / Understanding (4 copies)</p>		<p>From the requester's school/ office/ organization/ affiliation</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit Letter Request to the Head of the Agency (Office of the Director-General) through any of the following medium:	1.1. Receive Letter Request 1.2. Assess the request for approval of the DG	None	15 minutes	ODG-CEPA
a. Email b. Courier c. Hand-carried	1.3. If request is denied, letter of regret will be sent If not, DG will appoint Division to assist or act on the request			
2. Wait for NMP-Division's response	2.1. Forward to Division concern 2.2. Review/ Evaluate the request for appropriate action 2.3. Division personnel to contact the client for clarifications/ additional information 2.4. Division will release formal/official response to the client through email or letter	None	2 days	Division or personnel concerned
3. Receive NMP Division's response -If request denied, end of transaction -If granted, client will coordinate with the	Coordinate with client with instructions on what to do	None	15 minutes	Division or personnel concerned

Division concerned				
4. Prepare MOA/MOU	Wait for the MOA/MOU	None	3 days	Client and Division or personnel concerned
5. Submit MOA/MOU	5.1. Receive the MOA/MOU	None	1 day	Client and Division or personnel concerned
	5.2. Provide terms & deliverables by the division	None	3-5 business days	Client and Division or personnel concerned

	5.3. Send the revised MOA to the client	None	1 day	Client and Division or personnel concerned
6. Review, revise, and return the updated version of the MOA/MOU to Zoology Division	6.1 Receive the updated version of the MOA/MOU	None	1 day	Client and Division or personnel concerned
	6.2. Endorse the MOA/MOU to Legal Section	None	Within 1 day	Client and Division or personnel concerned
	6.3. Legal Section to provide inputs	None	To be determined by ODG	Atty. Ma. Cecilia Tirol OIC Deputy Director-General for Administration
	6.4. Update MOA/MOU based on Legal Section's input	None	3-5 business days upon receipt	Client and Division or personnel concerned

7. Wait for the update regarding the date of MOA/MOU signing	Coordinate and set amenable date of MOA/MOU signing with client	None	1 day	Client and Division or personnel concerned
8. Attend MOA/MOU signing	8.1. Attend MOA/MOU signing	None	1 day	Jeremy Barns, CESO III Director-General, Ana Maria Theresa P. Labrador, Ph.D., Deputy Director-General for Museums, Luisito T. Evangelista, Ph.D. Curator II, and Senior Museum Researchers/ Museum Researchers II

	8.2. MOA/MOU notarization		2 hours	Legal Section
9. Return to Zoology Division for the copy of Notarized MOA/MOU	Issue the Notarized MOA/MOU	None	Within 1 day	Client and Division or personnel concerned
10. Execute the activities stated in the Notarized MOA/MOU	Execute the activities stated in the Notarized MOA/MOU	None	To be determined by the duration of collaboration	Client and Division or personnel concerned
TOTAL			About 5 weeks (subject to changes)	

7. NM Research Associate

To monitor the National Museum Research Associate (NMRA) applicants and their researches.

Office or Division	Research, Collections and Conservation Management Division			
Classification	Complex			
Type of Transaction	G2G – Government to Government , G2C – Government to Citizen			
Who may avail	Researchers who are Anthropologists, Botanists, Chemists, Ethnographers, Social Anthropologists, Geologists, Zoologists, Architects, Conservators, Artists, Art Historians, Museologists and Educators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Letter of Application address to the Director – General of NMP • Duly Filled – Up Application Form • Two (2) pcs. 2" x 2" recent photo • Updated Curriculum Vitae • Latest Publications • Letter of Recommendation/Endorsement from: Host Institution and/or National Museum of the Philippines Division Concerned • Project Proposal 		RCCMD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. The Applicant must submit the said list of requirement to the Office of the Director or via email</p>	<p>1. The Office of the Director shall turn- over the application to the concerned division of the NMP for endorsement.</p> <p>2. The concerned division endorses the application</p> <p>2.1. The said division shall forward the application to the Research, Collections, Conservation Management Division (RCCMD) for appropriate action</p> <p>Note: If the concerned division shall not endorse the application or if the RCCMD's evaluation, in case of renewal, does not favor its approval, the RCCMD shall prepare a letter informing the results of the evaluation to be signed by the Director-General</p> <p>3. The RCCMD shall inform the applicant on the results of the evaluation and shall be asked to report to the RCCMD to sign the MOA</p> <p>3.1. The RCCMD shall submit the aforementioned documents to the DO for the signature of the Director-General;</p>	<p>No n e</p>	<p>1 day</p> <p>3 days</p> <p>3 days</p>	<p>Deputy Director – General for Museums</p> <p>Curator/OIC of the Division concerned</p> <p>Administrative Officer III of RCCMD</p>
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			1 day	Administrativ e Assistant II of Office of the Director
			2 days	Administrative Assistant II of RCCMD

	<p>4. After signing, the documents shall be returned to the RCCMD for control numbering and filing purposes;</p> <p>5. The RCCMD shall provide the Human Resource Management Division (HRMD) a copy of the Certificate of Appointment and one passport photograph of the NMRA for the issuance of the Identification (ID) Card;</p> <p>5.1. The RCCMD shall prepare the NMRA ID card, submit it to the DO for the signature of the Director- General;</p> <p>6. After the signing, the DO shall turn-over the signed ID card to the RCCMD</p> <p>7. The RCCMD shall forward the said documents and the ID card at the Record Section of the General</p>		<p>1 day</p> <p>1 day</p>	<p>Administrative Assistant II of Office of the Director</p> <p>Administrative Assistant II of RCCMD</p>
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	<p>Administrative Services Division (GASD);</p> <p>7.1. The NMP Security Committee shall be informed of the designation, upon approval;</p> <p>8. Upon the completion of the project, the NMRAs shall deposit with the NMP a catalogue or an inventory of all materials collected and the terminal report to the concerned division and the RCCMD.</p>		5 days	
TOTAL			17 days	

8. Media Coverage and Interview

This service is offered to all media entities who wish to do interviews, video shoots and coverages with the National Museum of the Philippines.

Office or Division	Museum Services Division (MSD) – Programs and Events Services Section
Classification	Simple
Type of Transaction	G2C, G2B
Who may avail	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter 2. Script/Storyline/ Story Board 3. Application Form 4. Guidelines on Media Coverage and Interviews	MSD – Programs and Events Services Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry/request letter	<p>Forward to Office of the Director-General for review and action</p> <p>If for further details – inform client of the requested documents</p> <p>If approved – provide client with Application Form and Guidelines Agreement Form on Media Coverage and Interviews</p> <p>If disapproved – inform client of the reason/s bases of disapproval and recommend options, if possible</p>	Free	4 hours	MSD – Program and Events Services Section Head

<p>2. Submit filled-out Application Form and signed Guidelines/ Agreement Form on Media Coverage and Interviews</p>	<p>Review submitted documents</p> <p>If deemed lacking – inform client and ask to complete details</p> <p>If complete, will be forwarded to the Office of the Director-General for signing.</p> <p>After signing:</p> <p>1.1 Book schedule to the MSD calendar.</p> <p>1.2 Coordinate with the concerned</p>	<p>Free</p>	<p>10 minutes</p> <p>4 hours</p>	<p>MSD – Program and Events Services Section Head</p> <p>to</p> <p>ODG - Director-General Jeremy Barns</p>
	<p>divisions/ staff for technical assistance</p> <p>1.3 Coordinate with Admin, facilities management, and security offices for assistance in janitorial, physical/ facilities, and security assistance</p>		<p>*no fixed time, will depend on the type and coverage of the request</p>	<p>MSD – Program and Events Services Section staff in-charge</p>
<p>TOTAL</p>		<p>Free</p>	<p>8 Hours & 10 Minutes</p>	

9. Payment of Claims

a. (LDDAP-ADA)- Creditor Without Landbank Account (External)

Financial Obligation of the agency to pay the creditor the amount corresponding their services rendered.

Office or Division	FINANCIAL SERVICES DIVISION			
Classification	SIMPLE			
Type of transaction	G2B- Government to Business, G2C- Government to Citizen			
Who may avail	External Creditors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Receipt (Acknowledgement, Official or Collection) 2. Authorization Letter 3. Photocopy of Valid ID of the authorized person		1. Creditor 2. Creditor 3. Creditor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Creditors will issue receipt (Official Receipt, Collection Receipt, Acknowledgement Receipt) and authorization letter to the Cashier	1. Receive authorization letter, document issued by the client and Check the amount against Disbursement Voucher.		5 minutes	Cash Section Personnel on duty
	2. Client signs the DV and Give its one (1) copy		1 minute	

	3. Processing the transaction by Encoding of information (Name of Creditor, Bank Account Number, Name of Bank and Branch, ORS no., gross amount, deductions and Net amount). Then print the documents (LDDAP-ADA, Summary of LDDAP Issued, ACIC, Financial Data Entry System)	NONE	20 minutes	MARICHU SISON- Administrative Officer I , JUSTINE RAY SATUITO- Administrative Officer I
	4. Review/check, control and sign of LDDAP-ADA, Summary of LDDAP Issued, FINDES and ACIC		10 minutes	TERESITA J. VISTA - Administrative Officer V
	5. forward of Evaluated LDDAP-ADA, Summary of LDDAP Issued, FINDES and ACIC to Accounting Section		5 minutes	Administrative Assistant II- Cash
	6. Signing of LDDAP-ADA		1 minute	ALVIN CARL C. FORTES- Accountant IV
	7. Forwarding of Signed LDDAP-ADA including Summary of LDDAP Issued, FINDES and ACIC to Director's Office for Approval		5 minutes	CHARLY ANDRES- Administrative Assistant II
	8. Receipt of Approved LDDAP-ADA, Summary of LDDAP Issued , FINDES and ACIC from Director's Office		5 minutes	GRACE MORALES- Administrative Assistant II

	9. Transmitting of Approved LDDAP-ADA, Summary of LDDAP Issued, FINDES and ACIC to Landbank for Processing		30 minutes	RONALD MITCHELL G. NATIVIDAD- Administrative Officer I
TOTAL			1 hour 22 minutes	

b. (LDDAP-ADA)- Creditor with Landbank Account (External)

Financial Obligation of the agency to pay the creditor the amount corresponding their services rendered.

Office or Division	FINANCIAL SERVICES DIVISION
Classification	SIMPLE
Type of transaction	G2B- Government to Business, G2C- Government to Citizen
Who may avail	External Creditors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Receipt (Acknowledgement, Official or Collection)	1. Creditor
2. Authorization Letter	2. Creditor

3. Photocopy of Valid ID of the authorized person		3. Creditor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive authorization letter, document issued by the client and Check the amount against Disbursement Voucher.		5 minutes	Cash Section Personnel on duty

1. Creditors will issue receipt (Official Receipt, Collection Receipt, Acknowledgement Receipt) and authorization letter to the Cashier	2. Client signs the DV and Give its one (1) copy	NONE	1 minute	MARICHU SISON- Administrative Officer I TERESITA J. VISTA- Administrative Officer V GRACE MORALES- Administrative Assistant II GRACE MORALES- Administrative Assistant II C/O Director's Office RONALD MITCHELL G. NATIVIDAD- Administrative Officer I
	3. Processing the transaction by preparing LDDAP and ACIC (assign check no., ACIC no. and Notice of Cash Allocation) and look to the eMDS the information of the creditor and print the document		20 minutes	
	4. Review/check, control and sign LDDAP-ADA and ACIC		10 minutes	
	5. Forwarding of Signed LDDAP-ADA and ACIC to Director's Office for Approval		5 minutes	
	6. Receipt of Approved LDDAP-ADA and ACIC from Director's Office		5 minutes	
	7. Approval of ACIC and LDDAP in eMDS online system (provided by Landbank)			
	8. Transmitting of Approved LDDAP-ADA to Landbank for Processing		30 minutes	
	TOTAL		1 Hour 16 Minutes	

c. Check

Financial Obligation of the agency to pay the creditor the amount corresponding their services rendered.

Office or Division	FINANCIAL SERVICES DIVISION
Classification	SIMPLE
Type of transaction	G2B- Government to Business, G2C- Government to Citizen
Who may avail	External Creditors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Receipt (Acknowledgement, Official or Collection) 2. Authorization Letter 3. Photocopy of Valid ID of the authorized person	1. Creditor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Processing the transaction by preparing the check, Encoding Advice of Check Issued and Cancelled thru Landbank eMDS system and encoding the data of check (date, check no. , payee's name, amount and signatories) and print the ACIC		20 minutes	Administrative Officer I
	2. Check/Review, control and sign the check and ACIC		10 minutes	Administrative Officer V

	<p>3. Forwarding of Signed ACIC, Check to Director's Office for Approval of ACIC and countersigned the check.</p> <p>4. Receipt of Approved ACIC and Check from Director's Office</p>	NONE	<p>5 minutes</p> <p>5 minutes</p>	<p>Administrative Assistant II</p> <p>Administrative Assistant II</p>
<p>1. Creditors will issue receipt (Official Receipt, Collection Receipt, Acknowledgement Receipt) to the Cashier, submit authorization letter from his/her office and photocopy of valid ID of authorized person</p> <p>2. Client Receives check and sign the DV</p>	<p>5. Approval of ACIC on eMDS online system</p> <p>6. Transmitting of Approved ACIC and check duplicate to Landbank for Processing</p> <p>7. Receive and Check the amount issued to the Disbursement voucher as well as the receipt of authorization letter and identification of the authorized person</p> <p>8. Give the client one (1) copy of DV</p> <p>9. Release check to payee</p>		<p>30 minutes</p> <p>10 minutes</p> <p>1 minute</p>	<p>C/O Director's Office</p> <p>Administrative Officer I</p> <p>Cash Section Personnel</p>

10. Permit to Photograph or Access High-Resolution Images of The National Fine Arts Collection

This transaction usually involves a client requesting to photograph, video record, or access high-resolution images of select artworks/galleries from the National Fine Arts Collection (NFAC) to be used for, but not limited to, research and publications, supplementary material or reference for exhibitions, catalogues, documentaries, and educational and informative calendars or post cards, etc.

Office or Division	Fine Arts Division (FAD)			
Classification	Complex			
Type of Transaction	G2C, G2B, and G2G			
Who may avail	All (upon approval, recommendation or instruction from the Office of the Director-General)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request / Intent 2. Conformance on Guidelines on Photo Reproduction of NM Objects/Collections/Specimens		1. Museum Services Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The Client sends a Letter of Request/Intent addressed to the Director-General indicating the list of artworks being requested and the purpose of the request, via email or post mail.	The FAD acknowledges receipt of the Letter of Request/Intent and conducts a preliminary assessment of items being requested. If items are not available, Client is immediately notified.	N/A	Within two (2) hours upon receipt of Letter of Request/Intent.	Administrative Officer / Museum Researcher II/ Collections Manager

	<p>If items are available, request is endorsed to the office of the Deputy Director-General for Museums and the Director-General for their review, approval, and further instructions.</p>			
	<p>The Directors review the request and gives the FAD instructions for appropriate action.</p>	N/A	One (1) working day	Director-General's Office
	<p>If request is disapproved for any</p>	N/A	One (1) working day	Administrative Officer

	<p>reason, the FAD drafts a response in the name of the Director-General, thanking the client for his/her interest in the NFAC.</p> <p>If request is approved, the FAD notifies the Client and endorses him/her to the Museum Services Division (MSD) to accomplish the Conformance on Guidelines on Photo Reproduction of NM Objects/Collections/Specimens and for assessment if certain fees are applicable.</p>	N/A	One (1) working day	Administrative Officer / Museum Researcher/ Collections Manager
Client signs the Conformance on Guidelines on Photo Reproduction of NM Objects/Collections/Specimens, sends a copy back to MSD.	Client is provided with guidelines on how to settle applicable fees with authorized NMP personnel		Within thirty (30) minutes.	Museum Services Division
Secure Order of Payment and settle fees.		Php 3,000.00 per item of National Cultural Treasures		Accounting Section/ Cash Section

		Php2,000. 00 per item of the 19 th Century Masters, Important Cultural		
		Property, and National Artists Php1,000. 00 per item for Non- Cultural Property, Contempo rary Art and Museum Objects *In some cases, fees may be waived due to ex- deal agreemen t or sponsorsh ip.		

Client proceeds to take photos/videos of requested artwork on agreed schedule.	In most cases, FAD provides high – resolution image of artworks being requested. FAD provides complete details of artwork and complete credit line for proper acknowledgement of collection and image source/ photographer.		Two (2) hours	Museum Researcher/ Collections Manager
Client fills out FAD Technical Assistance Evaluation Form	A technical assistance form will be given to the client for evaluation.		Ten (10) minutes	Museum Researcher/ Collections Manager
TOTAL			Two (2) days, four (4) hours,	
			forty (40) minutes	

11. Permit to Photograph or Access High-Resolution Images of The Non- National Fine Arts Collection That Are in The Museum’s Custody

This transaction usually involves a client requesting to photograph, video record, or access high-resolution images of select artworks/galleries that are not part of the National Fine Arts Collection but are displayed at National Museum of Fine Arts or in the custody of the National Museum of the Philippines through artwork loan, to be used for, but not limited to, research and publications, supplementary material or reference for exhibitions, catalogues, documentaries, and educational and informative calendars or post cards, etc.

Office or Division		Fine Arts Division (FAD)		
Classification		Highly Technical		
Type of Transaction		G2C, G2B, and G2G		
Who may avail		All (upon approval, recommendation or instruction from the Office of the Director-General)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter of Request / Intent 2.Conforme on Guidelines on Photo Reproduction of NM Objects/Collections/Specimens		Museum Services Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The Client sends a Letter of Request/Intent addressed to the Director-General indicating the list of artworks being requested and the purpose of the request, via email or post mail.	<p>The FAD acknowledges receipt of the Letter of Request/Intent and conducts a preliminary assessment of items being requested.</p> <p>If items are not available, Client is immediately notified.</p> <p>If items are available, request is endorsed to the office of the Deputy Director-General for Museums and the</p>	N/A	Within two (2) hours upon receipt of Letter of Request/Intent	Administrative Officer / Museum Researcher II/ Collections Manager
	Director-General for their review, approval, and further instructions.			

	The Directors review the request and gives the FAD instructions for appropriate action.	N/A	Within one (1) working day.	Director-General's Office
	If request is disapproved for any reason, the FAD drafts a response in the name of the Director-General, thanking the client for his/her interest in the artwork/collection.	N/A	Within one (1) working day.	Administrative Officer
	If request is approved, the FAD notifies the Client and proceeds to coordinate with the artwork owner to seek written permission.	N/A	Within one (1) working day.	Administrative Officer / Museum Research/ Collections Manager
	If request is disapproved by the owner for any reason, the FAD drafts a response thanking the client for his/her interest in the artwork/collection.	N/A	Within one (1) working day.	Administrative Officer / Museum Researcher/ Collections Manager
	If request is approved by the owner, the FAD and endorses him/her to the Museum Services Division (MSD) to accomplish the Conformance Guidelines on	N/A	Within one (1) working day.	Administrative Officer / Museum Researcher/ Collections Manager

	<p>Photo Reproduction of NM</p> <p>Objects/Collections/ Specimens and for assessment if certain fees are applicable.</p>			
<p>Client signs the Conforme on Guidelines on Photo Reproduction of NM Objects/Collections/ Specimens, sends a copy back to MSD.</p>	<p>Client is provided with guidelines on how to settle applicable fees with authorized NMP personnel</p>		<p>Thirty (30) minutes</p>	<p>Museum Services Division / Cash Section</p>
<p>Secure Order of Payment and settle fees.</p>		<p>Php 3,000.00 per item of National Cultural Treasures</p> <p>Php2,000. 00 per item of the 19th Century Masters, Important Cultural Property, and National Artists</p> <p>Php1,000. 00 per item for Non- Cultural Property, Contempo rary Art</p>		<p>Accounting Section/ Cash Section</p>

		and Museum Objects		
		*In some cases,		
		fees may be waived due to ex- deal agreement or sponsorsh ip.		
Client proceeds to take photos/videos of requested artwork on agreed schedule.	In most cases, FAD provides high – resolution image of artworks being requested. FAD provides complete details of artwork and complete credit line for proper acknowledgement of collection and image source/ photographer.		Two (2) hours	MR/ Collections Manager
Client fills out FAD Technical Assistance Evaluation Form	A technical assistance form will be given to the client for evaluation.		Ten (10) minutes	MR/ Collections Manager
TOTAL			Three (3) days, four (4) hours, forty (40) minutes	

12. Photo Documentation / Reproduction Request

The NMP is an educational, scientific and cultural institution that acquires, documents, preserves, exhibits and fosters scholarly study and public appreciation of works of art, specimens and cultural and historical artifacts representative of our unique to the cultural heritage of the Filipino people and the natural history of the Philippines. These services prescribed the procedures to follow when conducting photo documentation or request for reproduction of museum collections on display or of the museum building and site.

Office or Division	Regional, Area, Site Museums and Satellite Offices			
Classification	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail	Researchers / Students / Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Research / Students		
Application Form		RASMSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter of Intent / Endorsement from Schools	Acceptance of letter, Verification of letter as to the validity of its purpose	NONE	10 minutes	RASMSO OIC
	Forward request to the Central Office thru email		5 minutes	RASMSO OIC
	Print and forward to the RAOD Chief		5 minutes	Keith AO III
	Sign the request		15 minutes	Dionisio Pangilinan, CAO

2. photo documentation	Office of the OIC-DDG and DG for approval		3 days	Atty. Ma. Cecilia Tirol, OIC-DDG and Jeremy Barns, DG
	Forward approved request to RASMSO		10 minutes	Keith AO III
	Inform the client about the approved application			RASMSO OIC
	Assist the client			RASMSO OIC, Museum Guide and Museum Technician
TOTAL			11 minutes	

13. Photo Reproduction of NMP Objects / Collections / Specimens

This process can be availed by clients who wants to publish in any print media the high-resolution photos of the collections found inside the museum.

Office or Division	Museum Services Division – Programs and Events Services Section
Classification	Simple
Type of Transaction	G2C, G2B
Who may avail	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter 2. Manuscript for the Requested image 3. Application Form 4. Guidelines on Photo Reproduction Request		MSD – Programs and Events Services Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry/ request letter	Forward to Office of the Director-General for review and action If for further details – inform client of the requested documents		4 hours	MSD – Program and Events Services Section Head
	If approved – provide client with Application Form and Guidelines Agreement Form on Photo Reproduction of NMP Collection If disapproved – inform client of the reason/s bases of disapproval and recommend possible options, if possible			
2. Submit filled-out Application Form and signed	Review submitted documents		4 hours	MSD – Program and Events Services Section Head

<p>Guidelines/ Agreement Form on Photo Reproduction of NMP Collection</p>	<p>If deemed lacking – inform client and ask to complete details</p> <p>If complete, will be forwarded to the Office of the Director-General, together with the request for Order of Payment for signing.</p> <p>After signing, provide client with the request for Order of Payment and advise to proceed to the FSD Accounting Office for issuance of Order of Payment</p>			
<p>3. Pay appropriate fees</p> <p>If online payment, send Deposit Slip/ Transaction Confirmation Slip through email</p>	<p>Photo-copy Official Receipt and attach to the signed forms</p> <p>If online payments, MSD – Program and Events Services Section staff in-charge will submit deposit slip/ transaction confirmation slip to secure Order of Payment to the Accounting Office</p>	<p>FEES:</p> <p>- ₱3,000.00</p> <p>per item of the National Cultural Treasures (NCT)</p> <p>- ₱2,000.00</p> <p>per item of the 19th Century Masters, Important Cultural</p>	<p>1 Day for bank confirmation</p>	<p>MSD – Program and Events Services Section Head</p> <p>FSD – Accounting Office – Accountant In-charge</p> <p>Cash Section – Cashier In-charge</p>

	Upon bank confirmation, staff-in-charge will secure Official Receipt to the Cash Section	Property, National Artists Cultural Property, Natural History Specimens (type specimens only) - ₱1,000.00 per item for Non-Cultural Property, Contemporary Art & Museum Objects		
	Upon payment, MSD – Program and Events		4 hours	MSD – Program and Events
	Services Section staff in-charge will coordinate with the concerned division/staff to get the copy or the requested images			Services Section Head
4. Acknowledge receipt of photos	Send photos through google drive/email		15 minutes	MSD – Program and Events Services Section Head
TOTAL		P3,000.00 /P2,000.00 /P1,000.00	1 Day, 12 hours and 15 Minutes	

14. Prenuptial / Pre-debut Photo Shoots

This process is open to all clients interested to use the museum as venue of their prenuptial or pre-debut photo shoots.

