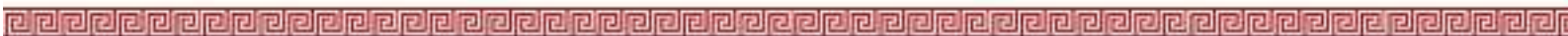




MUSEO  
**SORSOGON**

CITIZEN'S CHARTER  
2023





## I. QUALITY POLICY:

The Provincial Government of Sorsogon is committed to provide quality, effective and efficient local government structure and services to ensure the satisfaction of, and be responsive to the needs of its constituents and stakeholders in the areas of Healthcare, Environment and Education, Agriculture, Rural Advancement, Tourism Promotion, Social Welfare, and other Administrative services. It shall encompass all the functional areas of the Provincial Government, thereby making Sorsogon and *Sorsoganons* truly First.

To uphold this commitment, we shall:

- ✓ Formulate quality Objectives in all functional areas aligned with the National Government standards, thrusts, and programs;
- ✓ Strongly comply with the provisions set forth by RA 7160 and other applicable statutory and regulatory requirements;
- ✓ Develop human resources in order for them to achieve their potential and ensure their active participation through innovative approaches.
- ✓ Uphold client-focused and output-oriented services at all levels of the organization through effective communication, collaboration, and a values-laden environment thereby achieving client satisfaction as that of other stakeholders.

All employees including those outsourced processes are enjoined to know the Importance of the Quality Management System and their responsibility to ensure the effectiveness and responsiveness of the organization to anyone who may ask for our help, assistance, and guidance.

The Provincial Government of Sorsogon shall demonstrate strong leadership and management in the establishment, implementation, and continual improvement of the Quality Management System aligned to ISO 9001:2015 across all levels.



## **II. MISSION STATEMENT**

The Museo Sorsogon's mission is: to acquire, document, protect and preserve, and exhibit the unique tangible and intangible heritage which reflects the story of the Province of Sorsogon. The Museum's additional but not lesser mission is to research, exhibit, promote, and publicize the rich historical and cultural heritage of the Province for the benefit of residents and visitors.

## **III. VISION STATEMENT**

The Museo Sorsogon will be a vibrant social, cultural, and economic centerpiece of the province and will be regarded as an entertaining and worthwhile tourist destination. The Museum will be a resource for scholars, historians, and educators as well as history buffs. The Museum will preserve, conserve, restore and catalog important objects and documents and will use those items to provide educational and cultural programs for the public.



## LIST OF SERVICES

External Services	
▪ Booking of Museum Tours / Walk-in Tours	
▪ Work & Student Immersion	
▪ Documentation of Cultural Properties: Tangible Movable and Immovable Cultural Properties, and Intangible Cultural Properties for LGUs and Provincial Inventory	
▪ Conservation of Movable Heritage Object in the Laboratory	
▪ On-Site Conservation of Movable/Immovable Heritage Objects	
▪ Technical Assistance: Resource Person for Workshop, Seminars & Training	
▪ Amphitheater Venue Rental	
▪ Technical Assistance: Conduct of Commemorative Programs / Events	
▪ Request for Historical Information	

Internal Services	
▪ Organization of Museum Objects & Materials	





# **MUSEO SORSOGON**

**Internal and External Services**



## EXTERNAL SERVICES

### 1. BOOKING OF MUSEUM TOURS / WALK-IN TOURS

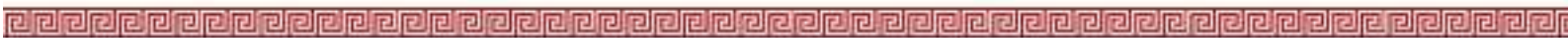
The Museo Sorsogon accepts Tour Bookings/reservations thru letters of request or emails.

