



NATIONAL MUSEUM

CITIZEN'S CHARTER

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Mandate and Functions of the National Museum

The National Museum, a Trust of the Government, 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 or unique to the cultural heritage of the Filipino people and the natural history of the Philippines.

It is mandated to establish, manage and develop museums comprising the National Museum Complex and the National Planetarium in Manila, as well as regional museums in key locations around the country. It manages and develops the national reference collections in the areas of cultural heritage (arts, anthropology and archaeology) and natural history (botany, zoology, and geology and paleontology), and carries out permanent research programs in biodiversity (flora and fauna), geological history, human origins, pre-historical and historical archaeology, maritime and underwater cultural heritage, ethnology, art history, and moveable and immovable cultural properties. Appreciation of the collections and research findings of the Museum, as well as technical and museological skills and knowledge, are disseminated through exhibitions, publications, educational, training, outreach, technical assistance and other public programs.

The National Museum also implements and serves as a regulatory and enforcement agency of the Government with respect to a series of cultural laws, and is responsible for various culturally significant properties, sites and reservations throughout the country. It is the lead agency in the official commemoration of Museums and Galleries Month, which is the month of October, every year.

Vision

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

Mission

The National Museum shall be a permanent institution in the service of the community and its development, accessible to the public, and not intended for profit. It shall obtain, keep, study and present material evidence of man and his environment.

The National Museum shall inform the general public about these activities for the purpose of study, education, and enjoyable and meaningful learning.

SERVICE PLEDGE

We, the officials and employees of the **National Museum**, guarantee the public of the following:

Make available the services of the different divisions from Mondays to Fridays, including Saturdays and Sundays in galleries as early as 7:30 a.m. and the latest at 5:00 p.m.;

Unveil the collections of cultural materials, object of arts, archaeological artifacts, ecofacts, relics and other materials embodying the cultural and natural heritage of the Filipino nation as well as those foreign origin through guided tours at the Museum of the Filipino People, National Art Gallery, Planetarium and the Regional Branch Museums;

See to it that you are attended to as soon as you enter the premises of our offices;

Entertain your concerns through our public assistance/complaints desk and take immediate corrective measures;

Uppdate information on our policies, programs, activities and services through our website (www.nationalmuseum.gov.ph);

Make sure that you are given utmost services with gracious courtesy.

YOU deserve the best, so these we pledge.

FEEDBACK AND REDRESS MECHANISM

In our desire to sustain and/or enhance our services, please allow us to gather information as to how we have been of service to you through any of the following:

1. Accomplishment of our Feedback Form automatically given to you as soon as you register at the security desk
2. Completion of the Client Rating Form to rate the National Museum personnel whom you had official transaction with
3. Forwarding your feedback through e-mail at directornatmuse@yahoo.com or fax at 527-12-09, 527-03-06

Information we receive will truly be appreciated and duly considered to be of public service.

Thank you very much.

FRONTLINE SERVICES

LIST OF FRONTLINE SERVICES

Type of Frontline Service	Fees	Forms	Processing Time	Person In Charge
A. Reservation for Museum Tours	No. of individuals/group A. less than 51 Adult P 150.00 Senior Citizen 120.00 Student 50.00 B. 51 and more Adult P 140.00 Student 40.00 Fifty percent (50%) down payment for entrance fees	Form for museum Visit Reservation Form	30 minutes	Staff-in-Charge (4th floor Museum Education Division, Old Legislative Bldg.)
B. Issuance of Permit to Photograph Specimens /Galleries for Educational Purposes	No fees for students using the photos for school reports For use in commercial undertakings, fees depend on the type and number of specimens to be photographed	Students: Application Form and Form No. G-0001	3 minutes	Staff-in-Charge (4th floor Museum Education Division, Old Legislative Bldg.)
		Commercial Entities: With letter request approved by the Director of the National Museum	5 minutes	Staff-in-Charge (4th floor Museum Education Division Old Legislative Bldg)
C. Reservation for Planetarium Sky Show	Student 30.00 Adult 50.00 Reservation must be made personally at least two (2) weeks before desired date.	Reservation Form Request Letter	30 minutes	Staff-in-Charge (Planetarium Bldg)

Concerned Divisions : Museum Education (MED) and Planetarium Divisions

Type of Frontline Service	Fees	Forms	Processing Time	Person In Charge
A. Identification of plants and animals		Request Form		
Taxonomic Category				
Order	Student P 20.00 Professionals 50.00 Institutions 100.00	Certification to be issued by concerned division	1 hour to 8 hours	To be approved by the Curator II or Division's Head or OIC' To be performed by assigned researchers
Family	Student P 40.00 Professionals 100.00 Institutions 150.00		1 hour to 8 hours	
Genus	Student P 60.00 Professionals 150.00 Institutions 200.00		1 hour to 8 hours	
Species	Student P 80.00 Professionals 200.00 Institutions 250.00		1 hour to 8 hours	
B. Identification of Anthropological and Archaeological Materials				
Anthropological	Student P 100.00 Professionals 150.00 Institutions 200.00		1 hour to 8 hours	
Archaeological	Student P 200.00 Professionals 300.00 Institutions 500.00		1 hour to 8 hours	
C. Identification and Analysis of Geological Materials				
Megascopeic Identification	Student P 30.00 Professionals 50.00 Institutions 200.00		One Week	
Petrographic Analysis	Student 0 Professionals P2,500.00 Institutions P2,500.00		One hour to one week	

Concerned Divisions: Botany, Zoology, Anthropology, Archaeology, Geology Divisions

Type of Frontline Service	Fees	Forms	Processing Time	Person In Charge
C. Assessment of Cultural Property or Museum Objects Conservation Assessment	P 5,000.00	Request Form	Depending on agreed schedule	To be approved by the Curator II or Division Head or OIC.
D. Access to museum collections	Students only in case of video documentation Graduate Students P 300.00 to P2,000.00 Professionals Institutions	Application to be covered by MOA	3 weeks before the photography	Curators II of the concerned division to be assisted by assigned technician or researcher
E. Designation of NM Research Associates	None	Application Form	1 month	To be recommended by the concerned division Curator II or the OIC of the Cultural Properties Division (CPD)
F. Deputization of Cultural Officer	None	Application Form	1 month	To be recommended by the concerned division Curator II or the OIC of the Cultural Properties Division (CPD)
G. Declaration of Cultural Property as National Cultural Treasure and Important Cultural Property	None	Certificates of Declaration after deliberation by the Panel of Experts	2 hours	Director IV in close coordination with the Curator II or the OIC of the CPD
H. Application Processing Fees				Licensing Section, CPD
a. Export Permit	P 50.00	Application Form	1 hour	
b. Permit to Explore / Survey / Excavate	50.00		1 hour	
c. Certificate to supervise Excavation	50.00		1 hour	
d. Certificate of Registration	50.00		8 hours	
e. License as Dealer	50.00		1 hour	
f. License as Agent	50.00		1 hour	
g. License as Exporter	50.00		1 hour	

Concerned Division : Chemistry and Conservation Laboratory (LAB), Cultural Properties Divisions (CPD)