Office or Division	Museum Services Division - Programs and Events Services Section
Classification	Simple

Type of Transaction	G2C – Government to Client			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter 2. Application Form 3. Guidelines on Prenuptial / Pre-debut Photo Shoot		Museum Services Division – Programs and Events Services Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry/ request letter	Forward to Office of the Director-General for review and action If approved and there is no conflict with other schedule, provide client with Application Form and Guidelines/ Agreement Form on Prenuptial and Pre-debut Location Shoot If there is conflict with the availability of	Free	4 Hours	MSD – Program and Events Services Section Head
	schedule, inform client of other available schedule			

2. Submit filled- out Application Form and signed Guidelines/ Agreement Form on Prenuptial/ Pre-debut Location Shoot	<p>Review submitted documents</p> <p>If deemed lacking – inform client and ask to complete details</p> <p>If complete, will be forwarded to the Office of the Director-General, together with the request for Order of Payment for signing.</p> <p>After signing, provide client with the request for Order of Payment and advise to proceed to the FSD Accounting Office for issuance</p>	Free	4 Hours	<p>MSD – Program and Events Services Section Head</p> <p>to</p> <p>Director-General Jeremy Barns</p>
<p>3. Pay appropriate fees</p> <p>If online payment, send Deposit Slip/ Transaction Confirmation Slip through email</p>	<p>Photocopy Official Receipt and attach to the signed forms</p> <p>If online payments, MSD – Program and Events Services Section staff in-charge will submit deposit slip/ transaction confirmation slip to secure Order of Payment to the Accounting Office</p> <p>Upon bank confirmation, staff-in-charge will secure Official Receipt to the Cash Section</p>	₱5,000.00	1 Day for Bank Confirmation	<p>MSD – Program and Events Services Section Head</p> <p>FSD – Accounting Office – Accountant In-charge</p> <p>Cash Section – Cashier In-charge</p>
TOTAL		₱5,000.00	1 Day, 8 Hours	

15. Procedure on Museum Visit

Procedure on Museum Visit under the New Normal (as of May 18, 2022)

The National Museum's Central Museum Visitor Operations Division (CMVOD) was created in recognition of the need to professionalize visitor reception and tours to the renovated facilities and growing exhibition galleries of the National Museum of the Philippines (NMP) nationwide.

This Reservation Procedure is made by the CMVOD as the principal contact of all frontline operations and ensures professional handling of reservations requests.

In compliance to Inter-Agency Task Force for the Management of Emerging Infectious Diseases (IATF) guidelines during Alert Level 1 of the pandemic, CMVOD assures implementation of minimal health protocols.

As part of the NMP visitor's policy communicated in the official social media platforms of the NMP. Gallery hours for Central Museums is extended from 9 am to 5 pm, to 9 am to 6pm.

Office or Division	CMVOD
Classification	Simple
Types of Transaction	G2C – Government to Client G2G – Government to Government
Who may avail	All
CHECKLIST OF REQUIREMENTS*	WHERE TO SECURE
Online booking reservation	NMP website (book a tour)
	Request letters sent via email
Booking confirmation	Confirmation messages made 1. through email

Physical Tour (1 – 19 pax) – Walk in

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Actual day of Visit 1. Present ID and Vaccination Card	1.1. Gets client ID and vaccination card to allow entry	None	30 secs	1.1 Security Agency Security Guard on Duty (NMFA, NMA, NMNH)
2. Subject yourself and belongings to security. a) Deposit prohibited items at the baggage counter b) Receive deposit/claim tag	2.a. Collects items to be deposited; (if any) 2.b. Issues deposit/claim tag	None None	3 minutes	2. Security Agency Security Guard on Duty Entrance (NMFA, NMA, NMNH) 2.a-b. Security Agency Security Guard on Duty – Baggage area (NMFA, NMA, NMNH)

3. Register	3. Gets visitor name and other demographics and registers,		1 minute	3. CMVOD - VOS VOS staff per building (Administrative Officer V, Information Officer, Museum Guides and Administrative Assistant) (NMFA, NMA, NMNH)
4. Enter the galleries	4. Ushers' visitor to galleries	None	20 seconds	4. CMVOD - VOS VOS staff per building (Administrative Officer V, Information Officer, Museum Guides and Administrative Assistant) (NMFA, NMA, NMNH)

5. End tour	5. Ushers to exit	None	20 seconds	5. CMVOD – VOS Museum Guide, VOS Staff (NMFA, NMA, NMNH)
6. Present deposit/clai m tag	6. Collects claim tags for deposited items	None	20 seconds	6. Security Agency Security Guard on Duty (NMFA, NMA, NMNH)
(End of transaction for booked visitors for all National Museum Complex buildings)				
TOTAL		None	5 minutes and 30 seconds	

Physical Tour (Group tours – 20 – 30 pax)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1: Online Booking 1. Visit the NMP website to make an online reservation for group tours (at least a day prior to visit).	1. An automated response will be sent to the client's registered email address with the following details: <ul style="list-style-type: none">· Booking Number· Guidelines (PDF Format) a. Walk-in visitors will not be accommodated b. Approved group reservations are limited to 20-30 persons only	None	1 day	1. ODG-ICT Section
Note: Reservations must be made a day before the visit.				
TOTAL		None	1 day	

<p>Step 2: Actual day of Visit</p> <p>1. Check the email confirmation</p> <p>1.1. If there is no email received, call CMVOD booking number at (632) 8298110 loc. 3000</p>	<p>2.1. Gets client details to verify records and provides booking number and confirmation</p>	<p>None</p>	<p>3 minutes</p>	<p>2.1 CMVOD-IRT Administrative Assistant III</p>
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2. Present the confirmation receipt when you arrived at the specified NM facility to visit	2.1 Checks name in the Confirmed booking list	None	1 minute	2.1 Security Agency Security Guard on Duty (NMFA, NMA, NMNH)
	2.2 Requires client to scan StaySafe app or fill-up a form for health declaration	None	2 minutes	2.2 HRMD Nurses / Health Staff (NMFA, NMA, NMNH)
	2.3 Checks the vaccination ID. Full vaccination is required.	None	1 minute	2.3 Security Agency Security Guard on Duty (NMFA, NMA, NMNH)
	2.3 Checks body temperature of the client	None	1 minute	2.4 Security Agency Security Guard on Duty (NMFA, NMA, NMNH)
	2.4 Conducts standard security check and orients admission policies			

<p>3. Coordinate with VOS for the confirmed booking and presents valid ID as proof of identity</p>	<p>3. VOS checks the complete information of visitor for profiling</p>	<p>None</p>	<p>1 minute</p>	<p>3. CMVOD - Museum Guides / Administrative Assistant (NMFA, NMA, NMNH)</p>
<p>4.1 Deposit prohibited items at the baggage counter</p> <p>4.2 Receive deposit/claim tag</p>	<p>4.1. Collects items to be deposited; (if any)</p> <p>4.2. Issues deposit/claim tag</p>	<p>None</p> <p>None</p>	<p>15 seconds</p> <p>15 seconds</p>	<p>4.1. Security Agency Security Guard on Duty (NMFA, NMA, NMNH)</p> <p>4.2. Security Agency Security Guard on Duty (NMFA, NMA, NMNH)</p>

5.1. Enter the galleries	5.1 Checks if visitors followed the prescribed safety protocol and provides information assistance to queries (Guided tour not allowed)	None	3 minutes	5.1 CMVOD - VOS VOS staff per building (Administrative Officer V, Information Officer, Museum Guides and Administrative Assistant) (NMFA, NMA, NMNH)
5.2. Tour of the museum		None		
6. End tour	6. Ushers to exit	None	30 seconds	6. CMVOD – VOS Museum Guide, VOS Staff (NMFA, NMA, NMNH)
7. Present deposit/claim tag	7. Collects claim tags for deposited items	None	20 seconds	7. Security Agency Security Guard on Duty (NMFA, NMA, NMNH)
(End of transaction for booked visitors for all National Museum Complex buildings)				
TOTAL		None	14 minutes and 20 seconds	

Acronym:

CMVOD – Central Museum Visitor Operations Division

ICT – Information, Communications and Technology

IRT – Information and Reservation Team

NMA – National Museum of Anthropology

NMFA – National Museum of Fine Arts

NMNH – National Museum of Natural History

NMP – National Museum of the Philippines

ODG – Office of the Director-General

VOS – Visitor Operations Section

16. Processing of On-The-Job-Training Application

On-the-job training, also known as OJT, is a hands-on method of teaching the skills, knowledge, and competencies needed for trainees to perform a specific job within the workplace in the future. It may help students become more familiar with the realities of working, develop and refine their professional self through a placement with an organization.

Office or Division	Human Resource Management Division (HRMD)	
Classification	COMPLEX	
Type of Transaction	G2C – Government to Citizen	
Who may avail	Students must have the following qualifications: Must be of good moral character; Third Year and/or Fourth Year College; and Grade 12 Senior High School (SHS)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Each student trainee must submit the following documents (should be in a long white expanding folder): 1. Intent Letter; 2. Curriculum Vitae; 3. NBI clearance (for students 18 years old and above); 4. 1 x1 ID photo; 5. Certification of Good Moral Character; and 6. Memorandum of Agreement		1. On The-Job-Trainee; 2. On The-Job-Trainee 3. NBI; 4. On The-Job-Trainee; 5. Issued by respective school/ college/ university 1. Issued by Human Resource Management Division once the requirements are met (The Human Resource Management Division shall fill out the standard Memorandum of Agreement (MOA) stating all provisions to ensure that the program shall be engaged in accordance with the NMP existing rules and regulations)

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCE SSING TIME	PERSON RESPONSI BLE
<p>1. Submit Letter of Intent letter addressed to the Director-General with the following details:</p> <ul style="list-style-type: none"> • Name of School/College/University • Name of Course/Strand; • Required No. of Hours; 	<p>1. Receives and checks intent letter and curriculum vitae to be forwarded to Chief AO</p>	None	2 mins.	Patricia Bernardo, Administrative Assistant II

<ul style="list-style-type: none"> Target OJT Schedule (start and end); Name of Trainees; Contact Number and Email Address, Together with trainee's curriculum vitae <p>2. To wait for signed/approved 1st endorsement</p>	2. Forward intent letter to Chief AO for approval	None	2 mins.	Patricia Bernardo, Administrative Assistant II
	3. Chief AO to indicate instruction in the intent letter	None	10 mins.	Consuelo M. Bernardo, OIC/ Accountant III
	4. AO II prepares draft of 1 st Endorsement to signed by Chief of HRMD, Division Chiefs/OICs, DDG for Museums and DDG for Administration the Director-General	None	5 mins.	Irah Gernale, Administrative Officer II
	5. Chief AO reviews and/or approves the 1 st Endorsement	None	15 mins.	Consuelo M. Bernardo, OIC/ Accountant III

<p>3. Submit certificate of good moral; NBI clearance (for students 18 and above); 1x1 picture</p> <p>4. Submit duly signed (by school officials) Memorandum of Agreement (MOA) to the Human Resource Management Division six (6) copies</p>	6. ADAS II routes the 1 st endorsement for signature of Division Chief/OIC; DDG for Museums; DDG for Administration and DDG	None	1 day	Patricia Bernardo, Administrative Assistant II
	7. To inform concerned school/College/University to submit requirements once the 1 st endorsement is approved	None	5 mins.	Irah Gernale, AO II
	8. Check completeness of requirements submitted			Patricia Bernardo, Administrative Assistant II
	9. Receive MOA from concerned school for 2 nd endorsement to Division Chiefs/OICs, DDG for Museums and DDG for Administration the Director-General	None	2 mins.	Patricia Bernardo, Administrative Assistant II
	10. AO II prepares draft of 2 nd	None	2 mins.	Irah Gernale, AO II

	Endorsement to be signed by Chief of HRMD,	None	5 mins.	
5. Await signed Memorandum of Agreement (MOA) for notarization	<p>Division Chiefs/OICs, DDG for Museums and DDG for Administration the Director-General</p> <p>11. Chief AO reviews and/or approves the 2nd Endorsement</p> <p>12. ADAS II routes the 2nd endorsement for signature of Division Chief/OIC; DDG for Museums; DDG for Administration and DDG</p> <p>13. Inform</p>	<p>None</p> <p>None</p>	<p>15 mins.</p> <p>1 day</p>	<p>Consuelo M. Bernardo, OIC/ Accountant III</p> <p>Patricia Bernardo, Administrative Assistant II</p>

<p>6. Submit duly signed and notarized Memorandum of Agreement (MOA) to the Human Resource Management Division six (6) copies</p> <p>7. Await for copy of duly signed and coded Memorandum of Agreement (MOA)</p>	<p>concerned School/College/ University to pick-up six (6) copies of signed MOA for notary</p>	None	2 mins.	<p>Patricia Bernardo, Administrative Assistant II</p> <p>Irah Gernale, Administrative Officer II</p> <p>Patricia Bernardo, Administrative Assistant II</p>
	<p>14. Forward duly signed and notarized Memorandum of Agreement (MOA) to the Records Management Section six (6) copies for</p>			
	<p>coding</p> <p>15. Inform the concerned School/College/University regarding the start of their deployment</p>	None	5 mins.	<p>Patricia Bernardo, Administrative Assistant II</p> <p>/Irah Gernale, Administrative Officer II</p>
TOTAL		None	2 days 1 hour and 15 minutes	
<p>Disclaimer: Processing time is based on single transaction only. Documents handled in bulk may vary in processing time.</p>				

17. Recruitment, Selection, and Placement (RSP) Process

Description of the Service: This document describes the recruitment procedures for filling up vacant plantilla positions at the NMP.

Interested applicants must submit the following requirements via online to **recruitment@nationalmuseum.gov.ph**, with the subject line Position (Item No.), Division – Surname, First Name, Middle Initial Applicants must meet the qualification standards and submit his/her application during the publication period to the vacant position. Incomplete submission of documents will not be entertained and only shortlisted applicants will be notified.

The National Museum of the Philippines highly encourages all interested and qualified applicants including persons with disability (PWD) and members of the indigenous communities irrespective of sexual orientation and gender identities, to apply.

Office or Division	Human Resource Management Division - Recruitment, Selection and Placement Section (HRMD – RSPS)	
Classification	Highly Technical	
Type of Transaction	G2G (Government to Government) / G2C (Government to Citizen)	
Who may avail	All qualified employees within the National Museum of the Philippines (NMP); and All other qualified candidates who meet the minimum qualifications of the position.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application letter addressed to the Deputy Director-General for Administration, indicating the position applied for, item number, and name of the division;		<ul style="list-style-type: none"> From the Applicant
2. Duly notarized and properly accomplished CS Form No. 212, Revised 2017 or Personal Data Sheet (PDS) with the most recent photo and Work Experience Sheet (WES). PDS & WES shall be dated within the period of publication. Blank copies of the Personal Data Sheet and Work Experience Sheet may be downloaded from: bit.ly/NMPRecruitment2021_Forms <i>Please combine the PDF copies of your Personal Data Sheet (PDS) and Work Experience Sheet (WES) into a single file.</i>		<ul style="list-style-type: none"> From the Applicant

3. Scanned copy of Certificate of Eligibility/board rating/valid license; <i>For multiple documents, please combine the PDF copies of these into a single file.</i>		<ul style="list-style-type: none"> From the applicant (Originally issued by CSC or PRC) 		
4. Scanned copy of previous and current employment certificates with duties and responsibilities, if applicable <i>For multiple documents, please combine the PDF copies of these into a single file</i>		<ul style="list-style-type: none"> From the applicant (Originally issued by Previous/Present Employer) 		
5. Scanned copy of performance rating in the last rating period from previous or current employers (If applicable) <i>For multiple documents, please combine the PDF copies of these into a single file.</i>		<ul style="list-style-type: none"> From the applicant (Originally issued by Previous/Present Employer) 		
6. Scanned copy of relevant training/ seminar certificates Training/seminars acquired during college or those with unavailable certificates shall not be considered. <i>For multiple documents, please combine the PDF copies of these into a single file.</i>		<ul style="list-style-type: none"> From the applicant (Originally Issued by Previous/Present Employer or Training Sponsor/Conductor) 		
7. Scanned copy of diploma and transcript of records <i>For multiple documents, please combine the PDF copies of these into a single file.</i>		<ul style="list-style-type: none"> From the applicant (Originally issued by the University/College/School Registrar) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Publication of Vacant positions	None	20 Calendar Days	HRMD

Applicant submits the application letter with complete documentary requirements on or before the end of the publication period	Evaluates the qualifications vis-à-vis the corresponding QS of the position applied in terms of Education, Work Experience, Training Attended, and Eligibility.	None	7 day	Administrative Officer IV and the Supervising Administrative Officer
	Prepares the longlist and assessment tables 1 and 2		7 days upon receipt of all applicants within the publication period with complete documentary requirements	HRMPSB Secretariat
	Notify employee/ candidate on the schedule of Online Written Examination		1 day upon receipt of Written Examination from the Cluster/Division Head	HRMPSB Secretariat; Cluster / Division Head
Qualified Applicant attends the Written Examination via online platform	Facilitate and conduct of Online Written Examination		3 day	HRMPSB Secretariat; Applicants
	Notify the top 5 employee/candidate who passed the cut-off score of the online panel interview.		3 day upon receipt of Written Exam Rating Sheets	HRMPSB Secretariat; Written Exam Raters
Shortlisted Applicant attends the Interview via online platform	Facilitate the conduct of the Online Interview		7 day	Shortlisted Applicants; HRMPSB; HRMPSB Secretariat
*Shortlisted Applicant for positions with Salary Grade 18 and above submits Neuro-Psychiatric Examination	For positions *SG 18 and above, administer applicable assessment tools such as Neuro-Psychiatric Examination.		7 days	Shortlisted Applicant for positions with Salary Grade 18 and above

	Conduct of Background Investigation		7 days	HRMPSB Secretariat
	Submission of Summary Evaluation to HRMPSB		3 days	HRMPSB Secretariat
	Deliberation		1 day	HRMPSB
	Selection of applicant.		3 days	Head of Agency
	Notify the employee /candidate if selected or not.			HRMPSB Secretariat
Selected Applicant will submit Pre-Employment Requirements	Congratulatory Letters and Pre-Employment Requirements		7 day	HRMPSB Chair HRMPSB Secretariat
	Issuance of Appointment and Onboarding		5 day	Head of Agency; HRMD
	End of process		81 working days	

18. Reference Service

Reference service is provided by the reference librarian to help library users in the retrieval of the information they need. Through a reference interview the librarian will be able to identify the appropriate reference material the user need, provide the direction of a specific material and give the right or multiple sources of information.

Office or Division	MSD – Central Library and Archives Section		
Classification	Complex		
Type of Transaction	G2C, G2B, G2G		
Who may avail	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
None		Not Applicable	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Library User's logbook in the	1. Assist user in filling out the information.	None	3-15 minutes	Apolla Santiago – Torio Librarian I Museum Services Division
Reference desk. 2. Ask query to the reference librarian	2. Provide the library resources the client need			
TOTAL			3-15 minutes	

19. Request for Conservation Treatment of Artworks

This transaction involves a client requesting conservation treatment, preventive conservation treatment or technical assistance on the conservation of their collection.

Office or Division	Fine Arts Division (FAD)			
Classification	Highly Technical			
Type of Transaction	G2C, G2B, and G2G			
Who may avail	All (upon approval, recommendation or instruction from the Office of the Director-General)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request / Intent 2. Memorandum of Agreement		FAD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

The Client sends a Letter of Request/Intent addressed to the Director-General	The FAD acknowledges receipt of the Letter of Request/Intent and conducts a preliminary assessment of the request.	N/A	Within two (2) hours upon receipt of Letter of Request/Intent	FAD Administrative Officer / MR/ Conservator
	Request is endorsed to the office of the	N/A	Two (2) hours	FAD Administrative
	Deputy Director-General for Museums and the Director-General for their review, approval, and further instructions.			Officer / MR/ Conservator
	The Directors review the request and gives the FAD instructions for appropriate action.	N/A	One (1) working day	Office of the Director-General
	If request is disapproved for any reason, the FAD drafts a response in the name of the Director-General, thanking the client for his/her interest.	N/A	One (1) working day.	FAD Administrative Officer

	If request is approved, the FAD notifies and coordinates with the client to conduct an ocular inspection (condition assessment).	(c/o GASD)	One (1) working day.	FAD Administrative Officer /MR/ Conservator
	FAD drafts a proposed conservation plan. This is submitted to the Director's Office and the Client for approval.	N/A	Five (5) working days	FAD MR/ Conservator/ Director's Office
Client reviews and approves proposed conservation plan from FAD.	FAD drafts a Memorandum of Agreement (MOA) with the Client, indicating the terms and	N/A	Five (5) working days.	Director's Office, Legal Office, FAD MR/Conservator
	conditions of the technical assistance.			

Client signs the MOA	FAD endorses four (4) original copies of the MOA to the Client, and approved conservation plan (as attachment to the MOA) for signature	(c/o GASD)	One (1) working day	FAD MR/ Conservator
Client signs four (4) original copies of the MOA and returns these to FAD	FAD forwards four (4) original copies of the MOA signed by the Client to the Director's Office for signing.	N/A	Thirty (30) minutes	FAD Administrative Officer
	FAD forwards signed MOA to Legal Section for notarization	c/o Legal Section	Thirty (30) minutes	FAD Administrative Officer /Legal Section
	FAD coordinates with Client to schedule pick-up of artwork. FAD issues Delivery and Receipt Form upon receipt of artwork.	N/A	Thirty (30) minutes	FAD MR/ Conservator
Client proceeds to NMP to bring the artwork/object for conservation treatment or for consultation/interview	<p>*In some cases, the FAD picks-up artwork from the Client's premises depending on agreement.</p> <p>FAD provides the technical assistance.</p>	N/A	Twenty (20) working days or more, subject for extension depending on the degree of conservation work to be done.	FAD MR/ Conservator

Client inspects the artwork	FAD endorses the artwork to the client with updated condition report	N/A	Five (5) working days	FAD OIC/ MR/ Conservator
	and conservation report. FAD issues Delivery and Receipt Form upon release of artwork.			
Client fills out FAD Technical Assistance Evaluation Form	A technical assistance form will be given to the client for evaluation.	N/A	Ten (10) minutes	FAD MR/ Conservator
TOTAL			Thirty-eight (38) days, five (5) hours, forty (40) minutes	

20. Request for Loan of Artifacts for Laboratory Analysis

Service provided to external clients requesting for loan of specimens from the division's collections, for purposes of specimen analysis in a laboratory.

Office or Division	Archaeology
Classification	Highly Technical
Type of Transaction	G2C, G2G, G2B
Who may avail	Researchers, National Museum Research Affiliate/Associate/Fellow

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter with attached object list of materials to be exported, and endorsement from supervisor / affiliation	Director-General's Office (NMP)
Duly approved request	
<i>For National Museum Research Affiliate/Associate/Fellow:</i>	
Valid documents on National Museum Research affiliation status (Affiliate/Associate/Fellow)	Cultural Properties Regulation Division
<i>For non-NMP-affiliated researchers:</i> Approved and notarized memorandum of Agreement (MOA) with external collaborators / partners for approved projects	Cultural Properties Regulation Division, Legal Section
Export Permit	Cultural Properties Regulation Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client sends letter-request (with attached proposal) to the Director-General (DG)	Director-General's Office to endorse to the Archaeology Division for appropriate action	None	1 day / wait for the approval from the DG	Director-General's Office
	Division Head assess the request and/ or endorse to Division Staff for further verification		2 days	Division Head, Curators, Researchers, Technicians, Laboratory Aide
	Division head endorses the request to Deputy Director-General		1 day	Division Head

	<p>(DDG) for Museums for recommending approval</p> <p>DDG for Museums approves or disapproves the request, and transmit to the DG for confirmation</p> <p>DG endorses the decision to the Division Head</p> <p><i>If approved,</i> Proceed to the next step:</p> <p>Division head endorses the approved request to the concerned division staff</p>		<p>1 day / wait for the approval / disapproval from the DDG for Museums</p> <p>1 day / wait for the approval from the DG</p> <p>upon receipt of request</p> <p>30 mins</p>	<p>DDG for Museums</p> <p>Director-General</p> <p>Division Head, Curators, Researchers, Technicians, Laboratory Aide</p> <p>Curators, Researchers, Technicians, Laboratory Aide</p>
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	<p>Division Staff to contact and inform the client</p> <p><i>If disapproved:</i></p> <p>Inform the client of the specific reason for the disapproval. The process ends here.</p>		30 mins	Curators, Researchers, Technicians, Laboratory Aide
Client communicates request and terms	Concerned division staff talks to client	None	30 mins	Curators, Researchers, Technicians, Laboratory Aide
Client prepares the requirements for export permit	Concerned division staff prepares specimens for loan	None	7 days	CPRD, Curators, Researchers, Technicians
Client fills in a Specimen Access and Loan Form from the Archaeology Division	<p>Specimen is prepared for endorsement to client/ later transport to the laboratory</p> <p>Concerned division staff releases loaned specimen to client</p>	None	<p>30 mins</p> <p>As per Specimen Access and Loan Form</p>	Curators, Researchers, Technicians
Client sends updates and reports on laboratory results and/or publications		None		Client
Client returns loaned materials		None	As per MOA	Curators, Researchers, Technicians, Laboratory Aide
TOTAL		None	8 days, 2 hours	

21. Requesting for Technical Assistance for Thesis, Research and Related Requests

This transaction involves a client requesting for an interview, or supplemental information for the purpose of thesis, proposal or research, publications, supplementary material or reference for exhibitions, catalogues, documentaries, and educational and informative materials. Information given is limited to the artworks that are part of the National Fine Arts Collection of the National Museum of the Philippines either exhibited or located in the National Fine Arts Repository.

