



**CITY MAYOR'S OFFICE
MUSEO DE LEGAZPI**

External Services



- **External Services**

1. Receiving Tourists and Other Visitors

Office or Division:	Museo de Legazpi			
Classification:	Simple			
Type of Transaction:	G2C, G2B			
Who may avail:	Clients, Students, Tourists and Other Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Officer of the Day and register in the Logbook	1.1. Receives the client and gives a short overview on the rules to follow inside the museum	None	30 minutes.	<i>All Museo Staff</i>
TOTAL:		None	30 minutes	

2. Technical Assistance to Researchers

Assistance is provided to assist researchers in the completion of academic requirements.

Office or Division:	Museo de Legazpi			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Clients, Students, Tourists and Other Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for interview/ data	Grants request/ schedules interview and provides data needed.	None	Two (2) hours	<i>Museum Curator</i>
TOTAL:		None	2 hours	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?	Answer the client feedback form available at the receiving desk and drop it at the designated drop box in the same area. or Contact info:
How feedback is processed?	Every Friday, the Administrative Section opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant officers or personnel and are required to answer within three (3) working days from the receipt of the feedback. The answer of the office is then relayed to the citizen or institution. For inquiries and follow-ups, clients may contact the following email address: museodelegazpi@yahoo.com
How to file complaint?	To file a complaint against the Museo de Legazpi, provide the following details through writing on the Complaint Form (CSC Form #3), or via e-mail: <ul style="list-style-type: none">- Full name, address and contact information of the Complainant- Narrative of the Complaint- Evidences- Name of the Person being Complained



	<p>Send all complaints against the Museo de Legazpi, through writing on the COMPLAINT FORM (CSC Form #3) or to museodelegazpi@yahoo.com</p> <p>For follow-ups or inquiries, the contact information are as follows: museodelegazpi@yahoo.com</p>
<p>How complaint is processed?</p>	<p>The Administrative Section opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the administrative officer shall relay the information to the department head. The department head starts the investigation and calls the attention of the personnel concerned.</p>
<p>Contact Information of Museo De Legazpi</p>	<p>DARLITO A. PEREZ, JR. CGDH I/CHRM Officer/ Museum Curator Designate Email Address: museodelegazpi@yahoo.com</p>