



DEPARTMENT OF SCIENCE AND TECHNOLOGY  
**PHILIPPINE INSTITUTE OF  
VOLCANOLOGY AND SEISMOLOGY**

**CITIZEN'S CHARTER**  
2025 (1<sup>st</sup> Edition)



## PHIVOLCS INFORMATION

Philippine Institute of Volcanology and Seismology  
 PHIVOLCS Building, CP Garcia Ave., UP Campus, Diliman,  
 Quezon City 1101, Metro Manila, Philippines  
 Website [www.phivolcs.dost.gov.ph](http://www.phivolcs.dost.gov.ph)  
 Trunkline (+63-2) 8426-1468 to 79

### Floor-level Directory

Level	Frontline Offices/Facilities	Local Extension Number
Ground Floor	Stakeholder Care Corner	-
	Cashier	108
	Library	102
	Exhibit Area at Lobby	-
2 <sup>nd</sup> Floor	Geology and Geophysics Research and Development Division	207 / 208
	Geologic Disaster and Awareness Preparedness Division	202 / 203
	Auditorium	215
	Office of the Deputy Director	204 / 205
3 <sup>rd</sup> Floor	Exhibit Area along corridors	-
	Volcano Monitoring and Eruption Prediction Division	311 / 312
	Seismological Observation and Earthquake Prediction Division	305 / 307
	Office of the Director	302 / 303
	Exhibit Area	-

## GENERAL SERVICE GUIDELINES

### Service Hours

Regular service hour is from 8:00 AM to 5:00 PM, Monday to Friday. However, because PHIVOLCS also implements a flexible time schedule, some sections can transact business as early as 7:00 AM. Our employees will continue businesses with clients already transacting during break-time.

Visitors entering the PHIVOLCS building are required to sign in at the Front Lobby Guard and leave an ID. The visitor will be provided with a temporary Visitor's ID to be worn at all times while inside the building, and a Visitor's Slip to be signed by the person visited and surrendered to the guard upon leaving PHIVOLCS premises.



## **1. Mandates**

- Predict the occurrence of volcanic eruptions and earthquakes and their related Geotectonic phenomena
- Determine how eruptions and earthquakes shall occur and also areas likely to be affected. Generate sufficient data for forecasting volcanic eruptions and earthquakes
- Mitigate hazards of volcanic activities through appropriate detection, forecast and warning system
- Formulate appropriate disaster preparedness plans

## **2. Vision**

A leading global science and technology institution of empowered men and women helping develop communities safe from and resilient to volcanic eruptions, earthquakes, tsunamis and other related hazards.

## **3. Mission**

We provide timely, quality and socially-inclusive information and services for warning, disaster preparedness and mitigation. This we do through the development and application of technologies for the monitoring and accurate prediction of, and determination of areas prone to, volcanic eruptions, earthquakes, tsunamis and other related hazards, and gender-responsive capacity enhancement for comprehensive disaster risk reduction.

## **4. Service Pledge**

We commit to

- promote the implementation of simplified requirements and procedures that will reduce red tape and expedite transactions in PHIVOLCS;
- attend to all applicants or requesting parties who are within the premises of the Institute prior to the end of official working hours and during lunch break.

## 5. List of Services

<b>Service</b>	<b>Page Number</b>
<b>Geology and Geophysics Research and Development Division</b>	5
<b>External Services</b>	5
1. Hazards Assessment Service: Earthquake and Volcanic Hazard Assessment Report	6
2. Geology- and Geomatics-related Information Package	24
<b>Geologic Disaster Awareness and Preparedness Division</b>	31
<b>External Services</b>	31
3. Outside Lecture Package	32
4. Information Packages: Information Materials	38
5. Educational Tour Package	53
6. Information Package: Duplication of Audio-Visual Materials and Digital Images	60
7. Information Package: Exhibit and Earthquake Simulator with Facilitator Package	67
<b>Seismological Observation and Earthquake Prediction Division</b>	74
<b>External Services</b>	74
8. Hazard Maps (Probabilistic, deterministic and seismicity map)	75
9. Catalogue: Earthquake Data	84
10. Certification of Earthquake Occurrence	94
<b>Volcano Monitoring and Eruption Prediction Division</b>	103
<b>External Services</b>	104
11. Catalogue: Volcano Data	104
12. Certification: Volcano Status, Others	107
<b>Finance and Administrative Division</b>	109
<b>Internal Services</b>	110
13. Request for Vehicle	110
14. Request for Certification	112
15. Request for Procurement of Goods and Services, Infrastructure and Consulting Services	114
16. Network Maintenance	118

**Geology and Geophysics  
Research and Development  
Division (GGRDD)  
External Services**

## 1. Hazards Assessment Service: Earthquake and Volcanic Hazards Assessment Report

The DOST-PHIVOLCS' Hazard Assessment Service (HAS) is one of PHIVOLCS' frontline services that determines if any earthquake and/or volcanic hazard is present in a particular parcel of land of interest to a stakeholder, the result of which is contained in a Hazard Assessment Report (HAR).

**Hazard Assessment Report (HAR)** – is a document that contains the hazard assessment for a particular parcel of land of interest to a stakeholder. The HAR by itself is NOT an approval, endorsement or authorization for further government procedure.

**Simple Transactions** – pertain to one or two site requests for single or multiple hazards where assessment may proceed based on currently available and acceptable hazards information.

**Complex Transactions** – pertain to three to four site requests for single hazard or multiple hazards provided that hazard data or information necessary for assessment are readily available. They can be also be one to two site requests for multiple hazards provided one to two hazards require further analysis

**Highly Technical Transactions** – pertain to three or more site requests for multiple hazards with two or more hazards that require detailed analysis

<b>Office or Division:</b>	Geology and Geophysics Research and Development Division (GGRDD)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b><i>If acquiring auto-generated Multi-Hazard Assessment Reports for reference purposes</i></b>		
1. Computer or a mobile device with internet access.	Requesting Party	
2. GeoRiskPH Product and Service Stakeholder Satisfaction Survey	<a href="http://bit.ly/GeoriskPHProductsServiceSurvey">http://bit.ly/GeoriskPHProductsServiceSurvey</a>	
<b><i>If acquiring signed Hazard Assessment Report for submission to institutions</i></b>		
1. Computer or a mobile device with internet access.	Requesting Party	
2. Digital copy of vicinity map showing the parcel boundary of the land area on Google Earth map	Requesting Party	



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or imagery or geographical information of the area.					
3. Digital copy of Transfer Certificate of Title (TCT) or Tax Declaration of the lot, if applicable. Ensure readable TCT details like lot, number and block number as these will appear in the Hazard Assessment Report. If TCT is not available, Tax Declaration may suffice. If neither TCT nor Tax Declaration is available, fill out the address to be indicated in the Hazard Assessment Report.		Requesting Party, Land Registration Authority/ Registry of Deeds or Local Government Unit/ Assessor's Office.			
4. Online Hazard Assessment Service Form <i>All documents submitted to PHIVOLCS shall be part of PHIVOLCS records and will not be available to the public to ensure privacy. These will not be returned to the client.</i>		Online Hazard Assessment Service (OHAS) Portal ( <a href="https://has.phivolcs.dost.gov.ph">https://has.phivolcs.dost.gov.ph</a> )			
5. Online Hazard Assessment Service Satisfaction Survey Form.		Hazard Information and Assessment Services Stakeholder Satisfaction Survey Form ( <a href="http://bit.ly/PIVSGeomHASurvey">bit.ly/PIVSGeomHASurvey</a> ); to be filled-out upon release of the HAR or via Hazard Information and Assessment Services Stakeholder Satisfaction Survey Form ( <a href="http://bit.ly/PIVSGeomHASurvey">bit.ly/PIVSGeomHASurvey</a> );			
*CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b><i>If acquiring auto-generated multi-hazards assessment reports for reference purposes</i></b>					
1. Visit HazardHunterPH at <a href="https://hazardhunter.georisk.gov.ph">https://hazardhunter.georisk.gov.ph</a> (for site-specific assessment) or GeoAnalyticsPH at <a href="https://geoanalytics.georisk.gov.ph">https://geoanalytics.georisk.gov.ph</a> (for LGU-wide assessment).		1. Site security and maintenance.	None	1 minute, based on system response time	Information Technology Officer II/ of the Geomatics and Hazards Assessment Services Section
2. Generate assessment report.		2. Quality assurance and database maintenance.	None	1 minute, based on system response time	Information Technology Officer II/ Technology Information I



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				of the Geomatics and Hazards Assessment Services Section
3. Fill out the Feedback Form in either HazardHunterPH and/or GeoAnalyticsPH.	3. Maintenance of feedback forms.	None	5 minutes	Information Technology Officer II/ Technology Information I of the Geomatics and Hazards Assessment Services Section
	<b>TOTAL</b>	None	7 minutes	
<b><i>If acquiring Signed Hazard Assessment Reports</i></b>				
1. Access PHIVOLCS OHAS at <a href="https://has.phivolcs.dost.gov.ph">https://has.phivolcs.dost.gov.ph</a>	1. Site security and maintenance	None	1 minute	Information Technology Officer II/ of the Geomatics and Hazards Assessment Services Section
2. Submit Online Hazard Assessment Request Form with necessary requirements	2. Frontline staff reviews filled out form and document attachments.	None	30 minutes	Science Research Analyst, Science Research Assistant, Science Aide of the Geomatics and Hazards Assessment Services Section
*Client receives tracking number and confirmation through email that the request is being	2.1 Frontline forwards to Officer-of-the-	None	2 minutes	Science Research Analyst, Science





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processed.	Day.			Research Assistant, Science Aide of the Geomatics and Hazards Assessment Services Section
	2.2 Officer-of-the-Day conducts hazards assessment using Hazard Hunter PH functionality in OHAS Admin Portal or PHIVOLCS online and local GIS applications (this includes editing and syncing geodatabases, generating and uploading of HAM).	None	7 hours / within the day of receipt	Science Research Specialist II, Science Research Specialist I of GGRDD
	2.3 Officer-of-the-Day drafts Hazard Assessment Report (HAR).	None	10 minutes	Science Research Specialist II, Science Research Specialist I of GGRDD
	2.4 Officer-of-the-Day forwards HAR to the Verifier-of-the-Day.	None	1 minute	Science Research Specialist II, Science Research Specialist I of GGRDD



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	2.5 Verifier-of-the-Day receives and checks hazards assessment and HAR.	None	7 hours/ within One (1) working day upon receipt	Supervising Science Research Specialist, Senior Science Research Specialist, Science Research Specialist II of GGRDD
	2.6 Verifier-of-the-Day forwards HAR to the Chief or Officer-In-Charge (OIC).	None	1 minute	Supervising Science Research Specialist / Senior Science Research Specialist / Science Research Specialist II of GGRDD
	2.7 Chief or OIC receives and checks HAR.	None	One (1) working day upon receipt, including possible revisions	OIC-Division Chief GGRDD Supervising Science Research Specialist, Senior Science Research Specialist of GGRDD
	2.8 Chief or OIC approves HAR	None	1 minute	OIC-Division Chief GGRDD, Supervising Science Research Specialist, Senior Science Research Specialist of GGRDD



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<p>3. If from Government, no payment needed.</p>	<p>3. If from Government, HAR is released in OHAS platform.</p>	<p>None  (Free for those covered by applicable Government Issuance's)</p>	<p>1 minute</p>	<p>Science Research Analyst, Science Research Assistant, Science Aide of the Geomatics and Hazards Assessment Services Section</p>
<p>3.1 If Individual Owner, Private Sector, or Consultant, stakeholder deposits payment to PHIVOLCS accredited Payment Channels</p>	<p>3.1 If Individual Owner, Private Sector, or Consultant, front line staff checks proof of payment submitted online before releasing the HAR in OHAS Portal. <i>Frontline staff may follow up with the client regarding payment.</i></p>	<p>Php 100.00 per site (Individual private property owners)  Php 500.00 per site (Private companies)</p>	<p>10 minutes</p>	<p>Science Research Analyst, Science Research Assistant, Science Aide of the Geomatics and Hazards Assessment Services Section</p>
<p>3.2 If Individual Owner, Private Sector, or Consultant, stakeholder deposits payment to PHIVOLCS accredited Payment Channels.</p> <p>*If payment is done through PHIVOLCS cashier- Stakeholder gets order of payment from Frontline staff. Proceed to room 103 and present the order of payment to the cashier and pay the appropriate fee.</p>	<p>3.2 Frontline staff issues order of payment to client then, client uploads scanned copy of receipt to OHAS Portal.</p>	<p>None</p>	<p>5 minutes</p>	<p>Administrative, Officer V - Finance and Administrative Division</p>



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<p>3.3 Upload copy of proof of payment at the OHAS Portal using the tracking number provided in the email confirmation.</p>	<p>3.3 The OHAS system or frontline staff notifies the requesting party via email that HAR has been released in OHAS</p>	<p>None</p>	<p>1 minute</p>	<p>Science Research Analyst, Science Research Assistant, Science Aide of the Geomatics and Hazards Assessment Services Section</p>
<p>4. Download Hazard Assessment Report (HAR) from OHAS Portal.</p>	<p>4. Site security and maintenance.</p>	<p>None</p>	<p>1 minute</p>	<p>Information Technology Officer II of the Geomatics and Hazards Assessment Services Section</p>
	<p><b>TOTAL</b></p>	<p>Php 100.00 per site (Individual private property owners)  Php 500.00 per site (Private companies)  Free for those covered by applicable Government Issuance's</p>	<p>2 working days, 7 hours, 22 minutes (~Three (3) Working days) <b>Note: That all documents /information submitted are complete/correct</b></p>	