Office or Division	Fine Arts Division (FAD)			
Classification	Complex			
Type of Transaction	G2C, G2B, and G2G			
Who may avail	All (upon approval, recommendation or instruction from the Office of the Director-General)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request / Intent 2. Research Proposal/Abstract/Brief		1. Client 2. Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The Client sends a Letter of Request/Intent addressed to the Director-General indicating the request and the purpose.	The FAD acknowledges receipt of the Letter of Request/Intent and conducts a preliminary assessment of the request If unavailable, Client is immediately notified.	N/A	Within two hours upon receipt of Letter of Request/Intent .	Administrative Officer / MR
	If available, request is endorsed to the office of the Deputy			

	Director-General for Museums and the Director-General for their review, approval, and further instructions.			
	The Directors review the request and gives the FAD instructions for appropriate action.	N/A	One (1) working day	Office of the Director-General
	If request is disapproved for any reason, the FAD drafts a response in the name of the Director-General, thanking the client for his/her interest.	N/A	One (1) working day	Administrative Officer
	If request is approved, the FAD notifies and coordinates with the client for the assistance	N/A	One (1) working day.	Administrative Officer / MR
If the request is for an interview, the FAD and the client sets a schedule	FAD provides the technical assistance.		One (1) working day	Immediate Supervisor/ MR
	A technical assistance form will be given to the client for evaluation.		Ten (10) minutes	
TOTAL			Three (3) days, two (2) hours, ten (10) minutes	

22. TECHNICAL ASSISTANCE FOR THESIS AND OTHER INFORMATION SERVICES REQUESTS

The National Museum of the Philippines (NMP) as an educational institution extends its technical services to various clients by providing museum information assistance in their respective research activities.

Office or Division	Museum Services Division (MSD) – Education and Training Services Section			
Classification	Highly Technical			
Type of Transaction	G2C – Government to Citizen/ G2B – Government to Business Entity			
Who may avail	All			
Checklist Of Requirements		Where To Secure		
1. Official request letter duly signed by: <ul style="list-style-type: none"> A. Teacher/professor for school requests B. Supervisor/Heads for office requests C. Anyone who is in authority to endorse the requester 		From the requester's school/ office/ organization/ affiliation		
2. Attachments <ul style="list-style-type: none"> A. For students – thesis <ul style="list-style-type: none"> • Thesis Proposal • Review of Related Literature • Guide questions if for interview B. For student non-thesis/ non-commercial / other requests (non-student) <ul style="list-style-type: none"> • Project Brief or Concept Note (with title, objectives, description, timeline, and expected outputs) • Other documents that can validate legitimacy of the project/request 		From the requester's school/ office/ organization/ affiliation		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Acknowledge receipt by replying if thru email or	None	5 minutes	Mario Alido, Administrative Assistant II, MSD

	Acknowledge receipt by stamping date and time received if hand-carried			
	2. Summarize content of documents and submit recommendations to Chief Administrative Officer, MSD for approval	None	2 days	Rowena B. Alcala, Administrative Assistant II, MSD Renielle Rogel, Chief Administrative Officer, MSD
	3. Endorse request for approval of the Deputy Director-General for Museums	None	3 days	Renielle Rogel, Chief Administrative Officer, MSD Jorell M. Legaspi, Deputy Director-General for Museums
	4. Double-check the completeness of the documents and endorse to the concerned division for their assistance	None	5 minutes	Rowena B. Alcala, Administrative Assistant II, MSD
	5. If data is available, the concerned division shall observe protocols as stipulated in the Agreement Form. If data is unavailable, inform the requesting party and recommend alternative actions.	None	30 minutes	Concerned division

	6. Endorse the request to the concerned curatorial divisions for appropriate assessment and action, for highly technical assistance both in the Central and Regional museums	None	4 hours	Rowena B. Alcala, Administrative Assistant II, MSD
2. Acknowledges receipt of data or schedule for interview	Provide the requested data to the client and/or Acknowledge the selected schedule, if for an interview	None	13 days	Division in-charge
3. Accomplishes the Client-Satisfaction Survey Form/Online CSS on a.) MSD's coordination; b.) concerned division's provided technical assistance	7. Provide and retrieve from student/non-student the Client-Satisfaction Survey Form/Online CSS on MSD's coordination, upon endorsement to the concerned division / personnel for their assistance.	None	1 day	Rowena B. Alcala, Administrative Assistant II, MSD
TOTAL		None	19 days, 4 hours, 40 minutes	

23. Sale of Bidding Documents for the Disposal of Unserviceable Properties through Public Bidding Procedure

This aims to guide the responsible persons on the procedures for the sale of bidding documents for the Disposal of Unserviceable Properties through Public Bidding Procedure.

Office or Division	Property Management Section, General Administrative Services Division
Classification	Simple
Type of Transaction	G2B – Government to Business (External Service)
Who may avail	All Prospective Bidders

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Prospective Bidders who meet the minimum qualification requirements as specified in the Terms and Conditions and Guidelines for Disposal of the Unserviceable Properties of the NMP		Office concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prospective bidders to sign in the bidder's logbook located at the Property Management Section, General Administrative Services Division	Provides the bidder's logbook to the client	None	2 minutes	Administrative Officer IV, Property Management Section
Secures request for the issuance of order of payment for the bidding documents	Prepares the letter of request to Accounting Section for the issuance of order of payment	None	10 minutes	Administrative Aide IV, Property Management Section Administrative Assistant II, Property Management Section
Presents the letter of request to the Accounting Section	Accounting Section receives the letter of request for verification, processing and issuance	None	5 minutes	Accountant IV, Accounting Section
Accepts the Order of Payment and proceed to the Cashier	Cash Section to process the payment	None	15 minutes	Administrative Officer I, Cash Section

Pays the required amount for the sale of the bidding documents	Cash Section to issue Official Receipt	Php1,000.00	5 minutes	Administrative Officer I, Cash Section
Returns to Property Management Section and present the Official Receipt of payment	Secures a photocopy of the Official Receipt, returns the original receipt to the prospective bidder and release the bidding documents	None	10 minutes	Administrative Officer IV, Property Management Section Administrative Officer V, Property Management Section
Receives the original Official Receipt and Bidding Documents	Maintains Record	None	5 minutes	Administrative Assistant II, Property Management Section Administrative Officer IV, Property Management Section
TOTAL		Php1,000.00	52 Minutes	

24. Technical Assistance (Access of the National Ethnographic Collection, Catalog/Database, and Research Reports)

The Ethnology Division provides number of technical assistance upon request and with the approval from the Office of the Director General. One of the services/technical assistance given/granted is the access of the National Ethnographic Collection, Catalog/Database and research reports related to the NEC gathered by the researchers of the division, such as field reports, related literatures, masterlists, etc.

Access to the NEC and related data of the National Museum of the Philippines (NMP) should be in accordance with the principle of benefit sharing. Efforts must be made in order that both users of the collection/data and the NMP shall be mutually benefited.

Users of the collection, data or information of the NMP should acknowledge the NMP, the Director-General, appropriate Division/s and staff that attended to his/her request, in all scientific and popular publications and all other media, printed or electronic media (through the internet, etc.) as well as oral presentations with bearing on these collections. Such attribution should be observed in any subsequent use of the NMP collection/data.

The Ethnology Division of the NMP has the right to disallow access to specific collection/data on data bases and information on collections on valid grounds especially on new anthropological collections and its data being studied by NMP researchers; unpublished research work; and other confidential data determined by the Director-General of the NMP or the Division Chief.

Access to the data and information of the NMP collections should only be used under the condition and purpose as stated by the applicant and as approved by the NMP. In no circumstances will data be used for other purposes, without the appropriate written authorization and approval of the NMP.

Office or Division	Ethnology Division			
Classification	Highly Technical			
Type of Transaction	Government to Citizen (G2C) and Government to Government (G2G)			
Who may avail	Colleagues from NMP Students (Undergraduate and Graduate) Professionals Cultural and Academic Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official request letter duly approved by NMP Directors		Office of the Director General Office of the Deputy Director General for Museums		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/ present/ forward the request letter approved by the NMP Directors	1.1 Receive the letter request	None	2 minutes	Administrative Officer

2. Wait for the division's response	2.1. Review the content of the request 2.2. Forward the initial review on the request letter to the Office of the Deputy Director	None	3 days	Researcher-in-Charge
	General for Museums			
3. Wait for the reply of the Office of the Deputy Director General for Museums	3.1 Follow-up/ inform the requesting party of the received reply from the Office of the Deputy Director General for Museums	None	3 days	Researcher-in-Charge
4. Expect for a response through the email/landline depending on the contact details provided in the letter	4.1. Answer the client through email or landline 4.2. Set specific date for access of the NEC and/or data/ information needed	None	3 days	Researcher-in-Charge
TOTAL		None	9 days & 2 mins	

25. Technical Assistance (Access to Photo-Files)

The Ethnology Division provides number of technical assistance upon request and with the approval from the Office of the Director General. One of the services/technical assistance given/granted is the access to photo-files gathered/taken/collected and donated to the Ethnology Division.

Access to the photo-files gathered/taken/collected and donated to the National Museum of the Philippines (NMP) should be in accordance with the principle of benefit sharing.

Efforts must be made in order that both users of the photographic collections and the NMP shall be mutually benefited.

Users of the photographic collections of the NMP should acknowledge the NMP, the Director-General, appropriate Division/s and staff that attended to his/her request, in all scientific and popular publications and all other media, printed or electronic media (through the internet, etc.) as well as oral presentations with bearing on these collections. Such attribution should be observed in any subsequent use of the NMP collections/files.

The Ethnology Division of the NMP has the right to disallow access to specific photographic collections/files on valid grounds especially on new anthropological collections; unpublished research work; and other confidential photographs determined by the Director-General of the NMP or the Division Chief.

Access to the photographic collections of the NMP should only be used under the condition and purpose as stated by the applicant and as approved by the NMP. In no circumstances will the photographs be used for other purposes, without the appropriate written authorization and approval of the NMP.

Office or Division	Ethnology Division			
Classification	Highly Technical			
Type of Transaction	Government to Citizen (G2C), Government to Government (G2G), Government to Business (G2B)			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter duly approved by NMP Directors		Office of the Director General Office of the Deputy Director General for Museums		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/ present/ forward the request letter approved by the head of the agency	1.1. Receive the letter request	None	2 minutes	Administrative Officer

2. Wait for the division's response	2.1. Review the content of the request	None	3 day	Researcher-in-Charge
3. Expect for a response through the email/landline depending on the contact details provided in the letter	3.1. Answer the client through email or landline 3.2. Set specific date for access to the needed data/ collection	None	3 day	Researcher-in-Charge
4. Approve the conditions set with the Ethnology Division (through writing/email)	4.1. Draft a Memorandum of Agreement depending on the agreed terms 4.2. Send the drafted MOA to Legal Section for review	None	5 days	Researcher-in-Charge
5. Sign MOA	5.1. Have the signed MOA notarized	C/o Legal Section	2 days	Researcher-in-Charge
6. Conduct the selection of photo-files	6.1. Assist the client on the selection of photo-files	None	10 days	Researcher and Technician-in-Charge
7. Return the borrowed photo-files	7.1. Assess and inventory the accessed/borrowed photo-files	None	10 days	Researcher and Technician-in-Charge
TOTAL		None		

26. Technical Assistance and/or Research

Zoology Division provides technical assistance to students, researchers, and

professionals from Local Government Units, Non-Governmental Organizations, National Government Agencies, academe, and cultural workers, through the following forms:

- Research
- Access to records / photos / collections
- Interviews (student, professional, researcher, or media)
- Taxidermy
- Media Requests (shoot, briefing)
- Loan of Museum Objects (specimens, artworks, artifacts)
- Sharing of information and expertise through lectures, workshops, and trainings.

Office or Division	Zoology	
Classification	Complex	
Type of Transaction	G2C- Government to Citizen & G2G- Government to Government	
Who may avail	Students, researchers, professionals	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>Official request (1 copy) letter duly signed by:</p> <ul style="list-style-type: none"> a. Teacher/professor for school requests b. Supervisor/Heads for office requests c. Anyone who is in authority to endorse the requester <p>Attachments (1 copy each document)</p> <p>For students – thesis</p> <ul style="list-style-type: none"> i. Thesis Proposal ii. Review of Related Literature iii. Guide questions if for interview <p>For student non-thesis/ other requests</p> <ul style="list-style-type: none"> • Project Brief, Proposed Program or Concept Note (with title, objectives, 		<p>From the requester's school/ office/ organization/ affiliation</p>

description, timeline, and expected outputs) <ul style="list-style-type: none"> Other documents that can validate legitimacy of the project/request 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request to the Head of the Agency (Office of the Director-General) through any of the following medium: <ul style="list-style-type: none"> a. Email b. Courier c. Hand-carried 	1.1 Receive Letter Request 1.2 Assess the request for approval of the DG 1.3 If request is denied, letter of regret will be sent If not, DG will appoint Division to assist or act on the request	None	15 minutes	ODG-CEPA
2. Wait for NMP-Division's response	2.1. Forward to Division concern 2.2. Review/ Evaluate the request for appropriate action 2.3. Division personnel to contact the client for clarifications/ additional information 2.4. Division will release formal/official response to the client through email or letter		2 days	Division or personnel concerned

3. Receive NMP Division's response If request denied, end of transaction If granted, client will coordinate with the Division concerned	3.1. Coordinate with client with instructions on what to do		15 minutes	Division or personnel concerned
4. Collaboration with NMP Division	4.1. Collaboration with client		17 days	Division or personnel concerned
TOTAL			19 days & 30 minutes	

27. Technical Assistance: Cast / Reproduction & Loan of Artifacts for Exhibition

Technical assistance provided to external clients requesting for cast reproductions or replicas of specimens from the division's collection and for loan of specimens from the division's collections, for purposes of exhibition.

Office or Division	ARCHAEOLOGY		
Classification	HIGHLY TECHNICAL		
Type of Transaction	G2C, G2G, G2B		
Who may avail	Local museums (Government Agencies), Private museums, Foreign museums, Researchers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Request Letter with attached research proposal, and endorsement from supervisor / affiliation Duly approved request <i>For external collaborators / partners for approved projects:</i>		Director-General's Office (NMP)	

Approved and notarized memorandum of Agreement (MOA)		Cultural Properties Regulation Division, Legal Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client sends letter-request (with attached research proposal) to the Director-General (DG)	Director-General's Office to endorse to the Archaeology Division for appropriate action	None	1 day / wait for the approval from the DG	Director-General's Office
	Division Head assess the request and/ or endorse to Division Staff for further verification		2 days	Division Head, Curators, Researchers, Technicians, Laboratory Aide
	Division head endorses the request to Deputy		1 day	Division Head
	Director-General (DDG) for Museums for recommending approval		1 day / wait for the approval / disapproval from the DDG for Museums	DDG for Museums
	DDG for Museums approves or disapproves the request, and transmit to the DG for confirmation		1 day / wait for the approval from the DG	Director-General

	<p>DG endorses the decision to the Division Head</p> <p><i>If approved,</i></p> <p>Proceed to the next step:</p> <p>Division head endorses the approved request to the concerned division staff</p> <p>Division Staff to contact and inform the client</p> <p><i>If disapproved:</i></p> <p>Inform the client of the specific reason for the disapproval. The process ends here.</p>		<p>upon receipt of request</p> <p>30 mins</p> <p>30 mins</p>	<p>Division Head, Curators, Researchers, Technicians, Laboratory Aide</p> <p>Curators, Researchers, Technicians, Laboratory Aide</p> <p>Curators, Researchers, Technicians, Laboratory Aide</p>
Client communicates request and terms	Concerned division staff talks to client	None	30 mins	Curators, Researchers, Technicians, Laboratory Aide

Preparation / review of the Memorandum of Agreement (MOA) between NMP and client	Memorandum is reviewed	None	14 days	Requester, CPRD, Legal Section, ARC
	<i>for Cast/Reproduction:</i> Technical division staff buys supplies for cast/ reproduction <i>Artifacts for Exhibition:</i> Once MOA is approved, technical division staff prepares specimens for loan	None	1 day	Technicians, Laboratory Aide Curators, Researchers, Technicians, Laboratory Aide
	<i>for Cast/Reproduction:</i> Technical division staff makes cast/ reproduction <i>Artifacts for Exhibition:</i> Division staff prepares the specimens for travel/ installation	None	As per MOA (at least 2 weeks)	Technicians, Laboratory Aide
Client collects cast/ reproduction / loaned materials	Technical division staff releases cast/ reproduction / loaned materials to client	None	As per MOA	Curators, Researchers, Technicians, Laboratory Aide
	<i>Artifacts for Exhibition only:</i>		As per MOA	Client, Curators, Researchers, Technicians, Laboratory Aide

	Loaned materials are exhibited			
Client sends acknowledgement receipt / returns loaned materials	Concerned division staff collects the acknowledgement receipt for filing or loaned materials from the client after the exhibit	None	Upon receipt	Curators, Researchers, Technicians, Laboratory Aide
TOTAL		None	Not less than 29 days, 1 hour, 30 mins	

28. Technical Assistance (Conduct of Lectures/Workshops/ Interview)

The Ethnology Division offers lectures to both local and international academes. Anthropological lectures especially in the field of ethnography / ethnology, Peoples of the Philippines, and the National Ethnographic Collections are provided to the interested academe and other institutions upon request with the approval of the head of the agency.

Office or Division	Ethnology Division	
Classification	Highly Technical	
Type of Transaction	Government to Citizen (G2C), Government to Government (G2G), Government to Business (G2B)	
Who may avail	Colleagues from NMP Students (Undergraduate and Graduate) Professionals Cultural and Academic Institutions	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

1. Official request letter duly approved by NMP Directors 2. Details of the requested lecture/ workshop (time, place, number and composition of audience, objectives/topics/focus) 3. (Proposed) Letter of Agreement indicating the terms for further discussion		Office of the Director General Office of the Deputy Director General for Museums		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/present/ forward the request letter duly approved by NMP Directors	Receive the letter request	None	2 minutes	Administrative Officer
2. Wait for the division's response	Review the content of the request	None	1-3 days	Researcher-in-Charge
3. Expect for a response through email/landline depending on the contact details provided in the letter	3.1. Answer the client through email or landline 3.2. Set specific date for discussion/ meeting on further details of the request	None	3 days	Researcher-in-Charge
4. Reply/answer/ confirm the set meeting/ conditions of the Ethnology Division	Review and prepare the pertinent documents needed	None	3 days	Researcher-in-Charge
(through writing/email)				
5. Finalize the letter of agreement	Review/ sign the letter of agreement and confirm the conduct of the requested activity	*	5-10 days	Researcher, Technician and/or Laboratory Aide-in-Charge

TOTAL	None		
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*Duties and responsibilities of both parties will be discussed and defined/enumerated in the agreement

29. Technical Assistance (Identification of Ethnographic Materials)

If an individual, group or organization wishes to identify ethnographic materials, the NMP's Standard Operating Procedures for identifying material culture will be followed.

Office or Division	Ethnology Division			
Classification	Highly Technical			
Type of Transaction	Government to Citizen (G2C), Government to Government (G2G), Government to Business (G2B)			
Who may avail	Colleagues from NMP Students (Undergraduate and Graduate) Professionals Institutions / Academe Business Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter requesting for Authentication 2. Photographs of the Specimen(s) (if any)		Cultural Property Regulations Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the request letter for authentication to the CPRD	Receive the letter request	---	---	CPRD Personnel
2. Wait for the CPRD's response	Request assistance from the Ethnology Division for authentication	---	---	CPRD Personnel

3. Show/ present/ provide the specimen(s) or the photographs of the specimen	Review/assess the specimen(s) or the photographs of the specimen(s) provided	None	7 days (1-2 specimen) 10 days (3-4 specimens)	Researcher-in-Charge
			10-15 days (5 and above)	
4. Wait for the assessment result	Draft report of the result of assessment	None	5-7 days	Researcher-in-Charge
5. Wait for the assessment result <i>(the CPRD will contact the client upon receipt of the assessment)</i>	Endorse/forward to the CPRD the result/ findings of the assessment/ review	None	1 day	Researcher-in-Charge
TOTAL		None		

30. Technical Assistance (Herbarium Visit)

Technical Assistance for Herbarium Visit requests that are primarily for thesis and other research studies, grants the requestor/s the access to particular herbarium specimens in the Philippine National Herbarium (PNH). The researcher or technical staff responsible for the request may also share information, expertise, instruction, skills or transmission of knowledge and other consultation services to individuals or groups.

Office or Division	Botany and National Herbarium Division	
Classification	Highly Technical	
Type of Transaction	G2C- Government to Citizen & G2G- Government to Government	
Who may avail	Students, Researchers, Professionals	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

Request letter addressed to Director- General	From the client
Research proposal	From the client
Approval of rejection letter	From the concerned division
Technical Assistance Form (MSD-F11 Ver00 01Jan19)	NM Security personnel at employee's entrance
Visitor's ID	NM Security personnel at employee's entrance
Terms of Agreement	Researcher in-charge from the PNH
Herbarium photographs, copy of publication arising after the use of PNH	From the client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit Letter of Request to the Head of the Agency (Office of the Director-General) through any of the following medium: a. Email b. Courier c. Hand-carried	1.1. Receive Letter of Request 1.2. Assess the request for approval of the Director-General (DG) 1.2.1. If request is denied, letter of regret will be sent 1.2.2. If approved, DG appoints Division to assist or act on the request 1.3. Forward to Division concern	None	2 days	1.1.- 1.3. Office of the Director-General- General-Communications External Public Affairs (ODG-CEPA)
	1.4. Review/ Evaluate the request and research proposal for appropriate action			1.4. Botany and National Herbarium Division (BNHD)

	1.5. Division personnel to contact the client for clarifications/ additional information			1.5. BNHD
	1.6. Division will release formal/official response to the client through email or letter			1.6. BNHD
3. Submit the research proposal	2.1 Receive and review the research proposal	None	7 days	<i>Curator II/ Curator I/ Senior Museum Researchers/ Museum Researchers II/ Museum Technicians II/ Laboratory Aide/ Artist Illustrator II</i>
3. Receive NMP Division's response If request denied, end of transaction If granted, client will coordinate with the Division concerned	3. Coordinate with client for further instructions	None	15 minutes	BNHD

4. Proceed to National Museum of Natural History. Show the security personnel the appointment date in the approved request letter. Sign in the Client Log Book in the employee's entrance	4. Give the visitor's log book to the client for signing.	None	5 minutes	National Museum of the Philippines Security personnel-on-duty
5. Sign and submit the	5. Issue the Terms of Agreement document	None	15 minutes	<i>Curator II/ Curator I/ Senior Museum Researchers/</i>
Terms of Agreement				<i>Museum Researchers II/ Museum Technicians II/ Laboratory Aide/ Artist Illustrator II/ Admin Officer III</i>
6. Seek the desired technical assistance from the division's researchers and other technical personnel	6. Provide the desired assistance	None	Within 14 days	<i>Curator II/ Curator I/ Senior Museum Researchers/ Museum Researchers II/ Museum Technicians II/ Laboratory Aide/ Artist Illustrator II</i>
7. Sign the client survey form (BNH-F05 Ver00 01Jan19)	7. Issue the Client Survey Form	None	5 minutes	<i>Curator II/ Curator I/ Senior Museum Researchers/ Museum Researchers II/ Museum Technicians II/ Laboratory Aide/</i>

				<i>Artist Illustrator II</i>
8. Give BNHD an e-copy of all photographs taken and the final manuscript or technical report arising from the herbarium specimens	8. Review and save e-copy of photographs and other documents	None	15 minutes	<i>Museum Technician II</i>
TOTAL			23 days, 1 hour, 5 minutes	

31. Technical Assistance: Interviews & As Lecturer, Speaker on Conference, Symposium & Workshops

Technical assistance provided to external clients requesting for interviews from personnel of the division, whether for research, documentary and other program/show formats, and for the division's personnel to speak or present their research through a lecture, conference, symposium, or workshop.