<b>Office or Division:</b>	Museo Sorsogon			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen/Client			
<b>Who may avail:</b>	All			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Booking Request	Personal Appearances at the Museum Receiving Desk located at Gift Shop, Ground Floor.			
	Request letters sent via email			
	Text Messages thru Museum Cellphone Number			
	Messages thru Museum Official Facebook Page and other social media pages			
Booking Confirmation	Confirmation made 1. Booking Form approved by the Museum Curator 2. Thru calls or text from Museo Sorsogon 3. Through email			
* <b>Note:</b> Only for clients with requests for museum walkthroughs or guided tours or clients with 10 or more individuals in a group				
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Duration</b>	<b>Person Responsible</b>
1.1 Clients with 10 or more individuals visit or call the Museum with the intention to visit or request for a tour reservation/booking  1.2 Groups with less than 10 individuals are advised to proceed as walk-in visitors and shall proceed to step 4.1	1.1 Checks the availability of the preferred date and time	None	5 minutes	Mr. Arvin Lagata <i>Receiving Desk Officer</i>
* <b>Note:</b> Reservations must be made no earlier than 1 month or at least two (2) days before the preferred schedule				

2. Client agrees on date and time of visit/guided tour	2.1 Receiving Officer logs client information in the Reservation Logbook; 2.2 confirms booking; and 2.3 informs the client on the admission fee and tour guidelines	None	10 minutes	Mr. Arvin Lagata <i>Receiving Desk Officer</i>
3. Client arrives at the Museum on the date of the tour following the time specified on the booking form	3.1 Receiving Officer will check the details of the reservation 3.2 If valid, the officer will conduct a headcount and advise to proceed with the registration	None	10 minutes	Mr. Arvin Lagata <i>Receiving Desk Officer</i>
4.1 Clients registers at the Registration Counter  4.2 Clients pay the admission fee	4.1 Front Desk Officer assists the clients at the registration form  4.2 Cashier receives the payment and issues cash tickers	P20.00 per head	1 minute Per client  1 minute Per client	Front Desk Officer  Provincial Treasurer's Personnel
5. Client to deposit baggage at the counter	5. Presents deposit claim tag	None	1 minute Per client	Front Desk Officer/Security Personnel
6. Client enters the orientation area/lobby for the briefing	6. Starts the Museum Guidelines AVP	None	10 minutes	Museum Guide
7. Tour (guided or non-guided) of the Museum starts	7. Ushers the clients and start the tour	None	1 hour	Museum Guide



8. End Tour	8. Ushers the clients back to the baggage counter	None	5 minutes	Museum Guide
9. Presents deposit claim tag	9.1 Collects claim tag for deposited baggage/item	None	2 minutes	Front Desk Officer/Security Personnel
	9.2 Ushers to exit	None	2 minutes	
End of Transaction for both booked and walk-in clients				







## 2. PROCESSING OF ON-THE-JOB TRAINING OR IMMERSION APPLICATION

On-the-Job Training (OJT) and Work Immersion 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, and develop and refine their professional self through a placement with an organization.

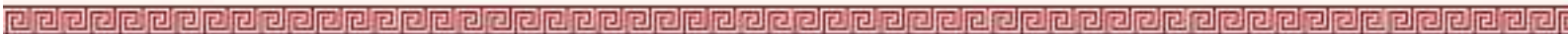
<b>Office or Division:</b>	Museo Sorsogon			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Students must have following qualifications: Must be of good moral character; Third Year and/or Fourth Year College; and Grade 12 senior High School (SHS)			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
<p>Each student trainee must submit the following documents (should be in a long white expanding folder):</p> <ol style="list-style-type: none"> <li>1. Intent Letter</li> <li>2. Curriculum Vitae/Personal Data Sheet</li> <li>3. 1x1 ID photo</li> <li>4. Good Moral Character</li> <li>5. Memorandum of Agreement</li> </ol>		<ol style="list-style-type: none"> <li>1. On-the-Job Trainee/ School</li> <li>2. On-the-Job Trainee/ School</li> <li>3. On-the-Job Trainee/ School</li> <li>4. Issued by the respective school/college/university</li> <li>5. Drafted and Issued by the respective school/college/university</li> </ol>		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Duration</b>	<b>Person Responsible</b>
<ol style="list-style-type: none"> <li>1. Submit a Letter of Intent addressed to the Governor (attention to the Museum Curator) with the following details: <ul style="list-style-type: none"> <li>✓ Name of the School</li> <li>✓ Name of; Course/Strand;</li> <li>✓ Required Number of Hours;</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1. Receives and checks intent letter and curriculum vitae to be forwarded to the Office of the Governor</li> </ol>	None	5 minutes	Mr. Jerome D. Dio <i>Curator</i>
	<ol style="list-style-type: none"> <li>2. Forward the intent letter to the Office of the Governor</li> </ol>	None	5 minutes	Ms. Michelle N. Echano <i>Laiason Officer</i>