Type of Frontline Service	Fees	Forms	Processing Time	Person In Charge
I. Registration of cultural property (movable cultural property)		Certificates with stamps	one day to one week	Registration Section of the CPD
a. Private collectors	20.00			
b. Dealers	20.00			
J. Registration of Immovable cultural property	1,000.00	Certificate of Registration	1 hour	Registration Section of the CPD
K. Issuance/ Renewal of Permits		Permit		Licensing Section of the CPD
a. Permit to Explore and Excavate				
1) Terrestrial	1,000.00		1 hour	
2) Underwater	10,000.00		1 hour	
b. Permit to Transport				
c. Permit to Export	10% of assessed value		1 hour	
L. Fee for Certificate of Authority to Supervise Exploration, Survey, Excavation	500.00	Certificate	1 hour	Licensing Section of the CPD
M. License Fee for		License	1 hour	Licensing Section of the CPD
a. Exporters	1,000.00			
b. Dealers	1,000.00			
c. Agents	500.00			
N. Issuance / renewal of licenses section surcharges for late renewal of licenses		License Certificates	1 hour	Licensing Section of the CPD
March	5% 50.00			
April	10% 100.00			
May	15% 150.00			
June	20% 200.00			
July	25% 250.00			
August	30% 300.00			
September	35% 350.00			
October	40% 400.00			
November	45% 450.00			
December	50% 500.00			

Concerned Division : Cultural Properties Division (CPD)

Type of Frontline Service	Fees	Forms	Processing Time	Person In Charge
O. Issuance of certificate of non-coverage		Certificate	1 hour	Licensing Section of the CPD
Q. Issuance of Authority to Explore and Excavate for NM Archaeologists	Gratuitous	Certificate	1 hour	
R. Issuance of Special Authority to explore and excavate for NMRA in Archaeology	Gratuitous	Certificate of Authority	1 hour	Curator II or OIC of the CPD in coordination With the Curator II of the Archaeology Div.
S. Fee for Memorandum of Agreement	1,000.00	Request MOA	2 days	Legal Officer
T. Technical Assistance a. Enhancement of exhibits at the museums b. Archaeological exploration and excavation c. Restoration and conservation work	Honorarium in accordance with the COA Rules and Regulations	Request to be covered by MOA	Depending on the nature of assistance	Curators II or OIC of concerned division
U. Performance Bond for Underwater Archaeology project in cash or manager's check	250.00	Certificate	1 hour	Licensing Section of the CPD
V. 18. Performance Bond for Underwater Archaeology Project (in cash or in MC)	250,000.00	MOA		Licensing Section of the CPD
W. Fees a. Filming MFP /NAG Planetarium Regional Museum b. Events MFP /NAG Planetarium Regional Museum	Exterior 50,000.00 Interior 100,000.00 Planetarium 20,000.00 Regional Museum 30,000.00 Exterior 30,000.00 Interior 80,000.00 Planetarium 20,000.00 Regional Museum 30,000.00	Order of Payment Form	1 hour	Planning Section together with Restoration and Engineering Division

Concerned Division: Cultural Properties Division (CPD)

IDENTIFICATION OF SPECIMENS

(Rocks, fossils, plants, animals, archaeological objects and ethnographic items)

Schedule of Availability of Service

9:00 am to 4:30 pm

Who may avail of the service

Students, Professionals and institutions

Requirements:

1. Letter of request
2. Application Form
3. Original, valid and photocopy of the Identification Card

How to avail of the service

1. Register with the information officer of the day and get priority service number
2. Go to the head or OIC of the concerned division
3. Go to the assigned researcher

End of the Transaction

ACCESS TO SYSTEMATIC COLLECTIONS AND DATA

Schedule of Availability of Service

9:00 am to 4:30 pm

Who may avail of the service

Students, Professionals and institutions

Requirements:

1. Requests directly to Division Heads
Access to museum collections and data
 - Division Head
 1. Requests from colleagues in the NM
 2. Undergraduate students
 3. General public not intended for publication
 - Director IV
 1. Graduate students
 2. Professionals
 3. Institutions
2. Requests to be approved by the Director IV
 - a. Formal letter addressed to Director IV
 - 1) Purpose of the research
 - 2) List of collections
 - 3) Kind of information needed
 - b. Fees if the data needed include photography of specimens

How to avail of the service (Number 1)

1. Register with the information officer of the day and get priority service number
2. Go to the head or OIC of the concerned division
3. Go to the assigned researcher
4. Gathering of data

End of the Transaction

How to avail of the service (Number 2)

1. Register with the information officer of the day and get priority service number
2. Go to the Director's Office
3. Go to the concerned division head
4. Go to the assigned researcher for the preparation of the MOA
5. After signing of the MOA, access to data and or photography of the specimens

End of the Transaction

DESIGNATION OF NM RESEARCH ASSOCIATES

Schedule of Availability of Service

9:00 am to 4:30 pm

Who may avail of the service

Professionals and members of the academe who are recommended by reputable institutions

Requirements:

1. Letter of endorsement
2. Application Forms
3. Bio-data
4. Recent publications

How to avail of the service

1. Register with the information officer of the day and get priority service number
2. Go to the Director's Office
3. Go to the concerned division head
4. Go to the Cultural Properties Division for the preparation of documents needed for the designation, such as MOA and appointment papers
5. After signing of the MOA, release of the appointment papers including the Identification cards

End of the Transaction

Designation of NM Research Associates

- Anthropologists / Ethnographers
- Archaeologists / Prehistorians
- Botanists
- Chemists
- Geologists
- Zoologists

DEPUTIZATION OF CULTURAL OFFICERS

Schedule of Availability of Service

9:00 am to 4:30 pm

Who may avail of the service

Students, Professionals and institutions

Requirements:

In order to assist the Cultural Properties Division of the National Museum (NM) in the implementation of various laws on the protection and preservation of Philippine cultural property, the NM delegates certain authority to qualified individuals who are willing and able to protect and preserve the cultural heritage of the nation provided the following qualifications are met:

1. Must be of good moral character;
2. Must be able to read and write;
3. Must be a respectable citizen in his/her locality;
4. Has demonstrated by word and deed, concern and commitment for tangible and intangible culture; and
5. Must be a Filipino citizen.

The procedure shall involve the following:

1. Reputable individual or institution may nominate an individual who has the qualifications mentioned above by sending a formal letter of nomination to the Director IV of the National Museum.
2. The NM shall give the nominee the application form and shall be asked to submit the accomplished application form with two ID photos together with the following documents:
 - a. Bio-data
 - b. NBI Clearance
 - c. Barangay Clearance
 - d. One page essay manifesting agreement to deputization, and what he / she expects to accomplish as a heritage conservation advocate.
3. Team of evaluators shall be created to evaluate nominees, composed of the following:

Chairman-	Director III
Members-	CPD Curator II or OIC
-	Chief of Division (Natural History and Physical Sciences cluster)
-	Chief of Division (Arts and Social Sciences cluster)
4. Recommendation shall be forwarded to the Director IV for approval / disapproval.

5. A Certificate of Deputization and Identification Card (I.D.) shall be issued by the CPD's Administrative Section. The certificate shall be in a contract form stipulating the duties and responsibilities.

The NM Deputy Officer Identification Card must have a dry seal and counter signed by Director III. The official ID is shown below.

