

**CITIZEN CHARTER  
PASIG CITY MUSEUM**

**A. Process of Request for PCM Tour**

The Pasig City Museum are accepting tour request from students, schools, private individual, government agencies, and private business entities.

<b>Office or Division:</b>	PCM Administrative Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens 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. Written request addressed to the Officer-in-Charge indicating the following:  a) Full name and signature of the requesting party; b) Contact information (Phone and Email address)	Requesting party
2. Ask for Tour Request Form	PCM Security at the Lobby; Administrative Office

<b>#</b>	<b>CLIENT STEPS</b>	<b>OFFICE ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	Sign in the Client Log Book in the Museum Lobby	Give the Log Book to the client	None	3 Minutes	PCM Security
2	A) Submit written request to administrative office for initial assessment and evaluation  B) Ask for Tour Request Form	2. Receive the request and check the information.  2.1 Confirmation of availability of schedule.  2.2 Forward request to the OIC	None	5 Minutes	Ms. Sherlyn B. Libanan
		3. Evaluation and approval of request  * Proceed to no. 4 for	None	2 Days	Ms. Ana Katrinah G. San Mateo OIC

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		disapproved request			
		4. Request is evaluated and acted by the office	None	3 Minutes	Mr. Ernesto F. Espiritu
3	Coordinate with PCM personnel	5. Notify the requesting party of approval or disapproval of request or any other concerns.  5.1 Give Tour Permit to requesting party	None	1 Day	Ms. Sherlyn B. Libanan
TOTAL:				3 Days & 11 Minutes	

#### B. Process of request for PCM Venue

The Pasig Museum are accepting requests to use its facilities for meetings, workshops and Art Exhibits from various individuals, students, government agencies, and private businesses.

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Sign in the Client Log Book in the Museum Lobby	Give the Log Book to the client	None	3 Minutes	PCM Security
2	A) Submit written request to administrative office for initial assessment and evaluation  B) Ask for Activity Request Form Kindly check the type of event - Meeting - Workshop - Art Exhibit	6. Receive the request and check the information.  6.1 Confirmation of availability of schedule, venue & facilities and purpose of use  6.2 Forward request to the OIC	None	5 Minutes	Mr. Ernesto F. Espiritu
		7. Evaluation and approval of request  * Proceed to no. 4 for disapproved request	None	2 Days	Ms. Ana Katrinah G. San Mateo OIC
		8. Request is evaluated and acted by the office	None	3 Minutes	Mr. Ernesto F. Espiritu

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Coordinate with PCM personnel	9. Notify the requesting party of approval or disapproval of request or any other concerns.  5.1 Give Activity Permit to requesting party	None	1 Day	Ms. Sherlyn B. Libanan
TOTAL:				3 Days & 11 Minutes	

### Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	The Client accomplishes the CLIENT FEEDBACK FORM located at the lobby of the museum, and drop it at the Suggestion box located at the main entrance.
How feedback is processed	Feedback forms were gathered from the suggestion box. Feedback requiring answers are required to answer within three (3) days upon receipt of the feedback.
How to file a complaint	The Client accomplishes the CLIENT COMPLAINT FORM and drops it off the designated drop box located at the main entrance. The client may also send an email at <a href="mailto:pasigcitymuseum2020@gmail.com">pasigcitymuseum2020@gmail.com</a> . For inquiries and follow-ups, clients may contact the PCM thru above email address.
How complaints are processed	Complaint/s received shall be forwarded to the Head of Office who shall act on the complaint and notifies the Client on the action taken.
Contact Information	The Clients may also message the Face Book Page of the museum ( <a href="#">Pasig City Museum</a> )