<ul style="list-style-type: none"> <li>✓ Target OJT schedule (start and end);</li> <li>✓ Name of Trainee/s;</li> <li>✓ Contact Number and Email Address;</li> <li>✓ Together with the trainee's curriculum vitae</li> </ul>				
2. To wait for the signed/ approved Letter Request	2. Governor's Office to review and/or approve the Letter Request	None	*5 Days	Office of the Governor
3. Submit the Memorandum of Agreement to Museo Sorsogon	<p>3.1 To forward the MOA to the Office of the Provincial Legal Officer for review to ensure that the program shall be engaged in the accordance with the Provincial Government and Museo Sorsogon existing rules and regulations</p> <p>3.2 Inform the School once the MOA is duly signed by the Provincial Government Representatives to pick-up four (4) copies of the MOA for notary</p>	None	<p>*5 Days</p> <p>10 minutes</p>	<p>Provincial Legal Officer</p> <p>Mr. Jerome D. Dio <i>Curator</i></p>
4. Provide the Museum a copy of the notarized MOA	4. Receives the MOA and inform the school	None	5 minutes	Mr. Jerome D. Dio <i>Curator</i>



	regarding the start of their deployment			
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\* Maximum processing time, highly dependent on the action of the Governor and the Legal Office to review the request and MOA.





### 3. Documentation of Cultural Properties: Tangible Movable and Immovable Cultural Properties, and Intangible Cultural Properties for LGUs and Provincial Inventory.

Pursuant to Republic Act No. 10066, otherwise known as the National Cultural Heritage Act of 2009, and the Republic Act 4846, otherwise known as the Cultural Preservation and Protection Act, the Museo Sorsogon aims to promote and protect Sorsogon's rich cultural heritage through the documentation of the provinces' cultural properties.

<b>Office or Division:</b>	Museo Sorsogon			
<b>Classification:</b>	Technical			
<b>Type of Transaction:</b>	G2G – Government to Government, G2C – Government to Citizen			
<b>Who may avail:</b>	Local Government Units, Organizations and Institutions, Property Owner, Stakeholders, other individual			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. (For LGU) Letter of intent  2. (For Individual) Endorsement Letter from the Local Government Unit  2. Related literature or write-up about the property to form part of the dossier.  3. Written Commitment of shared responsibility		Mayor's Office/ Municipal Tourism Office		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Duration</b>	<b>Person Responsible</b>
1. Client provides information on the Museo Logbook	1.1 Present logbook to the client	None	3 minutes	Ms. Lorie Mae R. Lagula <i>Museum Technician I</i>
2. Submit the required document	2.1 Receive and review submitted documents, prepare the dossier/ refer and check the file to schedule an initial and or ocular assessment and	None	5 minutes	Ms. Lorie Mae R. Lagula <i>Museum Technician I</i>



	evaluation of the cultural property.			
	3. The Museo Sorsogon personnel and the representative from the LGU/ Organization accomplishes pre-assessment forms for intangible and tangible cultural properties – movable & immovable;	None	30 minutes	Ms. Lorie Mae R. Lagula <i>Museum Technician I</i>
4. Fieldwork	4.1 Museo Sorsogon conducts documentation and visits the site	None	3-5 days	Museo Sorsogon CMAP Team
	5. Upon verification of the suitability of the property to be included in the inventory of Cultural Property, the Museo Sorsogon will complete the PRE-CUP form and the NCCA Forms for Cultural Properties.	None	Depending on the availability of data and resources	Ms. Lorie Mae R. Lagula <i>Museum Technician I</i>
	6. Update the Provincial Inventory of Cultural Property	None	5 minutes	Ms. Lorie Mae R. Lagula <i>Museum Technician I</i>
7. Client Feedback Form	7.1 Provide the Client Feedback Form to the Client	None	3 minutes	Ms. Lorie Mae R. Lagula <i>Museum Technician I</i>



#### 4. CONSERVATION OF MOVABLE HERITAGE OBJECTS IN THE LABORATORY

Preventive conservation and intervention restoration of various movable heritage objects (paper, wood, metal, stone, and textile) in the Museum Laboratory.