DECLARATION OF CULTURAL PROPERTIES

Schedule of Availability of Service

9:00 am to 4:30 pm

Who may avail of the service

Requests from students, professionals and institutions

Pursuant to Section 6 of the Cultural Properties Preservation and Protection Act (Republic Act 4846 as amended by Presidential Decree 374), Presidential Decree 260 and Republic Act 8492, the following guidelines are adopted in declaring cultural property as National Cultural Treasure and Important Cultural Property:

1. Cultural Property refers to all forms of human creativity and natural associations including such as natural history specimens and sites, with historical, cultural, artistic, and/ or scientific significance, which may be owned publicly or privately;
2. Cultural Property shall include the intangible and tangible; and movable and immovable cultural heritage;
3. The National Museum through its Cultural Properties Division (CPD) shall identify cultural property that are potential National Cultural Treasure (NCT) and Important Cultural Property (ICP);
4. Owners of cultural property or other individuals, organizations and institutions may request the National Museum to declare cultural property as NCT or ICP;
5. The CPD shall conduct an initial and/ or ocular assessment and evaluation of cultural property using the following criteria:
 - a. Represents a masterpiece of Filipino creativity ;
 - b. Bears a unique or at least exceptional testimony to Philippine cultural tradition (extinct or extant);
 - c. Is an outstanding or highly exceptional example of type of building , architectural or technological ensemble or landscape which illustrates significant stages in Philippine history;
 - d. Is an outstanding or highly exceptional example of traditional human settlement which is representative of a culture or human interaction with the environment;
 - e. Is associated with events or living traditions with ideas, or with beliefs, with artistic and literary works of outstanding or highly exceptional significance;
 - f. Contains superlative natural phenomenon or areas of exceptional natural beauty and aesthetic importance;

- g. Is an outstanding or highly exceptional example representing major stages of Philippine geological history or events;
 - h. Is an outstanding or highly exceptional example representing significant ecological and biological processes;
 - i. Contains the most important and significant natural habitat for in-situ conservation of biological diversity;
 - j. Are plants and animals that are classified as Type, Endangered and/or Irreplaceable Specimens.
6. If the cultural property meets one or more of the criteria mentioned above, the owner(s) thereof shall be required to provide the NM with pertinent data as to their source, date of acquisition and other matters relative thereto;
7. The Director, after having a compilation of potential NCTs and ICPs, shall create and convene, as often as the need arises, a panel of experts to evaluate and designate the proper classification of those cultural property;
8. The Panel of Experts is a body composed of at least three competent men or women in the specialized fields of anthropology, natural sciences, history and archives, fine arts, philately and numismatics, or shrines and monuments, duly designated by the Director to evaluate and designate NCTs and ICPs or to declassify the same as the need arises;
9. The panel shall issue a resolution regarding the declaration; the Director IV affirms or negates the resolution
10. Fifteen (15) days prior to the meeting of the panel of experts an invitation shall be sent to the owner to attend in the deliberation and to be given a chance to be heard; failure on the part of the owner to attend the deliberation shall not bar the panel from rendering its decision;
11. The Declaration which shall be given by the panel duly affirmed by the Director IV within a week after its deliberation shall become final and binding thirty (30) days from the date of the declaration. Within thirty days from the date of the declaration, a written motion for reconsideration may be filed by the owner thereof and if the same is denied by the panel, it may be further appealed to the Chairman of the NM Board of Trustees with two experts as members or the Chairman of the National Commission for Culture and the Arts. Their decision shall be final and binding;
12. The time during which motion for reconsideration or appeal has been pending shall stay the period of the finality of the judgment;

13. Procedure for declassification of delisting of NCTs and ICPs shall be made in accordance with the preceding provisions;
14. The NCTs shall not change ownership, except by inheritance or by sale duly approved by the Director; Provided however, that it may not be taken out of the country for reasons of inheritance or sale;

15. The NCTs may be taken out of the country only with the written permit from the Director IV and only for the purposes of exchange programs including exhibitions under a properly executed documentation or for scientific scrutiny but shall be returned immediately after such exhibition and study; Provided, however, that necessary safeguards have been duly complied with, as required by the Director IV.

PERMIT TO TRANSPORT CULTURAL PROPERTIES

Schedule of Availability of Service

9:00 am to 4:30 pm

Who may avail of the service

Dealers, Agents, museum workers, professionals and institutions

The National Museum, under existing laws and regulations, is tasked to preserve and protect Philippine cultural property including but not limited to archaeological sites and the artifacts and ecofacts found therein. Archaeological sites whether, in government or private property, have been disturbed by commercially minded diggers and collectors, destroying part of the Philippine Prehistoric and Early Historic Periods.

Hence, there is a need for stricter regulation of the movement of archaeological materials in the Philippines. Therefore, a Permit to Transport shall be issued to an individual or an institution provided that all the following requirements are followed:

1. A letter of request to transport archaeological materials citing the reason(s) the request is made shall be submitted to the Director of the National Museum;
2. The request shall be provided with the list of archaeological materials and photographs;
3. If the materials were purchased, an official receipt and a sworn affidavit of ownership shall be submitted to the NM;
4. If the materials were retrieved from an archaeological site, a copy of prior and pertinent Permit to Excavate or Explore must be submitted.

The Permit and Licensing Section of the Cultural Properties Division (CPD) shall prepare the Permit to Transport to be approved by the Director IV or his / her duly designated representative only when and after the above have been satisfied. After signing, the aforementioned document shall be turned-over to the Records Section of the Administrative Division for its release. The Records Section shall provide copies of the permit to the CPD and the Archaeology Division.

A copy of the permit shall be also submitted to the concerned municipality or city for conformity.

GRATUITOUS PERMIT TO CONDUCT ARCHAEOLOGICAL EXCAVATION

Schedule of Availability of Service

9:00 am to 4:30 pm

Who may avail of the service

NM Research Associate in Archaeology

Requirements:

1. Letter of intent to conduct archaeological excavation;
2. Detailed archaeological report on the results of the exploratory studies on the area covered by the archaeological permit to explore;
3. Technical proposal for archaeological excavation of the area applied for;
4. Prior clearance from the owner of the property in case of private land;

It is understood that the archaeological activity, both in the exploratory and excavation stage must be monitored and/or supervised by National Museum authorized personnel.

GUIDELINES, PROCEDURE AND REQUIREMENT FOR PERMIT TO CONDUCT UNDERWATER ARCHAEOLOGICAL EXPLORATION

Schedule of Availability of Service

9:00 am to 4:30 pm

Who may avail of the service

Authorized individuals or institutions by the NMP

Requirements:

1. Letter of intent to conduct underwater exploration from the proponent address to the Director IV stating among others, the following:

Brief profile of the proponent or foundation;
Specific location of the area applied for. However for purposes of confidentiality exact coordination of the area being applied for is not necessary;

2. Proponents intent shall be evaluated based on the following:

Juridical personality or individual capacity to conduct business;
Previous activities with the National Museum;
Whether or not the proponent is not black listed;
Whether or not the site proposed to be explored has already been applied for by other applicants;
Whether or not the proponent has already been issued a permit;

3. Letter of Instruction shall be forwarded informing the proponent of the following pre-qualification requirements to be submitted to the Chief of the Cultural Properties Division:

Company profile;
Authentic copy of certificate of Registration from the Security and Exchange Commission including its by-laws;
Detailed profile of the financial capacity to undertake the project;
List of personnel including their respective resume;

In case of foreign personnel, working permit from Bureau of Immigration and Deportation;

Resident Secretary (copy of resolution authorizing the said secretary to legally represent the proponent in their undertaking);

List of available equipment to be used in the undertaking;
Technical and Administrative proposal (Proposed schedule of work);

4. In case the NM denied the proponent application, a formal notice shall be forwarded to the applicant; stating the reason.