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<b>Office or Division:</b>	Geology and Geophysics Research and Development Division (GGRDD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Computer or a mobile device with internet access.		Requesting Party		
2. Digital copy of vicinity map showing the parcel boundary of the land area on Google Earth map or imagery or geographical information of the area.		Requesting Party		
3. Digital copy of Transfer Certificate of Title (TCT) or Tax Declaration of the lot, if applicable. Ensure readable TCT details like lot, number and block number as these will appear in the Hazard Assessment Report. If TCT is not available, Tax Declaration may suffice. If neither TCT nor Tax Declaration is available, fill out the address to be indicated in the Hazard Assessment Report.		Requesting Party, Land Registration Authority/Registry of Deeds or Local Government Unit/Assessor's Office.		
4. Online Hazard Assessment Service Form <i>All documents submitted to PHIVOLCS shall be part of PHIVOLCS records and will not be available to the public to ensure privacy. These will not be returned to the client.</i>		Online Hazard Assessment Service (OHAS) Portal ( <a href="https://has.phivolcs.dost.gov.ph">https://has.phivolcs.dost.gov.ph</a> )		
5. Online Hazard Assessment Service Satisfaction Survey Form.		Online Hazard Assessment Service (OHAS) Portal ( <a href="https://has.phivolcs.dost.gov.ph">https://has.phivolcs.dost.gov.ph</a> ) to be filled-out upon release of the HAR or via Hazard Information and Assessment Services Stakeholder Satisfaction Survey Form ( <a href="http://bit.ly/PIVSGeomHASurvey">bit.ly/PIVSGeomHASurvey</a> )		
<b>*CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Access PHIVOLCS OHAS at <a href="https://has.phivolcs.dost.gov.ph">https://has.phivolcs.dost.gov.ph</a>	1. Site security and maintenance.	None	1 minute, based on system response time	Information Technology Officer II of the Geomatics and Hazards Assessment Services Section



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<p>2. Submit Online Hazard Assessment</p> <p>*Client receives tracking number and confirmation through email that the request is being processed.</p>	<p>2. Frontline staff reviews filled out form and document attachments.</p> <p><i>Note: We will only process requests with sufficient documents submitted. GeomHAS staff shall communicate with stakeholder if documents were found insufficient to begin hazard assessment</i></p>	<p>None</p>	<p>30 minutes</p>	<p>Science Research Analyst, Science Research Assistant, Science Aide of the Geomatics and Hazards Assessment Services Section</p>
	<p>2.1. Frontline staff forwards to Officer-of-the-Day.</p>	<p>None</p>	<p>2 minutes</p>	<p>Science Research Analyst, Science Research Assistant, Science Aide of the Geomatics and Hazards Assessment Services Section</p>
	<p>2.2. Officer-of-the-Day conducts hazards assessment using HazardHunter PH functionality in OHAS Admin Portal or</p>	<p>None</p>	<p>Three (3) working days</p>	<p>Science Research Specialist II, Science Research Specialist I of GGRDD</p>



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	PHIVOLCS online and local GIS applications (this includes editing and syncing geodatabases, generating and uploading of HAM).			
	2.3. Officer-of-the Day drafts Hazard Assessment Report (HAR).	None	10 minutes	Science Research Specialist II, Science Research Specialist I of GGRDD
	2.4. Officer-of-the Day forwards HAR to the Verifier-of-the Day.	None	1 minute	Science Research Specialist II, Science Research Specialist I of GGRDD
	2.5. Verifier-of-the Day receives and checks hazards assessment and HAR.	None	Two (2) working days, 8hrs including possible revisions	Supervising Science Research Specialist, Senior Science Research Specialist, Science Research Specialist II of GGRDD
	2.6. Verifier-of-the Day forwards HAR to the Chief	None	1 minute	Supervising Science Research Specialist, Senior Science Research Specialist,



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				Science Research Specialist II of GGRDD
	2.7. Chief or OIC receives and checks HAR.	None	One (1) working day upon receipt, including possible revisions	OIC-Division Chief GGRDD, Supervising Science Research Specialist, Senior Science Research Specialist of GGRDD
	2.8. Chief or OIC approves HAR.	None	1 minute	OIC-Division Chief GGRDD, Supervising Science Research Specialist, Senior Science Research Specialist of GGRDD
3. If from Government, no payment needed.	3. If from Government, HAR is released in OHAS platform.	None (Free for those covered by applicable Government Issuance's)	1 minute	Science Research Analyst, Science Research Assistant, Science Aide of the Geomatics and Hazards Assessment Services Section





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<p>3.1 If Individual Owners, Private Sector, or Consultants, stakeholder deposits payment to PHIVOLCS accredited Payment Channels.</p> <p>*If payment is done through PHIVOLCS cashier- Stakeholder gets order of payment from frontline staff. Proceed to room 103 and present the order of payment to the cashier and pay the appropriate fee</p>	<p>3.1 If Individual Owner, Private Sector, or Consultant, front line staff checks proof of payment submitted online before releasing the HAR in OHAS Portal. <i>Frontline staff may follow up with the client regarding payment.</i></p> <p>*Frontline staff issues order of payment to client then, client uploads scanned copy of receipt to OHAS Portal.</p>	<p>Php 100.00 per site (Individual private property owners)</p> <p>Php 500.00 per site (Private companies)</p> <p>None</p>	<p>10 minutes</p> <p>5 minutes</p>	<p>Science Research Analyst, Science Research Assistant, Science Aide of the Geomatics and Hazards Assessment Services Section</p> <p>Administrative, Officer V, Cashier - Finance and Administrative Division</p>
<p>3.2 Upload copy of proof of payment at the OHAS Portal using tracking number provided in the email confirmation.</p>	<p>3.2 The OHAS system or frontline staff notifies the requesting party via email that HAR has been released in OHAS.</p>	<p>None</p>	<p>1 minute</p>	<p>Science Research Analyst, Science Research Assistant, Science Aide of the Geomatics and Hazards Assessment Services Section</p>
<p>4. Download Hazard Assessment Report (HAR) from OHAS Portal.</p>	<p>4. Site security and maintenance.</p>	<p>None</p>	<p>1 minute</p>	<p>Information Technology Officer II of the</p>



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				Geomatics and Hazards Assessment Services Section
	<b>TOTAL</b>	<p>Php 100.00 per site (Individual private property owners)</p> <p>Php 500.00 per site (Private companies)</p> <p>Free for those covered by applicable Government Issuance's</p>	<p>Six (6) working days, 1 hrs, 4 minutes (~Seven (7) Working days)</p> <p>Note: That all documents /information submitted are complete/correct</p>	



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<b>Office or Division:</b>	Geology and Geophysics Research and Development Division (GGRDD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Computer or a mobile device with internet access.		Requesting Party		
2. Digital copy of vicinity map showing the parcel boundary of the land area on Google Earth map or imagery or geographical information of the area.		Requesting Party		
3. Digital copy of Transfer Certificate of Title (TCT) or Tax Declaration of the lot, if applicable. Ensure readable TCT details like lot number and block number as these will appear in the Hazard Assessment Report. If TCT is not available, Tax Declaration may suffice. If neither TCT nor Tax Declaration is available, fill out address to be indicated in the Hazard Assessment Report.		Requesting Party, Land Registration Authority/Registry of Deeds or Local Government Unit/Assessor's Office.		
4. Online Hazard Assessment Service Form <i>All documents submitted to PHIVOLCS shall be part of PHIVOLCS records and will not be available to the public to ensure privacy. These will not be returned to the client.</i>		Online Hazard Assessment Service (OHAS) Portal ( <a href="https://has.phivolcs.dost.gov.ph">https://has.phivolcs.dost.gov.ph</a> )		
5. Online Hazard Assessment Service Satisfaction Survey Form.		Online Hazard Assessment Service (OHAS) Portal ( <a href="https://has.phivolcs.dost.gov.ph">https://has.phivolcs.dost.gov.ph</a> ) to be filled-out upon release of the HAR or via Hazard Information and Assessment Services Stakeholder Satisfaction Survey Form ( <a href="http://bit.ly/PIVSGeomHASurvey">bit.ly/PIVSGeomHASurvey</a> );		
<b>*CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Access PHIVOLCS OHAS at <a href="https://has.phivolcs.dost.gov.ph">https://has.phivolcs.dost.gov.ph</a>	1. Site security and maintenance	None	1 minute, based on system response time	Information Technology Officer II of the Geomatics and Hazards Assessment Services Section



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<p>2. Submit Online Hazard Assessment Request Form with necessary requirements.</p> <p>*Client receives tracking number and confirmation through email that the request is being processed</p>	<p>2. Frontline staff reviews filled out form and document attachments.</p> <p><i>Note: We will only process requests with sufficient documents submitted. GeomHAS staff shall communicate with stakeholder if documents were found insufficient to begin hazard assessment</i></p>	<p>None</p>	<p>1 hour</p>	<p>Science Research Analyst, Science Research Assistant, Science Aide of the Geomatics and Hazards Assessment Services Section</p>
	<p>2.1 Frontline forwards to Officer-of-the-Day.</p>	<p>None</p>	<p>2 minutes</p>	<p>Science Research Analyst, Science Research Assistant, Science Aide of the Geomatics and Hazards Assessment Services Section</p>
	<p>2.2 Officer-of-the-Day conducts hazards assessment using Hazard Hunter PH functionality in OHAS Admin Portal or PHIVOLCS online and local GIS applications (this includes editing and syncing geodatabases, generating and uploading of HAM)</p>	<p>None</p>	<p>Twelve (12) working days</p>	<p>Science Research Specialist II, Science Research Specialist I of GGRDD</p>



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	2.3 Officer-of-the-Day drafts Hazard Assessment Report (HAR).	None	30 minutes	Science Research Specialist II, Science Research Specialist I of GGRDD
	2.4 Officer-of-the-Day forwards HAR to the Verifier-of-the-Day.	None	1 minute	Science Research Specialist II, Science Research Specialist I of GGRDD
	2.5 Verifier-of-the-Day receives and checks hazards assessment and HAR	None	Six (6) working days including possible revisions, depending on the number of sites	Supervising Science Research Specialist, Senior Science Research Specialist, Science Research Specialist II of GGRDD
	2.6 Verifier-of-the-Day forwards HAR to the Chief or Officer-In-Charge (OIC)	None	1 minute	Supervising Science Research Specialist, Senior Science Research Specialist, Science Research Specialist II of GGRDD
	2.7 Chief or OIC receives and checks HAR.	None	One (1) working day upon receipt, including possible revisions	OIC-Division Chief GGRDD, Supervising, Senior Science Research Specialist of GGRDD



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	2.8 Chief or OIC approves HAR.	None	1 minute	OIC-Division Chief GGRDD, Supervising, Senior Science Research Specialist of GGRDD
3. If from Government, no payment needed.	3. If from Government, HAR is released in OHAS platform.	None (Free for those covered by applicable Government Issuance's)	1 minute	Science Research Analyst, Science Research Assistant, Science Aide of the Geomatics and Hazards Assessment Services Section
3.1 If Individual Owner, Private Sector, or Consultant, stakeholder deposits payment to PHIVOLCS accredited Payment Channels.	3.1 If Individual Owner, Private Sector, or Consultant, front line staff checks proof of payment submitted online before releasing the HAR in OHAS Portal. <i>Frontline staff may follow up with the client regarding payment.</i>	Php 100.00 per site (Individual private property owners)  Php 500.00 per site (Private companies)	10 minutes	Science Research Analyst, Science Research Assistant, Science Aide of the Geomatics and Hazards Assessment Services Section
*If payment is done through PHIVOLCS cashier- Stakeholder gets order of payment from Frontline staff. Proceed to room 103 and present the order of payment to the cashier and pay the appropriate fee.	*Frontline staff issues order of payment to client then, client uploads scanned copy of receipt to OHAS Portal.	None	5 minutes	Administrative, Officer V, Cashier - Finance and Administrative Division



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3.2 Upload copy of proof of payment at the OHAS Portal using the tracking number provided in the email confirmation.	3.2 The OHAS system or frontline staff notifies the requesting party via email that HAR has been released in OHAS.	None	1 minute	Science Research Analyst, Science Research Assistant, Science Aide of the Geomatics and Hazards Assessment Services Section
4. Download Hazard Assessment Report (HAR) from OHAS Portal.	4. Site security and maintenance.	None	1 minute	Information Technology Officer II of the Geomatics and Hazards Assessment Services Section
<b>TOTAL</b>		Php 100.00 per site (Individual private property owners)  Php 500.00 per site (Private companies)  Free for those covered by applicable Government Issuance's	Nineteen (19) working days, 1 hr, 54 minutes (~20 working days) Note: That all documents /information submitted are complete/correct; depending on the number of sites to be assessed	

## 2. Geology- and Geomatics-related Information package

**Hazard Information Package** – any set of information products pertaining to earthquake- and volcano-related processes generated and produced by the Geology and Geophysics Research and Development Division (GGRDD), and which can be provided in the form of printed or digital maps, reports, or explained in letters and face-to-face consultation, among others.

**Web Map Service (WMS)** – a standard protocol developed by the Open Geospatial Consortium in 1999 for serving geo-referenced map images over the Internet, providing a simple Hyper Text Transmission Protocol (HTTP) for requesting geo-referenced map images (JPEG, PNG, etc.) from one or more distributed geospatial databases.

**Web Feature Service (WFS)** – an interface specified by the Open GIS Consortium (OGC) that allows for the exchange of geographic data across the Web. Through this interface, data manipulation may be done on the geographic features in local computers.

**Data User Agreement (DUA)** – a document, signed between PHIVOLCS and its government stakeholders, stating an agreement on data exchange and usage. DUA may be signed between the Director of PHIVOLCS or his representative and the head of office or Planning/GIS/IT Officer of government agencies requesting GIS products. It ensures that PHIVOLCS hazards information is properly handled by its stakeholders.

**Memorandum of Understanding (MOU)** – a document, signed between PHIVOLCS and its non-government stakeholders, stating an agreement on data exchange and usage. MOU is signed between the director of PHIVOLCS and the head of its non-government stakeholders, and other similar offices requesting GIS products. It ensures that PHIVOLCS hazards information is properly handled by its stakeholders.