<b>Office or Division:</b>	Museo Sorsogon / Laboratory			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Owners/Caretakers of v=movable heritage objects, other National Government Agencies, Provincial and Local Government Units, Museum Workers			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Request letter with background information, brief object description with detailed photo documentation		1. Client provided		
2. Terms of Reference (TOR) and Scope of Work, 2 copies signed		2. Museum Laboratory/Client provided		
3. Heritage object for conservation		3. Client provided		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Duration</b>	<b>Person Responsible</b>
1. Submit request for technical assistance addressed to the Governor through letter or email	1. Receive request 1.1 Evaluate the request 1.2 Prepare TOR and Scope of work	None	20 minutes	Museum Conservator/ Museum Technician
2. Review the Terms of Reference	2. Inform the client the details of the terms of reference, scope of work, due date and supply requirements	None	5 minutes	Mr. Jerome D. Dio <i>Curator</i>
3. If approved, submit signed TOR (can be a scanned document and sent through email)	3. Schedule date of heritage object for entry	None	5 minutes	Museum Conservator/ Museum Technician
4. Submit the heritage object for entry	4. Accomplish the entry form	None	3 minutes	Museum Conservator/ Museum Technician

4.1 Sign the entry form	4.1 Assign a conservation entry number 4.2 Conduct conservation of the heritage object 4.3 Submit packaging requirements to client	None	*30 days	
5. Proceed to Laboratory as per estimated due date and present entry form	5. Release approved technical report 5.1 Prepare exit form	None	5 minutes	Museum Conservator/ Museum Technician
6. Packed conserved heritage object	6. Inspect packed heritage object	None	1 hour	Museum Conservator/ Museum Technician
7. Evaluate service provided	7. Distribute evaluation form	None	3 minutes	Museo Sorsogon personnel

\* Maximum processing time, highly dependent on the Scope of Work and complexity of damage.





## 5. ON-SITE CONSERVATION OF MOVABLE/IMMOVABLE HERITAGE OBJECTS

Preventive conservation and intervention restoration of various movable or immovable heritage objects (paper, wood, metal, stone, and textile) to be conducted on-site.

<b>Office or Division:</b>	Museo Sorsogon / Laboratory			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen G2G – Government to Government			
<b>Who may avail:</b>	Owners/Caretakers of v=movable heritage objects, other National Government Agencies, Provincial and Local Government Units, Museum Workers			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Request letter with background information, brief object description with detailed photo documentation		1. Client provided		
2. Terms of Reference (TOR) and Scope of Work, 2 copies signed		2. Museum Laboratory/Client provided		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Duration</b>	<b>Person Responsible</b>
1. Submit request for technical assistance addressed to the Governor through letter or email	1. Receive request 1.1 Evaluate the request 1.2 Prepare TOR and Scope of work	None	20 minutes	Museum Conservator/ Museum Technician
2. Review the Terms of Reference	2. Inform the client the details of the terms of reference, scope of work, due date and supply requirements	None	5 minutes	Museum Conservator/ Museum Technician
3. If approved, submit signed TOR (can be a scanned document and sent through email)	3. Assign a team leader	None	5 minutes	<i>Mr. Jerome Dio Museum Curator</i>
4. Client provides travel arrangements	4. Conduct conservation of the heritage object	None	*5 days	Museum Conservator/ Museum Technician



agreed on Terms of Reference	4.1 Assign a conservation entry number 4.2 Conduct conservation of the heritage object 4.3 Prepare exit form			
5. Inspect and sign list of conserved objects	5. Submit list of conserved objects 5.1 Preparation, approval and submission of technical report (scanned copy of the report may be sent through email)	None	1 hour  5 days	Museum Conservator/ Museum Technician
6. Evaluate service provided	6. Distribute evaluation form	None	3 minutes	Museo Sorsogon personnel

\* Maximum processing time, highly dependent on the Scope of Work and complexity of damage.





## 6. USE OF MUSEUM AMPHITHEATER AS VENUE

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

<b>Office or Division:</b>	Museo Sorsogon			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
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"> <li>✓ Guidelines on photo &amp; video shoot</li> <li>✓ Guidelines on pre-nuptial and pre-debut photoshoots</li> <li>✓ Guidelines on the use of Museo Sorsogon Venues</li> <li>✓ Rules for Media Coverage and Interviews</li> </ul>		Client/ Applicant Museo Sorsogon Museo Sorsogon		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Duration</b>	<b>Person Responsible</b>
1. Send email/ letter addressed to the Governor requesting the use of Amphitheater for photo/film shoots or events  (Thru Email) Send the Letter to the Museum's official email address	1. Acknowledge receipt of request  1.1 Check the availability of the Amphitheater.  1.2 Submit letter to the Governor's Office for approval	*500/hour	10 minutes  10 minutes	Mr. Arvin B. Lagata <i>Receiving Desk</i>  Jerome D. Dio <i>Curator</i>  Mrs. Michelle N. Echano <i>Staff</i>