Office or Division	Archaeology		
Classification	Highly-Technical		
Type of Transaction	G2C, G2G, G2B		
Who may avail	Students, Researchers, Scholars and Writers, Government Unit Representatives, Media, Academic Institutions, Organizations, Associations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	

<p>Request Letter with attached research proposal, and endorsement from supervisor / affiliation</p> <p>Duly approved request</p> <p><i>For National Museum Research Affiliate/Associate/Fellow:</i></p> <p>Valid documents on National Museum Research affiliation status (Affiliate/Associate/Fellow)</p> <p>Referral letters for their research associates</p> <p><i>For external collaborators / partners for approved projects:</i></p> <p>Approved and notarized memorandum of Agreement (MOA)</p>		<p>Director-General's Office (NMP)</p> <p>Cultural Properties Regulation Division</p> <p>From the requester (NMRA Affiliates / Associates / Fellow)</p> <p>Cultural Properties Regulation Division, Legal Section</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Client sends letter-request (with proposal and/or list of questions) to the Director-General (DG)</p>	<p>Director-General's Office to endorse to the Archaeology Division for appropriate action</p>	<p>None</p>	<p>1 day / wait for the approval from the DG</p>	<p>Director-General's Office</p>
	<p>Division Head assess the request and/ or endorse to Division Staff for further verification</p>		<p>2 days</p>	<p>Division Head, Curators, Researchers,</p>
	<p>Division head endorses the</p>		<p>1 day</p>	<p>Division Head</p>

	<p>request to Deputy Director-General (DDG) for Museums for recommending approval</p> <p>DDG for Museums approves or disapproves the request, and transmit to the DG for confirmation</p> <p>DG endorses the decision to the Division Head</p> <p><i>If approved,</i> Proceed to the next step:</p> <p>Division head endorses the approved request to the concerned division staff</p> <p>Division Staff to contact and inform the client</p> <p><i>If disapproved:</i> Inform the client of the specific reason for the disapproval. The process ends here.</p>		<p>1 day / wait for the approval / disapproval from the DDG for Museums</p> <p>1 day / wait for the approval from the DG</p> <p>upon receipt of request</p> <p>30 mins</p> <p>30 mins</p>	<p>DDG for Museums</p> <p>Director-General</p> <p>Division Head, Curators, Researchers, Technicians</p> <p>Curators, Researchers</p> <p>Curators, Researchers</p>
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Client goes to the Division and/or communicates request and terms	<i>for interviews:</i> Concerned division staff talks to the client	None	3 Hours [<i>for interviews</i>]	Curators, Researchers
	<i>for lecture presentation, the process ends here:</i> Concerned division staff prepares presentation		3 days [<i>for lecture presentation...</i>]	
Client processes/ edits work and produced work for research, documentary and other program/show formats endorsed to the division	Concerned division staff requests for revisions/ approves work for airing/publication	None	1 day	Curators, Researchers
Client submits to the concerned division staff a copy of output produced	Concerned division staff receives copy of the output for internal filing	None	30 mins	Curators, Researchers
TOTAL		None	9 days, 5 hours, 30 mins	

32. Technical Assistance (Site Inspection/Assessment of Built Heritage)

Service given to Local Government Units, Non-Governmental Organizations, National Government Agencies, and property owners who seek technical assistance in relation to architectural conservation services/assessment of declared built heritage properties maintained and preserved *in situ* nationwide.

Office or Division	Architectural Arts and Built Heritage Division (AABHD)
Classification	Highly technical
Type of Transaction	G2C- Government to Citizen, G2G- Government to Government
Who may avail	Local Government Units, Non-Governmental Organizations, National Government Agencies, Property Owners

[illegible]

	1.6. Division personnel contacts the client for additional information on further instruction schedule of site visit			
	1.7. Prepare travel/fieldwork documents			Ar. Kamille Patrizia C. Sepidoza/Ar. Marie Bernadette B. Balaguer/ Ar. Armando J. Arciaga III Researcher II, AABHD
				Erick E. Estonanto Museum Technician II, AABHD
2. Receive the inspection team	2. Courtesy call to Local Government Unit (LGU) concerned	None	4 hours	Ar. Arnulfo F. Dado/ Division Chief Ar. Kamille Patrizia C. Sepidoza/ Ar. Marie Bernadette B. Balaguer/ Ar. Armando J. Arciaga III Researcher II, AABHD Erick E. Estonanto Museum Technician II, AABHD

3. Seek the desired service requested from the division's technical team	3. Conduct site inspection	None	3 days	<p>Ar. Arnulfo F. Dado Division Chief, AABHD</p> <p>Ar. Kamille Patrizia C. Sepidoza/ Ar. Marie Bernadette B. Balaguer/ Ar. Armando J. Arciaga III Researcher II, AABHD</p>
				<p>Erick E. Estonanto Museum Technician II, AABHD</p>

4. Seek for the preliminary findings of the technical team	4. Conduct exit conference and discuss the initial findings of the technical team	None	4 hours	<p>Ar. Arnulfo F. Dado/ Division Chief, AABHD</p> <p>Ar. Kamille Patrizia C.</p> <p>Sepidoza/ Ar. Marie Bernadette B.</p> <p>Balaguer/ Ar. Armando J. Arciaga III/ Researcher II, AABHD</p> <p>Erick E. Estonanto Museum Technician II, AABHD</p>
5. Sign the Client Survey Form	5. Issue the Client Survey Form	None	5 minutes	<p>Ar. Kamille Patrizia C.</p> <p>Sepidoza/ Ar. Marie Bernadette B.</p> <p>Balaguer/ Ar. Armando J. Arciaga III Researcher II, AABHD</p> <p>Erick E. Estonanto</p>
				Museum Technician II, AABHD

TOTAL		7 days, 8 hours	
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33. Technical Assistance (Lecture/ Seminar inside National Museum of the Philippines)

Technical Assistance for Lecture/ Seminar requests refers to sharing of information, expertise, instruction, skills training, and transmission of knowledge to individuals or groups done inside the premises of National Museum of the Philippines.

Office or Division	Botany and National Herbarium Division			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen & G2G- Government to Government			
Who may avail	students, researchers, professionals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter addressed to Director- General		From the client		
Approval of rejection letter		From the Division concerned		
Technical Assistance Form (MSD-F11 Ver00 01Jan19)		NM Security personnel at employee's entrance		
Visitor's ID		NM Security personnel at employee's entrance		
Client survey form		NM Security personnel at employee's entrance		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to	1. Receive Letter of Request	None	2 days	1.1.- 1.3. Office of the Director-General-

<p>Head of the Agency (Office of the Director-General) through any of the following medium:</p> <ul style="list-style-type: none"> a. Email b. Courier c. Hand-carried 	<p>1.2. Assess the request for approval of the Director- General (DG)</p>			<p>Communications External Public Affairs (ODG-CEPA)</p>
	<p>1.2.1.If request is denied, letter of regret will be sent</p> <p>1.2.2. If approved, DG appoints Division to assist or act on the request</p> <p>1.3. Forward to Division concern</p> <p>1.4. Review/ Evaluate the request for appropriate action</p> <p>1.5. Division personnel to contact the client for clarifications/ additional information</p> <p>1.6. Division will release formal/official response to the client through email or letter</p>			<p>1.4. Botany and National Herbarium Division (BNHD)</p> <p>1.5. BNHD</p> <p>1.6. BNHD</p>
<p>4. Receive NMP Division's response</p>	<p>2. Coordinate with client for further instructions</p>	<p>None</p>	<p>15 minutes</p>	<p>BNHD</p>

2.1.If request denied, end of transaction				
2.2. If approved, client receives instructions				
from the Division concerned				
3. Proceed to National Museum of Natural History. Show the security personnel the appointment date in the approved request letter. Sign in the Client Log Book in the employee's entrance	3. Give the visitor's log book to the client for signing	None	3 minutes	National Museum of the Philippines' Security personnel-on-duty

4. Proceed to BNHD with approved letter of request	4. Receive the approved letter of request from the client	None	7 minutes	<i>Admin Officer III</i>
5. Seek the desired lecture/ seminar requested from the division's researchers and other technical personnel	5. Conduct the lecture/ seminar requested	None	4 hours	<i>Curator II/ Curator I /Senior Museum Researchers/ Museum Researchers II/ Museum Technicians II/ Laboratory Aide/ Artist Illustrator II</i>
6. Sign the client survey form (BNH-F-05 Ver00 01Jan19)	6. Issue the Client Survey Form	None	5 minutes	<i>Curator II/ Curator I/ Senior Museum Researchers/ Museum Researchers II/ Museum Technicians II/ Laboratory Aide/ Artist Illustrator II</i>
TOTAL			2 days, 4 hours, 30 minutes	

34. Technical Assistance (Lecture/ Seminar outside National Museum of the Philippines)

Technical Assistance for Lecture/ Seminar requests refers to sharing of information, expertise, instruction, skills training, and transmission of knowledge to individuals or groups done outside the premises of National Museum of the Philippines.

Office or Division	Botany and National Herbarium Division			
Classification	Complex			
Type of Transaction	G2C- Government to Citizen & G2G- Government to Government			
Who may avail	students, researchers, professionals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter addressed to Director-General		From the client		
Approval of rejection letter		From the Division concerned		
Technical Assistance Form (MSD-F11 Ver00 01Jan19)		NM Security personnel at employee's entrance		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request to the Head of the Agency (Office of the Director-General) through any of the	1. Receive Letter of Request 1.2. Assess the request for approval of the DG	None	2 days	1.1.- 1.3. Office of the Director-General- Communications External Public Affairs (ODG-CEPA)

<p>following medium:</p> <ul style="list-style-type: none"> a. Email b. Courier c. Hand-carried 	<p>1.2.1. If request is denied, letter of regret will be sent</p> <p>1.2.2. If approved, DG will appoint Division to assist or act on the request</p> <p>1.3. Forward to Division concern</p> <p>1.4. Review/ Evaluate the request for</p>			<p>1.4. Botany and National Herbarium Division (BNHD)</p>
	<p>appropriate action</p> <p>1.5. Division personnel to contact the client for clarifications/ additional information</p> <p>1.6. Division will release formal/official response to the client through email or letter</p>			<p>1.5. BNHD</p> <p>1.6. BNHD</p>
<p>2. Receive NMP</p> <p>Division's response</p> <p>If request denied, end of transaction</p>	<p>3. Coordinate with client for further instructions</p>	None	15 minutes	BNHD

If granted, client will coordinate with the Division concerned				
3. Receive the researchers and other technical personnel	3. Courtesy call to concerned office	None	4 hours	<i>Curator II/ Curator I/ Senior Museum Researchers/ Museum Researchers II/ Museum Technicians II/ Laboratory Aide/ Artist Illustrator II</i>
5. Seek the desired lecture/ seminar requested from the division's researchers and other technical personnel	5. Conduct the lecture/ seminar requested	None	4 hours - 4 days (depends on the no. of days of lecture/seminar)	<i>Curator II/ Curator I/ Senior Museum Researchers/ Museum Researchers II/ Museum Technicians II/ Laboratory Aide/ Artist Illustrator II</i>
6. Sign the technical assistance form	6. Issue the technical assistance form	None	5 minutes	<i>Curator II/ Curator I/ Senior Museum Researchers/</i>

(MSD-F11 Ver00 01Jan19)				<i>Museum Researchers II/ Museum Technicians II/ Laboratory Aide/ Artist Illustrator II</i>
TOTAL			6 days, 4 hours, 20 minutes	

35. Technical Assistance: Loaning of Traveling Exhibitions; Donation of Specimens; Identification of Specimens (Internal- Division to Division); and Controlled Access to Collections

Technical Assistance refers to the Geology and Paleontology Division's tendering of support by providing technical information and expertise to private and government individuals or sectors/groups, may it be local or foreign. Technical assistance pertains to: Loaning of Traveling Exhibitions; Donation of Specimens; Identification of Specimens (Internal-Division to Division); and Controlled Access to Collections.

Office or Division	Geology and Paleontology Division		
Classification	Complex		
Type of Transaction	G2C-Government to Citizen and G2G-Government to Government; Internal Technical Assistance		
Who may avail	Private and government individuals or sectors/groups		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Initial Requirements:			
Letter of Request to the NMP Management addressed to Director-General (DG) indicating the purpose of the request.		Client	
Valid Identification Card		NMP Security	
<ul style="list-style-type: none"> - To control access to the NMP for the security and safety of personnel and properties. 			

Supporting documents related to the request - As needed		NMP Management or Concerned Divisions		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client shall register to the Security logbook at the NMP Entrance, indicating his/her name,	1. NMP Security shall request for the client's valid identification card for verification purpose/s.	N/A	5 minutes	NMP Security on-duty

purpose, destination and time of arrival.				
2. The client proceeds to the Office of the DG for the submission of her request letter.	2. The Office of the DG Secretaries shall receive the request letter and forward it to the desk of the DG for action.	N/A	5 minutes	ODG Secretaries
3. Client waits for feedbacks from NMP.	3. DG acts on the request and may endorse the same, with instructions, to Deputy DG for Museums or directly to the Division Head/OIC. Office of the DG Secretaries shall forward the request letter to the person concerned.	N/A	24 hours upon receipt	DG
	<ul style="list-style-type: none"> - Deputy DG for Museums shall endorse the request letter, with instructions, to the Head/OIC of the Division. 	N/A	4 hours upon receipt	DDGM
	<ul style="list-style-type: none"> - The Head/OIC of the Division shall act on the matter being requested immediately by contacting the 	N/A	4 hours upon receipt	GPD Head/OIC; GPD Personnel

<p>4. The client proceeds to the GPD to discuss her request letter.</p> <p>5. The client follows the following NMP procedures:</p>	<p>requestioner through</p>	<p>N/A</p>	<p>2 hours</p>	<p>GPD Head/OIC; GPD Personnel</p>
		<p>Php2,000.00</p>	<p>48 hours</p>	<p>GPD Head/OIC; GPD Personnel</p>

<ul style="list-style-type: none"> - The client signs the MOA and pays the necessary fees. - The client signs the DOD and proceeds to the turnover of collections to be donated. - The Division concerned gives the specimens to be identified to GPD. - The client or NMP personnel from other Division proceeds to the holding area and wait for the collections he/she requested. 	<p>phone or e-mail.</p> <p>4. GPD may ask the client to submit additional documents, depending on his/her request.</p> <p>5. GPD proceeds to the processing of the following client's request.</p> <ul style="list-style-type: none"> - Traveling Exhibition (Preparation and Signing of MOA, Payment of Fees) - Donation of Specimens (Preparation and Signing of DOD; Turnover of the Collections to be Donated) - Identification of specimens (Megascopic Microscopic/ XRD) - Controlled Access to collections (Retrieval of 	<p>N/A</p> <p>N/A</p> <p>N/A</p>	<p>120 hours</p> <p>24 hours</p> <p>20 minutes</p>	<p>GPD Head/OIC; GPD Personnel</p> <p>GPD Personnel</p> <p>GPD Personnel</p>
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	Objects Requested)			
TOTAL				
Loaning of traveling Exhibition Donation of Specimens Identification of Specimens Controlled Access to Collections			78 hours & 10 minutes 150 hours & 10 minutes 54 hours & 10 minutes 30 hours & 30 minutes	
TOTAL				

36. Technical Assistance (NCT/ICT Site Inspection)

Technical Assistance for National Cultural Treasure (NCT) /Important Cultural Treasure (ICT) Site Inspection requests refers to initial botanical survey of a certain NCT/ICT site.

Office or Division	Botany and National Herbarium Division		
Classification	Complex		
Type of Transaction	G2C- Government to Citizen & G2G- Government to Government		
Who may avail	LGUs, churches, other government offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Request letter addressed to Director- General		From the client	

Approval of rejection letter		From the Division concerned		
Technical Assistance Form (MSD-F11 Ver00 01Jan19)		NM Security personnel at employee's entrance		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request to the Head of the Agency (Office of the Director-General) through any of the following medium:	1.1. Receive Letter Request 1.2. Assess the request for approval of the DG 1.2.1. If request is denied, letter	None	2 days	1.1.- 1.3. Office of the Director-General-Communications External Public Affairs
a.	b. of regret will be sent 1.2.2. If not, DG will appoint Division to assist or act on the request c. 1.3. Forward to Division concern 1.4. Review/ Evaluate the request for appropriate action 1.5. Division			(ODG-CEPA) 1.4. Botany and National Herbarium Division (BNHD)

	<p>personnel to contact the client for clarifications/ additional information</p> <p>1.6. Division will release formal/official response to the client through email or letter</p>			<p>1.5. BNHD</p> <p>1.6. BNHD</p>
<p>5. Receive NMP Division's response</p> <p>If request denied, end of transaction</p> <p>If granted, client will coordinate with the Division concerned</p>	<p>4. Coordinate with client for further instructions</p>	None	15 minutes	<p><i>Client and Senior Museum Researchers/ Museum Researchers II/ Museum Technicians II/</i></p>
				<p><i>Laboratory Aide/ Artist Illustrator II</i></p>
<p>4. Receive the inspection team</p>	<p>4. Courtesy call to Local Government Unit concerned or other</p>	None	4 hours	<p><i>Curator I/ Senior Museum Researchers/ Museum Researcher</i></p>

	institution			<i>s II/</i> <i>Museum</i> <i>Technicians</i> <i>II/</i> <i>Laboratory</i> <i>Aide/ Artist</i> <i>Illustrator II</i>
5. Seek the desired service requested from the division's inspection team	5. Conduct the botanical site inspection	Non e	1- 4 days (depends on the no. of sites to be inspected)	<i>Curator I/</i> <i>Senior</i> <i>Museum</i> <i>Researcher</i> <i>s/ Museum</i> <i>Researcher</i> <i>s II/</i> <i>Museum</i> <i>Technicians</i> <i>II/</i> <i>Laboratory</i> <i>Aide/ Artist</i> <i>Illustrator II</i>
6. Seek for the preliminary findings of the inspection team	6. Conduct exit conference	Non e	4 hours	<i>Curator I/</i> <i>Senior</i> <i>Museum</i>

	and discuss the initial findings of the inspection team			<i>Researcher s/ Museum Researcher s II/ Museum Technicians II/ Laboratory Aide/ Artist Illustrator II</i>
7. Sign the technical assistance form (MSD-F11 Ver00 01Jan19)	6. Issue the technical assistance form	Non e	5 minutes	<i>Curator II/ Curator I/ Senior Museum Researcher s/ Museum Researcher s II/</i>
				<i>Museum Technicians II/ Laboratory Aide/ Artist Illustrator II</i>
TOTAL			6 days, 8 hours, 20 minutes	

38. Technical Assistance: Records Section Collection & Specimen Collection

Technical assistance provided to internal and external clients needing access to the collections of the Records Section, and specimen collections of the division housed within the National Archaeological Repositories, for research purposes.

Office or Division	ARCHAEOLOGY	
Classification	HIGHLY-TECHNICAL	
Type of Transaction	G2C, G2G, G2B	
Who may avail	Students, Researchers, Scholars and Writers, Government Unit Representatives, Consultants, Publishing Companies, Media, Research Associates of National Museum Research Affiliate/Associate/Fellow	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request Letter with attached research proposal, and endorsement from supervisor / affiliation		Director-General’s Office (NMP)
Duly approved request		
<i>For National Museum Research Affiliate/Associate/Fellow:</i>		Cultural Properties Regulation Division
Valid documents on National Museum Research affiliation status (Affiliate/Associate/Fellow)		
Referral letters for their research associates		From the requester (NMRA Affiliates / Associates / Fellow)
<i>For external collaborators / partners for approved projects:</i>		Cultural Properties Regulation Division, Legal Section
Approved and notarized memorandum of Agreement (MOA)		

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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Client sends letter-request (with attached research proposal) to the Director-General (DG)	Director-General's Office to endorse to the Archaeology Division for appropriate action	None	1 day / wait for the approval from the DG	Director-General's Office
	Division Head assess the request and/ or endorse to Division Staff for further verification		2 days	Division Head, Curators, Researchers, Technicians,
	Division head endorses the request to Deputy Director-General (DDG) for Museums for recommending approval		1 day	Division Head
	DDG for Museums approves or disapproves the request, and transmit to the DG for confirmation		1 day / wait for the approval / disapproval from the DDG for Museums	DDG for Museums
	DG endorses the decision to the Division Head		1 day / wait for the approval from the DG	Director-General
	upon receipt of request			
	<i>If approved,</i> Proceed to the next step:			Division Head, Curators, Researchers,

	Division head endorses the approved request to the ARC Records Section Head, Collections Manager/		30 mins	Technicians, Laboratory Aide
			30 mins	Curators, Researchers, Technicians
				Curators,

	<p>Appropriate National Archaeological Repository Head/ Appropriate Researcher</p> <p>Division Staff to contact and inform the client</p> <p><i>If disapproved:</i></p> <p>Inform the client of the specific reason for the disapproval. The process ends here.</p>			Researchers, Technicians
<p>Client goes to the Division</p> <p>Client signs in logbook (log-in)</p>	<p>Concerned division staff informs client of access guidelines, and gives a blank Permit to Access Form</p> <p>Concerned division staff offers logbook to client</p>	None	30 mins	Curators, Researchers, Technicians, Laboratory Aide
Client is allowed to access the materials for room use, with submission of filled-in Permit to Access Form	Concerned division staff pulls out and prepares requested materials	None	2 days	Curators, Researchers, Technicians, Laboratory Aide

Client returns accessed materials back to the assisting staff Client signs in logbook (log-out)	Concerned division staff collects the accessed materials from client and returns to collections holdings	None	30 mins	Curators, Researchers, Technicians, Laboratory Aide
TOTAL		None	8 days, 2 hours	

38. Technical Assistance: Resource Person for Workshops, Seminars, Conferences, etc.

In support of the mandate and functions of the National Museum of the Philippines, the Maritime and Underwater Cultural Heritage Division (MUCHD) provides assistance to relevant stakeholders (individual researchers, government agencies, educational institutions, private organizations, etc.) requesting expertise in the field of Philippine maritime and underwater archaeology, covering prehistorical and historical sites. The assistance shall cover provision of resource person for workshops, seminars, conferences, etc.

Office or Division	Maritime and Underwater Cultural Heritage Division (MUCHD)			
Classification	Highly Technical			
Type of Transaction	G2B-Government to Business / Government to Government			
Who may avail	Government Offices, Business Organizations, Educational Institutions, [local or foreign].			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum / Endorsement		Office of the Director-General		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Wait for feedback from concerned NM personnel	1. Upon receipt of memorandum / endorsement from the Office of the Director General (ODDG)/ Museum Services Division (MSD)/ Cultural Properties Regulation Division (CPRD), the request will be recorded and forwarded to the Officer-in-Charge of the Maritime and Underwater Cultural Heritage Division (MUCHD)	No fees required	10 minutes	Receiving unit of the of MUCHD [<i>Paulito Viray, Jr</i>]
	2. The request will be evaluated by the MUCHD OIC and delegated to the concerned MUCHD personnel for appropriate action	No fees required	10 minutes	MUCHD Officer-in-Charge [<i>Bobby Orillaneda</i>]
2. Acknowledgement	3. The designated MUCHD personnel will assess the request and contact the client for clarifications/ additional information	No fees required	1 day	Concerned / appropriate MUCHD personnel (Curator, Researcher, Technician, etc.)