**Outgoing Letter (OGL) and Hazard Information and Maps (HIM)** – a formal letter, signed by the head of the agency in response to a query or request letter from a stakeholder. This may have an attached document in the form of maps, tables, etc.

<b>Office or Division:</b>	Geology and Geophysics Research and Development Division (GGRDD)	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Computer or a mobile device with internet access.		Requesting Party





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*CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
If requesting for Web Map/Feature Services for reference purposes				
1. <b>Access</b> the Geomatics GIS Web Portal at <a href="https://gisweb.phivolcs.dost.gov.ph/gisweb/geomatics-services-request">https://gisweb.phivolcs.dost.gov.ph/gisweb/geomatics-services-request</a> .	1. Site security and maintenance	None	1 minute, based on system response time	Information Technology Officer II, Information Technology Officer I, Information System Analyst II of the Geomatics and Hazards Assessment Services Section
2. Fill out and submit the Geomatics Data and Services Form.  <i>*Client receives confirmation through email that the request is received together with the Data User Agreement (DUA) or Memorandum of Understanding (MOU) with a link where they can upload the document.</i>	2. Receive client request (automated reply email).	None	5 minutes, based on system response time	Information Technology Officer I, Science Research Specialist II, Science Research Specialist I of the Geomatics and Hazards Assessment Services Section
3. Fills out the Data User Agreement (DUA) or Memorandum of Understanding (MOU) and uploads at the attachment section in the Portal or send directly to <a href="mailto:geomatics@phivolcs.dost.gov.ph">geomatics@phivolcs.dost.gov.ph</a> .	3. The Geomatics Monthly Monitor (GeMM) checks validity of DUA/MOU and approves it in the portal.  Geomatics Monthly Monitor (GeMM) may contact client for	None	5 minutes	Senior Science Research Specialist, Science Research Specialist II, Science Research Specialist I of the Geomatics



**DOST-PHIVOLCS**

	clarifications or if data requested is unavailable.			and Hazards Assessment Services Section
	3.1 Prints and forward DUA/MOU to Agency Head or Division Chief.	None	10 minutes	Senior Science Research Specialist, Science Research Specialist II, Science Research Specialist I of the Geomatics and Hazards Assessment Services Section
	3.2 Obtain approval from Agency Head or Division Chief by signing DUA or MOU.	None	Two (2) working days	Head of Agency, Director IV, or OIC-Division Chief GGRDD
4. Check email for Web Services link.	4. Once signed, the GeMM <i>uploads the signed DUA/MOU, approves the request at the portal or drafts a template reply email for release of the Web Services link with explanations on other concerns to the stakeholder.</i>	None	10 minutes	Senior Science Research Specialist, Science Research Specialist II, Science Research Specialist I of the Geomatics and Hazards Assessment Services Section
5. Fill out and submit Stakeholder Satisfaction Form.	5. Maintenance of feedback forms	None	5 minutes	Information Technology Officer



**DOST-PHIVOLCS**

				I, Senior Science Research Specialist, Science Research Specialist II, Science Research Specialist I of the Geomatics and Hazards Assessment Services Section
	<b>TOTAL</b>	None	Two (2) working days and 36 minutes	

***If requesting for Earthquake and Volcanic Hazards Map Layouts***

1. Access the Geomatics GIS Web Portal at <a href="https://gisweb.phivolcs.dost.gov.ph/gisweb/earthquake-volcano-related-hazard-gis-information">https://gisweb.phivolcs.dost.gov.ph/gisweb/earthquake-volcano-related-hazard-gis-information</a> or at <a href="https://hazardhunter.georisk.gov.ph">https://hazardhunter.georisk.gov.ph</a> .	1. Site security, maintenance and ensure map repository and hazard maps are up-to-date	None	1 minute	Information Technology Officer I, Senior Science Research Specialist, Science Research Specialist II, Science Research Specialist I of the Geomatics and Hazards Assessment Services Section
2. Select area to sort (from National to Municipal level)	2. Ensure map repository and hazard maps are up-to-date	None	1 minute	Senior Science Research Specialist, Science



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				Research Specialist II, Science Research Specialist I of the Geomatics and Hazards Assessment Services Section of the Geomatics and Hazards Assessment Services Section
3. Select hazard/s	3. Ensure map repository and hazard maps are up-to-date.	None	1 minute	Senior Science Research Specialist, Science Research Specialist II/ Science Research Specialist I of the Geomatics and Hazards Assessment Services Section of the Geomatics and Hazards Assessment Services Section
4. Click Submit and wait for results to appear.	4. Site security, maintenance and ensure map repository and hazard maps are up-to-date.	None	1 minute, based on system response time	Information Technology Officer I, Senior Science Research Specialist,



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				Science Research Specialist II, Science Research Specialist I of the Geomatics and Hazards Assessment Services Section
5. Click thumbnails to download hazard maps.		None	1 minute, based on system response time	Information Technology Officer I, Senior Science Research Specialist, Science Research Specialist II, Science Research Specialist I of the Geomatics and Hazards Assessment Services Section
	<b>TOTAL</b>	None	5 Minutes	



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<b>Office or Division:</b>	Geology and Geophysics Research and Development Division (GGRDD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Computer or a mobile device with internet access.		Requesting Party		
<b>*CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b><i>If requesting information not available at PHIVOLCS' online hazard assessment platforms</i></b>				
1. Send request addressed to <b>DR. TERESITO C. BACOLCOL</b> , Director, PHIVOLCS by emailing it to <a href="mailto:od@phivolcs.dost.gov.ph">od@phivolcs.dost.gov.ph</a> or <a href="mailto:ggrdd.mail@phivolcs.dost.gov.ph">ggrdd.mail@phivolcs.dost.gov.ph</a> .	1. Review the request and forward to specific technical or concerned group/s or personnel.	None	Two (2) working days, DOST-PHIVOLCS acknowledges receipt of the request and indicates time of release to stakeholders	OIC-Division Chief GGRDD
	1.1 Technical personnel/ concerned group process the request.	None	Three (3) working days	Technical Personnel/ Concerned Section
	1.2 Draft reply on information being requested	None	One (1) working day	Technical Personnel/ Concerned Section
2. Receive reply via email or letter (OGL/HIM).	2. Approval and release of reply via email.	None	One (1) working day	Technical Personnel/ Concerned Section, OIC-Division Chief GGRDD
	<b>TOTAL</b>	None	Seven (7) Working days	



**Geologic Disaster Awareness and  
Preparedness Division (GDAPD)**

**External Services**

### 3. Outside Lecture Package

DOST-PHIVOLCS provides a lecture package to various stakeholders that includes resource person(s) either as lecturer, facilitator, and observer to requesting organizations. Standard lecture packages cover basic information on volcanoes, earthquakes, tsunami and other related geotectonic phenomena. Also, specialized topics related to Geosciences and Disaster Risk Reduction could be included in the lecture package upon request. Facilitators or observers could be requested to give technical inputs during exercises or drills for volcano, earthquake or tsunami evacuation, subject to availability of personnel.

<b>Office or Division:</b>	Geologic Disaster Awareness and Preparedness Division (GDAPD)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. Computer or mobile device with access to the internet.	Requesting Party	
2. <b>Letter of request is required.</b> Address all letters to <b>DR. TERESITO C. BACOLCOL</b> , Director, PHIVOLCS. Please state the following: <ul style="list-style-type: none"> <li>● topic</li> <li>● number and type of participants</li> <li>● place, date and time of lecture</li> <li>● contact landline/mobile number(s)</li> <li>● contact person of requesting organization</li> </ul>	2 <sup>nd</sup> Floor, Room 202, Geologic Disaster Awareness and Preparedness Division (GDAPD)	
3. For outside Metro Manila that requires a Travel Order, <b>requests must be submitted 20 working days before the scheduled activity</b> for preparation and processing of travel documents. <p>3.1 <b>Requestee should provide:</b></p> <ul style="list-style-type: none"> <li>● Transportation of resource person from and back to DOST-PHIVOLCS Office</li> <li>● Computer and LED/LCD projector for presentation purposes e.g. PowerPoint</li> <li>● Meal and accommodation if outside Metro Manila and requiring overnight stay.</li> </ul>		





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*CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b><i>For online request</i></b>				
1. Access the Request Form for Outside Lecture Packages: <a href="https://bit.ly/request-lecture">https://bit.ly/request-lecture</a>	1. GDAPD staff receives and sends acknowledgement of request.	None, incidental travel expenses if incurred by Resource Person	1 minute	Science Research Specialist/ Analyst/ Assistant of DRR Capacity Building Section
2. Submit the online request form with necessary requirements.  * Client receives the acknowledgement receipt.	2. GDAPD staff reviews the accomplished online request form and the document attached.  For specific requests or invitations for Dr. Teresito C. Bacolcol as resource person should be forwarded to the Office of the Director.	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Capacity Building Section
3. Coordinate with DOST-PHIVOLCS for final logistical arrangement e.g. transportation, online platform.	3. GDAPD staff will confirm the availability of the requested date, resource person, and logistical arrangement (e.g venue, time, platform, transportation) and forward to the requisitioner the <u>link</u>	None	1.5 working days including the assignment of resource person	Science Research Specialist/ Analyst/ Assistant of DRR Capacity Building Section



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	<a href="https://bit.ly/CoordinatorCSF">https://bit.ly/CoordinatorCSF</a> for Client Satisfaction Feedback (CSF) form for Coordinator.			
4. Fill-out and submit the Client Satisfaction Feedback (CSF) form	4. GDAPD staff receives and reviews the Client Satisfaction Feedback (CSF) form	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Capacity Building Section
	4.1 GDAPD sends final confirmation details (date, time, and resource person) and logistical arrangement.	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Capacity Building Section
	<b>TOTAL</b>	None, incidental travel expenses if incurred by Resource Person	1.5 working days and 7 minutes	
<b>For hand-carry/ courier request</b>				
1. Send letter of request thru hand-carry/courier. Letter of request must be sent to DOST-PHIVOLCS at least two (2) weeks prior to date of activity.	1. GDAPD staff receives the letter of request	None, incidental travel expenses if incurred by Resource Person	5 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Capacity Building Section
1.1 Call DOST-PHIVOLCS to inform about your hand-carried / courier request	1.1 Send acknowledgement of request thru call or email	None	1 minute	Science Research Specialist/ Analyst/ Assistant of



**DOST-PHIVOLCS**

prior to the visit				DRR Capacity Building Section
2. Client receives the acknowledgement receipt	2. GDAPD staff reviews the letter of request.  For specific requests or invitations for Dr. Teresito C. Bacolcol as resource person should be forwarded to the Office of the Director.	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Capacity Building Section
3. Coordinate with DOST-PHIVOLCS for final logistical arrangement e.g. service vehicle, online platform	3. GDAPD staff will confirm the availability of the requested date, resource person, and logistical arrangement (e.g venue, time, platform, transportation) and forward to the requisitioner the link <a href="https://bit.ly/CoordinatorCSF">https://bit.ly/CoordinatorCSF</a> for Client Satisfaction Feedback (CSF) form for Coordinator.	None	1.5 working days including the assignment of resource person	Science Research Specialist/ Analyst/ Assistant of DRR Capacity Building Section
4. Fill-out and submit the Client Satisfaction Feedback (CSF) form	4. GDAPD staff receives and reviews the Client Satisfaction Feedback (CSF) form	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Capacity Building Section



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	4.1 GDAPD sends final confirmation details (date, time, and resource speaker) and logistical arrangement.	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Capacity Building Section
	<b>TOTAL</b>	None, incidental travel expenses if incurred by Resource Person	1.5 working days and 12 minutes	
<b><i>If non-online/email request</i></b>				
1. Send a letter of request to pivs_lectures@phivolcs.dost.gov.ph or fax at (02) 8927-4524.  Letter of request must be received by DOST-PHIVOLCS at least two (2) weeks prior to the date of activity.	1. GDAPD staff receives and sends acknowledgement of request.	None, incidental travel expenses if incurred by Resource Person	5 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Capacity Building Section
2. Client receives the acknowledgement receipt.	2. GDAPD staff review letter of request.  For specific requests or invitations for Dr. Teresito C. Bacolcol as resource person should be forwarded to the	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Capacity Building Section



**DOST-PHIVOLCS**

	Office of the Director.			
3. Coordinate with DOST-PHIVOLCS for final logistical arrangement e.g. service vehicle, online platform.	3. GDAPD staff will confirm the availability of the requested date, resource person, and logistical arrangement (e.g venue, time, platform, transportation) and forward to the requisitioner the link <a href="https://bit.ly/CoordinatorCSF">https://bit.ly/CoordinatorCSF</a> for Client Satisfaction Feedback (CSF) form for Coordinator.	None	1.5 working days including the assignment of resource person	Science Research Specialist/ Analyst/ Assistant of DRR Capacity Building Section
4. Fill out and submit the Client Satisfaction Feedback (CSF) form	4. GDAPD staff receives and reviews the Client Satisfaction Feedback (CSF) form.	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Capacity BuildingSection
	4.1 GDAPD sends final confirmation details (date, time, and resource speaker) and logistical arrangement.	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Capacity Building Section
	<b>TOTAL</b>	None, incidental travel expenses if incurred by Resource Speaker	1.5 working days and 11 minutes	

#### 4. Information Packages: Information Materials

Information materials are in the form of flyers, pamphlets, leaflets, posters, comics, brochures, and scientific papers or proceedings which are available in either print or digital format. These materials contain general information on Philippine volcanoes, earthquakes, tsunamis and other related geotectonic processes, their threats and how the effects from these hazards can be reduced or avoided. Most print materials are free of charge except for some special publications.

