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• Vision and Mission	3
• Performance Pledge and Feedback and Redress Mechanism	4
• List of NHI Frontline Services	5
• List of NHI-Central Office Frontline Services	8
• Feedback Form	25

Vision

A Filipino society with citizens informed of their history, who love their country and proud of their cultural heritage.

Mission

Its mission is the promotion of Philippine history and cultural heritage through research, dissemination, conservation, sites management and heraldry works. It aims to inculcate awareness and appreciation of the noble deeds and ideals of our heroes and other illustrious Filipinos, to instill pride in the Filipino race and to rekindle the Filipino spirit through the lessons of history.

3

PERFORMANCE PLEDGE

WE the officials and employees of the National Historical Institute commit to:

Humbly serve the Public conscientiously, with utmost concern and courtesy, and prompt delivery of services

Integrate patriotism and nationalism through the promotion of Philippine History

Satisfy our clients in search for information on history related matters

Treat clients with disabilities and those who come from distant places, senior citizens and pregnant women with special attention

Optimize research efforts to achieve quality information requested by clients

Respond efficiently and effectively to clients' queries

Yes! We pledge to serve you best.

Feedback and Redress Mechanisms

Please let us know how we have served you by doing any of the following:

✓ Accomplish our Feedback Form available in the offices and put in the drop box located at the ground floor lobby

✓ Send your feedback through e-mail (admin@nhi.gov.ph) or call us at 536-3196 and 523-9043.

✓ Talk to our OFFICER OF THE DAY

If you are not satisfied with our service, your written/verbal complaints shall be attended to immediately by the Officer of the Day at the Public Assistance and Complaints Desk.

THANK YOU for helping us continuously improve our services.

4

FRONTLINE SERVICES

I. Finance and Administrative Division

- Sale of NHI Publications - Central Office - 8
- Distribution of NHI Complimentary Publications - 9
- Sale of NHI Publication - Shrines and Landmarks - 10

II. Research, Publication & Heraldry Division

- Library services - 11
- Issuance of certification of historical significance for commemorative stamps and car plates - 13
- Naming/Renaming of streets, structures and institutions - 14
- Installation of historical markers - 15
- Approval and registration of heraldic items and devices - 16
- Accreditation of manufacturer of flag, heraldic items and devices - 16
- Conduct of seminars and lectures on flag and heraldry matters - 16
- Issuance of permit on the use of national symbols - 17

5

III. Historic Preservation Division

- Declaration/classification of historic sites and structures - 19
- Technical assistance on the protection and preservation of historic sites and structures - 19
- Research assistance on declared/classified historic sites and structures included in the NHI registry - 19
- Technical assistance on the conservation of movable and immovable objects of historical significance - 21
- Conduct of seminars/lectures/trainings on conservation and restoration of movable and immovable objects - 23
- Response to inquiries/requests on national policies for the conservation of history and heritage - 23

6

IV. Historic Sites and Education Division

- Shrines and museum services
 1. Guiding services - 24
 2. Issuance of permits for the use of shrines and landmarks as venues for photo/video/film shoots - 24
 3. Sale of NHI publications - 24
- Affiliation of historical societies/association - 25
- Technical assistance on the:
 1. Conduct of historical events/contests - 25
 2. Provision of special exhibits - 25

7

FRONTLINE SERVICES

Step	Fees	Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Form
FINANCE & ADMIN. DIVISION						
Sale of NHI Publications Central Office						
Schedule of Availability of Service: Monday - Friday 8:00 AM - 5 noon No noon break						
Sale of NHI Publications (20 minutes)						
1	Per Approved Price List	Proceed to NHI lobby and inquire at the guard	Give NHI Publication price list with Order Form	5 minutes	Guard on duty	Order Form
2		Proceed to Accounting Section for preparation of Order of Payment (OP)	Prepare Order of Payment	5 minutes	Accounting Staff	Order of Payment
3		Pay to the Cashier	Process payment and issue Official Receipt	5 minutes	Collecting Officer	Official Receipt
4		Proceed to Accounting Section	Issue the books purchased	5 minutes	Staff In-Charge of the Book Sale	

8

Step	Fees	Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Form
5		Present the 3rd copy of Order of Payment and Official Receipt to the guard	Verify copy of the purchased books with the Order of Payment		Guard on duty	OR and 3rd copy of OP
Who may avail of the complimentary books: Public school libraries Government Institutions Diplomats Local Government Units						
Distribution of NHI Complimentary Publications						
1. Request through letter						
1	None	Send letter-request certified by proper authority	Receive and index letter request	5 minutes	Records Staff	
2			Forward request to Executive Offices	5 minutes	Records Staff	
3			Approval/Disapproval of request Reply to requesting party	30 minutes	Executive Office	
4		Proceed to NHI - Property Section	Issuance of books	15 minutes	Property Custodian	RIS