	4. The designated MUCHD personnel will make the necessary arrangements/ preparations based on the requested assistance	No fees required	10 days	Concerned / appropriate MUCHD personnel (Curator, Researcher, Technician, etc.)
	5. The designated MUCHD personnel will conduct/ facilitate the requested technical assistance	No fees required	3 days	Concerned / appropriate MUCHD personnel (Curator, Researcher, Technician, etc.)
TOTAL			14 days and 20 minutes	

39. Technical Assistance: Resource Person for Management of Declared Underwater Sites

In support of the mandate and functions of the National Museum of the Philippines, the Maritime and Underwater Cultural Heritage Division (MUCHD) provides assistance to relevant stakeholders (individual researchers, government agencies,

educational institutions, private organizations, etc.) requesting expertise in the field of Philippine maritime and underwater archaeology, covering prehistorical and historical sites. The assistance shall cover provision of resource person for the management of declared underwater cultural heritage sites

Office or Division	Maritime and Underwater Cultural Heritage Division (MUCHD)			
Classification	Highly Technical			
Type of Transaction	Government to Government			
Who may avail	All (Individual Researchers, Students, Government Offices, Business Organizations, Educational Institutions, [local or foreign].			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum / Endorsement		Office of the Director-General		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for feedback from concerned NM personnel	1. Upon receipt of memorandum / endorsement from the Office of the Director General (ODDG)/ Museum Services Division (MSD)/ Cultural Properties Regulation Division (CPRD), the request will be recorded and forwarded to the Officer-in-Charge of the Maritime and Underwater Cultural Heritage Division (MUCHD)	No fees required	5 minutes	Receiving unit of the of MUCHD [<i>Paulito Viray, Jr</i>]

	2. The request will be evaluated by the MUCHD OIC and delegated to the concerned MUCHD personnel for appropriate action	No fees required	5 minutes	MUCHD Officer-in-Charge [<i>Bobby Orillaneda</i>]
2. Acknowledgement	3. The designated MUCHD personnel will assess the request and contact the client for clarifications/ additional information	No fees required	1 day	Concerned / appropriate MUCHD personnel (Curator, Researcher, Technician, etc.)
	4. The designated MUCHD personnel will make the necessary arrangements/ preparations based on the requested assistance	No fees required	10 days	Concerned / appropriate MUCHD personnel (Curator, Researcher, Technician, etc.)
	5. The designated MUCHD personnel will conduct/ facilitate the requested technical assistance	No fees required	29 days	Concerned / appropriate MUCHD personnel (Curator, Researcher, Technician, etc.)
TOTAL			40 days and 10 minutes	

40. Technical Assistance: Resource Person for Research Activities

In support of the mandate and functions of the National Museum of the Philippines, the Maritime and Underwater Cultural Heritage Division (MUCHD)

provides assistance to relevant stakeholders (individual researchers, government agencies, educational institutions, private organizations, etc.) requesting expertise in the field of Philippine maritime and underwater archaeology, covering prehistorical and historical sites. The assistance shall cover provision of resource person for research activities.

Office or Division	Maritime and Underwater Cultural Heritage Division (MUCHD)			
Classification	Highly Technical			
Type of Transaction	G2C-Government to Citizen/ G2B-Government to Business / Government to Government			
Who may avail	All (Individual Researchers, Students, Government Offices, Business Organizations, Educational Institutions, [local or foreign].			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Memorandum / Endorsement		Office of the Director-General		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>See concerned division process</i>	<i>See Office of the Director General/ Museum Services Division / Cultural Properties Regulation Division</i>	<i>See concerned division process</i>	<i>See concerned division process</i>	<i>See concerned division process</i>
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Wait for feedback from concerned NM personnel	1. Upon receipt of memorandum / endorsement from the Office of the Director General (ODDG)/ Museum Services Division (MSD)/ Cultural Properties Regulation Division (CPRD), the request will be recorded and forwarded to the Officer-in-Charge of the Maritime and Underwater	No fees required	10 minutes	Receiving unit of the of MUCHD [<i>Paulito Viray, Jr</i>]
	Cultural Heritage Division (MUCHD)			
	2. The request will be evaluated by the MUCHD OIC and delegated to the concerned MUCHD personnel for appropriate action	No fees required	10 minutes	MUCHD Officer-in-Charge [<i>Bobby Orillaneda</i>]
2. Acknowledgement	3.The designated MUCHD personnel will assess the request and contact the client for clarifications/ additional information	No fees required	1 day	Concerned / appropriate MUCHD personnel (Curator, Researcher, Technician, etc.)

	4. The designated MUCHD personnel will make the necessary arrangements/ preparations based on the requested assistance	No fees required	10 days	Concerned / appropriate MUCHD personnel (Curator, Researcher, Technician, etc.)
	5. The designated MUCHD personnel will conduct/ facilitate the requested technical assistance	No fees required	29 days	Concerned / appropriate MUCHD personnel (Curator, Researcher, Technician, etc.)
TOTAL			40 days and 20 minutes	

41. Request Venue Reservation / Rental

This process is offered to NMP Partner Agencies, LGUS without prior MOUs and Private Entities with events connected to NMP's objectives and mandate.

Office or Division	Museum Services Division - Programs and Events Services Section	
Classification	Complex	
Type of Transaction	G2B, G2C, G2G	
Who may avail	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

<ol style="list-style-type: none"> 1. Request Letter 2. Application Form (ANNEX A) 3. Schedule of Fees (ANNEX B) 4. Sample Agreement between NMP and proponent's caterer (ANNEX C) 5. Guidelines on Preventive Conservation (ANNEX D) 6. Memorandum of Agreement (MOA) 7. Guidelines on the Use of NM Venues 		Museum Services Division – Programs and Events Services Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send inquiry/ request letter	<p>Forward to Office of the Director-General for review and action</p> <p>If for further details – inform client of the requested documents</p> <p>If approved – provide client with Application Form, Guidelines/ Agreement Form on Venue Rental, ANNEX C, ANNEX D, and Memorandum of Agreement</p> <p>If disapproved – inform client of the reason/s bases of disapproval and recommend options, if possible</p>	Free	4 Hours	MSD – Program and Events Services Section Head
2. Submit filled-out Application Form and	Review submitted documents	Free	1 Day	MSD – Program and Events

<p>signed Guidelines/ Agreement Form on Venue Rental</p>	<p>If deemed lacking – inform client and ask to complete details</p> <p>If complete, will be forwarded to the Office of the Director-General for signing.</p> <p>After signing:</p> <p>1.4 Book schedule to the MSD calendar.</p> <p>1.5 Coordinate with the concerned divisions/ staff for technical assistance</p> <p>1.6 Coordinate with Admin, facilities management, and security offices for assistance in janitorial, physical/ facilities, and security assistance</p> <p>1.7 Coordinate with Legal Section for review and notarization of the MOA</p>	<p>*Notarization fee to be handled by</p>		<p>Services Section Head</p>
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		client		
<p>3. Pay appropriate fees</p> <p>If online payment, send Deposit Slip/ Transaction Confirmation Slip through email</p>	<p>Photocopy Official Receipt and attach to the signed forms</p> <p>If online payments, MSD – Program and Events Services Section staff in-charge will submit deposit slip/ transaction confirmation slip to secure Order of Payment to the Accounting Office</p> <p>Upon bank confirmation, staff-in-</p>	<p>₱50,000.00 to ₱100,000.00</p> <p>(Depends on the venue requested and number of days) (Please refer to attached Schedule of Fees)</p>	<p>1 Day for Bank Confirmation</p>	<p>MSD – Program and Events Services Section Head</p> <p>FSD – Accounting Office – Accountant In-charge</p> <p>Cash Section – Cashier In-charge</p>

	charge will secure Official Receipt to the Cash Section			
4. Conduct an ocular visit and final coordination meeting	Booking of Schedule for the ocular visit and coordination meeting with client coordinators, suppliers, and concerned divisions (facilities management – for logistical requirements, security section, Research Collection and Conservation Management Division - for the collection matters, and Central Museums Visitor Operations Division – if there is a guided tour request)	Free	1 Day	MSD – Program and Events Services Section Head
TOTAL		₱50,000.00 to ₱100,000.00	3 Days, 4 Hours	

CENTRAL / HEAD OFFICE
Internal Services

1. Cash Advance for Foreign Travel

Cash Advance granted to NMP Personnel in accordance with NM Office Policy No. 2019- 002

Office or Division		FINANCIAL SERVICES DIVISION (FSD)		
Classification		SIMPLE		
Type of transaction		G2G- Government to Government		
Who may avail		All NMP Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Travel Order 2. Approved Proposed Itinerary of Travel 3. Statement of Account 4. Disbursement Voucher (4 copies) 5. Obligation and Request Status (3 copies) 6. Daily Subsistence Allowance Rates 7. Foreign Exchange Rate 8. Letter of invitation, if any 9. Logistical Information 10. Office Order for Seminars/ Trainings 11. Details of Procured flight must follow RA 9184 or through Procurement Service 12. Other Documents might be required under COA circular No, 2012-001		1. Office of the Director General 2. Office of the Director General 3. Accounting Section 4. Requesting Office 5. Requesting Office 6. UNDP Website 7. BSP website 8. Office of the Director General 9. Office of the Director General 10. Records Management Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit all required supporting documents	1. Receives all documents with proper documentation	NONE	2 minutes	Administrative Assistant II
	2. Review of DV and supporting documents		1 Hour	Administrative Assistant II/ Administrative Assistant III
	2.1 Review completeness and propriety of documents.			
	2.2 Prepare Statement of Account			
	2.3 Signing of DV in Box C and prepared Statement of Account			Accountant IV
	2.4 Affixing Initial in Box D			Chief Administrative Officer
	3. Forward documents with proper documentation to Director's Office for approval of DV		5 minutes	Administrative Assistant II
TOTAL			1 hour 7 minutes	

*DISCLAIMER: THE PROCESSING TIME IS BASED ON SINGLE TRANSACTION ONLY.

2. Cash Advance for Local Travel

Cash Advance granted to NMP Personnel in accordance with NM Office Policy No. 2019- 001

Office or Division	FINANCIAL SERVICES DIVISION			
Classification	SIMPLE			
Type of transaction	G2G- Government to Government			
Who may avail	All NMP Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Travel Order		1. Office of the Director General		
2. Approved Proposed Itinerary of Travel		2. Office of the Director General		
3. Statement of Account		3. Accounting Section		
4. Disbursement Voucher (4 copies)		4. Requesting Office		
5. Obligation and Request Status (3 Copies)		5. Requesting Office		
6. Office Order for Seminar/Trainings		6. Records Management Section		
7. Other Documents might be required under COA circular No, 2012-001				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required supporting documents	1. Receives all documents with proper documentation	NONE	2 minutes	Administrative Assistant II
	2. Review of DV and supporting documents			

	2.1 Review completeness & propriety of documents.		1 Hour	Administrative Assistant II/
	2.2 Prepare Statement of Account			Administrative Assistant III
	2.3 Signing of DV in Box C and prepared Statement of Account			Accountant IV
	2.4 Affixing Initial in Box D			Chief Administrative Officer
	3. Forward documents with proper documentation to Director's Office for approval of DV		5 minutes	Administrative Assistant II
TOTAL			1 hour 7 minutes	

*DISCLAIMER: THE PROCESSING TIME IS BASED ON SINGLE TRANSACTION ONLY.

3. Cash Advance for Special Disbursing Officer

Cash Advances granted to the SDO for a specific time-bound, period and legal undertaking

Office or Division	FINANCIAL SERVICES DIVISION (FSD)		
Classification	SIMPLE		
Type of transaction	G2G- Government to Government		
Who may avail	All NMP Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Office Order		1. Requesting Office	
2. Breakdown of Estimated Expenses		2. Requesting Office	

3. Statement of Account 4. Disbursement Voucher (4 copies) 5. Obligation and Request Status (3 Copies) 6. Valid Fidelity Bond or Confirmation Letter from the Bureau of the Treasury 7. Other Documents might be required under COA circular No, 2012-001		3. Accounting Section 4. Requesting Office 5. Requesting Office 6. Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required supporting documents	1. Receives all documents with proper documentation	NONE	2 minutes	Administrative Assistant II
	2. Review of DV and supporting documents		1 Hour	
	2.1 Review completeness and propriety of documents.			Administrative Assistant II/ Administrative Assistant III
	2.2 Prepare Statement of Account			
	2.3 Signing of DV in Box C and prepared Statement of Account			Accountant IV
	2.4 Affixing Initial in Box D			Chief Administrative Officer
	3. Forward documents with proper documentation to Director's Office for approval of DV		5 minutes	Administrative Assistant II
TOTAL			1 Hour 7 minutes	

*DISCLAIMER: THE PROCESSING TIME IS BASED ON SINGLE TRANSACTION ONLY.

4. Circulation Service (Borrowing)

Circulation service assists library users with the location and circulation of library materials. The function of this section includes lending of books, shelving and re-shelving, and maintaining the organization of books in the shelves.

Office or Division	MSD – Central Library and Archives Section			
Classification	Complex			
Type of Transaction	G2C, G2B, G2G			
Who may avail	National Museum of the Philippines employee only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library borrower's card		Central Library and Archives Section – Circulation desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for an employee borrower's slip to the librarian and fill out the necessary information.	1. Check information details and sign the borrower's slip.	None	5 minutes	Apolla Santiago – Torio Librarian I Museum Services Division

<p>2. Bring the book/s to the circulation desk and give it to the librarian to have it recorded and checked-out.</p> <p>3. Return the book/s on the exact due date written on the borrower's card. Present the slip issued by the librarian. Resources that are checked-out are subject to recall whenever needed.</p> <p>4. Employees may inform the librarian through phone call to request renewal or extend due date if the material is not requested by other employees.</p>	<p>2. Write the book details on the borrower's slip and mark the item on loan.</p> <p>3. Check book/s for any damage upon return. The librarian may issue a recall slip if the borrower fails to return the book on the due date.</p> <p>4. Update the due date indicated in borrower's slip.</p>			
TOTAL		Free	5 minutes	

5. Educational Activity Coordination

This service covers the coordination process in all National Museum of the Philippines (NMP) educational activities implemented covering all disciplines within the mandates of the institution.

Areas of coordination may include invitation to participants, management of pre-registration/registration, preparation of promotional materials (poster, etc.), physical arrangement, AV services, venue reservation, emceeing (if needed), frontline services (ushering), photo-documentation, preparation and distribution of certificates and activity evaluation forms.

Office or Division		Museum Services Division (MSD) – Education and Training Services Section		
Classification		Complex		
Type of Transaction		G2G – Government to Government		
Who may avail		NMP proponent divisions		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Program / Activity Description Form (1 original)		Museum Services Division – Education and Training Services Section (MSD-ETSS)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits accomplished Activity/Event Description Form together with the	1.1 Receive the form and check for completeness of details and attachment/s	None	10 Minutes	
	1.2 Meet with the proponent staff in-charge of the activity *schedule will depend on the availability of the proponent division representative	None	1 Hour	

<p>approved activity proposal to MSD-ETSS</p>	<p>1.2 Coordinate with concerned divisions during pre – implementation:</p> <ul style="list-style-type: none"> venue reservation (MSD – Programs and Events Services Section), venue set-up (Facilities 	<p>None</p>	<p>3 Days</p>	<p>Rizza S. Salterio Information Officer III, MSD-Education and Training Services Section</p>
	<p>Management Division-FMD),</p> <ul style="list-style-type: none"> ushering (Central Museum Visitor Operation Division- CMVOD), safety and security (Director’s Office-Security Section), janitorial assistance (General Administrative Services Division-GASD), audio-visual services (FMD), invitation and pre-registration (proponent) 			

2. Implement the activity	<p>2.1 Provides assistance during the activity implementation</p> <ul style="list-style-type: none"> • registration, • photo-documentation, • distribution of certificates, • distribution and retrieval of activity evaluation forms • other matters, as needed 	None	1 Day (depending on the activity schedule)	
	2.2 Submit accomplished Activity Evaluation Forms to the MSD – Visitor and Volunteer Services Section (VVSS)	None	5 Minutes	
	<p>2.3 Prepare Activity Coordination Report for submission to the MSD Chief</p> <p>Administrative Officer</p>	None	4 Days	
3. Activity proponent submits accomplished MSD Coordination Evaluation Form to MSD – ETSS	3. Collate the accomplished form	None	5 Minutes	
TOTAL		None	8 Days, 1 Hour and 20 Minutes	

6. First Salary

Initial salary of newly hired employee upon completion of required documents for the services rendered.

Office or Division	Human Resource Management Division	
Classification	Simple	
Type of Transaction	G2G- Government to Government	
Who may avail	Newly Hired Employee	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Certified thru copy of duly approved appointment 2. Assignment Order, if applicable 3. Certified true copy of Oath of Office 4. Certificate of Assumption 5. Statement of Assets, Liabilities and Net Worth 6. Approved DTR 7. BIR Withholding certificated (Forms 1902 and 2305)		HRMD Assigned Division/ Head HRMD HRMD HRMD HRMD BIR
<u>Additional Requirements for Transferees (from one government office to another)</u>		Former Agency
1. Clearance from money, property and legal accountabilities from previous office 2. Certified true copy of pre-audited disbursement voucher of last salary from previous agency 3. BIR form 2316 4. Certificate of Available Leave Credits 5. Service Record		Former Agency Former Agency Former Agency Former Agency

CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIB LE
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1. Submit all the required documents	2. Receive and check the completeness of the documents submitted	NONE	30 mins.	Corazon C. Baldric, Administrative Assistant II
	3. Process and prepare DV/ORS	NONE	30 mins.	Corazon C. Baldric, Administrative Assistant II
	4. Forward to Chief Administrative Officer for signature of DV/ORS and attached certified documents	NONE	5 mins.	Corazon C. Baldric, Administrative Assistant II
	5. CAO certifies/ signs the DV/ORS	NONE	30 mins.	Consuelo M. Bernardo/ OIC
	6. ADAS II releases DV/ORS to FSD for processing and/or release of first salary	NONE	5 mins.	Patricia Bernardo, ADAS II
TOTAL		NONE	1 hour 40 minutes	
Disclaimer: <i>Processing time is based on single transaction only. Documents handled in bulk may vary in processing time.</i>				

7. Maintenance Response

This aims to outline methods for minor, major and emergency Repairs, Maintenances and installation inside the National Museum of the Philippines

Office or Division		Facilities Management Division		
Classification		Simple		
Type of Transaction		G2G (Internal Service)		
Who may avail		All Divisions		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Project Requisition & Approval Form (PRAF) 2. Maintenance Report Form (MRF) 3. Work Order Form (WOF)			Facilities Management Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepare Project Requisition & Approval Form (PRAF)	Receive requested PRAF	none	5 minutes	Administrative Assistant III
	Review of PRAF	none	10 minutes	Engineer II
	Recommend Approval of PRAF	none	10 minutes	Engineer III
	Approval of PRAF	none	10 minutes	Division Head
	PREPARE Maintenance Report Form (MRF)	none	5 minutes	Administrative Assistant III

	Assess MRF	none	within 30 minutes	Engineer II
	Preparation of Work Order Form (WOF)	none	5 minutes	Administrative Assistant III
	Issuance of WOF	none	10 minutes	Engineer III
	Initiate Necessary Measures	none	10 minutes	Foreman (Carpenter, Mason, Plumber, Painter, Mechanic, Electrical Inspector & Electrician
	Perform Assigned	none	time vary depending on	Technician (Carpenter, Mason, Plumber, Painter,
	Scope of Work		the extent of the work to be done	Mechanic, Electrical Inspector & Electrician
Evaluate MRF	Conform Evaluated MRF	none	5 minutes	Technician (Carpenter, Mason, Plumber, Painter, Mechanic, Electrical Inspector & Electrician
	File all forms used	none	1 minute	Administrative Assistant III
TOTAL				

8. PAYROLL FOR MONETIZATION

Officials and employees whether permanent, temporary, casual or coterminous, who have rendered 15days vacation leave credits shall be allowed to monetize a minimum of 10 days and maximum of 30 days provided that at least 5 days is retained after monetization

Office or Division	Human Resource Management Division
Classification	Simple

Type of Transaction	G2G- Government to Government				
Who may avail	All Employee				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Approved leave application (ten days) with Leave credit balance certified by the HRMD 2. Request for leave covering more than ten days duly approved by the Head of the Agency 3. For monetization of 50 percent or more: <ul style="list-style-type: none"> - Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs - Barangay certification in case of need for financial assistance brought about by calamities, typhoons, fires, etc. 			HRMD Provide by the employee Hospital/Attending physician Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit leave application and letter if necessary	1. Receives leave application and verify earned leave	NONE	17 minutes	Angeliza L. Jores, ADAS II	
	2. Compute earned leave and forward to CAO for signature	NONE	30 minutes	Angeliza L. Jores, ADAS II	
	3. Forward to D.O. for approval and signature	NONE	5 minutes 30	Angeliza L. Jores, ADAS II	

2. Submit duly signed and approved leave application	1. Checks the completeness of documents and segregate for payroll preparation	NONE	15 minutes	Corazon C. Baldric, Administrative Assistant II
	2. Prepares payroll, ORS/DV and forward to CAO for signature	NONE	15 minutes	Corazon C. Baldric, ADAS II
	3. CAO signs the DV/ORS	NONE	5 minutes	Patricia Bernardo, Administrative Assistant II
	ADAS II releases the DV/ORS and forwards to FSD for processing and for release of Monetization	NONE		Patricia Bernardo, ADAS II
TOTAL			1 hr 57 mins	

<p>Disclaimer:</p> <p><i>Processing time is based on single transaction only. Documents handled in bulk may vary in processing time.</i></p>			
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9. Preparation of Activity/Program Evaluation Statistical Report

Upon receiving retrieved activity/program evaluation forms, collated data will be included in a statistical report.

Office or Division	MSD - Visitor and Volunteer Services Section			
Classification	Complex			
Type of Transaction	Government to Citizen/Government			
Who may avail	Citizen/Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Retrieved activity/program evaluation forms		VVSS – MSD (NMA)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
N/A	<ul style="list-style-type: none"> - Collation of retrieved evaluation forms - Preparation of statistical report 	N/A	7-10days	Melchor Lagartija Supervising Administrative Officer, Museum Services Division
TOTAL			7-10days	

10. Processing of Budget Utilization Request and Status

Obligation request refers to forms used for certification of the availability of allotment and contains the details of obligation

Office or Division	FINANCIAL SERVICES DIVISION (FSD)	
Classification	SIMPLE	
Type of transaction	G2G- Government to Government	
Who may avail	All NMP Personnel	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.Disbursement Voucher (4 Copies)		1. Implementing Office
2.Obligation and Request Status (photocopy)		2. Implementing Office
<u>For Advance Payment:</u>		
1. Letter Request		1. Contractor
2. Submission of bidding documents to resident auditor		2. BAC Secretariat
3. Notice of Award		3. BAC Secretariat
4. Notice to Proceed		4. BAC Secretariat
5. Performance Security		5. BAC Secretariat
6. Surety Bond for Advance Payment		6. Contractor
7. BAC Resolution of Award		7. BAC Secretariat
8. Annual Procurement Plan		8. BAC Secretariat
9. Bid Evaluation Report		9. BAC Secretariat
10. Abstract of Bids		10. BAC Secretariat

11. Purchase Request <u>For Goods:</u> 1. Approved Purchase Order/ Job Order as received by the Resident Auditor 2. Inspection and Acceptance Report (IAR) 3. Sales Invoice/ Billing Invoice 4. Delivery Receipt, if applicable 5. Notice of Award as received by the supplier 6. Purchase Request 7. Annual Procurement Plan 8. Bidding Documents 9. Property Acknowledgement Receipt, if any 10. Inventory Custodian Slip, if any 11. Pre-inspection and post-inspection report, if any Other Documents that might be required under RA 9184 or COA Circular No. 2012- 001		11. BAC Secretariat 1. Supply Management Section or BAC Secretariat 2. Supply Management Section 3. Supplier 4. Supplier 5. Supplier 6. Supply Management Section or BAC Secretariat 7. BAC Secretariat 8. Supply Management Section or BAC Secretariat 9. Property Management Section 10. Property Management Section 11. Property Management Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required	1. Check all submitted requirements for completion			

supporting documents	<p>1.1 Stamp "received" (with date) on the BURS and record in the logbook/monitoring sheet</p> <p>1.2 forward to assigned processor</p> <p>2. Review documents</p> <p>2.1 Check if the ORS is duly filled-up and</p>	NONE	5 minutes	Receiving Officer
	<p>claims is covered in the office's APP/PPMP</p> <p>2.2 If in order, process claims, if not return to originating office for compliance</p> <p>3. Process Claims</p> <p>3.1 Assign BURS number</p> <p>3.2 Checks the details of claims (Funding Source, Payee, Requesting Office, Amount, Particulars, PPA and Account Code) in the BURS</p> <p>3.3 Affix Initial and Endorse to the Head of Budget Section for review and approval</p> <p>4. Review of BURS</p> <p>4.1 check/ review the accuracy and propriety of</p>			Administrative Officer IV

	<p>the ORS including supporting documents</p> <p>4.2 if approved, Sign the box B of the BURS certifying on the availability of allotment and obligated for the purpose otherwise, return to processor for adjustment</p> <p>5. Release BURS to accounting Section</p> <p>5.1 Record the BURS no. in the logbook</p> <p>5.2 Retain one (1) copy of BURS for file</p> <p>5.3 Forward the remaining copies of the BURS with supporting documents to Accounting Section</p>		1 day	<p>Administrative Officer V</p> <p>Designated releasing Officer</p>
TOTAL			1 Day 5 minutes	

11. Processing of Claims (Civil Works)

Claims procured in line with the provisions of RA 9184 for civil works.