<b>Office or Division:</b>	Geologic Disaster Awareness and Preparedness Division (GDAPD)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Computer or mobile device with access to the internet.	Requesting party	
2. Fill-out request form for all materials.  For <b>multiple (50 or more) copies</b> of printed materials:  <b>Letter of request is required.</b> Address all letters to <b>DR. TERESITO C. BACOLCOL</b> , Director, PHIVOLCS. Indicate the number of copies needed and purpose. DOST-PHIVOLCS will determine the final number of print copies to be released, depending on available stocks and the purpose of the client. Make sure that the client has complete contact information in their letter of request  Additional requirements: Requesting organizations should provide transportation (pick-up) or courier of the requested printed materials.	2 <sup>nd</sup> Floor, Room 202, Geologic Disaster Awareness and Preparedness Division (GDAPD)  You may access the online request form: <a href="https://bit.ly/Digital-RequestForm">https://bit.ly/Digital-RequestForm</a>  Downloadable information materials: <a href="https://phivolcs.dost.gov.ph/index.php/publications/general-information-products">https://phivolcs.dost.gov.ph/index.php/publications/general-information-products</a>	
3. For <b>digital copy</b> of high resolution materials:  <b>Letter of request is required.</b> Address all letters to <b>DR. TERESITO C.</b>	You may access the online request form: <a href="https://bit.ly/Digital-RequestForm">https://bit.ly/Digital-RequestForm</a>  Downloadable information materials: <a href="https://phivolcs.dost.gov.ph/index.php/publications/general-information-products">https://phivolcs.dost.gov.ph/index.php/publications/general-information-products</a>	



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<p><b>BACOLCOL</b>, Director, PHIVOLCS. Indicate the title of material and purpose and complete contact information of the requester.</p>		<p><a href="https://www.phivolcs.dost.gov.ph/ns/general-information-products">ns/general-information-products</a></p>		
*CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b><i>For obtaining information materials as reference</i></b>				
1. Visit DOST-PHIVOLCS website at <a href="http://www.phivolcs.dost.gov.ph">www.phivolcs.dost.gov.ph</a> . Choose publication menu to view list of available downloadable information materials.	Site security and maintenance.	None	2 minutes	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section
2. Download copy of selected information materials in pdf/jpg/png copy	Site security and maintenance.	None	2 minutes	Science Research Specialist/ Analyst /Assistant of DRR Materials Development Section
<b>TOTAL</b>		None	4 minutes	
<b><i>For multiple copies of printed materials: online request</i></b>				
1. Access the Request Form For Print Materials: <a href="https://bit.ly/PrintRequestForm">https://bit.ly/PrintRequestForm</a> .	1. GDAPD staff receives and sends acknowledgement of request.	None (Transportation of requested printed materials should be Shouldered by the requester)	2 minutes	Science Research Specialist/ Analyst /Assistant of DRR Materials Development Section
2. Submit the online request form with necessary requirements.	2. GDAPD staff reviews the accomplished online request form and the	None	2 minutes	Science Research Specialist/ Analyst /Assistant of DRR Materials



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	document attached.			Development Section
* Client receives the acknowledgement receipt	2.1 Forward letter of request to Division Chief for approval.	None	1 minute	Science Research Specialist/ Analyst /Assistant of DRR Materials Development Section
	2.2 Gather and prepare the requested information materials. <i>(Preparation of printed materials based on the pick-up date, at least two days before the pick-up date or as stated in the letter.)</i>	None	20 minutes	Science Assistance/ Aide of DRR Materials Development Section
3. Coordinate with DOST-PHIVOLCS for final logistical arrangement e.g. date and time of pick-up or courier services.	3. GDAPD staff will confirm the request including the logistical arrangement date and time of pick-up or courier services.	None	5 minutes	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section
	3.1 Forward to the requisitioner the link <a href="https://tinyurl.com/PHIVOLCScustomerFeedbackForm">https://tinyurl.com/PHIVOLCScustomerFeedbackForm</a> for Client Satisfaction	None	1 minute	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section





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	Form (CSF) for Frontline Services			
4. Fill out the Client Satisfaction Feedback (CSF) form for Frontline Services (online/printed) and submit.	4. Receive and review if the Client Satisfaction Feedback (CSF) form is properly and completely filled out.	None	2 minutes	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section
5. Claim the printed materials.	5. Release the requested information materials to the stakeholder at the DOST-PHIVOLCS Lobby.	None	2 minutes	Science Research Specialist/ Analyst /Assistant of DRR Materials Development Section
	<b>TOTAL</b>	None (Transportation of requested printed materials should be Shouldered by the requester)	35 minutes	
<b><i>For walk-in request (less than 50 copies)</i></b>				
1. Request printed copy of information materials.	1. Provide a request form for print materials.	None	1 minute	Science Research Specialist/ Analyst /Assistant of DRR Materials Development Section
2. Fill out the request	2. Receive and review	None	2 minutes	Science



**DOST-PHIVOLCS**

form for print materials and submit to GDAPD staff.	the accomplished form.			Research Specialist/ Analyst /Assistant of DRR Materials Development Section
* Client will wait for the requested materials to be prepared.	2.1 Gather and prepare the requested information materials.	None	20 minutes	Science Assistant/ Aide of DRR Materials Development Section
	2.2 Ask the client to answer the online Client Satisfaction Feedback (CSF) form for Frontline Services ( <a href="https://tinyurl.com/PHIVOLCSCustomerFeedbackForm">https://tinyurl.com/PHIVOLCSCustomerFeedbackForm</a> ) or give a printed copy of the form (if online is not accessible).	None	2 minutes	Science Assistant/ Aide of DRR Materials Development Section
3. Fill out the Client Satisfaction Feedback (CSF) form for Frontline Services (online/printed) and submit.	3. Receive and review the Client Satisfaction Feedback (CSF) form	None	5 minutes	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section
4. Claim the printed materials.	4. Release the requested information materials to the stakeholder at the DOST-PHIVOLCS Lobby.	None	2 minutes	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section
	<b>TOTAL</b>	None	32 minutes	



**DOST-PHIVOLCS**

<b><i>If multiple (50 or more) copies of printed materials: hand-carry/ courier</i></b>				
1. Send letter of request thru hand-carry/ courier.	1. GDAPD staff receives letter request.	None	3 minutes	Science Research Specialist/ Analyst /Assistant of DRR Materials Development Section
	1.1.a If hand-carried request from provinces, inform the client on the availability of requested materials.	None	10 minutes	Science Research Specialist/ Science Research Analyst/Assistant of DRR Materials Development Section
	1.1.b If couriered, send acknowledgement and update on the status of request thru call or email.	None	10 minutes	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section
	1.2 Forward Letter of request to Division Chief for approval.	None	1 minute	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section
	1.3 Provide request form for print materials print or online.	None	1 minute	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section
2. Fill-out the request form for print materials and submit to GDAPD	2. GDAPD staff receives and reviews the accomplished	None	2 minutes	Science Research Specialist/ Analyst/Assistant



**DOST-PHIVOLCS**

staff.	form. Attach their letter of request.			of DRR Materials Development Section
* Client will wait for the requested materials to be prepared.	<p>2.2 Gather the requested information materials. (Preparation of printed materials based on the pick-up date, at least two days before the pick-up date or as stated in the letter.)</p> <p>2.3 Ask the client to answer the online Client Satisfaction Feedback (CSF) form for Frontline Services (<a href="https://tinyurl.com/PHIVOLCSCustomerFeedbackForm">https://tinyurl.com/PHIVOLCSCustomerFeedbackForm</a>) or printed copy of the form (if online is not accessible)</p>	None	20 minutes	<p>Science Assistant/Aide of DRR Materials Development Section</p> <p>Science Research Specialist/Analyst/Assistant of DRR Materials Development Section</p>
3. Fill-out the Client Satisfaction Feedback (CSF) form for Frontline Services (online/printed) and submit.	3. GDAPD staff receives and reviews if the Client Satisfaction Feedback (CSF) form is properly and completely filled-out.	None	5 minutes	Science Research Specialist/Analyst/Assistant of DRR Materials Development Section
4. Claim the printed materials.	4. Release the requested information materials to the stakeholder at the DOST-PHIVOLCS Lobby.	None	2 minutes	Science Research Specialist/Analyst/Assistant of DRR Materials Development Section



**DOST-PHIVOLCS**

	<b>TOTAL</b>	None	54 minutes	
<i>For multiple (50 or more) copies of printed materials: email</i>				
1. Send letter of request thru email at <a href="mailto:phivolcs_mail@phivolcs.dost.gov.ph">phivolcs_mail@phivolcs.dost.gov.ph</a> . or fax at (02) 8927-4524.	1. Receive letter request.	None	2 minutes	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section
	1.1 Send acknowledgment and update on the status of request thru call or email.	None	2 minutes	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section
* Client receives the acknowledgement receipt.	1.2 Forward Letter of request to Division Chief for approval.	None	1 minute	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section
	1.3 Provide request form for print materials print or online <a href="https://bit.ly/PrintRequestForm">https://bit.ly/PrintRequestForm</a>	None	1 minute	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section
2. Fill-out the request form for print materials and submit to GDAPD staff	2. Receive and review the accomplished form. Attach their letter of request	None	2 minutes	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section
	2.1 Gather the requested	None	20 minutes	Science



**DOST-PHIVOLCS**

	information materials (Preparation of printed materials based on the pick-up date, at least two days before the pick-up date or as stated in the letter.)			Research Assistant/ Science Aide of DRR Materials Development Section
	2.2 Ask the client to answer the online Client Satisfaction Feedback (CSF) form for Frontline Services ( <a href="https://tinyurl.com/PHIVOLCSCustomerFeedbackForm">https://tinyurl.com/PHIVOLCSCustomerFeedbackForm</a> ) or provide a printed copy of the form (if online is not accessible)	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
3. Fill-out the Client Satisfaction Feedback (CSF) form for Frontline Services (online/printed) and submit.	3. Receive and review if the Client Satisfaction Feedback (CSF) form is properly and completely filled-out	None	5 minutes	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section
4. Claim the printed materials.	4. Release the requested information materials to the stakeholder at the DOST-PHIVOLCS Lobby.	None	2 minutes	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section
	<b>TOTAL</b>	None	37 minutes	

***For digital copy of high resolution information materials: online request***



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<p>1. Access the Request Form.</p> <p>For Print Materials:  <a href="https://bit.ly/Digital-RequestForm">https://bit.ly/Digital-RequestForm</a></p> <p>* Client receives the acknowledgement receipt</p>	<p>1. GDAPD staff receives and sends acknowledgement of request.</p>	<p>None</p>	<p>1 minute</p>	<p>Science Research Specialist/ Analyst/ /Assistant of DRR Materials Development Section</p>
<p>2. Submit the online request form with necessary requirements.</p>	<p>2. GDAPD staff review the accomplished online request form and the document attached.</p>	<p>None</p>	<p>2 minutes</p>	<p>Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section</p>
	<p>2.1 Forward letter of request to Division Chief for approval.</p>	<p>None</p>	<p>1 minute</p>	<p>Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section</p>
	<p>2.2 Provide copy of DOST-PHIVOLCS Audiovisual and Digital Information Material User Agreement (print or digital file).</p>	<p>None</p>	<p>1 minute</p>	<p>Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section</p>
<p>3. Fill out and sign DOST-PHIVOLCS Audiovisual and Digital Information Material User</p>	<p>3. Receive and review the accomplished form. Attach their letter of request.</p>	<p>None</p>	<p>2 minutes</p>	<p>Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section</p>



**DOST-PHIVOLCS**

Agreement (print or digital file) form and submit to GDAPD staff.	3.1 Compile the request digital copy of materials	None	1 working day	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
	3.2 Ask the client to answer the online Client Satisfaction Feedback (CSF) form for Frontline Services ( <a href="https://tinyurl.com/PHIVOLCSCustomerFeedbackForm">https://tinyurl.com/PHIVOLCSCustomerFeedbackForm</a> ) or provide a printed copy of the form (if online is not accessible).	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
4. Fill-out the Client Satisfaction Feedback (CSF) form for Frontline Services (online/printed) and submit.	4. Receive and review if the Client Satisfaction Feedback (CSF) form is properly and completely filled-out.	None	2 minutes	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section
5. Claim the requested digital information materials thru email.	5. Release the digital copy of requested information materials to the client thru email.	None	1 minute	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
	<b>TOTAL</b>	None	1 working day and 12 minutes	
<b><i>For digital copy of high-resolution information materials: hand-carry/ courier request</i></b>				
1. Send letter of request thru hand-carry/ courier.	1. GDAPD staff will receive the letter.	None	1 minute	Science Research Specialist/ Analyst/Assistant





**DOST-PHIVOLCS**

				of DRR Materials Development Section
1.1 Call DOST-PHIVOLCS to inform about your hand-carried / courier request prior to the visit.	1.1.a. If hand-carried request from provinces, inform the client on the availability of requested materials.	None	1 minute	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section
* Client receives the acknowledgement receipt	1.1.b. If send thru courier, acknowledge and update on the status of request thru call or email.	None	1 minute	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section
	1. 2 Forward Letter of request to Division Chief for approval.	None	1 minute	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section
	1.3 Provide copy of DOST-PHIVOLCS Audiovisual and Digital Information Material User Agreement (print or digital file).	None	1 minute	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section
2. Fill out and sign DOST-PHIVOLCS Audiovisual and Digital Information Material User Agreement (print or digital file) form and submit to GDAPD staff.	2. Receive and review the accomplished form. Attach their letter of request.	None	2 minutes	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section