Step	Fee	Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Form
2. Visiting/Walk-in parties	None	Coordinate with the Office of the Executive Director	Receive request and forward to RPHD for the books to be given	10 minutes	Secretary/Officer in Charge	Purchase Request
			Forward list/ request to Accounting Section	5 minutes		
			Issue complimentary books	10 minutes	Officer-In-Charge	
Shrines & Landmarks (10 minutes) Schedule of Availability of Service: Tuesday - Sunday 8:00 AM - 5:00 PM without noon break						
1	none	Proceed to the display counter	Give NHI Publication price list	5 minutes	Officer-in-charge	
2		Pay to the Officer-in-charge/Curators	Issue official receipt and give the purchased items	5 minutes	Officer-in-charge	Official Receipt

RESEARCH, PUBLICATION AND HERALDRY DIVISION

PROCESSING OF LIBRARY SERVICES

Schedule of Availability of Service : 8:00 am – 5:00pm

Who may Avail : Government Researchers
College & Graduate Students
Private Researchers

What are the Requirements : ID

1. RESEARCH & PHOTOSHOOT : 4 hours (with letter included) / 30 min (walk-in) *depending on the topic of research

Duration

Step	Applicant/Client	Fee	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Form
1	Send letter of request	None	Confirm availability of material	3 hours	library staff	
2			Response to the letter as to availability of Materials	30 min	library staff	
3	Requesting Party or Walk-in Researchers register at the guard	none		1 min	guard	
4	Search OPAC & copy call no -if available give the slip to the library staff -if unavailable, approach the library staff	none	give the requested Material	5-10 min	library staff	borrower's slip
			interview the researcher about the topic identify and give possible source / material	15-20 min	library staff	

11

2. LENDING OF FILMS

Duration

: 1 hour (with letter included) / 15 min (walk-in)

Step	Applicant/Client	Fee	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Form
1	Send letter of request	None	Confirm Availability	15 min	library staff	
2			Response to the letter	30 min	library staff	
3	Pick up films	none	Record the titles	15 min	library staff	

12

PROCESSING OF RESEARCH SERVICES
Schedule of Availability of Service : 8:00 am – 5:00 pm

Who may Avail : The Public

What are the Requirements

	Certification of Historical Significance			
	Stamps	Car plates	Historical markers	Renaming of Public Structures
Persons	Biography Significant contributions		Biography Significant contributions	Biography including date of death Significant contributions
Entities/ Institutions	History SEC Registration Significant accomplishments	History SEC Registration Significant accomplishments	History SEC Registration Significant accomplishment	
Structures	History Significance Pictures		History Significance Pictures	History Significance Pictures
Sites	History Significance Vicinity map		History Significance Vicinity map	History Significance Pictures Vicinity map
Events	History Significance Personalities involve		History Significance Personalities involved	

13

HOW TO AVAIL OF THE SERVICES
REQUEST FOR NAMING/RENAMING AND ISSUANCE OF CERTIFICATIONS

Step	Applicant/Client	Fee	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Form
1	Send letter request	none	Evaluation of submitted documents 1.1 If complete documents-prepare complete staff works 1.2 Incomplete attached documents-send letter to comply with the requirements	5 days *	Researcher In-Charge Researcher In-Charge	
2			Letter of Action Taken on the Request	1 day	Researcher In-Charge	
			End of transaction			

14

2. REQUEST FOR HISTORICAL MARKER						
1	Send letter request	None	Acknowledge receipt of request	30 min	Researcher In-charge	
2			Evaluate, verify and research (complete staff work - research, survey, documentation)	*	Researcher In-charge	
3			-for review if approved	*		
			-if disapproved, send letter of disapproval	*		
4			Review of markers' committee	*	Markers' Committee	
5			Approval of final text	*	Head of Agency	
6			Send copy of marker text for conforme	*	Researcher In-charge	
7	Coordinate with NHI for schedule of unveiling	none	Discuss schedule and program for the unveiling of marker	*	RPHD STAFF	
8			installation/unveiling of marker	*	RPHD STAFF	

15

Step	Client	Fee	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Form
HERALDRY SECTION						
Approval and registration of heraldic items and devices						
1	Send letter request with complete required documents	none	Review and evaluate the submitted design and documents	5 days	Heraldry Staff	
2			Conceptualization and preparation of designs	5 days	Heraldry Staff	
3			Send back the modified design to the requesting party for comment/ approval	1 day	Records Section	
4	Return the comment/approval	none	If approved, rendition of final design	3 days	Heraldry Staff	
4.a.1			Approval of the chairman on the final design	3 days	Chairman	
4.a.2			Endorsement to Office of the President, Malacanang for final approval	2 weeks	OP-Malacanang	
4.b.1			If disapproved, preparation of revised design	5 days	Heraldry Staff	
4.b.2			Repeat Step 3 up to 4.a.2			