Office or Division	FINANCIAL SERVICES DIVISION
Classification	COMPLEX
Type of transaction	G2B- Government to Business
Who may avail	All NMP Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Disbursement Voucher (4 Copies)	1. Implementing Office
2.Obligation and Request Status (photocopy)	2. Implementing Office
<u>For Advance Payment:</u>	
1. Letter Request	1. Contractor
2. Submission of bidding documents to resident auditor	2. BAC Secretariat
3. Notice of Award	3. BAC Secretariat
4. Notice to Proceed	4. BAC Secretariat
5. Performance Security	5. BAC Secretariat
6. Surety Bond for Advance Payment	6. Contractor
7. BAC Resolution of Award	7. BAC Secretariat
8. Annual Procurement Plan	8. BAC Secretariat
9. Bid Evaluation Report	9. BAC Secretariat
10. Abstract of Bids	10. BAC Secretariat
11. Purchase Request	11. BAC Secretariat
<u>For Progress Billing:</u>	
1. Letter Request	1. Contractor
2. Statement of Work Accomplished	2. Project- In- Charge
3. Monthly Certificate of Payment	3. Implementing Office
4. Statement of Time Elapsed	4. Contractor

5. Contractor's Affidavit on Payment of laborers, materials and equipment	5. Contractor
6. Photos of work accomplished	6. Contractor
7. Materials test report, if any	7. Contractor
8. Valid Performance bond	8. Contractor
9. Variation Orders, if any	9. Office of the Director-General
10. Work Authorization, if any	10. Office of the Director- General
11. Suspension Orders and lifting thereof, if any	11. Office of the Director- General
12. Time Extension Orders, if any	12. Office of the Director- General
13. Certificate of Inspection	13. Project Inspector
14. Photocopy of paid DV	14. Implementing Office
15. Certification that Project is on- schedule, if applicable	15. Implementing Office
<u>For Final Billing:</u>	
1. Same documents with progress billing	1. Same as progress billing
2. Submission of Documents (as built) to Resident Auditor and request for technical audit inspection	2. Implementing Office
3. Property Acknowledgement Receipt, if any	3. Property Management Section
4. Turnover Documents	4. Implementing Office
5. Certificate of completion	5. Office of the Director- General
6. Certificate of Conditional Acceptance with surety bond, if applicable	6. Office of the Director- General/ Contractor

7. Certificate of Final Acceptance <u>For Release of Retention:</u> 1. Letter Request 2. Retention Security 3. Photocopy of Paid DV's 4. Certificate of Final Acceptance Other Documents that might be required under RA 9184 or COA Circular No. 2012- 001		7. Office of the Director- General 1. Contractor 2. Contractor 3. Implementing Office 4. Office of the Director- General		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required supporting documents	1. Receives all documents with proper documentation	NONE	2 minutes	Administrative Assistant II
	2. Review of DV and supporting documents 2.1 Review completeness and propriety of documents.		7 Working Days	Administrative Assistant II/ Administrative Assistant III
	2.2 Prepare/ update Project Cost Sheet 2.3 Encoding of transactions to Books of Accounts			Accountant II or Accountant IV

	2.4 Signing of DV in Box C and prepared Statement of Account			Accountant IV
	2.5 Affixing Initial in Box D			Chief Administrative Officer
	3. Forward documents with proper documentation to Director's Office for approval of DV		5 minutes	Administrative Assistant II
TOTAL			7 days 7 minutes	

*DISCLAIMER: THE PROCESSING TIME IS BASED ON SINGLE TRANSACTION ONLY.

12. Processing of Claims (Goods)

Claims procured in line with the provisions of RA 9184 for goods.

Office or Division	FINANCIAL SERVICES DIVISION (FSD)		
Classification	SIMPLE		
Type of transaction	G2B- Government to Business		
Who may avail	All NMP Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1.Disbursement Voucher (4 Copies)		1. Implementing Office	
2.Obligation and Request Status (1 Copy)		2. Supply Management Section or BAC Secretariat	
3. Approved Purchase Order/ Job Order as received by the Resident Auditor		3. Supply Management Section or BAC Secretariat	
4. Inspection and Acceptance Report (IAR)		4. Supply Management Section	
5. Sales Invoice/ Billing Invoice		5. Supplier	

6. Delivery Receipt, if applicable 7. Notice of Award as received by the supplier 8. Purchase Request 9. Annual Procurement Plan 10. Bidding Documents 11. Property Acknowledgement Receipt, if any 12. Inventory Custodian Slip, if any 13. Pre-inspection and post-inspection report, if any 14. Other documents that might be required under RA 9184 and COA Circular No. 2012- 001		6. Supplier 7. Supplier 8. Supply Management Section or BAC Secretariat 9. BAC Secretariat 10. Supply Management Section or BAC Secretariat 11. Property Management Section 12. Property Management Section 13. Property Management Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required supporting documents	1. Receives all documents with proper documentation	NONE	2 minutes	Administrative Assistant II
	2. Review of DV and supporting documents 2.1 Review completeness & propriety of documents. 2.2 Encoding of transactions to Books of Accounts		3 Working Days	Accountant II Accountant II or Accountant IV

	2.3 Signing of DV in Box C and prepared Statement of Account			Accountant IV
	2.4 Affixing Initial in Box D			Chief Administrative Officer
	3. Forward documents with proper documentation to Director's Office for approval of DV		5 minutes	Administrative Assistant II
TOTAL			3 Days 7 minutes	

*DISCLAIMER: THE PROCESSING TIME IS BASED ON SINGLE TRANSACTION ONLY.

13. Processing of Leave Application

All leave must be documented by using the prescribed Leave Request form. The Chief AO verifies whether the employee has the leave balance available before approving a request for paid leave. Once confirmed, the HRMD returns a copy of the approved Leave Request form to the employee and keeps three (3) copies for records purposes. If the leave is not approved, the reason the leave was not approved will be stated.

Office or Division	HUMAN RESOURCE MANAGEMENT DIVISION (HRMD)	
Classification	SIMPLE	
Type of Transaction	G2G – Government to Government	
Who may avail	All NMP Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished CSC Form 6 2. Enough/sufficient leave credits		Human Resource Management Division

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Properly accomplish CSC Form 6 (Leave Application Form)</p> <p>2. Submit duly accomplished CSC Form 6 to Human Resource Management Division</p> <p>3. Await for copy of duly signed and approved CSC Form 6 to Human Resource Management Division</p>	1. Receive and check submitted CSC Form 6	None	2 mins.	Patriia Bernardo Administrative Assistant II
	2. Forward CSC Form 6 to ADAS II for checking of leave credits	None	15 mins.	Angeliza L. Jores, Administrative Assistant II
	3. ADAS II forwards CSC Form 6 with updated leave credits to Chief AO	None	15 mins.	Angeliza L. Jores, Administrative Assistant II
	4. Chief AO of HRMD certifies/ signs CSC Form 6	None	30 mins.	Consuelo M. Bernardo, OIC
	5. ADAS II returns the signed CSC Form 6 to concerned employee for signature of respective Chief/OIC; DDG for Museum	None	30 mins.	Angeliza L. Jores, Administrative Assistant II NMP employee

	6. Concerned personnel forwards signed CSC form 6 (by Chief/OIC) to office of the Deputy Director-General for Museums/ Administration	None	1day	Angeliza L. Jores, Administrative Assistant II
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	for Approval/ Disapproval			
	7. ADAS II returns one (1) copy of signed approved/ disapproved CSC Form to concerned individuals	None	30 mins.	
	TOTAL	None	1 day, 2 hours and 2 minutes	
<p>Disclaimer:</p> <p><i>Processing time is based on single transaction only. Documents handled in bulk may vary in processing time.</i></p>				

14. Request for Hiring/Renewal of Contract of Service Personnel

Describes the procedures for requesting for hiring/renewal of Contract of Service (COS) personnel.

Office or Division	Human Resource Management Division		
Classification	Highly Technical		
Type of transaction	G2G (Government to Government)		
Who may avail	Offices, Divisions, and Units within the National Museum of the Philippines		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. FOR NEW COS PERSONNEL REQUESTS			
1. Approved request for hiring of COS;		Office of the Deputy Director-General/Director II, Office of the Director-General	

<p>2. Certificate of availability of funds (CAF) signed by the Chief Accountant;</p> <p>3. Terms of Reference (TOR)</p> <p>4. Duly accomplished Personal Data Sheet (PDS) with attached Work Experience Sheet (WES) and passport size picture;</p> <p>5. Copy of Diploma;</p> <p>6. Copy of Transcript of Records (TOR);</p> <p>7. Valid NBI Clearance;</p> <p>8. Photocopy of valid government-issued ID:</p> <ul style="list-style-type: none"> a. Passport b. Driver's license c. SSS/GSIS Unified Multi-Purpose ID (UMID) ID d. PhilHealth ID e. TIN Card f. Postal ID g. Voter's ID h. PRC ID <p>9. Tax Identification Number (TIN) (if previously employed);</p> <p>10. Photocopy of related training certificates, if applicable; and</p>	<p>Financial Services Division</p> <p>Human Resource Management Division, Office of the Deputy Director-General/Director II, Office of the Director-General</p> <p>Can be downloaded at the Civil Service Commission (CSC) website</p> <p>School /University where the applicant graduated</p> <p>School /University where the applicant graduated</p> <p>Any National Bureau of Investigation (NBI) branches/outlets</p> <p>Department of Foreign Affairs (DFA)</p> <p>Land Transportation Office (LTO)</p> <p>Social Security System/ Government Service Insurance System</p> <p>PhilHealth Local Insurance Office (LHIO)</p> <p>Bureau of Internal Revenue (BIR)</p> <p>PhilPost branch</p> <p>Commission on Elections or COMELEC</p> <p>Professional Regulation Commission</p> <p>Bureau of Internal Revenue (BIR)</p> <p>Training Conductor/Sponsor</p>
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<p>1. FOR RENEWAL OF CURRENT COS PERSONNEL</p> <ol style="list-style-type: none"> 1. Approved request for renewal/rehiring of COS; 2. Certificate of availability of funds (CAF) signed by the Chief Accountant; 3. Terms of Reference (TOR); 4. Duly accomplished Personal Data Sheet (PDS) with attached Work Experience Sheet (WES) and passport size picture; 5. Photocopy of valid government-issued ID: <ol style="list-style-type: none"> a. Passport b. Driver's license c. SSS/GSIS Unified Multi-Purpose ID (UMID) ID d. PhilHealth ID e. TIN Card f. Postal ID g. Voter's ID h. PRC ID 11. Duly signed Performance Review with at least Very Satisfactory Performance (in case of renewal). 	<p>Office of the Deputy Director-General/Director II, Office of the Director-General</p> <p>Financial Services Division</p> <p>Human Resource Management Division, Office of the Deputy Director-General/Director II, Office of the Director-General</p> <p>Can be downloaded at the Civil Service Commission (CSC) website</p> <p>Department of Foreign Affairs(DFA)</p> <p>Land Transportation Office (LTO)</p> <p>Social Security System/ Government Service Insurance System</p> <p>PhilHealth Local Insurance Office (LHIO)</p> <p>Bureau of Internal Revenue (BIR)</p> <p>PhilPost branch</p> <p>Commission on Elections or COMELEC</p> <p>Professional Regulation Commission</p> <p>Division where the applicant was currently/previously assigned to</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Prepare and submit requirements for the hiring/renewal of COS</p> <p>1.1 Terms of Reference (TOR) subject for approval of designated approving authorities</p>	<p>1. Receive and forward the reviewed TOR for the hiring COS to the designated approving authorities</p>	<p>None</p>	<p>8 - 16 hours</p>	<p>Sydney Mariah Galang-Laureano AOV - RSP, HRMD</p> <p>Angelo S. Macario CAO - HRMD</p> <p>HRMD outgoing personnel</p> <p>Angelika Mae A. Maloles, ADAS III, ODDGA</p> <p>or</p> <p>Kimberly Joyce B. Romero, ADASIII, ODDGM</p> <p>or Assistants of Directors II</p> <p>Atty. Ma. Rosenne M. Flores-Avila Deputy Director-General for Administration</p> <p>or</p> <p>Jorell M. Legaspi Deputy Director-General for Museums</p> <p>or</p> <p>Atty. Ma. Cecilia U. Tirol / Paolo</p>

				<p>Mar A. Chan / Linricon Absuelo Directors II / OIC Directors II</p> <p>Clarissa Erica P. Adviento or Laiza L. Tinagan ADASII, ODG</p> <p>Jeremy Barns, CESO III Director-General</p>
1.2 Certificate of Availability of Funds (CAF)	1.2. Issue Certification on the Availability of Funds	None	8-16 hours	<p>Clariza L. Jucay Budget Officer</p> <p>and Alvin Carl C. Fortes Chief Accountant - FSD</p>
<p>2. Upon receipt of the approved request for hiring COS and CAF the End-user/Concerned Division will start searching for qualified applicants;</p> <p>Details and complete requirements of the recommended applicant/s for the position shall be attached to the approved request and shall be submitted to the HRMD</p>	2. Conduct assessment of the required documents and evaluation of the applicants to ascertain their qualifications and fitness for the job based on the approved terms of reference and required qualifications of the position	None	8 - 16 hours	<p>Sydney Mariah Galang-Laureano AOV - RSP, HRMD</p> <p>Angelo S. Macario CAO - HRMD</p>
	2.1 Upon issuance of Assessment and Certification, forward the same to the Office of the Deputy Director-General/Director II for recommendation.		5 minutes	<p>HRMD outgoing personnel</p> <p>Angelika Mae A. Maloles, ADAS III, ODDGA</p> <p>or</p> <p>Kimberly Joyce B. Romero, ADASIII, ODDGM</p>

				<p>or Assistants of Directors II</p> <p>Atty. Ma. Rosenne M. Flores-Avila Deputy Director-General for Administration</p> <p>or</p> <p>Jorell M. Legaspi Deputy Director-General for Museums</p> <p>or</p> <p>Atty. Ma. Cecilia U. Tirol / Paolo Mar A. Chan / Linricon Absuelo Directors II / OIC Directors II</p>
	2.2 Forward recommendation of hiring/renewal of the selected applicant for approval	None	5 minutes	<p>Angelika Mae A. Maloles, ADAS III, ODDGA</p> <p>or</p> <p>Kimberly Joyce B. Romero, ADASIII, ODDGM</p> <p>or Assistants of Directors II</p> <p>Clarissa Erica P. Adviento or Laiza L. Tinagan ADASII, ODG</p> <p>Jeremy Barns, CESO III Director-General</p>
	2.3 Upon receipt of the approved documents, forward the same to the legal section for contract preparation.	None	5 minutes	<p>HRMD incoming and outgoing personnel</p> <p>Loraine D. Catmunan</p>

				<p>ADASIII, Legal Section - ODG</p> <p>Marion P. Hagosojos Legal Assistant III, Legal Section - ODG</p> <p>Agcaoili, Joy Angela, Attorney II, Legal Section - ODG</p> <p>Consolacion, Edward, Attorney IV, Legal Section - ODGI</p>
	<p>2.4 Upon preparation of the contract, it shall be forwarded to the HRMD who shall ensure that the following person signs:</p> <ul style="list-style-type: none"> • Applicant; • Director-General or his/her representative; • Head of Office or the end user as witness; and • Head of HRMD as a witness. • Financial Services Division 		8 - 16 hours	HRMD incoming and outgoing personnel
	2.5 Forward the Notarized Contract to the Records Management Section for Barcoding and Dissemination	None	8 hours	<p>HRMD outgoing personnel</p> <p>Melanie R. Maliwat AO3 - RMS, GASD</p>
	2.6 Inform the Office/Division/Unit For the assumption		5 minutes	HRMD outgoing personnel

	of the COS applicant			
	2.7 Conduct a briefing to the applicant on office policies and issuance of office identification cards.		10 minutes	Sydney Mariah Galang-Laureano AOV - RSP, HRMD
3. Accomplish the Client-Satisfaction Survey Form/Online CSS	3. Provide and retrieve the Client-Satisfaction Survey Form/Online CSS from the Client		10 minutes	Sydney Mariah Galang-Laureano AOV - RSP, HRMD
TOTAL			5 days, 35 mins	

15. Processing of Obligation Request and Status

Obligation request refers to forms used for certification of the availability of allotment and contains the details of obligation

Office or Division	FINANCIAL SERVICES DIVISION		
Classification	SIMPLE		
Type of transaction	G2G- Government to Government		
Who may avail	All NMP Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1.Disbursement Voucher (4 Copies)		1. Implementing Office	
2.Obligation and Request Status (photocopy)		2. Implementing Office	
<u>For Advance Payment:</u>			
1. Letter Request		1. Contractor	
2. Submission of bidding documents to resident auditor		2. BAC Secretariat	

3. Notice of Award

4. Notice to Proceed

5. Performance Security

6. Surety Bond for Advance Payment

7. BAC Resolution of Award

3. BAC Secretariat

4. BAC Secretariat

5. BAC Secretariat

6. Contractor

7. BAC Secretariat

8. Annual Procurement Plan		8. BAC Secretariat	
9. Bid Evaluation Report		9. BAC Secretariat	
10. Abstract of Bids		10. BAC Secretariat	
11. Purchase Request		11. BAC Secretariat	
<u>For Goods:</u>			
1. Approved Purchase Order/ Job Order as received by the Resident Auditor		1. Supply Management Section or BAC Secretariat	
2. Inspection and Acceptance Report (IAR)		2. Supply Management Section	
3. Sales Invoice/ Billing Invoice		3. Supplier	
4. Delivery Receipt, if applicable		4. Supplier	
5. Notice of Award as received by the supplier		5. Supplier	
6. Purchase Request		6. Supply Management Section or BAC Secretariat	
7. Annual Procurement Plan		7. BAC Secretariat	
8. Bidding Documents		8. Supply Management Section or BAC Secretariat	
9. Property Acknowledgement Receipt, if any		9. Property Management Section	
10. Inventory Custodian Slip, if any		10. Property Management Section	
11. Pre-inspection and post-inspection report, if any		11. Property Management Section	
12. Other Documents that might be required under RA 9184 or COA Circular No. 2012-001			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required supporting documents	1. Check all submitted requirements for completion	NONE	5 minutes	Receiving Officer
	1.1 Stamp "received" (with date) on the ORS and record in the logbook/monitoring sheet			
	1.2 forward to assigned processor			
	2. Review documents			
	2.1 Check if the ORS is duly filled-up and claims is covered in the office's APP/PPMP			
	2.2 If in order, process claims, if not return to originating office for compliance			
	3. Process Claims			
	3.1 Assign ORS number			

3.2 Checks the details of claims (Funding Source, Payee, Requesting Office, Amount, Particulars, PPA and Account Code) in the ORS		Administrative Officer IV
3.3 Affix Initial and Endorse to the Head of Budget Section for review and approval		
4. Review of ORS		
4.1 check/ review the accuracy and propriety of the ORS including supporting documents		1 day
4.2 if approved, Sign the box B of the ORS certifying on the availability of allotment and obligated for the purpose otherwise, return to processor for adjustment		Administrative Officer V
5. Release ORS to accounting Section		Designated releasing Officer
5.1 Record the ORS no. in the logbook		

	5.2 Retain one (1) copy of ORS for file			
	5.3 Forward the remaining copies of the ORS with supporting documents to Accounting Section			
TOTAL			1 day 5 minutes	

* DISCLAIMER: THE PROCESSING TIME IS BASED ON SINGLE TRANSACTION ONLY.

16. Processing Request of Documents

Employee documents and files provide backup, communication, and evidence of various transitions such as: salary changes, job titles, benefits and 201 File. Maintaining this information helps support and justify current pay, position and benefits of the employee. These documents may help guide employment decisions and future actions such as promotion, training, employee motivation, performance tracking, performance appraisal completion, goal setting and coaching strategies.

Office or Division	HUMAN RESOURCE MANAGEMENT DIVISION (HRMD)			
Classification	SIMPLE			
Type of Transaction	G2G – Government to Government			
Who may avail	All NMP Employees and COS/JOs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly signed and approved Request Form		1. Human Resource Management Division (HRMD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish request form	1. Receives the duly accomplished request form and indicates control number	None	3 mins.	Maria Thelma T. Diaz, Administrative Assistant II

	2. Forward request to Chief AO for approval	None	2 mins.	Maria Thelma T. Diaz, Administrative Assistant II
	3. Chief AO approves request and	None	10 mins.	Dr. Jennypher N. Fenomeno,

	forward to ADAS II/ AO II for processing			Chief Administrative Officer
	4. AO II updates record and prepares draft of request to be forwarded to Chief AO	None	20 mins.	Irah Gernale, Administrative Officer II
	5. Chief AO reviews/ checks and/or approves the requested HRMD document	None	15 mins.	Dr. Jennypher N. Fenomeno, Chief Administrative Officer
	6. Release duly checked and signed document	None	10 mins.	Maria Thelma T. Diaz, Administrative Assistant II
TOTAL		N/A	59 mins.	

Disclaimer:

Processing time is based on single transaction only. Documents handled in bulk may vary in processing time.

17. Retirement (Terminal Leave Benefit)

Terminal leave is applied for by an official or an employee who intends to sever his connection with his employer. The filing of application for terminal leave requires as a condition precedent, the employee's resignation, retirement or separation from the service. It must be shown first that public employment ceased by any of the said modes of severances.

Office or Division	Human Resource Management Division (HRMD)	
Classification	Simple	
Type of Transaction	G2G- Government to Government	
Who may avail	Retired/Separated Employee	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

1. Clearance from money, property and legal accountability	HRMD
2. Certified photocopy of employees leave card as at last date of service duly audited by the HRMD and COA/Certificate of leave credits issued by the HRMD	HRMD HRMD
3. Approved leave application	HRMD HRMD
4. Complete Service Record	HRMD HRMD
5. Statement of Assets, Liabilities and Net Worth	
6. Certified photocopy of appointment/Notice of Salary Adjustment (NOSA) showing the highest salary received if the salary under the last appointment is not the highest 7. Computation of terminal leave benefits duly signed	HRMD Law Office/Retired employee Law
8. Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer	Office/Retired employee Provide by the Retired employee
9. Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her (RA no. 3019)	
10. In case of resignation, employee's letter of resignation duly accepted by the Head of the Agency	PSA PSA PSA
<u>Additional Requirements in case of death of claimant</u>	Law Office/Survivor/beneficiary Law Office/Survivor/beneficiary
1. Death certificate authenticated by PSA	
2. Marriage certificate authenticated by PSA	
3. Birth certificate authenticated by PSA	
4. Designation of next-of-kin	
5. Waiver of rights of children 18 years below and above	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure all the required documents to HRMD	2. Receive/ verify the completeness of submitted documents	NONE	30 minutes	Corazon C. Baldrice, Administrative Assistant II
		NONE	30 minutes	
	and segregate.			Corazon C. Baldrice, Administrative Assistant II
	3. Compute the amount due and prepare DV/ORS.	NONE	5 minutes	Corazon C. Baldrice, Administrative Assistant II
	4. Forward to CAO for signature of DV/ORS and attached certified documents	NONE	15 minutes	Dr. Jennypher N. Fenomeno, Chief Administrative Officer
	5. CAO signs the DV/ORS	NONE	5 minutes	Maria Thelma T. Diaz, Administrative Assistant II
	6. ADAS II releases the DV/ORS to the FSD for processing and release of			

	Terminal Leave Benefit			
TOTAL			1 Hour 25 minutes	
<p>Disclaimer:</p> <p><i>Processing time is based on single transaction only. Documents handled in bulk may vary in processing time.</i></p>				

18. Issuance of Property Acknowledgement Receipt (PAR) / Inventory Custodian Slip (ICS) for Newly Acquired Supplies, Materials and Equipment

This aims to guide the responsible persons on the procedures of issuance of Property Acknowledgement Receipt (PAR) and Inventory Custodian Slip (ICS) for newly acquired supplies, materials and equipment.