**DOST-PHIVOLCS**

	2.1 Compile the request digital copy of materials.	None	1 working day	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section
	2.2 Ask the client to answer the online Client Satisfaction Feedback (CSF) form for Frontline Services <a href="https://tinyurl.com/PHIVOLCS">https://tinyurl.com/PHIVOLCS</a> Client Satisfaction Feedback (CSF) form or provide a printed copy of the form (if online is not accessible).	None	2 minutes	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section
3. Fill out the Client Satisfaction Feedback (CSF) form for Frontline Services (online/printed) and submit	3. Receive and review if the form is properly and completely filled out	None	5 minutes	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section
4. Claim the requested digital information materials thru email or pick-up	4. Release the digital copy of requested information materials to the client thru email or save in external storage (e.g. CD, DVD, USB flash drives, etc.)	None	2 minutes	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section
	<b>TOTAL</b>	None	1 working day and 16 minutes	

***For digital copy of materials: email request***



**DOST-PHIVOLCS**

<p>1. Send letter of request thru email at <a href="mailto:phivolcs_mail@phivolcs.dost.gov.ph">phivolcs_mail@phivolcs.dost.gov.ph</a>.</p> <p>* Client receives the acknowledgement receipt</p>	<p>1. Receive and send acknowledgement of request to the stakeholder thru email</p>	None	1 minute	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section
	<p>1.1 Forward Letter of request to Division Chief for approval</p>	None	1 minute	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section
	<p>1.2 Provide online digital materials request form <a href="https://bit.ly/Digital-RequestForm">https://bit.ly/Digital-RequestForm</a></p>	None	1 minute	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section
<p>2. Fill out the online digital materials request form and submit to GDAPD staff</p>	<p>2. Receive and review the accomplished form. Attach their letter of request (optional)</p>	None	2 minutes	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section
	<p>2.1 Compile the request digital copy of materials</p>	None	One (1) working day	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section
	<p>2.2 Ask the client to answer the online Client Satisfaction</p>	None	2 minutes	Science Research Specialist/ Analyst/Assistant



**DOST-PHIVOLCS**

	Feedback (CSF) form for Frontline Services ( <a href="https://tinyurl.com/PHIVOLCSCustomerFeedbackForm">https://tinyurl.com/PHIVOLCSCustomerFeedbackForm</a> )			of DRR Materials Development Section
3. Fill out the Client Satisfaction Feedback (CSF) form for Frontline Services (online/printed) and submit	3. Receive and review if the Client Satisfaction Feedback (CSF) form is properly and completely filled out	None	3 minutes	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section
4. Claim the requested digital information materials thru email or pick-up	4. Release the digital copy of requested information materials to the client thru email or save in external storage (e.g. CD, DVD, USB flash drives, etc.).	None	2 minutes	Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section
	<b>TOTAL</b>	None	One (1) working day and 12 minutes	

## 5. Educational Tour Package

DOST-PHIVOLCS provides group tours (e.g students, teachers, government employees) for film showing and exhibit viewing. Film showing may be any of the following: volcanoes, earthquake or tsunami. Technical personnel are available to answer questions after video viewing or during exhibit viewing. Lectures for specific topics can be arranged upon request subject to the availability of resource speaker.

<b>Office or Division:</b>	Geologic Disaster Awareness and Preparedness Division (GDAPD)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Computer or mobile device with access to the internet.		Requesting party
2. <b>Letter of Request.</b> Address all letters to <b>DR. TERESITO C. BACOLCOL</b> , Director, PHIVOLCS. Letters must contain signatures over printed name letters must also contain the complete address and contact landline/mobile number of the requester. Name of school, organization or office and number of participants should also be indicated. <b>Total number of participants</b> (including parents, faculty and staff) per package <b>must not exceed 100.</b>		2 <sup>nd</sup> Floor, Room 202, Geologic Disaster Awareness and Preparedness Division (GDAPD)
3. <b>Strict compliance with time reservation is expected.</b> We emphasize that clients must book/reserve the time that is most realistic for the group taking into account the travel time (including allowance for traffic, etc.) from the point of origin to DOST-PHIVOLCS.		
4. <b>All bookings must be requested at least one week in advance.</b> We encourage early requests for better facilitation of schedule. Available days for the tour are		



**DOST-PHIVOLCS**

Tuesday to Friday, between 8am to 11am and between 1pm to 4pm.				
5. Acceptance of bookings is on a <b>first come first serve basis</b> . <b>DOST-PHIVOLCS reserves the right to reschedule or cancel bookings during unexpected events.</b>				
6. Coordinators must remind all the participants of their behavior while in the premises of DOST-PHIVOLCS. <b>Vandalism, loitering, shouting, eating and drinking</b> inside the auditorium, and <b>other non-desirable behavior</b> are <b>strictly prohibited</b> .		Requesting party		
*CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b><i>For virtual exhibit tour as reference</i></b>				
1. Visit DOST-PHIVOLCS website at <a href="https://bit.ly/ExhibitVirtualTour">https://bit.ly/ExhibitVirtualTour</a>	1. Site security and maintenance.	None	1 minute based on the website response time	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
2. Fill out the log-in form to view the virtual exhibit tour.	2. Maintenance of the website/system.	None	1 minute based on the website response time	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
3. Fill out the virtual exhibit tour evaluation upon exit.	3. Check evaluation data of the website/system.	None	1 minute based on the website response time	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
	<b>TOTAL</b>	None	3 minutes	
<b><i>For online request</i></b>				



**DOST-PHIVOLCS**

1. Access the educational tour request form <a href="https://bit.ly/PIVSEducTourRegistration">https://bit.ly/PIVSEducTourRegistration</a>	1. GDAPD staff receives and sends acknowledgement of request.	Non-refundable entrance fee of PHP5.00/ person	1 minute	Science Research Specialist/ Analyst/ Assistant of DRR R&D Section
2. Fill out and submit the online request form with necessary requirements.	2. GDAPD staff will review the accomplished online request form and the document attached.	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR R&D Section
* Client receives the acknowledgement receipt.	2.1 Forward letter of request to Division Chief for approval.	None	1 minute	Science Research Specialist/ Analyst/ Assistant of DRR R&D Section
3. Coordinate (call/email) with DOST-PHIVOLCS for final logistical arrangement.	3. GDAPD staff will confirm (call/email) the request including the logistical arrangement and instructions (date, payment, etc.).	None	10 minutes	Science Research Specialist/ Analyst/ Assistant of DRR R&D Section
	3.1 Remind stakeholders that unconfirmed bookings and last-minute changes especially on the time of reservation will not be entertained.	None	1 minute	Science Research Specialist/ Analyst/ Assistant of DRR R&D Section
	3.2 Forward to the requisitioner the link <a href="https://bit.ly/PIVSCoordinatorEvaluation">https://bit.ly/PIVSCoordinatorEvaluation</a>	None	1 minute	Science Research Specialist/ Analyst/ Assistant of DRR R&D Section



**DOST-PHIVOLCS**

	for Client Satisfaction Feedback (CSF) form for Coordinator			
4. Fill out and submit the Client Satisfaction Feedback (CSF) form	4. GDAPD staff receives and reviews the Client Satisfaction Feedback (CSF) form	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR R&D Section
	<b>TOTAL</b>	Non-refundable entrance fee of PHP5.00/ person	18 minutes	
<b>For hand-carry/courier/email request</b>				
1. Send letter of request thru the following channels.  a. Hand-carry/courier b. Email: phivolcs_mail@phivolcs.dost.gov.ph.	1. Receive and send acknowledgement of request to the stakeholder thru call/ email.	Non-refundable entrance fee of PHP5.00/ person	3 minutes	Science Research Specialist/ Analyst/ Assistant of DRR R&D Section
	1.1 Forward the educational tour request form <a href="https://bit.ly/PIVS_EducTourRegistration">https://bit.ly/PIVS_EducTourRegistration</a>	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR R&D Section
2. Fill out and submit the online request form with necessary requirements.  * Client receives the acknowledgement receipt.	2. GDAPD staff will review the accomplished online request form and the document attached.	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR R&D Section
	2.1 Forward letter of request to Division Chief for approval.	None	1 minute	Science Research Specialist/ Analyst/ Assistant of DRR





**DOST-PHIVOLCS**

				R&D Section
3. Coordinate (call/email) with DOST-PHIVOLCS for final logistical arrangement.	3. GDAPD staff will confirm (call/email) the request including the logistical arrangement and instructions (date, payment, etc.). Remind stakeholders that unconfirmed reservations and last-minute changes especially on the scheduled time will not be entertained	None	14 minutes	Science Research Specialist/ Analyst/ Assistant of DRR R&D Section
	3.1 Forward to the requisitioner the link <a href="https://bit.ly/PIVS_CoordinatorEvaluation">https://bit.ly/PIVS_CoordinatorEvaluation</a> for Client Satisfaction Feedback (CSF) form for Coordinator.	None	1 minute	Science Research Specialist/ Analyst/ Assistant of DRR R&D Section
4. Fill-out and submit the Client Satisfaction Feedback (CSF) form	4. GDAPD staff receives and reviews the Client Satisfaction Feedback (CSF) form	None	2 minutes	Science Research Specialist/Analyst/ Assistant of DRR R&D Section
	<b>TOTAL</b>	Non-refundable entrance fee of PHP5.00/ person	25 minutes	

**Actual tour arrangement:**



**DOST-PHIVOLCS**

<p>1. Coordinator will meet with DOST-PHIVOLCS Educational tour coordinator upon arrival at DOST-PHIVOLCS for the fee's assessment, and pay the total amount assessed to cashier and present the Official receipt as proof of payment.</p>	<p>1. GDAPD staff will meet the tour coordinator and issue an Order of Payment.</p>	<p>Non-refundable entrance fee of PHP5.00/ person</p>	<p>2 minutes</p>	<p>Science Research Specialist/ Analyst/ Assistant of DRR R&amp;D Section</p>
<p>2. Pay the entrance fee. Proceed to Room 103 and present the order of payment to cashier and pay the appropriate fee.</p> <p>*Tour coordinator must ensure an orderly manner by which the participants/visitors are to enter the DOST- PHIVOLCS facility.</p>	<p>2. Accept payment based on the order of payment</p> <p>2.1 Check the Official Receipt</p>	<p>None</p> <p>None</p>	<p>2 minutes</p> <p>1 minute</p>	<p>Administrative, Officer V - Finance and Administrative Division</p> <p>Science Research Specialist/ Analyst/ Assistant of DRR R&amp;D Section</p>
<p>3. Distribute the Education Tour evaluation form to the visitors/participants.</p>	<p>3. Provide the Education Tour evaluation form online link <a href="https://bit.ly/PIVSEducTourEvaluation">https://bit.ly/PIVSEducTourEvaluation</a> or provide a printed copy.</p>	<p>None</p>	<p>2 minutes</p>	<p>Science Research Specialist/ Analyst/ Assistant of DRR R&amp;D Section</p>
<p>4. Fill-out and submit the Client Satisfaction Feedback (CSF) form</p>	<p>4. GDAPD staff receives and reviews the Client Satisfaction Feedback (CSF)</p>	<p>None</p>	<p>5 minutes</p>	<p>Science Research Specialist/ Analyst/ Assistant of DRR R&amp;D Section</p>



**DOST-PHIVOLCS**

	form			
	<b>TOTAL</b>	Non-refundable entrance fee of PHP5.00/ person	12 minutes	



## 6. Information Package: Duplication of Audio-Visual Materials and Digital Images

Client may select from the following documentaries produced by DOST-PHIVOLCS:

- |  |  |
|--|--|
| 1. The Killer Quake, 1990                          | 7. Pinatubo Lahars   |
| 2. Sta. Elena High School Earthquake Drill         | 8. Ang Lahar: Parusa Ba o Paghamon                         |
| 3. Tsunami (DOST-GIA)                              | 9. The Danger is far from Over (1991 Pinatubo Eruptions)   |
| 4. Tsunami Eyewitness Accounts: 1994 Mindoro       | 10. Pagputok ng BulkangTaal 1965                           |
| 5. Tsunami Eyewitness Accounts: 1976 Moro Gulf     | 11. DOST-PHIVOLCS AVP ( <i>Free</i> )                      |
| 6. 15 November 1994 Mindoro Earthquake and Tsunami | 12. Earthquake and its Hazards ( <i>Free</i> )             |
| 7. Ang Pagputok Ng Bulkang Mayon, 1993             | 13. Tsunami 101 ( <i>Free</i> )                            |
|  | 14. PHIVOLCS Gabay sa Kahandaan sa Ashfall ( <i>Free</i> ) |

Also available are digital photograph collections on earthquake, tsunami and volcanoes. \*\*\*add definition/description on the YouTube app

<b>Office or Division:</b>	Geologic Disaster Awareness and Preparedness Division (GDAPD)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Computer or mobile device with access to the internet.		Requesting party		
2. Filled out request form for Photo and Video Packages.		2nd Floor, Room 202, Geologic Disaster Awareness and Preparedness Division (GDAPD)		
3. Data User Agreement form if necessary.				
*CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

### ***For quick information online***

1. Visit the DOST-PHIVOLCS official YouTube Channel <a href="https://www.youtube.com/c/DOSTPHIVOLCSOf">https://www.youtube.com/c/DOSTPHIVOLCSOf</a>	1. Site security and maintenance.	None	1 minute based on the website response time	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development
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**DOST-PHIVOLCS**

Official				Section
2. Download copy of video selected information materials in mpg format.	2. Site security and maintenance	None	~2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
	<b>TOTAL</b>	None	3 minutes	
<b>For online request</b>				
1. Access the photo and video packages request form <a href="https://bit.ly/PhotoVideoRequest">https://bit.ly/PhotoVideo Request</a>	1. GDAPD staff receives and sends acknowledgement of request.	PhP50.00 per documentary  PhP10.00 per photograph or image (additional PhP25.00 for CD or DVD)	1 minute	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
1. Fill out and submit the online request form  * Client receives the acknowledgement receipt	2. GDAPD staff will review the accomplished online request form and the document attached  2.1 Provide copy of DOST-PHIVOLCS Audiovisual and Digital Information Material User Agreement (print or digital file)	None  None	2 minutes  1 minute	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section  Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
2. Fill-out and sign DOST-PHIVOLCS Audiovisual and Digital Information Material User Agreement (print or digital file) form and submit to GDAPD	3. GDAPD staff receives and reviews the accomplished agreement form.	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section