16

Step	Client	Fee	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Form
Accreditation of manufacturer of flag, heraldic items and devices						
1	Send letter request with complete required documents	None	Review and evaluate the submitted documents	10 days	Heraldry Staff	
2			Conduct site inspection	3 days	Heraldry Staff	
3.a.1			If approved, issuance of accreditation	3 days	Heraldry Staff	
3.a.2			Approval of the director	1 day	Director	
3.a.3			Issuance of Accreditation	1 day	Records Section	
3.b.1			If not approved, prepare letter of disapproval of accreditation	1 day	Heraldry Staff	
				1 day	Records Section	
Conduct of seminars and lectures on flag and heraldry matters						
1	Send letter request	none	Approval/Disapproval of request	1 day	Executive Office	
2			Prepare letter reply regarding the request	1 day	Heraldry Staff	
3			Actual conduct of seminars and lectures	1 day	Records Section	
					Heraldry Staff	

17

Step	Client	Fee	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Form
Issuance of permit on the use of national symbols						
1	Send letter request with complete required Documents	None	Review and evaluate the submitted documents	5 days	Heraldry Staff	
2			Approval/Disapproval of request	1 day	OED	
3			Preparation of response letter	1 day	Heraldry Staff	
3.a.1	If approved, submission of approved design in CD form/ hardcopy for final approval	none	Approval of the Executive Director	1 day	OED	

18

HISTORIC PRESERVATION DIVISION					
Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Form
1. Declaration/classification of historic site and structures	Send letter request	Response and Acknowledgement of request	3 days	Survey Section	Survey Form 1
2. Technical assistance on the protection and preservation of historic sites and structures		Coordination and scheduling of site inspection	30 minutes	Survey Section	
		Actual survey/research/GPS and documentation using NEDA form	*	HPD Staff	NEDA form
3. Research assistance on declared/ classified historic sites and structures included in the NHI registry		Submit report/recommendation to the NHI Chairman/Executive Director	5 Days	HPD Staff	
TECHNICAL ASSISTANCE ON THE CONSERVATION OF MOVABLE AND IMMOVABLE OBJECTS OF HISTORICO-CULTURAL SIGNIFICANCE					
(MATERIALS RESEARCH AND CONSERVATION CENTER)					
Schedule of Availability of Service:					
9:00 – 11:30 AM, MWF					

Who May Avail of the Service:	
Concerned Government Agencies	
Local Government Units	
Non-governmental Organizations	
Public and Private Museums	
Academic Institutions	
Religious Organizations	
Private Collectors	
What Are the Requirements:	
Availability of Conservators	
Supplies/materials to be provided by the requesting party duly received and recorded	
1 month maximum	
Duration:	
Steps:	
-Letter of request to NHI Chairman or Director	
-Approval of the request letter	
-Approved request letter to be forwarded to Materials Research and Conservation	
-Notification of the requesting party of the approved request either through bringing-in of the object (movable) to the MRCC Laboratory for assessment and Releasing of the object upon Completion work (Receipt of Exit)	
-Arrangement with the requesting party for site inspection of the object	
-Submission of Condition Assessment Report and Recommendation (immovable)	

Step	Applicant /Client	Service Provider	Fee	Duration of Activity (under normal circumstances)	Duration of Activity (under normal circumstances)	Person in Charge	Form
4. Technical Assistance on conservation of movable and immovable objects		Send letter request	None	a. Movable Objects a.1 Response and acknowledgement a.2 Acceptance of object for conservation a.3 Conservation/restoration of objects a.4 Release of the restored/conserved object b. Immovable objects For approved site/structure (declaration/marker a. Preparation of CSW b. preparation of draft marker text c. preparation of board resolution by the Survey and Documentation Section d. review of draft text by the Marker Review Committee (MRC) e. approval of final text by the Chairman f. installation/unveiling of marker Report in writing/ feedback of the requesting party	1 day 1 day * 1 day 3 Days	Chief Conservator or Conservator or Conservator or Conservator or	Receipt of entry Conservation assessment form/worksheet Receipt of exit
*Complex (Entails more than 10 days, hence, does not fall in the period of completion of transaction prescribed in the ARTA)							

CONDUCT OF SEMINARS/LECTURES/TRAININGS ON CONSERVATION OF MOVABLE AND IMMOVABLE OBJECTS OF HISTORICO-CULTURAL SIGNIFICANCE