An appeal can be made within fifteen (15) days upon receipt of the said formal notice;

5. All documents shall be evaluated and reviewed by the Cultural Properties Division and the Archaeology Division;
6. A formal recommendation shall be forwarded to the Director IV and/or Asst. Director for approval;
7. After approval, a notice of acceptance shall be forwarded to the proponent-approving his application and informing him of the following requirements and / or fees:
 1. Application for Exploration Permit (P50.00)
 2. Application for Permit to Survey (P50.00)
 3. Permit to Explore (P10,000.00)
 4. Authority to Supervise (P500.00)
 5. Performance bond either in cashier's check, manager's check or cash (P250,000.00)
 6. Fees for MOA (P1,000.00)
8. Upon complying with the requirements mentioned above, a Memorandum of Agreement including Permit to Undertake Archaeological Exploration shall be prepared and signed;
9. The Releasing Unit of the Cultural Properties Division shall be responsible in releasing the permit and necessary documents;
10. It is understood that all other permits required by other government or local entity in relation to this activity, shall be the responsibility of the proponent.

PERMIT TO CONDUCT ARCHAEOLOGICAL EXCAVATION (LAND)

Schedule of Availability of Service

9:00 am to 4:30 pm

Who may avail of the service

Authorized individuals or institutions by the NMP

Requirements

1. Letter of intent to conduct archaeological excavation;
2. Detailed archaeological report on the results on the exploratory studies on the area covered by the Permit to Explore;
3. Technical proposal for archaeological excavation on the are applied for;
4. Written clearance from the owner of the property;
5. Upon submission of documents, these shall be evaluated by both the Archaeology and Cultural Properties Division;

GRATUITOUS PERMIT TO EXPORT ARTWORKS

Schedule of Availability of Service

9:00 am to 4:30 pm

Who may avail of the service

Authorized individuals or institutions by the NMP

Requirements:

- A. All artworks, more than a hundred year old, owned by private collector and/or institution, intended to be brought out of the Philippines, solely and exclusively for exhibition, may be issued a gratuitous permit to export provided the following requisites are followed:
 1. A letter request specifying, the artworks to be brought out, the place of exhibit, the duration of exhibit and any other information which is vital to the issuance of the permit;
 2. Together with the letter request, supporting documents shall also be submitted;
 - 2.a. Certificate from the administrator, curator or owner of the establishment (museum, trade fair, etc...) where the exhibit is to be held certifying that the artworks to be exported shall be used solely and exclusively for exhibition; It shall also be stated in the certificate the extent or duration of exhibition;
 - 2.b. An affidavit of undertaking from the applicant that the artwork to be exhibited shall be returned immediately to the Philippines after the exhibition;
 - 2.c. Affidavit of Ownership;
 - 2.d. Colored photograph of the said artwork (3"x5");
 - 2.e. Certificate of Registration of Artifacts;
 - 2.f. Performance Bond in the form of Surety Bond, cash manager's check amounting to Fifty Thousand Pesos (P50,000.00) or 20% of the total amount of the item to be exported;
 3. Approval of the Director, upon proper recommendation of the Chief or OIC of the Cultural Properties Division;
 4. Upon the return of the artwork in the Philippines, the applicant shall immediately notify the National Museum for proper inspection;

5. In case the duration of exhibit is extended, proper notice should be made by the applicant to the National Museum;
 6. All artwork covered by the gratuitous permit which were not returned to the Philippines shall be considered illegally brought out of the country;
 7. Upon compliance with the necessary requirement stated in condition nos. 1, 2 & 3 of the guidelines, the Licensing and Permit Section of the Cultural Properties Division shall process the issuance of the said gratuitous permit;
 8. Order of payment shall be made in the amount of Fifty Pesos (P50.00) as processing fee.
- B. All artworks, more than a hundred year old, owned by government institution intended to be brought out of the Philippines solely and exclusively for exhibition purposes may be issued a gratuitous permit to export provided the following requirements are followed:
1. Letter request from the government institution, stating the artwork to be brought out, the place of exhibit, the duration of exhibit and any other information which is vital to the issuance of permit;
 2. Together with the letter request, a certificate from the administrator, curator or owner of the establishment (Museum, trade fair, etc...) where the exhibit is to be held, certifying that the artwork is intended solely and exclusively for exhibition. The certificate shall also state the duration of exhibit;
 3. Approval of the Director, upon the recommendation of the Chief or OIC of the Cultural Properties Division;
 4. Payment of Fifty Pesos (P50.00) for processing fee;
 5. Processing of necessary permit shall be conducted by the Cultural Properties Division personnel;
 6. In case the exhibition is extended, formal notice shall immediately be made by the applicant;
- C. National Museum collection including natural history specimens intended to be exhibited abroad or intended for scientific studies, must have prior authority and approval from the Head of the Agency before issuance of any Permit to Export.

PERMIT TO CONDUCT LAND ARCHAEOLOGICAL EXPLORATION

Schedule of Availability of Service

9:00 am to 4:30 pm

Who may avail of the service

Authorized individuals or institutions by the NMP

Requirements:

1. Any private individual or entity whose expertise was hired to provide archaeological work or studies shall acquire the necessary archaeological permits. The following requirements and procedure must be submitted and complied with;
 - a. Letter – request addressed to the Director of the National Museum indicating intention including detailed information relative to the request;
 - b. Resume, in case of an individual, with supporting documents or company profile, in case of an institution, with supporting documents;
 - c. Favorable recommendation from KAPI, however, said requirement does not preclude the NM to issue without said recommendation;
 - d. A copy of technical proposal submitted to the principal;
2. After proper compliance by the proponent, notice of approval shall be issued by the National Museum, approving the request and stating the fees to be paid by the former. However, in case of disapproval due to justifiable grounds, a corresponding notice of disapproval shall be issue citing reason of said disapproval. Within seven (7) days from receipt of the said disapproval, the proponent may file a request for reconsideration. After which the decision shall be final;
3. Simultaneously with the approval of the said request, Application of Permit to Conduct Archaeological Exploration / Excavation, Order of Payment and other documents shall be prepared by the Licensing and Permit Section of the CPD;
4. After payments have been made and documents have been prepared, Permit to Conduct Archaeological Exploration and Excavation shall be prepared, signed and released.
5. Final Report in triplicate copy must be submitted to the National Museum;

REGISTRATION OF CULTURAL PROPERTIES

Schedule of Availability of Service

9:00 am to 4:30 pm

Who may avail of the service

Dealers, agents and collectors

Requirements:

(FOR PRIVATE COLLECTORS)

A. Cultural Properties That Do Not Require Outside Inspection

If items to be registered are less than 20 pieces or can be transported without any difficulty by reason of its size, volume or weight, such cultural items shall be brought to the Museum for registration.