**DOST-PHIVOLCS**

staff				
	3.1 Compile the requested video/s or photos.	None	One (1) working day (maximum, including selection materials from the archive)	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
	3.2 Inform client on the payment and claiming instruction (claiming date, email/physical copy).	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
	3.3 Issue an Order of Payment and send to requester (image or scanned copy).	None	1 minute	Science Research Specialist/ Analyst of DRR Materials Development
4. Proceed to Room 103 and present the order of payment to the cashier and pay the appropriate fee.	4. Accept payment based on the issued Order of Payment	None	2 minutes	Administrative, Officer V, Cashier - Finance and Administrative Division
	4.1 Issue the Official Receipt	None	2 minutes	Administrative, Officer V - Finance and Administrative Division
5. Fill-out the Client Satisfaction Feedback (CSF) form for Frontline Services (online/printed) and submit	5. Provide a printed copy of the Client Satisfaction Feedback (CSF) form for Frontline Services and ask the client to answer the Client Satisfaction Feedback (CSF) form for Frontline	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section



**DOST-PHIVOLCS**

	Services			
	5.1 Receive and review if the form is properly and completely filled-out	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
6. Claim the requested digital information materials thru email.  *Send digital copy of the Official Receipt as proof of payment	6. Release the digital copy of requested information materials to the client thru email (based on the claim date stated on the form)	None	1 minute	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
	<b>TOTAL</b>	PhP50.00 per documentary  PhP10.00 per photograph or image (additional PhP25.00 for CD or DVD)	One (1) working day and 18 minutes	
<b>For hand-carry/courier/email request</b>				
1. Send letter of request thru the following channels.  a. Hand-carry/courier b. Email: phivolcs_mail@phivolcs.dost.gov.ph	1. GDAPD staff receives and sends acknowledgement of request.	PhP50.00 per documentary  PhP10.00 per photograph or image (additional PhP25.00 for CD or DVD)	1 minute	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
	1.1 Forward the photo and video packages request form <a href="https://bit.ly/PhotoVideoRequest">https://bit.ly/PhotoVideoRequest</a>	None	2 minutes	Science Research Specialist/Analyst/ Assistant of DRR Materials Development Section



**DOST-PHIVOLCS**

2. Fill out and submit the online request form with necessary requirements.	2. GDAPD staff will review the accomplished online request form and the document attached.	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
* Client receives the acknowledgement receipt.	2.1 Provide copy of DOST-PHIVOLCS Audiovisual and Digital Information Material User Agreement (print or digital file).	None	1 minute	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
3. Fill-out and sign DOST-PHIVOLCS Audiovisual and Digital Information Material User Agreement (print or digital file) form and submit to GDAPD staff.	3. Receive and review the accomplished agreement form	None	2 minutes	Science Research Specialist/Analyst/ Assistant of DRR Materials Development Section
	3.1 Compile the requested video/s or photos	None	One (1) working day (maximum, including selection materials from the archive)	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
	3.2 Inform client on the payment and claiming instruction (claiming date, email/physical copy).	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
	3.3 Issue an Order of Payment	None	2 minutes	Science Research Specialist/ Analyst/





**DOST-PHIVOLCS**

	(printed/scanned/image copy).			Assistant of DRR Materials Development Section
4. Proceed to Room 103 and present the order of payment to cashier and pay the appropriate fee.	4. Accept payment based on the issued Order of Payment.	None	2 minutes	Administrative Officer V - Finance Administrative Division
	4.1 Issue the Official Receipt.	None	2 minutes	Administrative Officer V - Finance Administrative Division
5. Present the Official Receipt issued by DOST-PHIVOLCS Cashier to the GDAPD staff for documentation. This also serves as a claim stub.	5. Check the Official Receipt.	None	2 minutes	Science Research Specialist/Analyst/ Assistant of DRR Materials Development Section
	5.1 Indicate in the Official Receipt the date when to claim the document requested.	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
	5.2 Ask the client to answer the online Client Satisfaction Feedback (CSF) form for Frontline Services ( <a href="https://tinyurl.com/PHIVOLCSCustomerFeedbackForm">https://tinyurl.com/PHIVOLCSCustomerFeedbackForm</a> ) or provide printed copy of the form (if online is not accessible)	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section



**DOST-PHIVOLCS**

6. Fill-out the Client Satisfaction Feedback (CSF) form for Frontline Services (online/printed) and submit.	6. Receive and review if the Client Satisfaction Feedback (CSF) form is properly and completely filled-out.	None	3 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
7. Claim the requested digital information materials thru email.	7. Release the digital copy of requested information materials to the client thru email. (based on the claim date stated on the form)	None	1 minute	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
	<b>TOTAL</b>	PhP50.00 per documentary  PhP10.00 per photograph or image (additional PhP25.00 for CD or DVD)	One (1) working day and 26 minutes	

## 7. Information Package: Exhibit and Earthquake Simulator with Facilitator Package

One of the strategies of DOST-PHIVOLCS to disseminate information related to its mandate is through exhibit packages. These exhibit packages mainly contain information about earthquakes, tsunami and a volcano that will help to mitigate geologic hazards. DOST-PHIVOLCS main office and some of its field stations have exhibit displays to raise awareness and preparedness to its stakeholders. The exhibits are composed of posters, 3D models, and other available interactive display of the Institute. Also, a mobile earthquake simulator is one of the exhibit features to provide experiential learning to the users' particularly who have not yet experienced an earthquake and teach them how to protect themselves during ground shaking.

DOST-PHIVOLCS may also provide technical assistance in the design of exhibit and assign a resource person to discuss the content of the exhibit.

<b>Office or Division:</b>	Geologic Disaster Awareness and Preparedness Division (GDAPD)		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business		
<b>Who may avail:</b>	All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Computer or mobile device with access to the internet.		Requesting party	
<p>1. <b>Letter of Request is required.</b> Address all letters to <b>DR. TERESITO C. BACOLCOL</b>, Director, PHIVOLCS. Indicate the topics of interest, date, duration and venue of exhibit, targeted audience and materials needed. Acceptance of requests is on <b>first come first serve basis</b>. <b>DOST-PHIVOLCS reserves the right to reschedule or cancel requests for unexpected events.</b></p> <p><b>Additional requirements:</b> Requesting organization should <b>provide transportation</b> (pick-up and return of exhibit and resource person to DOST-PHIVOLCS Office).</p> <p>For <b>exhibit materials</b> which include the mobile Earthquake simulator, vehicle should be able to fit in the whole equipment (1.84m (L) x 1.84m (W) x 3.10m (H) in dimension) (e.g. elf type, L300 pick-up or truck).</p>		2 <sup>nd</sup> Floor, Room 202, Geologic Disaster Awareness and Preparedness Division (GDAPD)	
Meal and accommodation of resource person if		Requesting party	



**DOST-PHIVOLCS**

outside Metro Manila and requiring overnight stay.				
Additional personnel from the requester must be provided to assist in ingress and egress of the exhibit (at least 4 pax).		Requesting party		
*CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the exhibit and earthquake simulator services request form at <a href="https://bit.ly/Exhibit-Simulator">https://bit.ly/Exhibit-Simulator</a>	1. GDAPD staff receives and sends acknowledgement of request	None <i>In case of damage/loss the requester will shoulder the cost of repair or replacement of exhibit package/mobile earthquake simulator</i>	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
2. Fill out select the information materials to be availed, and submit the online request form with necessary requirements  Package to be availed: a. Exhibit package with earthquake simulator with facilitator b. Earthquake simulator with facilitator  * Client receives the acknowledgement receipt.	2.1 GDAPD staff will review the accomplished online request form and the document attached	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
	2.2 Forward letter of request to Division Chief for approval	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR



**DOST-PHIVOLCS**

				Materials Development Section
3. Coordinate with DOST PHIVOLCS upon receipt of acknowledgement for final logistical arrangement (e.g. date of pick-up, final date/time, venue, etc.)	3. GDAPD staff will confirm (call/email) the request including the logistical arrangement and instructions (final date, transportation of the exhibit materials, etc.)	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
	3.1 Discuss with the stakeholder the rules and regulations, do's and don'ts for the exhibit materials borrowed or for the use of earthquake simulator	None	8 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
	3.2 Exhibit materials, provide copy of Acknowledgement/ Exhibit Materials Gate Pass form to be filled up by the stakeholder	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
	3.3 Forward the Client Satisfaction Form (CSF): <a href="https://tinyurl.com/PHIVOLCSCustomerFeedbackForm">https://tinyurl.com/PHIVOLCSCustomerFeedbackForm</a>	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
4. Fill-out and submit the following forms: <ul style="list-style-type: none"> <li>CSF for Frontline Services (online/printed)</li> </ul>	4. Receive and review if the forms are properly and completely filled-out	None	10 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Materials



**DOST-PHIVOLCS**

<i>Acknowledgement/ Exhibit Materials Gate Pass form</i>				Development Section
	Total	None	30 minutes	
<b>For hand-carry/courier and email request</b>				
1. Send letter of request thru the following channels  a. Hand-carry/courier b. Email at <i>phivolcs_mail@phivolcs.dost.gov.ph</i>	1. GDAPD staff receives and acknowledge request	NONE <i>In case of damage/ loss the requester will shoulder the cost of repair or replacement of exhibit package</i>	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
2. Client receives the acknowledgement receipt  Package to be availed: a. Exhibit package with earthquake simulator with facilitator b. Earthquake simulator with facilitator	2. GDAPD staff will review the accomplished online request form and the document attached	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
	2.1 Forward Letter of request to Division Chief for approval	None	1 minute	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
3. Coordinate with DOST PHIVOLCS upon receipt of acknowledgement for final logistical arrangement (e.g. date of pick-up, final date/time, venue,	3. GDAPD staff will confirm (call/email) the request including the logistical arrangement and instructions (final date, transportation of the exhibit	None	20 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section



**DOST-PHIVOLCS**

etc.)	materials, etc.)			
	3.1 Discuss with the stakeholder the rules and regulations, do's and don'ts for the exhibit materials borrowed or for the use of earthquake simulator	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
	3.2 Exhibit materials, provide copy of the Acknowledgement/ Exhibit Materials Gate Pass form to be filled up by the stakeholder	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
	3.3 Provide the printed Client Satisfaction Form (CSF) or online link: <a href="https://tinyurl.com/PHIVOLCSCustomerFeedbackForm">https://tinyurl.com/PHIVOLCSCustomerFeedbackForm</a>	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
4. Fill-out and submit the following forms: <ul style="list-style-type: none"> <li>• CSF for Frontline Services (online/printed)</li> <li>• Acknowledgement/ Exhibit Materials Gate Pass form</li> </ul>	4. Receive and review if the forms are properly and completely filled-out	None	10 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
	<b>TOTAL</b>	None	41 minutes	

**Guidelines for release/pick-up and return of exhibit package**

**Release/pick-up**

1. Print copy of filled-out Acknowledgement/ Exhibit Materials Gate Pass form	1. PHIVOLCS staff prepares the requested materials	None	Two (2) working days	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development
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**DOST-PHIVOLCS**

				Section
2. Present to GDAPD staff the filled-out Acknowledgement/ Exhibit Materials Gate Pass form with duplicate (attached photocopy of one (1) valid ID)	2. Check if all forms are filled-out and attached one (1) valid ID (Company ID or Government issued ID) of the requester	None	2 minutes	Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section
	2.1 Release the exhibit materials GDAPD staff must be present upon releasing and pick-up of the exhibit materials. Strict release of exhibit materials within office hours from Monday to Friday, 8:00am to 5:00pm	None	2 hours (maximum, depending on the size and weight of the exhibit materials)	Science Research Specialist/ Analyst/ Assistant/ Science Aide of DRR Materials Development Section
	<b>TOTAL</b>	None	Two (2) working days and 2 hours and 2 minutes	
<b>Return of exhibit materials</b>				
1. Return the exhibit materials within the duration agreed upon by the requester and GDAPD staff  *This part is only applicable after the requester event/activity.	1. Check if all the exhibit materials are complete and free from damages	None	2 hours (maximum, depending on the size and weight of the exhibit materials)	Science Research Specialist/ Analyst/ Assistant/ Science Aide of DRR Materials Development Section
	1.1 If cleared, the ID will be returned to the requester	None	1 minute	Science Research Specialist/ Analyst/ Assistant/ Science Aide of





**DOST-PHIVOLCS**

				DRR Materials Development Section
	<b>TOTAL</b>	None	2 hours and 1 minute	
<p>Note: Preparation of exhibit materials is excluded in the major process for exhibit and earthquake simulator package, as we need time to properly pack the materials and additional human resource. It will be ready 2 working days before the release/pick-up.</p> <p>Number of days: maximum of 2 working days  Responsible person: Materials Development Section</p>				

**Seismological Observation and  
Earthquake Prediction Division  
(SOEPD)**

**External Services**

## 8. Hazard Maps (Probabilistic, deterministic and seismicity map)

**Probabilistic Ground Shaking Hazard Map** – is a map that depicts the associated earthquake ground motion (in units of g; g = acceleration of gravity) for a probability level which are applied in seismic provisions of building codes, insurance rates, risk assessment and other public policy.

**Deterministic Ground Shaking Hazard Map** – is a map that depicts the associated earthquake ground shaking hazard (in intensity or in units of g; g = acceleration of gravity) as modeled using knowledge of the physical process of earthquake generation, level of seismic activity and wave propagation in the specified area.

**Seismicity Map** - plots catalogue of earthquake epicenters as circles on a specified map, with varying size and color indicating magnitude and depth accordingly; catalogue will only cover available data in a specified time period and area in the Philippines.