Office or Division	Property Management Section, General Administrative Services Division
Classification	Simple
Type of Transaction	G2G – Government to Government (Internal Service)
Who may avail	All Divisions

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher with complete supporting documents		Office concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepares the Disbursement Voucher and other supporting documents and submits to the Property Management Section for appropriate action	Receives the Disbursement Voucher and other supporting documents for preparation of Property Acknowledgement Receipt (PAR) or Inventory Custodian Slip (ICS) as attachment for payment	None	5 minutes	Administrative Aide IV, Property Management Section Administrative Assistant II, Property Management Section
	Reviews the Disbursement Voucher as to the completeness of the documents attached:	None	15 minutes	Administrative Officers I, III, IV Property Management Section

	1. Returns to end-user if additional supporting documents are required with attached work instruction or note to end-user;	None		Administrative Assistant II, Property Management Section
Receives the returned DV and attach the documents needed and forward again to the Property Management Section for appropriate action	Receives the completed required documents	None	5 minutes	Administrative Aide IV, Property Management Section
	Encodes supplies, materials and equipment in the database	None	1 to 7 hours upon receipt of its lists for encoding	Administrative Officers I, III, IV Property Management Section
	Assigns property number and barcode number	None	2 minutes	Administrative Officers I, III, IV Property Management Section

	Attach barcode sticker to the equipment/furniture and fixtures	None	5 minutes to 1 hour	Administrative Assistant II, Property Management Section Administrative Officers I, III, IV Property Management Section
	Secures the signature of the accountable person either through email or hard copy files, whichever is applicable.	None	1 day	Administrative Assistant II, Property Management Section Administrative Officers I, III, IV Property Management Section Administrative Officer V, Property Management Section
Accountable person to sign the issued ICS/PAR and forwards to the Property Management Section	Receives the duly signed ICS/PAR	None	5 minutes	Administrative Aide IV, Property Management Section

	Secure the signature of the Property Management Section Head	None	1 minute	Administrative Officer V, Property Management Section
	Forwards the documents of the signed PAR to Supply Management Section and/or Accounting Section for processing of payment	None	15 minutes	Administrative Assistant II, Property Management Section
	Forwards a copy of the PAR to the accountable person for his/her file and reference	None	30 minutes	Administrative Assistant II, Property Management Section
Receives the copy of the PAR for the accountable person's file and reference	Maintains Record	None	30 minutes	Administrative Aide IV, Property Management Section Administrative Officers I, III, IV Property Management Section
TOTAL		None	1 Day, 1 Hour and 7 Minutes	

19. Issuance of Property Acknowledgement Receipt (PAR) for Specimens/Collections

This aims to guide the responsible persons on the procedures of issuance of Property Acknowledgement Receipt (PAR) for specimens/collections.

Office or Division	Property Management Section, General Administrative Services Division
Classification	Simple
Type of Transaction	G2G – Government to Government (Internal Service)

Who may avail		All Divisions		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
a. Disbursement Voucher with complete supporting documents b. Deed of Donation with complete supporting documents			Office concerned	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Endorses the Disbursement Voucher and other supporting documents and/or Deed of Donation to the Property Management Section for preparation of PAR for Specimens / Collections	Receives the Disbursement Voucher and/or Deed of Donation and other supporting documents for preparation of Property Acknowledgement Receipt	None	5 minutes	Administrative Aide IV, Property Management Section Administrative Assistant II, Property Management Section
	Reviews the Disbursement Voucher and/or Deed of Donation as to the completeness of the documents attached; a. Returns to end-user if additional supporting documents are required with attached work instruction or note to end-user;	None None None	15 minutes	Administrative Officers I, III, IV Property Management Section Administrative Officer V, Property Management Section

Receives the returned DV and attach the documents needed	Receives the completed required documents	None	5 minutes	Administrative Aide IV, Property Management Section Administrative Assistant II, Property Management Section
	Encodes specimens/collections in the database	None	1 to 7 hours upon receipt of its lists for encoding	Administrative Officers I, III, IV Property Management Section
				Administrative Officer V, Property Management Section
	Assigns property number for specimens / collections	None	3 minutes	Administrative Officers I, III, IV Property Management Section Administrative Officer V, Property Management Section
	Secures the signature of the accountable person through email or hard copy files, whichever is	None	1 Day	Administrative Officers I, III, IV Property Management Section

	applicable.			
Accountable person to sign the issued ICS/PAR for specimens / collections	Receives the duly signed ICS/PAR	None	5 minutes	Administrative Officers I, III, IV Property Management Section Administrative Officer V, Property Management Section
	Secure the signature of the Property Management Section Head	None	2 minutes	Administrative Officer V, Property Management Section
	Forwards all the supporting documents of the signed PAR for specimens / collections that has monetary value or	None	5 minutes	Administrative Officers I, III, IV Property Management Section

	<p>acquisition cost to Accounting Section for booking in the books of accounts</p> <p>a. To skip</p> <p>process no.7 if the specimens / collections issued PAR has no cost or monetary value and may proceed to step no.8</p>			
	<p>Forwards a copy of the PAR to the accountable person for his/her file and reference</p>	None	5 minutes	<p>Administrative Aide IV, Property Management Section</p> <p>Administrative Officers I, III, IV Property Management Section</p>
<p>Receives the copy of the PAR for the accountable person's file and reference</p>	Maintains Record	None	2 minutes	<p>Administrative Aide IV, Property Management Section</p> <p>Administrative Officers I, III, IV Property Management Section</p>
TOTAL		None	1 Day, 7 Hours and 47 Minutes	

20. Procedure for the Request for Transfer of Accountability for Property, Plant and Equipment (PPE) and Specimens/Collections

This aims to guide the responsible persons on the procedures of transfer of accountability for property, plant and equipment and specimens/collections.

Office or Division	Property Management Section, General Administrative Services Division			
Classification	Simple			
Type of Transaction	G2G – Government to Government (Internal Service)			
Who may avail	All Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly filled out and signed Request for Transfer of Equipment/Collections		Office concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secures the Request for Transfer of Accountability Form	Provides the Request for Return of Equipment Form	None	1 minute	Administrative Aide IV, Property Management Section
Completely filled out the Request for Transfer of Accountability Form and endorse the signed request to Property Management Section	Receives the completely filled-out Request for Transfer of Accountability Form	None	2 minutes	Administrative Aide IV, Property Management Section Administrative Assistant II, Property

				Management Section
	Forwards the Request for Transfer of Accountability Form to the PMS Section Head for signature	None	5 minutes	Administrative Officers I, III, IV Property Management Section Administrative Officer V, Property Management Section
	Reviews the request and prepare the transfer of accountability by issuing Property Acknowledgement Receipt (PAR) to the new accountable person	None	10 minutes	Administrative Officers I, III, IV Property Management Section Administrative Officer V, Property Management Section
	Secures the signature of the previous and the new accountable person for the transfer of accountability through email or hard copy files, whichever is applicable.	None	1 day	Administrative Assistant II, Property Management Section Administrative Officers I, III, IV Property Management Section

Receives and signs the Property Acknowledgement Receipt (previous and new accountable person) and forwards the duly signed PAR to the Property Management Section	Receives the duly signed Property Acknowledgement Receipt	None	5 minutes	Administrative Aide IV, Property Management Section
	Secure the signature of the Property Management Section Head	None	2 minutes	Administrative Officer V, Property Management Section
	Forwards a copy of the signed PAR to the previous and new accountable person for his/her file and reference	None	30 minutes	Administrative Assistant II, Property Management Section
Receives the copy of the PAR for the previous and new accountable person's	Maintains Record	None	5 minutes	Administrative Aide IV, Property Management Section

file and reference				Administrative Officers I, III, IV Property Management Section
TOTAL		None	1 Day and 1 Hour	

21. Procedure for the Request for List of Accountabilities for Property, Plant and Equipment and Specimens/Collections

This aims to guide the responsible persons on the procedures of request for list of accountabilities for property, plant and equipment and specimens/collections.

Office or Division	Property Management Section, General Administrative Services Division			
Classification	Simple			
Type of Transaction	G2G – Government to Government (Internal Service)			
Who may avail	All Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly filled out and signed Request for List of Accountabilities Form		Office concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Secures the Request for List of Accountabilities Form	Provides the Request for List of Accountabilities Form	None	5 minutes	Administrative Aide IV, Property Management Section
Completely filled out the Request for List of Accountabilities Form and endorse the signed request to Property Management Section	Receives the completely filled-out Request for List of Accountabilities Form	None	5 minutes	Administrative Aide IV, Property Management Section Administrative Assistant II, Property Management Section
	Forwards the Request for List of Accountabilities Form to the PMS Section Head for signature	None	5 minutes	Administrative Aide IV, Property Management Section Administrative Officer V, Property Management Section
	Once signed, the form will be forwarded to the Property Officer-In-Charge for printing of the list of accountabilities of the requesting employee	None	10 minutes	Administrative Officer I, III, IV Property Management Section
	Provides the printed list of accountabilities to the requesting employee	None	5 minutes	Administrative Assistant II, Property Management Section

Receives the printed list of accountabilities	Maintains Record	None	2 minutes	Administrative Aide IV, Property Management Section
TOTAL		None	32 Minutes	

22. Procedure for the Request for Equipment and Furniture and Fixtures (from returned/unserviceable properties)

This aims to guide the responsible persons on the procedures of request for equipment and furniture and fixtures from returned/unserviceable properties.

Office or Division	Property Management Section, General Administrative Services Division			
Classification	Simple			
Type of Transaction	G2G – Government to Government (Internal Service)			
Who may avail	All Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly filled out and signed Request for Equipment and Furniture and Fixtures Form		Office concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secures the Request for Equipment and Furniture and Fixtures Form	Provides the Request for Equipment and Furniture and Fixtures Form	None	1 minute	Administrative Aide IV, Property Management Section

Completely filled out the Request for Equipment and Furniture and Fixtures Form and endorse the signed request to Property Management Section	Receives the completely filled-out Request for Equipment and Furniture and Fixtures Form	None	5 minutes	Administrative Aide IV, Property Management Section Administrative Assistant II, Property Management Section
Receives the returned request form due to non-availability of items requested	Forwards the Request for Equipment and Furniture and Fixtures Form to the Property Officer-In- Charge to check the availability of equipment / furniture and fixtures being requested. a) If available, please proceed to next step below;	None	5 minutes	Administrative Aide IV, Property Management Section Administrative Officer IV, Property Management Section Administrative Assistant II, Property Management Section
	b) If there is no available furniture and fixtures, the request will not be approved and will be returned to the end-user with note stating of non-availability of items.	None	1 minute	
		None	5 minutes	

	Approves the Request for Equipment and Furniture and Fixtures Form by the PMS Section Head, once validated	None	5 minutes	Administrative Officer V, Property Management Section
	Prepares the issuance of Property Acknowledgement Receipt (PAR) or Inventory Custodian Slip (ICS) for the requested item	None	10 minutes	Administrative Officer IV, Property Management Section
	Provides the equipment/furniture and fixtures to the requesting division together with the PAR or ICS and secures the signature of the new accountable person	None	5 minutes	Administrative Assistant II, Property Management Section
Receives the item and signs the issued PAR or ICS. Once signed, forward the PAR/ICS to the Property Management Section	Receives the signed PAR/ICS from the new accountable person	None	2 minutes	Administrative Aide IV, Property Management Section
	Forwards a copy of the PAR/ICS to the accountable person for his/her file and reference	None	5 minutes	Administrative Assistant II, Property Management Section
Receives the copy of the PAR/ICS for the accountable person's file and reference	Maintains Record	None	2 minutes	Administrative Aide IV, Property Management Section

				Administrative Officer IV,
				Property Management Section
TOTAL		None	46 Minutes	

23. Issuance of Request for Pre-Repair Inspection for Vehicles, Equipment and Furniture and Fixtures

This aims to guide the responsible persons on the procedures of request for pre-repair inspection for vehicles, equipment, and furniture and fixtures.

Office or Division	Property Management Section, General Administrative Services Division			
Classification	Simple			
Type of Transaction	G2G – Government to Government (Internal Service)			
Who may avail	All Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly signed Request for Repair Form		Office concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepares the Request for Repair Form and submits signed request to Property Management Section	Receives the approved Request for Repair Form	None	5 minutes	Administrative Aide IV, Property Management Section

				Administrative Assistant II, Property Management Section
	Prepares the Pre-Repair Inspection Report	None	30 minutes	Administrative Officers I, III, IV Property Management Section
	Secures the approval of the Head of the Property Management Section on the Request for Pre-Repair Inspection	None	5 minutes	Administrative Officers I, III, IV Property Management Section Administrative Officer V, Property Management Section
	Forwards the Request for Pre-Repair Inspection to designated inspector and Commission on Audit's representative for inspection of the	None	5 minutes	Administrative Assistant II, Property Management Section

	vehicle, equipment, furniture and fixtures, etc.			
NM Inspectors and COA representative receives the Request for Pre-Repair Inspection for their appropriate action.	Maintains Record	None	5 minutes	Administrative Officers I, III, IV Property Management Section Administrative Assistant II, Property Management Section
TOTAL		None	50 Minutes	

24. Issuance of Acknowledgement Receipt of Returned Equipment (ARRE)

This aims to guide the responsible persons on the procedures of issuance of Acknowledgement Receipt of Returned Equipment (ARRE).

Office or Division	Property Management Section, General Administrative Services Division		
Classification	Simple		
Type of Transaction	G2G – Government to Government (Internal Service)		
Who may avail	All Divisions		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Duly filled out and signed Request for Return of Equipment Form		Office concerned	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secures the Request for Return of Equipment Form	Provides the Request for Return of Equipment Form	None	1 minute	Administrative Aide IV, Property Management Section
Completely filled out the Request for Return of Equipment Form and endorse the signed request to Property Management Section	Receives the completely filled-out Request for Return of Equipment Form	None	5 minutes	Administrative Aide IV, Property Management Section Administrative Assistant II, Property Management Section
	Forwards the Request for Return of Equipment Form to the PMS Section Head for signature	None	5 minutes	Administrative Aide IV, Property Management Section Administrative Assistant II, Property Management Section Administrative Officer V, Property Management Section
	Once signed, the form will be	None	30 minutes	Administrative Assistant II,

	forwarded to the Administrative Assistant II for verification, inventory, proper labelling, and photographs of items for proper documentation of returned equipment.			Property Management Section
	Prepares the Acknowledgement Receipt of Returned Equipment (ARRE) for issuance	None	10 minutes	Administrative Officer IV, Property Management Section
	Forwards the Acknowledgement Receipt of Returned Equipment to the concerned employee for his/her file copy	None	30 minutes	Administrative Assistant II, Property Management Section Administrative Officer IV, Property Management Section
Receives the Acknowledgement Receipt of Returned Equipment for file and reference	Maintains Record	None	5 minutes	Administrative Officer IV, Property Management Section
TOTAL		None	1 Hour and 26 Minutes	

25. Procedure for the Issuance of Gate Pass

This aims to guide the responsible persons on the procedures for the issuance of gate pass.

Office or Division	Property Management Section, General Administrative Services Division			
Classification	Simple			
Type of Transaction	G2G – Government to Government (Internal Service)			
Who may avail	All Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly filled out and signed Gate Pass Form with pictures		Office concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Secures the Gate Pass Form at the Property Management Section	Provides the Gate Pass Form	None	1 minute	Administrative Aide IV, Property Management Section
Completely filled out and signed the Gate Pass Form and endorse to Property Management Section	Reviews the Gate Pass Form as to details, signatures and pictures attached.	None	5 minutes	Administrative Aide IV, Property Management Section
	a) Return the Gate Pass Form for any missing information and attachments with attached work instruction or note to end-user.	None	5 minutes	Administrative Assistant II, Property Management Section
Provide the needed information and attachments and returns the Gate Pass Form to the Property Management Section	Receives the revised Gate Pass Form and other supporting documents	None	2 minutes	Administrative Aide IV, Property Management Section
	Forwards the Gate Pass Form to the PMS Section Head for signature	None	2 minutes	Administrative Aide IV, Property Management Section
	Approves the Gate Pass Form, once validated	None	2 minutes	Administrative Officer V, Property Management Section

	Forwards the signed Gate Pass Form to the concerned employee	None	5 minutes	Administrative Assistant II, Property Management Section
Receives the Gate Pass Form to be forwarded to the Security Officer and Guard on Duty for signature	Maintains Record	None	2 minutes	Administrative Aide IV, Property Management Section
TOTAL		None	24 Minutes	

26. REQUISITION AND ISSUANCE OF SUPPLIES AND MATERIALS

This aims to guide the responsible persons in the requisition and issuance of supplies and materials

Office or Division	Supply Management Section, General Administrative Services Division			
Classification	Simple			
Type of Transaction	G2G (Internal Service)			
Who may avail	All Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly signed Requisition Issue Slip (RIS) by the Division Chief or authorized official		Office concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Endorse the signed Requisition Issue Slip (RIS) by the Division Chief or authorized official	Received the RIS from requesting personnel and check the availability of stocks. Indicate "/" if items available/on stock or "X" if not	none	15 minutes	Administrative Officer I and Administrative Assistant I, Supply Management Section
	If items are available, indicate the quantity of the items issued in the "Issued Quantity" column and signs the "Issued by" portion	none	within 30 minutes	Administrative Officer I and Administrative Assistant I, Supply Management Section
Receives supplies and materials and signs "Received by" portion of the RIS	Files the RIS in numerical order for reference in preparation of RSMI	none	10 minutes	Administrative Officer I and Administrative Assistant I, Supply Management Section
	If items are not available, return to requesting personnel	none	5 minutes	Administrative Officer I and Administrative Assistant I, Supply Management Section
TOTAL		None	60 Minutes	

27. PROCUREMENT OF SUPPLIES AND MATERIALS AND SERVICES

This aims to guide the responsible persons in the requisition of supplies and materials and services

Office or Division	Supply Management Section, General Administrative Services Division
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Classification	Complex			
Type of Transaction	G2G (Internal Service)			
Who may avail	All Divisions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly signed Requisition Issue Slip (RIS), approved Purchased Request (PR) by the Division Chief or authorized official and approved PPMP		Office concerned		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Endorse the signed Requisition Issue Slip (RIS), approved Purchase Request (PR) by the Division Chief or authorized official and approved PPMP	Received the PPMP, RIS and PR from requesting personnel and assign control number	none	5 minutes	Administrative Officer I and Administrative Assistant I, Supply Management Section

	Evaluate the completeness of the documents, check the specifications of items/service s requested, consolidate same items/service s in nature	none	1 hour	Administrative Officer I and Administrative Aide IV, Supply Management Section
	Endorsed to Bids and Awards Committee if the items/service s total is above Php 50,000.	none	within 1 hour	Administrative Officer V, Supply Management Section
	Prepares Request for Quotation (RFQ) for items/service s for canvass. Determine mode of procurement	none	1 hour	Administrative Officer I and Administrative Aide IV, Supply Management Section
	Review and signs the RFQ	none	within 30 minutes	Administrative Officer V, Supply Management Section
	Canvass the items/service s requested to at least 3 suppliers	none	within 6 working days	Administrative Officer I and Administrative Aide IV, Supply Management Section

	Obtain price quotations from the prospective suppliers and evaluate	none	within 6 working days	Administrative Officer I and Administrative Aide IV, Supply Management Section
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	Prepare Abstract of Quotations and award to the winning bidder	none	within 8 hours	Administrative Officer I and Administrative Aide IV, Supply Management Section
	Preparation of the Obligation Request and Status (ORS), Job Order (JO)/Purchase Order (PO)	none	within 16 hours	Administrative Officer I and Administrative Aide IV, Supply Management Section
	Review all the documents and affix initial on the PO/JO	none	within 1 hour	Administrative Officer V, Supply Management Section
	Affix initial on the PO/JO and signs the ORS, if you're the requesting office	none	within 1 hour	Chief Administrative Officer, General Administrative Services Division
	Forwards all the documents to the proper signatories	none	within 1 hour	Contract of Service/Administrative Aide IV, Supply Management Section
TOTAL			15 Days, 6 Hours and 35 minutes	

28. PROCUREMENT OF ANNUAL PROCUREMENT PLAN FOR COMMONLY-USE SUPPLIES AND MATERIALS

This aims to guide the responsible persons in the requisition of supplies and materials at the Procurement Service

Office or Division	Supply Management Section, General Administrative Services Division	
Classification	Complex	
Type of Transaction	G2G (Internal Service)	
Who may avail	All Divisions	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

Indicative Annual Procurement Plan for Commonly-Use Supplies and Materials (APP-CSE) of the current year and Agency Procurement Request (APR)		Office concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Endorse the approved APP-CSE	Received the approved APP-CSE	none	Deadline set by NM based on PS advise	Administrative Officer III, Supply Management Section
	Finalize the consolidation of all the Division's APP- CSE	none	1 day before deadline (PS-DBM)	Administrative Officer III, Supply Management Section
	Checks the availability of the items in the Procurement Service (PS) catalogue	none	within 8 hours	Administrative Officer III, Supply Management Section
	Prepares Distribution list of items requested for each division	none	within 8 hours	Administrative Officer III, Supply Management Section
	Evaluate the allocation of funds and prepares summary	none	within 1 hour	Administrative Officer III, Supply Management Section

	Prepares the APR with the available items, Obligation Request and Status (ORS) and Disbursement Voucher (DV)	none	within 8 hours	Administrative Officer III, Supply Management Section
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	Review and signs the APR, affix initial in the ORS and DV	none	within 1 hour	Administrative Officer V, Supply Management Section
	Signs the ORS and DV	none	within 1 hour	Chief Administrative Officer, General Administrative Services Division
	Forwards all the documents to the proper signatories	none	within 1 hour	Contract of Service/Administrative Aide IV, Supply Management Section
TOTAL		None	Processing time will vary based on PS advice	

29. REQUEST FOR REPAIRS

This aims to guide the responsible persons in requesting repairs for the defective items

Office or Division	Supply Management Section, General Administrative Services Division		
Classification	Complex		
Type of Transaction	G2G (Internal Service)		
Who may avail	All Divisions		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Approved Purchased Request (PR) by the Division Chief or authorized official, approved PPMP, Request for Repair, Request for Pre-repair Inspection, Repair History (if applicable)		Office concerned	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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Approved Purchase Request (PR) by the Division Chief or authorized official, approved PPMP and Pre-Repair Inspection Report	Received the PPMP, Pre-repair Inspection Report, PR from requesting personnel and assign control number	none	5 minutes	Administrative Officer I and Administrative Assistant I, Supply Management Section
	Evaluate the completeness of the documents	none	1 hour	Administrative Officer I and Administrative Aide IV, Supply Management Section
	Endorsed to Bids and Awards Committee if the total repair is above Php 50,000.	none	within 1 hour	Administrative Officer V, Supply Management Section
	Prepares Request for Quotation (RFQ) for items/services for canvass. Determine mode of procurement	none	1 hour	Administrative Officer I and Administrative Aide IV, Supply Management Section
	Review and signs the RFQ	none	within 30 minutes	Administrative Officer V, Supply Management Section
	Canvass the items/services requested to at least 3 suppliers	none	within 6 working days	Administrative Officer I and Administrative Aide IV, Supply Management Section

	Obtain price quotations from the prospective suppliers and evaluate	none	within 6 working days	Administrative Officer I and Administrative Aide IV, Supply Management Section
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	Prepare Abstract of Quotations and award to the winning bidder	none	within 8 hours	Administrative Officer I and Administrative Aide IV, Supply Management Section
	Preparation of the Obligation Request and Status (ORS), Job Order (JO)	none	within 16 hours	Administrative Officer I and Administrative Aide IV, Supply Management Section
	Review all the documents and affix initial on the JO	none	within 1 hour	Administrative Officer V, Supply Management Section
	Affix initial on the JO and signs the ORS, if you're the requesting office	none	within 1 hour	Chief Administrative Officer, General Administrative Services Division
	Forwards all the documents to the proper signatories	none	within 1 hour	Contract of Service/Administrative Aide IV, Supply Management Section
TOTAL		None	15 Days, 6 Hours and 35 minutes	

30. REQUEST FOR PAYMENT

This aims to guide the responsible persons in requesting for payments for the items delivered and rendered services

Office or Division	Supply Management Section, General Administrative Services Division
Classification	Complex

Type of Transaction	G2G, G2B (Internal Service)	
Who may avail	All Divisions	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Delivery Receipt, Sales/Service Invoice, Inspection and	Office concerned

Acceptance Report, Request for Inspection and Disbursement Voucher				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Issues Sales/Service Invoice	Receive the Sales/Service Invoice and ensures the complete delivery	none	6-8 hours	Administrative Officer I and Administrative Assistant I, Supply Management Section
Authorized Inspector and Administrative Officer V	Checks the Inspection and Acceptance Report (IAR) and Request for Inspection (RI)	none	5 minutes	Administrative Officer III, Supply Management Section
	Prepares DV, Checks delivery due date, apply and compute penalties, if applicable	1/10 of 1% for every day of delay on the undelivered items	30 minutes	Administrative Officer I and III, Supply Management Section
	Forwards to Property Division for ICS or PAR, if applicable	none	5 minutes	Administrative Officer V, Supply Management Section
	Review all the documents and affix initial on the	none	10 minutes	Administrative Officer V, Supply Management Section

	DV, if applicable			
	Signs the DV, if you're the requesting office	none	10 minutes	Chief Administrative Officer, General Administrative Services Division

	Forwards all the documents to the proper signatories	none	60 minutes	Contract of Service/Administrative Aide IV, Supply Management Section
TOTAL		None	10 ours	

31. Payment of Postpaid Plan

This aims to guide the responsible persons on the procedures of payment of postpaid plan.