The procedure in the registration of these items follows:

1. A formal letter of request addressed to the Director of the National Museum;
2. Formal requests shall be approved by the Director who shall then endorse the said request to the Head of the Cultural Properties Division (CPD) for appropriate action;
3. The Head of the Division shall forward the request to the CPD Registration Section;
4. The Head of the Registration Section or any of its officers shall coordinate with the collector for scheduling and other information and requirements needed by the Museum;
5. The Coordinator (personnel from the Registration Section) shall inform the collector of the following requirements:
 - 5.1. Colored photograph of each item subject (3"x5");
 - 5.2. Deed of Sale or a photocopy of Registration from the National Museum of previous owner if acquired from private person or sales invoice (approved by the BIR) if the cultural properties were bought from licensed dealers;
 - 5.3. Affidavit of Ownership of items to be registered stating how these items were acquired in the absence of a Deed of Sale;

6. The requesting collector or applicant shall sign the Application Form for Registration of Cultural Artifacts;
7. After proper inspection, verification and providing a technical description of each and every cultural item applied for registration, the National Museum stamps shall then be affixed on the respective cultural items;
8. An Order of Payment shall be prepared and signed by the Assessing Officer. The Head of the Registration Section shall then affix his initials endorsing the same to the Head of the Division attesting that all documents required for registration of cultural items are in order;
9. The Order of Payment shall be signed by the Head of the Division / Officer in Charge, and then forwarded to the requesting party or collector. The collector or his representative shall countersign on the space provided indicating conformity to the amount to be paid;
10. The Order of Payment shall be handed to the collector or his duly authorized representative who shall then pay the respective amount at the NM Cashier's Office;
11. The Order of Payment with attached Official Receipt issued by the Cashier's Office shall be returned to the Registration Section of the Cultural Properties Division;
12. Simultaneous with the processing of payment, the Head of the Registration Section shall prepare or process the Certificate of Registration. The Certificate shall be signed by the following CPD personnel:
 - 12.1 Registering Officer (Registration Section)- manifesting that the cultural artifacts have been inspected and evaluated;
 - 12.2 Initialed by the Officer In Charge or Curator II of the Cultural Properties Division manifesting that all documents are in order;
 - 12.3 Approval by the Director manifesting that the Certificate of Registration was processed and issued in accordance with the procedure stated above;

Original copy of the Certificate of Registration together with the respective Official Receipt shall be issued to the Collector while second copy shall be filed at CPD Record Section and the remaining copy shall be forwarded to Records Section (Central File) of the National Museum.

B. Cultural Properties Requiring Inspection Outside the NM

If the items to be registered are twenty (20) pieces or more and/or risk or difficulty in transporting the cultural items by reason of size, volume or weight, will be encountered such items can be registered at the office or residence of the collector.

The procedure in the Registration of these items follows:

1. A formal letter request addressed to the Director of the Museum;
2. Formal requests shall be approved by the Director who shall then endorse the said request to the Head of the Cultural Properties Division (CPD) for appropriate action;
3. The Head of the Division shall then forward the approved request to the CPD Registration Section;
4. The Head of the Registration Section or any of its officers shall coordinate with the collector for scheduling and other pertinent information and requirements needed by the Museum;
5. The Coordinator (personnel from the Registration Section) shall inform the collector of the following requirements:
 - 5.1. exact number of items applied for registration;
 - 5.2. colored photograph of each item subject (3"x5");
 - 5.3. Deed of Sale or a photocopy of Registration from the National Museum of previous owner if acquired from private person, or corresponding sales invoice (approved by the BIR) if the cultural properties were bought from licensed dealers;
 - 5.4. Affidavit of Ownership of items to be registered stating how these items were acquired in the absence of Deed of Sale;
 - 5.5. Cultural items in the home of private collectors shall be so arranged that National Museum personnel assigned to register/inspect such items can work properly within a minimum time;
 - 5.6. The requesting party or the collector is requested to provide food, transportation and if necessary, accommodation for the Museum personnel from and back to the National Museum;
 - 5.7. Handy men should be provided to lift big and / or heavy objects such as jars, porcelain and the like for the National Museum personnel to inspect;

6. The requesting collector or applicant shall sign an Application Form for Registration of Cultural Artifacts;
7. After proper inspection, verification and providing a technical description of each and every cultural item applied for registration, the National Museum stamps shall then be affixed on the respective cultural items;
8. The Order of Payment shall be prepared and signed by the Assessing Officer or the Researcher of the said Section. The Head of the Registration Section shall then affix his initial endorsing the same to the Head of the Division attesting that all documents required for registration of cultural items are in order;
9. The Order of Payment shall then be signed by the Head of the Division or Officer In Charge and then forwarded to the requesting party or collector. The collector or his representative shall sign the document indicating conformity to the amount to be paid;
10. Order of Payment shall then be handed to the collector or his duly authorized representative who shall then pay the respective amount at the NM Cashier's Office;
11. Order of Payment with attached Official Receipt issued by the Cashier's Office shall be returned to the Registration Section of the Cultural Properties Division;
12. Simultaneous with the processing of the Order of payment, the Head of the Registration Section shall prepare or process the Certificate of Registration;

The following CPD personnel shall sign the Certificate:

1. Registering Officer (Registration Section)- manifesting that they have inspected and evaluated the cultural artifacts;
2. Initialed by the Officer In Charge or Curator II of the Cultural Properties Division manifesting that all documents are in order;
3. Approval by the Director manifesting that the Certificate of Registration was processed and issued in accordance with the procedure stated above;

Original copy of the Certificate of Registration with Official Receipt shall be released to the Collector while second copy shall be filed at CPD Record Section and the remaining copy shall be forwarded to Records Section (Central File) of the National Museum.

REGISTRATION OF CULTURAL PROPERTIES (FOR DEALERS)

A. Cultural Properties that do not require Inspection Outside the NM

If the items are less than 20 pieces or can be transported without any risk or difficulty by reason of size, volume or weight, such cultural items shall be brought to the Museum for registration.

The procedure in Registration of these items follows:

1. A formal letter request addressed to the Director or the Head of CPD of the National Museum;
2. Verification of the applicant's license to deal on cultural artifacts. Registration shall be denied in case of absence or expiry thereof;
3. After verification that the applicant or dealer has the proper license, the Head of the CPD shall forward the request to the CPD Registration Section;
4. The Head of the Registration Section or any of its officers shall assess and evaluate the cultural items brought by the dealer for registration;
5. In the meantime, Order of Payment shall be prepared and signed by the Assessing Officer and initialed by the Head of the CPD Registration Section;
6. The Order of Payment shall be countersigned by the Dealer or applicant which shall be forwarded to the Head of the Division for its signature;
7. The dealer or his authorized representative shall pay the necessary amount at the NM Cashier's Office. The order of payment including the official receipt shall then be returned to CPD;
8. After proper inspection, verification and providing a technical description of each and every cultural item applied for registration, the National Museum stamps shall be affixed to the respective cultural items;
9. After proper payment by the dealer or his authorized representative and after evaluation and providing the technical description of the cultural artifact applied for registration, the Head of the Registration Section shall prepare or process the Certificate of Registration. The Certificate shall be signed by the following CPD personnel:
 1. Registering Officer (Registration Section)- manifesting that the cultural artifacts have been inspected and evaluated;

2. Initialed by the Officer In Charge or Curator II of the Cultural Properties Division manifesting that all documents are in order;
3. Approval by the Director manifesting that the Certificate of Registration was processed and issued in accordance with the procedure stated above;

Original copy of the Certificate of Registration together with the respective Official Receipt shall be issued to the Collector while second copy shall be filed at CPD Record and the remaining copy shall be forwarded to Records Section (Central File) of the National Museum.