2. To wait for the signed/ approved Letter Request	2. Governor's Office to review and/or approve the Letter Request	None	*1 day	Office of the Governor
3. If approved, advise client to Pay the fee	3. Contact the client and endorse to Provincial Treasurer's Office for payment		10 minutes	Museum Staff
	3.1 PTO to identify the equipment to be used and compute additional charges		10 minutes	Provincial Treasurer's Office
4. Once paid, client to present receipt of payment to Museum Curator for final booking	4. Book the date and time	None	5 minutes	Mr. Jerome Dio Museum Curator
4. Terms & House Rules in using Museum Amphitheater	3. Inform the client of the details of the terms and House Rules in using the Museum Amphitheater	None	15 minutes	Museum Staff
4. After the event	4. Museum Staff will identify damages and losses and will inform clients about the matter. If non, proceed to step 5.		20 minutes	Museum Staff, PGSO & PTO
5. Evaluate service provided	6. Distribute evaluation form	None	3 minutes	Museo Sorsogon personnel



## 7. TECHNICAL ASSISTANCE: Resource Person for Workshop, Seminars & Training

Museo Sorsogon offers lectures and training to LGU Mseums, and Church workers, especially in Museum Preventive Conservation and Documentation of Museum Collections.

<b>Office or Division:</b>	Museo Sorsogon			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Client G2B – Government to Business G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Letter Request with the following information: <ul style="list-style-type: none"> <li>✓ Details of the requested lecture or training</li> <li>✓ Date, Time, Venue, number and composition of audience, objectives/topics/focus</li> </ul>		LGU Local Chief Executive Client		
2. Terms of Reference, 2 copies		Museo Sorsogon, Client provided		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Duration</b>	<b>Person Responsible</b>
1. Submit request for technical assistance addressed to the Governor through letter or email	1. Receive request 1.1 Evaluate the request 1.2 Prepare TOR	None	20 minutes	<i>Mr. Jerome Dio Curator</i>
2. Review the Terms of Reference	2. Discuss with the client the Terms of Reference 2.1 Discuss training requirement, available modules, budgetary requirement, transportation arrangements & accommodation, if any.	None	20 minutes	<i>Mr. Jerome Dio Curator</i>

	2.2 Prepare Complete Staff Work (CST) Modules		2 days	
3. If approved, submit signed TOR (can be a scanned document and sent through email) and provide an estimated date of training	3. Schedule date of training	None	3 minutes	<i>Mr. Jerome Dio Curator</i>
4. Prepare facilities, provide secretariat and meals for participants	4. Prepare kits and instructional materials	None	1 day	Museo Sorsogon personnel
5. Attend training	5. Conduct training	None	*5 days	Museo Sorsogon Personnel
6. Evaluate service provided	6. Distribute evaluation form	None	3 minutes	Museo Sorsogon personnel

\* Average duration of the training, but may be less or more depending on the training module requested by the client.



## 8. REQUEST FOR HISTORICAL INFORMATION

Responding to requests from government and other entities for research assistance and/or information on Sorsogon History, in line with agency's mandate.

<b>Office or Division:</b>		Museo Sorsogon		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Client G2B – Government to Business G2G – Government to Government		
<b>Who may avail:</b>		All		
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
1. Request Letter (1 copy)		1. Client Provided		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Duration</b>	<b>Person Responsible</b>
1. Submit a request letter (in person & via email)	1. Receive request 1.1 Evaluate the request 1.2 Conduct Research and draft reply	None	3 days	<i>Museum Staff</i>  <i>Or</i> <i>Mr. Jerome Dio Curator</i>
	2. Comments and/or approval	None	1 day	<i>Mr. Jerome Dio Curator</i>
		None	2 days	
		None	3 minutes	<i>Mr. Jerome Dio Curator</i>
4. Prepare facilities, provide secretariat and meals for participants	4. Prepare kits and instructional materials	None	1 day	Museo Sorsogon personnel



5. Attend training	5. Conduct training	None	*5 days	Museo Sorsogon Personnel
6. Evaluate service provided	6. Distribute evaluation form	None	3 minutes	Museo Sorsogon personnel

\* Average duration of the training, but may be less or more depending on the training module requested by the client.