Note: Digital copies of these maps are also available at the following links:

- Probabilistic Ground Shaking Hazard Map:  
<https://www.phivolcs.dost.gov.ph/index.php/publications/books/earthquake-models>
- Deterministic Ground Shaking Hazard Map:  
<https://gisweb.phivolcs.dost.gov.ph/gisweb/earthquake-volcano-related-hazard-gis-information>
- Seismicity Map:  
<https://www.phivolcs.dost.gov.ph/index.php/earthquake/seismicity-maps>

<b>Office or Division:</b>	Seismological Observation and Earthquake Prediction Division (SOEPD)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Letter of request addressed to <b>DR. TERESITO C. BACOLCOL</b> , Director, PHIVOLCS.		Requesting Party
2. Duly accomplished Request for Earthquake and Tsunami Data Form		Walk-in: Third Floor, Room 305, Seismological Observation and Earthquake Prediction Division  Online: <a href="https://tinyurl.com/bdet24ft">https://tinyurl.com/bdet24ft</a>
3. One (1) photocopy of proof or evidence for waiver of fees:		
<ul style="list-style-type: none"> <li>• Valid ID (School, PWD, Senior Citizen)</li> </ul>		Client's School/University; LGUs - PWD and Senior Citizen



**DOST-PHIVOLCS**

<ul style="list-style-type: none"> <li>Scholarship contract</li> </ul>	DOST-SEI, LGU scholarship office, CHED
<ul style="list-style-type: none"> <li>Letter of indigency</li> </ul>	Department of Social Welfare and Development (DSWD), Municipal Social Welfare and Development Office (MSWDO), or City Social Welfare and Development Office
<ul style="list-style-type: none"> <li>Certificate of Indigenous Cultural Community or Indigenous Peoples Membership (CIPM)</li> </ul>	Resident IP Leader/Elder
<ul style="list-style-type: none"> <li>Data-Sharing Agreement between PHIVOLCS and requesting party</li> </ul>	Requesting Party

**SEISMICITY MAP**

**For walk-in transactions**

<b>*CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents.	1. Receive the required documents and check for completeness.	None	10 minutes	Science Research Assistant STDM Section
	1.1 Furnish copies of the request to the STDM Section Head/Division Head.	None	10 minutes	Science Research Assistant STDM Section
	1.2 Clarify request details with the client.	None	4 hours	Science Research Assistant STDM Section
2. Fill out the required information and submit the Request for Earthquake and Tsunami Data Form.	2. Check the submitted Request for Earthquake and Tsunami data if all information is properly filled out.	PHP150.00/A 4 size page color print.  PHP300.00/ data type in digital format  Waived fees (free of charge) apply to the following clients: <ul style="list-style-type: none"> <li>Government</li> </ul>	10 minutes	Science Research Assistant STDM Section



**DOST-PHIVOLCS**

		<p>agencies</p> <ul style="list-style-type: none"> <li>• Government scholars             <ul style="list-style-type: none"> <li>• State universities/ colleges</li> </ul> </li> <li>• institutional partners with existing data-sharing agreements             <ul style="list-style-type: none"> <li>• senior citizens</li> <li>• indigent</li> </ul> </li> <li>• Indigenous Peoples</li> <li>Persons with Disabilities (PWD)</li> </ul>		
	2.1 Issue an Order of Payment if all required documents are complied.	None	2 minutes	Science Research Assistant STDM Section
	2.2 Inform the client about payment options: PHIVOLCS cashier, online payment, or postal money order.	None	2 minutes	Science Research Assistant STDM Section
3. Proceed to Room 103, present the Order of Payment to the cashier, and pay the appropriate fee.	3. Process payment transaction and issue Official Receipt	None	5 minutes	Administrative Officer V - Finance and Administrative Division (FAD) and equivalent
4. Return to Room 305 and show the Official Receipt to SOEPD-STDM personnel.	4. Check the Official Receipt and instruct when to pick up the	None	5 minutes	Science Research Assistant STDM Section



**DOST-PHIVOLCS**

	requested data.			
5. No action is required from the client	5. Start processing the request.	None	Two (2) working days	Science Research Assistant STDM Section
	5.1 Review processed data request	None	2 hours	Science Research Specialist II, Science Research Specialist I STDM Section
	5.2 Approval of reviewed data request for release	None	30 minutes	Supervising Science Research Specialist, Senior Science Research Specialist STDM Section
6. Claim the requested data on the release date provided.	6. Issue the requested data to the stakeholder and provide a stakeholder satisfaction form.	None	10 minutes	Science Research Assistant STDM Section
7. Fill out and submit the Stakeholder Satisfaction Form to the SOEPD-STDM personnel	7. Receive the Stakeholder Satisfaction Form from the client.	None	10 minutes	Science Research Assistant STDM Section
	Total	PHP150.00/A 4 size page color print.  PHP300.00/data type in digital format  Waived fees (free of	Two (2) working days 7 hours 34 minutes	



**DOST-PHIVOLCS**

		charge) apply to the following clients: <ul style="list-style-type: none"> <li>● Government agencies</li> <li>● Government scholars             <ul style="list-style-type: none"> <li>● State universities/ colleges</li> </ul> </li> <li>● institutional partners with existing data-sharing agreements             <ul style="list-style-type: none"> <li>● senior citizens</li> <li>● indigent</li> </ul> </li> <li>● Indigenous Peoples</li> <li>Persons with Disabilities (PWD)</li> </ul>		
<b>For Online Transactions</b>				
1. Send the required documents to soepd@phivolcs.dost.gov.ph	1. Receive the required documents and check for completeness.	None	10 minutes	Science Research Assistant STDM Section
	1.1 Furnish copies of the request to the STDM Section Head/Division Head.	None	10 minutes	Science Research Assistant STDM Section
	1.2 Clarify request details with client.	None	4 hours	Science Research Assistant STDM Section
2. Fill out the online	2. Check the	PHP150.00/A	10 minutes	Science



**DOST-PHIVOLCS**

<p>Request for Earthquake and Tsunami Data Form (<a href="https://tinyurl.com/bdet24ft">https://tinyurl.com/bdet24ft</a>)</p>	<p>submitted Request for Earthquake and Tsunami data if all information is properly filled out</p>	<p>4 size page color print.</p> <p>PHP300.00/data type in digital format</p> <p>Waived fees (free of charge) apply to the following clients:</p> <ul style="list-style-type: none"> <li>● Government agencies</li> <li>● Government scholars             <ul style="list-style-type: none"> <li>● State universities/ colleges</li> </ul> </li> <li>● institutional partners with existing data-sharing agreements             <ul style="list-style-type: none"> <li>● senior citizens</li> <li>● indigent</li> </ul> </li> <li>● Indigenous Peoples</li> <li>● Persons with Disabilities (PWD)</li> </ul>		<p>Research Assistant STDM Section</p>
<p>3. Pay through Landbank Linkbiz portal (<a href="https://www.lbp-eservices.com/egps/portal/index.jsp">https://www.lbp-eservices.com/egps/portal/index.jsp</a>) and send one (1) copy of proof of payment through email.</p>	<p>3. Acknowledge receipt of the proof of payment and provide details on the data release based on the selected mode of claiming.</p>	<p>None</p>	<p>1 minute</p>	<p>Science Research Assistant STDM Section</p>





**DOST-PHIVOLCS**

	3.1 Issue an Order of Payment if all required documents are complied.	None	2 minutes	Science Research Assistant STDM Section
	3.2 Submit proof of payment and Order of Payment to the cashier. Get the Official Receipt	None	2 minutes	Science Research Assistant STDM Section  Administrative Officer V - Finance and Administrative Division (FAD) and equivalent
4. No action is required from the client	4.1 Start processing the request.	None	2 working days	Science Research Assistant STDM Section
	4.2 Review processed data request	None	2 hours	Science Research Specialist II/ Science Research Specialist I STDM Section
	4.3 Approval of reviewed data request for release	None	30 minutes	Supervising Science Research Specialist, Senior Science Research Specialist STDM Section
5. Claim the requested data on the release date provided.	5.1 If through email, send the requested data and online satisfaction form.  If through pick up, issue the	None	10 minutes	Science Research Assistant STDM Section



**DOST-PHIVOLCS**

	requested data to the stakeholder and provide a stakeholder satisfaction form for the client to accomplish.			
6. If through email, fill out the online satisfaction form ( <a href="https://tinyurl.com/4w5maup6">https://tinyurl.com/4w5maup6</a> )  If through pick up, fill out and submit the Stakeholder Satisfaction Form provided by SOEPD-STDm personnel to complete the transaction.	6. Receive the Stakeholder Satisfaction Form from the client.	None	10 minutes	Science Research Assistant STDm Section
	Total	PHP150.00/A 4 size page color print.  PHP300.00/data type in digital format  Waived fees (free of charge) apply to the following clients: <ul style="list-style-type: none"> <li>● Government agencies</li> <li>● Government scholars</li> <li>● State universities/ colleges</li> <li>● institutional</li> </ul>	Two (2) working days, 7 hours, 25 minutes	



**DOST-PHIVOLCS**

		partners with existing data-sharing agreements <ul style="list-style-type: none"><li>• senior citizens</li><li>• indigent</li><li>• Indigenous Peoples</li></ul> Persons with Disabilities (PWD)		
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## 9. Catalogue: Earthquake Data

**Waveform Data**—is a graphical representation of an earthquake signal as recorded by a seismograph or an accelerograph installed in any of the earthquake monitoring stations operated by PHIVOLCS. Digital data are provided raw, which means that it has received no processing that involves any hypothesis as to the nature of the earthquake and the character or frequency content of the ground motion or recording instruments.

**Earthquake Catalogue** - is a list or tabulation of earthquake data, typically compiled or grouped together because they share a common type, origin, means of detection, or method of discovery. The Official PHIVOLCS Earthquake Catalogue consists of basic parameters (date/time, latitude and longitude of epicenter, depth, magnitude, and reported intensities, if any) of earthquake events that have been recorded and processed by the seismic monitoring system in the Philippines. While we endeavor to keep the content up-to-date and correct, PHIVOLCS makes no representations or warranties of any kind, express or limited, about the completeness, accuracy, reliability, suitability or availability with respect to the existing catalogue, for any purpose.

<b>Office or Division:</b>	Seismological Observation and Earthquake Prediction Division (SOEPD)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. Letter of request addressed to <b>DR. TERESITO C. BACOLCOL</b> , Director, PHIVOLCS.	Third Floor, Room 305, Seismological Observation and Earthquake Prediction Division (SOEPD)	
2. Completed Request for Earthquake and Tsunami Data Form	Walk-in: Third Floor, Room 305, Seismological Observation and Earthquake Prediction Division Online: <a href="https://tinyurl.com/bdet24ft">https://tinyurl.com/bdet24ft</a>	
3. Data User Agreement and Terms of Data Use (for Waveform data)	<a href="https://tinyurl.com/ysd5c259">https://tinyurl.com/ysd5c259</a>	
4. One (1) photocopy of proof or evidence for waiver of fees:		
<ul style="list-style-type: none"> <li>Valid ID (School, PWD, Senior Citizen)</li> </ul>	Client's School/University; LGUs - PWD and Senior Citizen	
<ul style="list-style-type: none"> <li>Scholarship contract</li> </ul>	DOST-SEI, LGU scholarship office, CHED	
<ul style="list-style-type: none"> <li>Letter of indigency</li> </ul>	Department of Social Welfare and Development (DSWD), Municipal Social Welfare and Development Office (MSWDO), or City Social	



**DOST-PHIVOLCS**

	Welfare and Development Office
<ul style="list-style-type: none"> <li>• Certificate of Indigenous Cultural Community or Indigenous Peoples Membership (CIPM)</li> </ul>	Resident IP Leader/Elder
<ul style="list-style-type: none"> <li>• Data-Sharing Agreement between PHIVOLCS and requesting party</li> </ul>	Requesting Party

**For walk-in transactions**

<b>*CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents.	1. Receive the required documents and check for completeness.	None	10 minutes	Science Research Assistant STDM Section
	1.1 Furnish copies of request to the STDM Section Head/Division Head.	None	10 minutes	Science Research Assistant STDM Section
	1.2 Clarify request details with the client.	None	4 hours	Science Research Assistant STDM Section
2. Fill out the required information and submit the Request for Earthquake and Tsunami Data Form.	2. Check the submitted Request for Earthquake and Tsunami Data Form to see if all information is properly filled out.	Earthquake Catalogue - PHP 10.00/A4 size page of the earthquake data  PHP 300.00/ data type in digital format.  Waived fees (free of charge) apply to the following clients: <ul style="list-style-type: none"> <li>• Government</li> </ul>	10 minutes	Science Research Assistant STDM Section



**DOST-PHIVOLCS**

		agencies <ul style="list-style-type: none"> <li>• Government scholars             <ul style="list-style-type: none"> <li>• State universities/ colleges</li> </ul> </li> <li>• institutional partners with existing data-sharing agreements             <ul style="list-style-type: none"> <li>• senior citizens</li> <li>• indigent</li> </ul> </li> <li>• Indigenous Peoples</li> <li>Persons with Disabilities (PWD)</li> </ul>		
	2.1 Issue an Order of Payment if all required documents are complied.	None	2 minutes	Science Research Assistant STDM Section
	2.2 Inform client about payment options: PHIVOLCS cashier, online payment, or postal money order.	None	2 minutes	Science Research Assistant STDM Section
3. Proceed to Room 103, present the Order of Payment to the cashier and pay the appropriate fee.	3. Process payment transaction and issue Official Receipt.	None	5 minutes	Administrative Officer V - Finance and Administrative Division (FAD) and equivalent
4. Upon payment completion, return to	4. Check the Official Receipt	None	5 minutes	Science Research