B. Cultural Properties Requiring Inspection Outside the NM

1. Letter request addressed to the Director or Head of the Cultural Properties Division;
2. Verification of the applicant's license to deal on cultural artifacts. Registration shall be denied in case of absence or expiry thereof;
3. After verification that the applicant or dealer has the proper license, the Head of the CPD shall forward the request to the CPD Registration Section;
4. The Head of the Registration Section or any of its officer shall coordinate with the dealer for schedules, requirements and other information needed by the Museum;
5. The Coordinator (personnel from the Registration Section) shall inform the dealer of the following requirements:
 - 5.1. Exact number of items applied for registration;
 - 5.2. Cultural items in the dealer's store shall be arranged so that National Museum personnel assigned to register/inspect such items can work properly within a minimum time;
 - 5.3. The Dealer is requested to provide food, per diem, transportation and if necessary, accommodation to Museum personnel from and back to the National Museum;
 - 5.4. Handy men should be provided to lift big and / or heavy objects such as jars, porcelain and the like for the National Museum personnel to inspect;
6. After proper inspection, verification and providing a technical description of each and every cultural item applied for registration, the National Museum stamps shall then be affixed to the respective cultural items;

7. An Order of Payment shall be prepared and signed by the Assessing Officer. The Head of the Registration Section shall then affix his initials endorsing the same to the Head of the Division attesting that all documents for registration of cultural items are in order;
8. The Order of Payment shall be signed by the Head of the Division or Officer In Charge and then forwarded to the requesting party or collector. The dealer or his representative shall countersign on the space provided indicating conformity to the amount to be paid;
9. The Order of Payment shall be handed to the dealer or his duly authorized representative who shall then pay the respective amount at the NM Cashier's Office;
10. The Order of Payment with attached Official Receipt issued by the Cashier's Office shall be returned to the Registration Section of the Cultural Properties Division;
11. Simultaneous with the processing of payment, the Head of the Registration Section shall prepare or process the Certificate of Registration. The following CPD personnel shall sign the Certificate:
 - 11.1 Registering Officer (Registration Section)- manifesting that the cultural artifacts have been inspected and evaluated;
 - 11.2 Initialed by the Officer In Charge or Curator II of the Cultural Properties Division manifesting that all documents are in order;
 - 11.3 Approval by the Director manifesting that the Certificate of Registration was processed and issued in accordance with the procedure stated above;

Original copy of the Certificate of Registration with Official Receipt shall be released to the Dealer while second copy shall be filed at CPD Record Section and the remaining copy shall be forwarded to Records Section (Central File) of the National Museum.

PERMIT TO EXPORT CULTURAL PROPERTIES

Schedule of Availability of Service

9:00 am to 4:30 pm

Who may avail of the service

Dealers, agents and collectors

Requirements:

1. The item/s intended for export should be brought to the National Museum for inspection and appraisal. Items in boxes or in crates should not be sealed without prior inspection and/or appraisal;
2. Together with the cultural items to be exported, the following documents must be submitted to the NM at least three (3) days before departure;
 - 2.1. Photocopy/ies of sales invoices the numbers of which are in the authorized statement for printing invoices that are approved by the BIR and which were submitted to the National Museum by the dealers/exporters of cultural properties duly licensed by the National Museum;
 - 2.2. Notarized Certificate of Ownership (affidavit) of the items to be exported stating how these items were acquired in the absence of sales invoices; or
 - 2.3. Certificate of Registration of the cultural properties to be exported duly prepared by authorized personnel of the CPD and approved and signed by the Director of the National Museum;
 - 2.4. Colored photograph of each item to be exported or a digital picture thru compact disc and hard copy;
 - 2.5. Complete address of the addressee should be submitted together with other papers. The National Museum reserves the right to deny issuance of an export permit to an exportee with an incomplete address.
3. After complying with the above requirements, and after proper verification by the personnel of the Licensing and Permit Section, CPD, the applicant shall sign the Application Form which shall be countersigned by the Head of the Licenses and Permit Section, and noted by the Head of the Division;
4. Order of Payment shall be prepared and signed by the Assessing personnel of the Licenses and Permit Section and noted by the Head of the Division and countersigned by the applicant confirming the amount assessed by the CPD assessing personnel. Basis of payment shall be 10% of the acquired value manifested in the official receipt or five hundred pesos (P500.00) whichever is higher plus fifty pesos (P50.00) for application fee;

5. Issuance of Order of Payment to the applicant who shall then directly pay the amount at the National Museum Cashier's Office;
6. Order of Payment with attached Official Receipt issued by the Cashier's Office shall be returned to the Licensing and Permit Section, CPD;
7. Simultaneous with the processing of the Order of Payment, the Permit to Export cultural property shall be prepared;

The Certificate (Permit to Export) shall be signed by the following CPD personnel:

7.1 CPD personnel who prepares the permit;

7.2 Head of the Division or the Officer-in-Charge shall affix his initials manifesting that all documents are in order;

8. The Director of the National Museum approving the said permit.

7.3 It must be expressly stated in the export permit to be issued that the National Museum does not object to any additional requirements demanded by any other concern government agencies.

GUIDELINES FOR ISSUANCE OF CERTIFICATE OF NON-COVERAGE (P.D.374)

Schedule of Availability of Service

9:00 am to 4:30 pm

Who may avail of the service

Dealers, agents and collectors

Requirements:

1. All items shall be brought to the Licensing and Permit Section, Cultural Properties Division for inspection;
2. In case the item cannot be brought to the National Museum, a formal request must be forwarded to this office by the applicant requesting for an inspection of items to be exported. It is understood that the Museum personnel who will inspect the item shall be fetched and be brought back to the National Museum.
3. Upon inspection and/or assessment, a certificate of non-coverage shall be issued in case the item is not covered by P.D. 374;

As a general rule ,items which are less than 100 years old are not covered by P.D. 374 (except art works crafted by National Artist)

4. It is understood that National Museum shall only issue certificate for items which are within its line of expertise. Therefore, coins musical instrument, watches, guns and etc. are not covered by this certificate;
5. Upon inspection and verification of item/items, a formal recommendation shall be made by the Licensing and Permit Section, that the item is not covered by P.D. 374;
6. Simultaneously, a certificate of non coverage shall be prepared including the order of Payments which shall be based on the following:
 - a. P 250.00 – certificate
 - b. P 10.00 – filing fees
7. Payments shall be made directly to the cashier office by the applicant;
8. Upon presentation of official receipt, the certificate of non-coverage shall be issued and released by the releasing unit of CPD.
9. It is understood that the travel of Museum personnel who will inspect the item shall be handled by the applicant.

LICENSING OF DEALERS

Schedule of Availability of Service

9:00 am to 4:30 pm

Who may avail of the service

Dealers, agents and collectors

Requirements:

Sale of cultural and archaeological properties is registered. As as such, no entity shall engage in business of antiquity without the necessary license or permit to deal issued by this office;

I. The following documents to be submitted by New Applicants:

1. Letter of intent;
2. Mayor's Permit
3. Certificate of Registration with the Department of Trade and Industry and SEC;
4. List of present stock inventory to be duly inspected and registered by NM personnel;
5. Names of authorized agent/s including their respective bio-data/s;

Upon compliance by the dealer and after further evaluation by the office and found the documents submitted complete or regular, letter of understanding, application form and order of payment shall be accomplished and signed by the applicant.