(MATERIALS RESEARCH AND CONSERVATION CENTER)

Schedule of Availability of Service:
 8:00 am – 5:00 pm, TTH

Who May Avail of the Service: Concerned Government Agencies
 Local Government Units
 Non-governmental Organizations
 Public and Private Museums
 Academic Institutions
 Religious Organizations
 Private Collections

What Are the Requirements: Request letter to NHI Director detailing specific assistance needed
 Approved letter of request
 Venues, supplies and materials, per diem and accommodation of the speaker to be shouldered by requesting party

Duration: 1 month coordination/preparation of the seminar workshop/trainings

Steps: Letter of request to NHI Chairman or Director
 Approval of the request letter
 Notification of the requesting party of the approved request either through transmittal letter or phone calls
 Coordination/finalization of workshop schedule between the requesting party and
 Conduct of lecture, seminar workshop/training.

Step	Applicant/Client	Fee	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Form
5. Conduct of seminars/lectures/trainings regarding conservation and restoration of movable and immovable objects*	a. Send letter request	None	a. Coordination with requesting party	3 days	HPD/ MRCC Staff	
			b. Preparation of CSW	3 days	HPD/ MRCC Staff	
			c. Preparation of modules for lectures	5 days	HPD/ MRCC Staff	
			d. Final coordination with the requesting party	3 days	HPD/ MRCC Staff	
			e. Actual conduct of event/activities	5 days	HPD/ MRCC Staff	
6. Response to inquiries/requests on National policies for conservation of Historico-cultural matters	a. Send letter request	None	a. Reply through formal letter	5 days	HPD Staff	
			b. Reply through e-mail by the Chief of the Division/concerned HPD staff	3 days		
			c. Reply through phone	1 day		

HISTORIC SITES AND EDUCATION DIVISION

Step	Client	Fee	Service Provider	Person-In- Charge	Duration of Activity	Form
1. SHRINE SERVICES						
1.1 Guiding Services						
1	1. walk in visitor/s	None	Briefing/ Orientation	Shrine Staff	5 minutes	
	2. scheduled visitor/s (thru phone/letter)					
2			Guided tour of the Shrine/Landmark	Shrine Staff	within the day as scheduled	
1.2 Issuance of permit for the use of Shrines and Landmarks as venues for photo/video/film shoots or events						
1	Send letter request	None	Evaluation of request	Division Chief	30 minutes	
2			Issuance of permit or letter of disapproval by the Head of Agency	Head of Agency	3 days	pro-forma letter
3	Permit to be presented to the Shrine Curator	None	Monitors the conduct of activity	Shrine Curator	as scheduled	

Step	Client	Fee	Service Provider	Person-in-Charge	Duration of Activity	Form
2. Affiliation of historical societies/associations						
1	Send letter request	None	Response and acknowledgement of request	Sr. History Researcher(HSED)	30 minutes	
2			Approved request If Incomplete, send letter to comply with the requirements	Head of Agency Sr. HR	3 days 30 minutes	Certificate of Affiliation
3. Technical Assistance on the		None				
3.1 Conduct of historical events/contests						
1	Send letter request	None	Response and acknowledgement of request	Supervising HSDO	1 day	
2			Conduct of meeting / coordination / tasking	HSED staff	1 day	
3			Initial preparation	HSED staff	as scheduled	
4			Actual Conduct of Events / Contests	HSED staff	as scheduled	
3.2 Provision of Special Exhibits						
1	Send letter request	None	Response and acknowledgement of request	Supervising HSDO	1 day	
2	Selection of available exhibit	None	Lending of exhibits	Administrative Assistant V	as scheduled	Receipt of exit
3	Return of exhibit	None	Acceptance of exhibits	Administrative Assistant V	as scheduled	

25

FEEDBACK FORM

NAME (PANGALAN) -----

ADDRESS (TIRAHAN) -----

PHONE NUMBER (TELEPONO) -----

E-MAIL ADDRESS -----

DEPARTMENT (DEPARTAMENTO) -----

COMPLIMENT OR COMMENT (PAPURI o KOMENTO) -----

WHAT IS YOUR COMPLAINT ? (ANO PO ANG INYONG REKLAMO?) -----

WHEN DID IT HAPPEN? (KAILAN PO NANGYARI) -----

WHAT WOULD YOU LIKE US TO DO? (ANO PO ANG GUSTO NINYONG GAWIN NAMIN?) -----

SIGNATURE (LAGDA) -----

DATE (PETA) -----

Would you like a written reply? (Nais nyo po ba ng sagot na nakasulat?)

Yes (Oo)

No (Hindi)

26

Thank you....