Office or Division	Supply Management Section, General Administrative Services Division			
Classification	Simple			
Type of Transaction	G2B – Government to Business (External Service)			
Who may avail	All concerned service providers of the NMP			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Billing Statements/Statement of Accounts and Disbursement Voucher			Service Provider and office concerned	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Issues billing statement/ statement of accounts for payment	Receives and prints the Billing Statement/ Statement of Accounts	None	2 hours	Administrative Officer I and Administrative I, Supply Management Section
	Review the Billing Statement/ Statement of Accounts, checks the postpaid amount allocation and excess charges, if applicable	None	2 hours	Administrative Officer I and Administrative Assistant I, Supply Management Section

	<p>Prepares the Office Memorandum for those employees who have excess charges beyond their allocation and inform them to settle the amount to Financial Service Division</p>	None	1-2 hours	<p>Administrative Assistant I, Administrative Officers I and V, Supply Management Section</p>
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	Review all the documents and affix initial on the DV and signs on the Office Memorandum for the employees who have excess charges	None	30 minutes	Administrative Officer V, Supply Management Section
	Signs the DV and the Office Memorandum	None	30 minutes	Chief Administrative Officer, General Administrative Services Division
	Forwards all the Office Memorandum to the concerned employees	None	60 minutes	Contract of Service/Administrative Aide IV, Supply Management Section
	Forwards the DV and all the necessary documents to Financial Services Division	None	30 minutes	Contract of Service/Administrative Aide IV, Supply Management Section
TOTAL		None	8 Hours and 30 Minutes	

32. VEHICLE RESERVATION AND DISPATCHING PROCEDURES

This aims to guide the responsible persons on the procedures of vehicle reservation and dispatching procedures.

Office or Division	Transport Services Section – General Administrative Services Division		
Classification	Simple		
Type of Transaction	(G2G) Internal Service		
Who may avail	All Divisions		
CHECKLIST REQUIREMENTS		WHERE TO SECURE	

Duly signed Driver's Trip Ticket Form for vehicle reservation		Office concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepare three (3) copies of Driver's Trip Ticket Form per request	Receives completely filled-up Driver's Trip Ticket Form	none	1 minute	Dispatcher/Chief of Transport Management Section

	Checks availability of Driver and motor vehicle	none	5 minutes	Dispatcher/Chief of Transport Management Section
	Assign driver and motor vehicle for the trip reservation	none	3 minutes	Dispatcher/Chief of Transport Management Section
	Signs Driver's Trip Ticket	none	3 minutes	Chief of Transport Management Section and Chief of General Administrative Services Division
	Forwards signed trip ticket to the Director-in-Charge	none	5 minutes	Dispatcher of Transport Services Section
	Approves Driver's Trip Ticket	none	5 minutes	Director-in-Charge
Get the signed/approved trip tickets from the Office of the Director-In-Charge and forward the signed/approved trip tickets to the assigned driver	Receives the signed/approved trip tickets	none	1 minute	Driver of Transport Services Section
	Validates details of the trip: 1. Date and time 2. Itinerary 3. Vehicle assignment	none	3 minutes	Driver of Transport Services Section

	<div>4. Passengers or items to be transported</div> <div>5. Signatories</div>			
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	Checks the condition of the vehicle guided by BLOWBAGETS prior to departure	none	15 minutes	Assigned Driver, Mechanic, and Chief Mechanic of the Transport Management Section
	Report to the Chief of Transport Management Section and to the Chief of General Administrative Services Division any damage, concerns on vehicles and any discrepancies on listed passenger or property to be transported on the Driver's Trip Ticket Form vs actual passenger or property to be transported	none	1 minute	Driver of Transport Services Section
	Forward endorsed Driver's Trip Ticket Form to the Guard-On-Duty	none	1 minute	Driver of Transport Services Section
	Checks and Records details on the endorsed Driver's Trip Ticket Form (e.g. odometer, property transported or passenger names) Inspect NMP motor vehicle visually and report any damages to the Chief of	none	3 minutes	Guard on duty

	Transport			
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	Management Section			
	Return the recorded Driver's Trip Ticket Form to the assigned driver	none	1 minute	Guard on duty
	Greets and provide passengers with Driver's Performance Survey Form	none	1 minute	Driver of Transport Services Section
	Receives Driver's Performance Survey Form from the assigned Driver	none	1 minute	Passenger
	Rate the assigned driver using the Driver's Performance Survey Form after the trip	none	2 minutes	Passenger
	Return the filled-up Driver's Performance Survey Form to the assigned driver	none	1 minute	Passenger
	Upon arrival to NMP Central Office, record the odometer of motor vehicle to the Driver's Trip Ticket Form	none	1 minute	Driver of Transport Services Section
	Attach the Driver's Performance Survey Form to the trip ticket and forward it dispatcher upon arrival to NMP Central Office	none	1 minute	Driver of Transport Services Section

	<p>Upon arrival in NMP office, Guard-on-Duty shall inspect NMP motor vehicle visually and record the odometer.</p> <p>Report any damages to the Chief of Transport Management Section</p>	none	3 minutes	Guard on duty
	Submits the filled-up Trip ticket and Driver's Performance Survey Form to the Chief of GASD after the trip	none	1 minute	Dispatcher/Chief of Transport Management Section
TOTAL		None	58 Minutes	

33. Procedure for the Request for Janitorial Assistance

This aims to guide the responsible persons on the procedures of request for janitorial assistance.

Office or Division	General Administrative Services Division		
Classification	Simple		
Type of Transaction	G2G – Government to Government (Internal Service)		
Who may avail	All Divisions		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Duly filled out and signed Request for Janitorial Assistance Form		Office concerned	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secures the Request for Janitorial Assistance Form	Provides the Request for Janitorial Assistance Form	None	1 minute	Administrative Aide IV, Property Management Section

Completely filled out the Request for Janitorial Assistance Form and endorse the signed request to Property Management Section	Receives the completely filled-out Request for Janitorial Assistance Form for verification and initial then forwards the verified and initialed form to GASD Chief for approval	None	5 minutes	Administrative Aide IV, Property Management Section
	Approves and signs the request for janitorial assistance	None	2 minutes	Chief Administrative Officer, General Administrative Services Division
	Provides the end- user the approved request for janitorial assistance form	None	2 minutes	Administrative Aide IV, Property Management Section
Receives the approved request form to be forwarded to the supervisor of janitorial services for appropriate action	Maintains Record	None	2 minutes	Administrative Aide IV, Property Management Section
TOTAL		None	12 Minutes	

34. GATE PASS

To monitor the movement of the collections in the National Museum.

Office or Division	Research, Collections and Conservation Management Division	
Classification	Simple	
Type of Transaction	G2G – Government to Government / G2C – Government to Client	
Who may avail	Research Divisions	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

Four (4) copies of Gate Pass Forms (Original)		RCC Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The bearer request for	1. The Gate Pass Form will be sent thru email by the Administrative	None	Less than 1 minute	Administrative Officer IV, RCC

Gate Pass Form	Officer IV to the requesting Division.			
<p>2. The requesting division personnel fills-out four (4) Gate Pass Forms.</p> <p>The Curator II or Officer – In – Charge of the requesting division reviews the Gate Pass Form.</p> <p>If there is no correction, the Curator II will sign the form for approval.</p> <p>If there are corrections noted by the Curator II, the staff must correct it immediately. Once approved by the Curator II, the requesting division requests the Administrative</p>	<p>2. The Administrative Officer IV will sign initials beside the encoded description of the collection.</p> <p>After the inspection, the AO IV will generate the control number for the Gate Pass.</p> <p>After assigning the code, the Chief Administrative Officer reviews the Form. If acceptable, the CAO will sign.</p> <p>If not, the form will be returned to the concerned division for corrections.</p> <p>Once the form is approved by the CAO of the RCC, the form will be returned to the requesting division.</p> <p><small>*Note: In certain circumstances that the Administrative Officer IV is not available, the Administrative Officer V or Administrative Officer III will be in-charge upon checking the collection. And in case the CAO is not available for signing, the Supervising Administrative Officer will be the next assigned person available. But If still unavailable, the AO V of AO IV will sign instead.</small></p>	None	1 hour	Administrative Officer IV, RCC

<p>Officer IV of RCC to inspect the collection.</p> <p>*Note: The bearer must be the same person who has requested the Gate Pass.</p>				
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<p>3. The requesting division gives the signed copies to NMP Security Officer III for Signature. But if NMP SO III is unavailable, NMP SO II may sign instead. The Guard on Duty will be the last to sign the form. He shall also check the items included in the form. Once the forms were completed, the requesting personnel will give one copy each to the RCC, the guard on duty, the requesting division and the receiving division or person.</p>	<p>3. The Administrative Officer IV will encode the specimens/collections in a database that is listed in the Gate Pass Form. The expected date of return to the owner will be strictly monitored for the movement of the collections. The AO IV will coordinate with the requesting division to track the updates of the collections.</p> <p><small>*Note: If the Gate Pass Form includes the supplies/materials/equipment. The requesting personnel will also go through the same process as the specimens/collections. The only difference is that the Administrative Officer V of the Property Section of General Administrative Services Division will be the one to sign instead of the RCC Head. The requesting division shall write "Not applicable (N/A)" to supplies/materials/equipment if they will be using it and vice-versa.</small></p>	None	30 minutes to an hour	Administrative Officer IV, RCC
TOTAL			1 hour and 31 minutes or 2 hours	

		and 1 minute	
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**REGIONAL, AREA, SITE MUSEUMS AND
SATELLITE OFFICES**
External Services

1. Bookings of Museum Tours

Booking of a group of 20 or more viewers are required to book their visits either thru phone calls or by means of visiting the RASMSO.

Office or Division	Regional, Area, Site Museums and Satellite Offices			
Classification	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visitor call the IRT(Information Reservations Team)	Receives call / client	None	3 minutes	Information Reservation Team (IRT)
2. Provide details (name of school or group, date and time of visit and no. of visitors)	Logs client information in the Reservation Logbook	None	15 minutes	IRT
TOTAL			18 minutes	

2. Photo Documentation / Reproduction Request

The NMP is an educational, scientific and cultural institution that acquires, documents, preserves, exhibits and fosters scholarly study and public appreciation of works of art, specimens and cultural and historical artifacts representative of our unique to the cultural heritage of the Filipino people and the natural history of the Philippines. These services prescribed the procedures to follow when conducting photo documentation or request for reproduction of museum collections on display or of the museum building and site.

Office or Division	Regional, Area, Site Museums and Satellite Offices			
Classification	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail	Researchers / Students / Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent Application Form		Research / Students RASMSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter of Intent / Endorsement from Schools	Acceptance of letter, Verification of letter as to the validity of its purpose	NONE	10 minutes	RASMSO OIC
	Forward request to the Central Office thru email		5 minutes	RASMSO OIC
	Print and forward to the RAOD Chief		5 minutes	Keith AO III

	Sign the request		15 minutes	Dionisio Pangilinan, CAO
	Office of the OIC-DDG and DG for approval			Atty. Ma. Cecilia Tirol, OIC-DDG and Jeremy Barns, DG
	Forward approved request to RASMSO			Keith AO III

3. Photo documentation	Inform the client about the approved application		3 days	RASMSO OIC
	Assist the client		10 minutes	RASMSO OIC, Museum Guide and Museum Technician
TOTAL			11 minutes	

3. Photo/ Video Shoot

This is available to anyone who wants to conduct a photo/video shoot activities in the NM Media coverage and interviews conducted in the NM are also covered by this service.

Office or Division	Regional, Area, Site Museums and Satellite Offices		
Classification	Complex		
Type of Transaction	G2C, G2B, G2G		
Who may avail	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
4. Letter of Request /Intent 5. Application form for events 6. Filling up/ Submission of forms for the following: e. Guidelines on photo & video shoot f. Guidelines on pre-nuptial and pre-debut photo shoots g. Guidelines on the use of National Museum venues		Client/ Applicant RASMSO RASMSO	

h. Rules for Media Coverage and Interviews				
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit letter of request/ intent	Accept request	See Schedule of Fees	10 minutes	RASMSO OIC
	Forward thru email the letter of intent to the RAOD C.O		5 minutes	RASMSO OIC
	Print the letter and		5 minutes	Keith, AO III

	Forward to DOP, CAO		10 minutes	DOP, CAO
	Endorse to the office of the OIC-DDG			
	Review and sign the letter and forward to the Office of the DG		2 days	Atty. Tirol, OIC-DDG
	Approve/disapprove request and forward to RAOD C.O		2 days	JB, DG
	Send / email approved request to RASMSO		5 minutes	Keith, AO III
	Prepare Order of Payment (except for media coverage), to be signed by the client and forward the same to the RAOD C.O		10 minutes	RASMSO personnel
	Print and forward the same to the office of the DG for approval			
	Approve Order of Payment and forward to RAOD		10 minutes	Keith, AO III

Pay the required amount	Email to RASMSO		1 day	JB, DG
	Issue Official Receipt		5 minutes	Keith, AO III
			10 minutes	RASMSO Collecting Officer
Allow client to proceed with the activity				RASMSO personnel

	Monitor activity of the client during implementation			
TOTAL			5 days 1 hour and 10 minutes	

* It takes more than 3 days to complete because it has to go through the Central Office for approval.

4. Technical Assistance

Service given to Local Government Units, Non-Governmental Organizations, National Government Agencies, academe, cultural workers, researchers and other Stakeholders who seek technical assistance in relation to National Museum expertise through:

- Research Requests
- Access of Records/Photos /Collections
- Interview (students, media, cultural workers)
- Reproduction of Artifacts
- Taxidermy
- Media Requests (shoot, briefing)
- Loan of Museum Objects (specimens, artworks, artifacts)
- Architectural/Engineering Conservation Assessment of Declared Built Heritage Properties
- Technical Information and Site Verification and Inspection
- Lecture/Talk
- Museological Assistance

Office or Division	Regional, Area, Site Museums and Satellite Offices		
Classification	Highly Technical		
Type of Transaction	G2C - Government to Client G2B - Government to Business G2G - Government to Government		
Who may avail	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	

5. Official request letter duly signed by: <ul style="list-style-type: none"> a. Teacher/professor for school requests b. Supervisor/Heads for office requests c. Anyone who is in authority to endorse the requester 6. Attachments <ul style="list-style-type: none"> a. For students – thesis 				
<ul style="list-style-type: none"> i. Thesis Proposal ii. Review of Related Literature iii. Guide questions if for interview b. For student non-thesis/ other requests <ul style="list-style-type: none"> • Project Brief or Concept Note (with title, objectives, description, timeline, and expected outputs) • Other documents that can validate legitimacy of the project/request 		From the requester’s school/ office/ organization/ affiliation		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request to the Head of the Agency (Office of the Director-General) through any of the following medium: <ul style="list-style-type: none"> a. Email b. Courier c. Hand-carried 	1.6 Receive Letter Request and forward scanned copy to the Office of the Director-General	NONE	15 minutes	NM WVRMSO personnel
	1.7 Director-General (DG) approves/denies letter request	NONE	5 minutes	Director-General

	1.8 DG endorses Letter to concerned Division/Office	NONE	5 minutes	Director-General
		NONE	10 minutes	
	1.4. Division/Office reviews/ evaluates the request for appropriate action	NONE	5 minutes	NM WVRMSO personnel
	1.5. Division personnel communicates with the client for clarifications/ additional information			
2. Receive NMP Division's response	2.1. Division will release formal/official	NONE	1 day	NM WVRMSO personnel
If request denied, end of transaction If granted, client will coordinate with the Division concerned	response to the client through email, phone call or letter			
3. Collaboration with NMP Division/Office	4.1. Collaboration with client	NONE	12 days	NM WVRMSO personnel
TOTAL			13 days & 40 minutes	

5. Walk-in Guided Tours

Guided tours are extended not only to booked clients but also to walk-in clients who are in a group of five (5) or more subject to availability of museum guides.

This service is to provide to Museum clients with an in-depth information about the galleries on display.

Office or Division	Regional, Area, Site Museums and Satellite Offices			
Classification	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at Visitor Logbook	Receives client	None	5 minutes	Frontline person / Officer of the Day
2. Request guided tour	Provides guiding services	None	10 minutes	Museum Guide
3. Fill-out visitor survey form	Collects forms	None	5 minutes	Museum Guide
TOTAL			20 minutes	

6. Work Immersion

This caters to students who are required to undergo an On-the-Job-Training.

Office or Division	RAOD
Classification	Complex
Type of Transaction	G2C
Who may avail	Schools / Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent from Schools/Universities/Colleges (1 copy) 2. Memorandum of Agreement (NMP Proforma) (6 copies) 3. CV, NBI and 1x1 ID pic of students (1 each)		Schools/Universities/Colleges Regional, Area, Site Museum and Satellite Office Schools/Universities/Colleges		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	Receive the required documents	None	5 minutes	RASMSO personnel
	Forward to the Central Office thru mail/courier		5 days	RASMSO personnel
	Pick up mail from the Records Section, GASD,		10 minutes	Jayson, Engineering Aide
	Open mail and forward to the CAO of RAOD for signature/initials		1 hour	Dionisio O. Pangilinan, CAO
	Forward to the HRMD for processing		4 days	Engineering Aide
	Receive the signed MOA from HRMD		5 minutes	Engineering Aide
	Mail signed MOA to RASMSO		5 days	Engineering Aide

	Receive mailed MOA and forward		1 day	RASMSO
	<p>to concerned Schools for notarization Mail notarized MOA to RAOD C.O</p> <p>Upon receipt of mail, forward copies of notarized MOA to the HRMD for endorsement</p> <p>HRMD endorse the same to the OIC-DDG and DG together with the list of students</p> <p>Provide RAOD with a copy of MOA with list of students to undergo OJT</p> <p>Mail copy of MOA to RASMSO</p> <p>RASMSO forward the received MOA to concerned school</p>		<p>5 days</p> <p>30 minutes</p> <p>3 days</p> <p>30 minutes</p> <p>5 days</p> <p>30 minutes</p>	<p>personnel</p> <p>RASMSO Personnel</p> <p>Engineering Aide</p> <p>HRMD</p> <p>HRMD</p> <p>Engineering Aide</p> <p>RASMSO personnel</p>
TOTAL			28 days, 2 hours and 50 minutes	

*It takes longer than 20 days due to mailing transactions

	Send endorsement to RASMSO thru email			
TOTAL			6 days, 55 minutes	

FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	The Client may send feedback in two ways: 1) The Client accomplishes the CLIENT FEEDBACK FORM located at the lobby of each NMP building, and drop it off at the Suggestion box located at the Entrance of each building; and/or 2) email at nationalmuseumph@yahoo.com .
How feedbacks are processed?	Every fifth day of the issuing month, the Administrative Officer in-charge of the Suggestion box gathers the forms and records all feedback forms submitted. Feedback requiring answers are forwarded to the respective offices and they are required to answer within three (3) days upon receipt of the feedback.
How to file a complaint?	Approach the Security Officer on Duty for the Client Complaint form and drop it off at the designated drop box located at the Entrance of each building. The client may also send an email at nationalmuseumph@yahoo.com . For inquiries and follow-ups, clients may contact the NMP thru telephone no. 85276621.
How complaints are processed?	The Administrative Officer in-charge of the suggestion box gathers the complaint on the following day and forward the complaint to the respective office for explanation. The respective office shall provide an answer within 24 hours upon receipt of notice. The Administrative Officer in-charge shall forward the reply of the respective division with report to the head of the agency, and notifies the Client of the response.

Contact Information of CCB, PCC, ARTA	<p>The Clients may also contact the following hotline:</p> <p>8888- Presidential Complaints Center 0908-8816565- Civil Service Commission Contact Center ng Bayan</p> <p>84785093- Anti-Red Tape Authority</p>
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VI. LIST OF OFFICES

OFFICE	ADDRESS	Contact Information
National Museum of the Philippines Central Office	P. Burgos Street, Ermita, Manila 1000	(02) 85271215
Batanes Area Museum and Satellite Office (BAMSO)	Brgy. Itbud, Uyugan, Batanes	Mylene C. Ybay 09993897818 - Smart 0915 0486492 – Globe
Cagayan Valley Regional Museum and Satellite Office (CVRMSO)	Peñablanca Field Station, Callao Cave, Agguggaddan, Cagayan	Adan Soriano 09274235417 Globe 09291078917 Smart
Kabayan Burial Caves Site Museum & Satellite Office (KBCSMSO)	Sitio Kuay, Poblacion, Kabayan, Benguet a. Museum Building and Office (Poblacion, Kabayan) b. Timbac Mummy Rockshelter c. Tenongchol Mummy Rockshelter d. Bangao Mummy Rockshelter	Clarifel D. Abellera 0977 4074525 - Globe 0930 1943222 - Smart
Ilocos Regional Museum & Satellite Office (IRMSO)	P. Burgos St., Vigan City, Ilocos Sur a. Padre Burgos House b. Old Provincial Carcel c. Magsingal, Ilocos Sur (Temporarily closed)	Paolo Mar A. Chan 0917 5080108 - Globe
Cordillera Regional Museum & Satellite Office (CRMSO)	PVAO Compound, Sitio Linda, Poblacion, Kiangan, Ifugao	Mary Lydia Allaga 09568721928 - Globe
Angono-Binangonan Petroglyphs Site Museum & Satellite Office (ABPSMSO)	Brgy. Bilibiran, Binangonan, Rizal	Roden T. Santiago 0948 7999142 - Smart
Bicol Regional Museum & Satellite Office (BRMSO)	Cagsawa, Daraga, Albay	Rochelle Marbella Buen 0949 6074283 - Smart
Tabon Cave Area Museum & Satellite Office (TCAMSO)	Brgy. Alfonso XIII, Poblacion, Quezon, Palawan	Leonida A. Radam 0917 310 1173 - Globe 0921 763 3824 - Smart
Bohol Area Museum & Satellite Office (BAMSO)	C. P. G. Ave., corner Gov. Marapao Street, Old Capitol Site, Tagbilaran City, Bohol	Audrey Dawn Tomada 09258887200- Smart 09278814044 - Globe
Western Visayas Regional Museum and Satellite Office (WVRMSO)	Old Jaro Municipal Hall Benedicto St., Jaro, Iloilo City	Honey P. Beso 0917 3022552 - Globe
Marinduque-Romblon Area Museum and Satellite Office	Barangay Malusak, Boac, Marinduque	Michelle Marasigan 09481840318

Sulu Archipelago Area Museum & Satellite Office (SAAMSO)	Capitol Site, Jolo, Sulu	Langca T. Dahum 0917 7104083 - Globe
Western-Southern Mindanao Regional Museum & Satellite Office (WSMRMSO)	Fort Pilar, Zamboanga City	Maria Rosalinda K. Fernando 09353172929 - TM
Eastern-Northern Mindanao Regional Museum & Satellite Office (ENMRMSO)	Doongan, Butuan City	Lilita M. Concon 09104259294- Smart 09177983397- Globe