After payment, license shall be prepared, processed and release to the applicant by the CPD;

II. The following documents to be submitted for renewal of permit to deal:

1. Mayor's Permit
2. List of present stock
3. Latest list of authorized agent/s.

If the documents submitted are in order, renewal of understanding and commitment including the application form and order of payment shall be accomplished and signed by the applicant.

The following amount shall be paid

License fee for dealers	1,000.00
License fee for agents	500.00

Surcharges for late renewal of licenses

March	5%	of	P 1,000.00	P 50.00
April	10%	of	1,000.00	100.00
May	15%	of	1,000.00	150.00
June	20%	of	1,000.00	200.00
July	25%	of	1,000.00	250.00
August	30%	of	1,000.00	300.00
September	35%	of	1,000.00	350.00
October	40%	of	1,000.00	400.00
November	45%	of	1,000.00	450.00
December	50%	of	1,000.00	500.00

After payment, license shall be prepared, processed and released to the applicant.

PERMIT TO CONDUCT UNDERWATER ARCHAEOLOGICAL EXCAVATION

Schedule of Availability of Service

9:00 am to 4:30 pm

Who may avail of the service

Dealers, agents and collectors

Requirements

A permit to conduct underwater archaeological excavation shall be issued after the following requirements have been complied with:

1. An extensive exploration activity have been conducted by the proponent as verified by the National Museum. The underwater archaeological exploration must be in accordance with the Memorandum of Agreement and the implementing rules and regulations acted by the National Museum.
2. A letter request must be submitted by the proponent to the Director of the National Museum requesting issuance of permit to conduct underwater archaeological excavation together with the following documents:
 - a. Detailed Technical Report of the Exploration activities
 - b. Technical and administrative and other necessary proposal for the implementation of the underwater archaeological excavation. Related schedule of work and GANTT Chart, must be included in the proposal;
 - c. Complete list of equipment to be used and list of equipment available;
 - d. List of complete personnel which will be involved in the activities which shall include their respective resume. In case of foreign personnel, a certified true copy of the working permit from the Bureau of Immigration and Deportation must also provided;
 - e. Proof of financial capability to undertake this project; (Certificate of Bank Deposit or Financial Declaration)
 - f. All documents to be submitted must be sealed and signed by the President or the duly authorized representative of the Foundation;
3. After proper evaluation have been made, notice of Acceptance shall be forwarded to the proponent formally instructing the same to pay the necessary fees. However, in case the request is denied, a formal notice shall also be

forwarded to the proponent. An appeal can be made within 15 days upon receipt of the said formal notice;

4. Upon compliance with necessary payment, a Memorandum of Agreement to conduct archaeological excavation shall be prepared and signed;
5. Release of Permit from Cultural Properties Division.

RENEWAL OF PERMIT TO CONDUCT UNDERWATER ARCHAEOLOGICAL EXPLORATION / EXCAVATION

1. Letter of intent to renew the permit to conduct underwater archaeological exploration with supporting documents:

Progress and technical report of the proponent;

Proposed schedule of work for the duration of permit requested; (GANTT Chart);

National Museum Technical Report;

Update on the List of Personnel involved in the project both on the Administrative and Technical aspects;

List of equipment to be used;

Proof of financial capability to continue with the project.

2. After evaluation, Notice of Acceptance shall be forwarded to the proponent, formally instructing the same to pay the necessary fees. However, in case the request is denied, a formal notice shall be forwarded to the proponent. An appeal can be made within 15 days upon receipt of the said formal notice.
3. No renewal shall be made, if there is/are evidences of breach of contract or violation of the implementing rules and regulations. Any unnecessary delay as exclusively determined by the National Museum shall be considered a violation.

RESERVATION FOR MUSEUM TOURS

Schedule of Availability of Service

Monday - Friday

8:00 A.M – 12 noon

1:00 P.M. – 5:00 P.M.

Who may avail of the service

Individuals authorized by schools, companies, and other organizations who are interested to bring groups for a visit to the National Museum exhibitions, whether requiring museum guides or not.

Fees:

Fifty percent (50%) down payment for entrance fees as computed from below:

No. of Individuals / Group	NAG + MFP
A. less than 51	
Adult	P 150.00
Senior Citizen	120.00
Students	50.00
B. 51 and more	
Adult	P 120.00
Students	40.00

This transaction can normally be completed in thirty minutes.

How to Avail of the Service

Step	Client	MED Activity	Duration of Activity	Person-in-Charge
1	Proceed to MED's office (4 th floor) to secure form for museum visit.	Provide the client with information / guidelines for museum tour.	10 minutes	Staff-in-Charge
2	Inform staff of planned date and time of visit.	Checks availability of the dates and time and advice client if ok or will need to change original plan	3 minutes	Staff-in-Charge
3	Fill up 2 copies of form and submit to staff.	Review submitted form	2 minutes	Staff-in-Charge
4	Proceed to Cashier (Ground Floor).	Accompany client to cashier	5 minutes	Staff-in-Charge
5	Pay fees to the Cashier (Ground Floor).	Leave original form to Cashier, file the duplicate to MED for reference	3 minutes	Staff-in-Charge
6	Receive official receipt	Book the group in the logbook on specified date and time	2 minutes	Staff-in-Charge

PERMIT TO PHOTOGRAPH SPECIMENS / GALLERIES FOR EDUCATIONAL PURPOSES

Schedule of Availability of Service

Wednesday – Friday

8:00 A.M. – 12 noon

1:00 P.M. – 5:00 P.M.

Who may avail of the service?

Students and researchers

Fees:

No fees for students using the photos for school reports. For use in commercial undertaking, fees depend on the type and number of specimens to be photographed.

This Transaction can normally be completed in 10 minutes for students and 30 minutes for commercial entities.

How to Avail of the Service

Step	Client	MED Activity	Duration of Activity	Person-in-Charge
1	<i>Students:</i> Proceed to MED to secure application form and Form No. G-0001 and to make clarificatory inquiries	Provide the client with a short briefing and its requirements.	3 minutes	Staff-in-Charge
	<i>Commercial Entities:</i> With letter request approved by the Director of the National Museum, proceed to MED to get Form No. G-0001-A and make clarificatory inquiries.	Provide client with short briefing and its requirements.	5 minutes	Staff-in-Charge
2	Submit accomplished forms in two copies to employee-in-charge	Receive and review documents.	2 minutes	Staff-in-Charge
		Advise client to wait while the documents are brought	1 minutes	Staff-in-

		to MED Chief / OIC for signature.		Charge
3	Receive 1 copy of the signed documents. (Students to deposit I.D. to employee-in-charge.)	Release 1 copy to client. (Temporarily hold I.D. of students until such time copies of the photos are provided to MED.)	2 minutes	Staff-in-Charge Staff-in-Charge
4	<i>Students:</i> Proceed to take photos. <i>Commercial Entities:</i> Pay photography service fee at the Cashier (Ground Floor) and show official receipt to employee in charge at the MED.	Advise students to show signed forms to guards and Museum Guide on duty when taking photos. Get O.R. number. Finalized with client schedule of implementation.	1 minute 15-20 minutes	Staff-in-Charge Staff-in-Charge

RESERVATION FOR PLANETARIUM SKY SHOW

Schedule of Availability of Service

Tuesday – Saturday

8:00 A.M. – 12 noon

1:00 P.M. – 5:00 P.M.

Who may avail of the service?

Students and researchers

Fees:

Fifty percent (50%) down payment for entrance fees as computed from below:

Students – P 30.00

Adults – P 50.00

How to Avail of the Service

Step	Client	Planetarium Activity	Duration of Activity	Person-in-Charge
1	Proceed to Planetarium reservation counter	Provide the client with information / guidelines for Planetarium show.	10 minutes	Staff-in-Charge
2	Inform staff of planned date and time of visit.	Checks availability of dates and time and advice clients if ok or will need to change original plan.	3 minutes	Staff-in-Charge
		After finalizing the schedule, book the group in the logbook on specified date and time.	2 minutes	Staff-in-Charge
3	Proceed to the Cashier and pay the required 50% reservation deposit.	Received payment and issue and Official Receipt (O.R.) to the client.	5 minutes	Staff-in-Charge
4	Received Official Receipt.	Record the payment for confirmation of the group.	2 minutes	Staff-in-Charge

This transaction can normally be completed in thirty minutes.

Admission of Visitors (on the day)

Step	Client	Planetarium Activity	Duration of Activity	Person-in-Charge
1	Proceed to the counter and present the Official Receipt.	Verify O.R. and check the exact number of viewers.	2 minutes	Staff-in-Charge
2	Pay the 50% remaining balance.	Collect the payment and issue Official Receipt.	3 minutes	Staff-in-Charge
3	Fall in line	Count the actual numbers of viewers as they enter the main lobby for record purposes.	10 minutes	Staff-in-Charge
4	Enter auditorium.	Usher viewers inside the auditorium for sitting arrangement.	10 minutes	Staff-in-Charge

This transaction can normally be completed in thirty minutes.

RESEARCH AND INTERVIEWS

Schedule of Availability of Service

Tuesday – Saturday

8:00 A.M. – 12 noon

1:00 P.M. – 5:00 P.M.

Who may avail of the service

Students and researchers

How to Avail of the Service

Step	Client	Planetarium Activity	Duration of Activity	Person-in-Charge
1	Proceed to Planetarium.	Provide the client with a short briefing and its requirements (request letter signed by their professor / teacher).	2 minutes	Staff-in-Charge
2	Submit the request letter.	Receive documents and advise their client to wait.	3 minutes	Staff-in-Charge
3	Proceed to the researcher's room.	Provide the clients / students all the information they need (research proper).	30 minutes	Staff-in-Charge

This transaction can normally be completed in one hour.

OUTREACH PROGRAM / ACTIVITIES (MOBILE PLANETARIUM)

Schedule of Availability of Service

Tuesday – Saturday

8:00 A.M. – 12 noon

1:00 P.M. – 5:00 P.M.

Who may avail of the service?

Individuals authorized by schools, companies, and other organizations who are interested to avail the mobile planetarium services.

How to Avail of the Service

Step	Client	Planetarium Activity	Duration of Activity	Person-in-Charge
1	Proceed to the reservation counter.	Provide the clients with information and requirements (request letter address to the Director of the National Museum).	2 minutes	Staff-in-Charge
2	Present the request letter approved by the Director of the National Museum.	Discuss the additional requirements and policies in availing the services of the mobile planetarium. Check the availability of date and time for confirmation.	20 minutes	Staff-in-Charge
		Prepare Memorandum of Agreement and ask client to wait for signature.	10 minutes	Staff-in-Charge
3	Sign the Memorandum of Agreement.	Sign the Memorandum of Agreement as witness and submit the MOA to the Director's Office for signature.	10 minutes.	Staff-in-Charge

This transaction can normally be completed in one hour.



NATIONAL MUSEUM FEEDBACK FORM

In our desire to improve our service delivery, this feedback form is given out for you to express your compliments, complaints, or suggestions on the services provided to you. Please check the box that matches the item/s that you wish to convey to us.

Compliment Complaint Suggestion

Person(s)/Unit/Section/Division Concerned:

Facts/Details/Incidents for the Compliment:

Facts/Details/Incidents for the Complaint:

Recommendation(s)/Suggestion(s) for appropriate action of the office:

NAME(OPTIONAL):

OFFICE/AGENCY:

Address:

Contact Number:

E-mail Address:

Signature: _____

Date: _____

OFFICIALS DIRECTORY

No.	NAME	Position / Designation	Tel. No. / Fax No.
KEY OFFICIALS			
1	JEREMY BARNS, CESO III	Director IV Agency Head	527-1215 / Fax :527-0306
2	ANA MARIA THERESA P. LABRADOR, Ph. D.	Director III	527-1215
3	ANGEL P. BAUTISTA	Acting Director III / Curator II Cultural Properties Division	527-1216
4	MARY JANE LOUISE A. BOLUNIA, Ph. D.	Senior Museum Researcher / OIC Archaeology Division	527-0308
5	LINRICON A. ABSUELO	Chief Administrative Officer & Head of Finance and Administrative Division	527-1209
6	MARIVENE M. SANTOS	Curator I / OIC Zoology Division	400-3239
7	LUISITO T. EVANGELISTA	Curator I / OIC Botany Division	527-1218
8	ROBERTO S. P. DE OCAMPO	Curator II Geology Division	527-1175
9	ARTEMIO C. BARBOSA	Curator II Anthropology Division	527-1232
10	ELENITA D. V. ALBA	Curator II Museum Education Division	527-0278
11	MA. BELEN V. PABUNAN	Curator II Planetarium Division	527-7889
12	ARCH. ARNULFO F. DADO	Curator II Restoration & Engineering Division	527-1259
13	ROBERTO A. BALARBAR	Museum Researcher II / OIC Chemistry and Conservation Laboratory Division and Arts Division	527-0307 / 527-1219
14	DIONISIO O. PANGILINAN	Curator II & Head of Archaeological Sites and Branch Museum Division	527-4192
OTHER OFFICIALS			
15	PRISCILA A. ONG	Acting Budget Officer / OIC	527-1149
16	CONSUELO M. BERNARDO	Accountant III Accounting Section	527-1149
17	MARJORIE L. TORRES	Administrative Officer V HRM (Personnel) Section	527-6621

MUSEUMS AND OFFICES

National Capital Complex (Manila)

- Central Offices (Old Legislative Building)
- National Art Gallery (Old Legislative Building)
- Museum of the Filipino People (Old Finance Building)
- Museum of Natural History (Old Tourism Building)
- National Planetarium (Rizal Park)
- National Galleon Museum (Intramuros) – Projected

Regional Museums and Branches

- Bolinao Branch Museum, Pangasinan
- Ilocos National Museum (Vigan, Magsingal Branches), Ilocos Sur
- Batanes National Museum, Batanes
- Kabayan Burial Caves National Museum, Benguet
- Ifugao Rice Terraces National Museum (Kiangan Branch), Ifugao
- Angono-Binangonan Petroglyphs National Museum, Rizal
- Boac Branch Museum, Marinduque
- Tabon Caves National Museum, Quezon, Palawan
- Mayon Volcano National Museum (Tabaco Branch, Albay)
- Cebu Branch Museum, Cebu City
- Tagbilaran Branch Museum, Bohol
- Butuan National Museum, Butuan City
- Zamboanga National Museum, Zamboanga City
- Jolo Branch Museum, Sulu