**DOST-PHIVOLCS**

Room 305 and show the Official Receipt to SOEPD-STDM personnel.	and give instructions on when to pick up the requested data.			Assistant STDM Section
5. No action is required from the client.	5. Start processing the request.	None	2 days	Science Research Assistant STDM Section
	5.1 Review processed data request	None	2 hours	Science Research Specialist II/ Science Research Specialist I STDM Section
	5.2 Approval of reviewed data request for release	None	30 minutes	Supervising Science Research Specialist/ Senior Science Research Specialist STDM Section
6. Claim the requested data on the release date provided.	6. Issue the requested data to the stakeholder and provide stakeholder satisfaction form for the client to accomplish.	None	10 minutes	Science Research Assistant STDM Section
7. Fill out and submit the Stakeholder Satisfaction Form provided by SOEPD-STDM personnel to complete the transaction.	7. Receive the Stakeholder Satisfaction Form from the client	None	15 minutes	Science Research Assistant STDM Section
	<b>TOTAL</b>	Earthquake	Two (2)	



**DOST-PHIVOLCS**

		<p>Catalogue - PHP 10.00/A4 size page of the earthquake data</p> <p>PHP 300.00/ data type in digital format.</p> <p>Waived fees (free of charge) apply to the following clients:</p> <ul style="list-style-type: none"> <li>● Government agencies</li> <li>● Government scholars</li> <li>● State universities/ colleges</li> <li>● institutional partners with existing data-sharing agreements</li> <li>● senior citizens</li> <li>● indigent</li> <li>● Indigenous Peoples</li> <li>● Persons with Disabilities (PWD)</li> </ul>	<p>working days, 7 hours 39 minutes</p>	
<b>For online transactions</b>				
1. Send one (1) copy of the required documents to <a href="mailto:soepd@phivolcs.dost.gov.ph">soepd@phivolcs.dost.gov.ph</a>	1. Receive the required documents and check for completeness.	None	10 minutes	Science Research Assistant STDM Section
	1.1 Furnish copies	None	10 minutes	Science





**DOST-PHIVOLCS**

	of request to the STDM Section Head/Division Head.			Research Assistant STDM Section
	1.2 Clarify request details with client.	None	4 hours	Science Research Assistant STDM Section
2. Fill out the online Request for Earthquake and Tsunami Data Form ( <a href="https://tinyurl.com/bdet24ft">https://tinyurl.com/bdet24ft</a> )	2. Check the submitted Request for Earthquake and Tsunami data Form if all information is properly filled-out.	<p>Earthquake Catalogue - PHP 10.00/A4 size page of the earthquake data</p> <p>PHP 300.00/ data type in digital format.</p> <p>Waived fees (free of charge) apply to the following clients:</p> <ul style="list-style-type: none"> <li>● Government agencies</li> <li>● Government scholars <ul style="list-style-type: none"> <li>● State universities/ colleges</li> </ul> </li> <li>● institutional partners with existing data-sharing agreements <ul style="list-style-type: none"> <li>● senior citizens</li> <li>● indigent</li> <li>● Indigenous</li> </ul> </li> </ul>	10 minutes	Science Research Assistant STDM Section



**DOST-PHIVOLCS**

		Peoples • Persons with Disabilities (PWD)		
	2.2 Issue an Order of Payment if all required documents are complied.	None	2 minutes	Science Research Assistant STDM Section
	2.3 Inform client about payment options: PHIVOLCS cashier, online payment, or postal money order.	None	2 minutes	Science Research Assistant STDM Section
3. Pay through the Landbank Linkbiz portal ( <a href="https://www.lbp-eservices.com/egps/portal/index.jsp">https://www.lbp-eservices.com/egps/portal/index.jsp</a> ) and send one (1) copy of proof of payment through email.	3. Acknowledge receipt of the proof of payment and provide details on the data release based on the selected mode of claiming.	None	1 minute	Science Research Assistant STDM Section
	3.1 Issue an Order of Payment if all required documents are complied.	None	2 minutes	Science Research Assistant STDM Section
	3.2 Submit proof of payment and Order of Payment to the Cashier. Get	None	2 minutes	Science Research Assistant STDM Section Administrative



**DOST-PHIVOLCS**

	the Official Receipt.			Officer V, Finance and Administrative Division (FAD) and equivalent
4. No action is required from the client.	4. Start processing the request.	None	2 days	Science Research Assistant STDM Section
	4.1 Review processed data request	None	2 hours	Science Research Specialist II, Science Research Specialist I STDM Section
	4.2 Approval of reviewed data request for release	None	30 minutes	Supervising Science Research Specialist, Senior Science Research Specialist STDM Section
5. Claim the requested data on the release date provided.	5. If through email, send the requested data and online satisfaction form link.  If through pick-up, issue the requested data to the stakeholder and provide stakeholder satisfaction form for the client to accomplish.	None	10 minutes	Science Research Assistant STDM Section



**DOST-PHIVOLCS**

<p>6. If through email, fill out the online Satisfaction form (<a href="https://tinyurl.com/4w5maup6">https://tinyurl.com/4w5maup6</a>)</p> <p>If through pickup, fill out and submit the Stakeholder Satisfaction Form provided by SOEPD-STDM personnel to complete the transaction.</p>	<p>6. Receive the Stakeholder Satisfaction Form from the client</p>	<p>None</p>	<p>15 minutes</p>	<p>Science Research Assistant STDM Section</p>
	<p>TOTAL</p>	<p>Earthquake Catalogue - PHP 10.00/A4 size page of the earthquake data</p> <p>PHP 300.00/ data type in digital format.</p> <p>Waived fees (free of charge) apply to the following clients:</p> <ul style="list-style-type: none"> <li>● Government agencies</li> <li>● Government scholars             <ul style="list-style-type: none"> <li>● State universities/ colleges</li> </ul> </li> <li>● institutional partners with existing data-sharing agreements             <ul style="list-style-type: none"> <li>● senior</li> </ul> </li> </ul>	<p>Two (2) working days, 7 hours 34 minutes</p>	



**DOST-PHIVOLCS**

		citizens <ul style="list-style-type: none"><li>• indigent</li><li>• Indigenous Peoples</li><li>• Persons with Disabilities (PWD)</li></ul>		
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## 10. Certification of Earthquake Occurrence

**Certification of Earthquake Occurrence** – states whether an earthquake event has occurred in a specified area at a specific date. This certification reflects available information in the records maintained by the Seismic and Tsunami Data Management Section. This includes the date, time, location, depth, magnitude and reported intensities of the earthquake event; the recent intensity ratings are as described in the PHIVOLCS Earthquake Intensity Scale (PEIS). Description of the highest reported intensity is also included in the certification. While we endeavor to keep the content up-to-date and correct, PHIVOLCS makes no representations or warranties of any kind, express or limited, about the completeness, accuracy, reliability, suitability or availability with respect to the existing catalogue for any purpose.

<b>Office or Division:</b>	Seismological Observation and Earthquake Prediction Division (SOEPD)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. Letter of request addressed to <b>DR. TERESITO C. BACOLCOL</b> , Director, PHIVOLCS	Third Floor, Room 305, Seismological Observation and Earthquake Prediction Division (SOEPD)	
2. Completed Request for Seismic and Tsunami Data Form	Walk-in: Third Floor, Room 305, Seismological Observation and Earthquake Prediction Division Online: <a href="https://tinyurl.com/bdet24ft">https://tinyurl.com/bdet24ft</a>	
3. One (1) photocopy of proof or evidence for waiver of fees:		
<ul style="list-style-type: none"> <li>Valid ID (School, PWD, Senior Citizen)</li> </ul>	Client's School/University; LGUs - PWD and Senior Citizen	
<ul style="list-style-type: none"> <li>Scholarship contract</li> </ul>	DOST-SEI, LGU scholarship office, CHED	
<ul style="list-style-type: none"> <li>Letter of indigency</li> </ul>	Department of Social Welfare and Development (DSWD), Municipal Social Welfare and Development Office (MSWDO), or City Social Welfare and Development Office	
<ul style="list-style-type: none"> <li>Certificate of Indigenous Cultural Community or Indigenous Peoples Membership (CIPM)</li> </ul>	Resident IP Leader/Elder	
<ul style="list-style-type: none"> <li>Data-Sharing Agreement between PHIVOLCS and requesting party</li> </ul>	Requesting Party	
For walk-in transactions		



**DOST-PHIVOLCS**

<b>*CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required documents.	1. Receive the required documents and check for completeness.	None	10 minutes	Science Research Assistant STDM Section
	1.1 Furnish copies of the request to the STDM Section Head/Division Head.	None	10 minutes	Science Research Assistant STDM Section
	1.2 Clarify request details with client	None	4 hours	Science Research Assistant STDM Section
2. Fill-out the required information and submit the Request for Earthquake and Tsunami data Form.	2.1 Check the submitted Request for Earthquake and Tsunami data Form if all information is properly filled-out.	<p>PHP 500.00 for business, corporate, and private requests and use.</p> <p>Waived fees (free of charge) apply to the following clients:</p> <ul style="list-style-type: none"> <li>● Government agencies</li> <li>● Government scholars               <ul style="list-style-type: none"> <li>● State universities/colleges</li> </ul> </li> <li>● institutional partners with existing data-sharing agreements               <ul style="list-style-type: none"> <li>● senior citizens</li> </ul> </li> </ul>	10 minutes	Science Research Assistant STDM Section



**DOST-PHIVOLCS**

		<ul style="list-style-type: none"> <li>• indigent</li> <li>• Indigenous Peoples</li> <li>• Persons with Disabilities (PWD)</li> </ul>		
	2.1 Issue an Order of Payment if all required documents are complied.	None	2 minutes	Science Research Assistant STDM Section
	2.2 Inform the client about payment options: PHIVOLCS cashier, online payment, or postal money order.	None	2 minutes	Science Research Assistant STDM Section
3. Proceed to room 103 and present the order of payment to cashier and pay the appropriate fee.	3. Process payment transaction and issue Official Receipt	None	5 minutes	Administrative Office V - Finance Administrative Division (FAD) and equivalent
4. Upon payment completed, return to RM 305 and show the Official receipt or proof of payment to SOEPD-STDM personnel. Wait for your claim stub and other instruction on date to pick up the requested information data.	4. Check the Official Receipt and give instructions on when to pick up the requested data.	None	5 minutes	Science Research Assistant STDM Section
5. No action is required from the client	5. Start processing the request.	None	2 days	Science Research Assistant





**DOST-PHIVOLCS**

				STDM Section
	5.1 Review processed data request.	None	2 hours	Science Research Specialist II/ Science Research Specialist I STDM Section
	5.2 Approval of reviewed data request for release	None	30 minutes	Science Research Assistant STDM Section
6. Claim the requested information data on date reflected on your claim stub.	6. Issue the requested data to the stakeholder and provide a stakeholder satisfaction form for the client to accomplish.	None	10 minutes	Supervising Science Research Specialist/ Senior Science Research Specialist STDM Section
7. Fill-out and submit the Stakeholder Satisfaction Form provided by SOEPD-STDM personnel to complete the transaction.	7. Receive the Stakeholder Satisfaction Form from the client.	None	10 minutes	Science Research Assistant STDM Section
	<b>TOTAL</b>	PHP 500.00 for business, corporate, and private requests and use.  Waived fees (free of charge) apply to the following clients: ● Government	Two (2) working days, 7 hours 34 minutes	



**DOST-PHIVOLCS**

		agencies <ul style="list-style-type: none"> <li>• Government scholars             <ul style="list-style-type: none"> <li>• State universities/colleges</li> </ul> </li> <li>• institutional partners with existing data-sharing agreements             <ul style="list-style-type: none"> <li>• senior citizens</li> </ul> </li> <li>• indigent</li> <li>• Indigenous Peoples</li> <li>• Persons with Disabilities (PWD)</li> </ul>		
<b>For Online Transactions</b>				
1. Send one (1) copy of the required documents to soepd@phivolcs.dost.gov.ph	1. Receive the required documents and check for completeness.	None	10 minutes	Science Research Assistant STDM Section
	1.1 Furnish copies of the request to the STDM Section Head/Division Head.	None	10 minutes	Science Research Assistant STDM Section
	1.2 Clarify request details with client.	None	4 hours	Science Research Assistant STDM Section
2. Fill out the online Request for Earthquake and Tsunami Data Form ( <a href="https://tinyurl.com/b">https://tinyurl.com/b</a> )	2. Check the submitted Request for Earthquake and Tsunami data if	PHP 500.00 for business, corporate, and private requests and	10 minutes	Science Research Assistant STDM Section



**DOST-PHIVOLCS**

<p>det24ft)</p>	<p>all information is properly filled out</p>	<p>use.</p> <p>Waived fees (free of charge) apply to the following clients:</p> <ul style="list-style-type: none"> <li>• Government agencies</li> <li>• Government scholars             <ul style="list-style-type: none"> <li>• state universities/ colleges</li> </ul> </li> <li>• institutional partners with existing data-sharing agreements             <ul style="list-style-type: none"> <li>• senior citizens</li> <li>• indigent</li> </ul> </li> <li>• Indigenous Peoples</li> <li>• Persons with Disabilities (PWD)</li> </ul>		
<p>3. Pay through Landbank Linkbiz portal (<a href="https://www.lbp-eservices.com/egps/portal/index.jsp">https://www.lbp-eservices.com/egps/portal/index.jsp</a>) and send one (1) copy of proof of payment through email</p>	<p>3. Acknowledge receipt of the proof of payment and provide details on the data release based on the selected mode of claiming.</p>	<p>None</p>	<p>1 minute</p>	<p>Science Research Assistant STDM Section</p>
	<p>3.1 Issue an Order of Payment if all required documents are complied.</p>	<p>None</p>	<p>2 minutes</p>	<p>Science Research Assistant STDM Section</p>



**DOST-PHIVOLCS**

	3.2 Submit proof of payment and Order of Payment to the cashier. Get the Official Receipt	None	2 minutes	Science Research Assistant STDM Section  Administrative Officer V of - Finance Administrative Division (FAD) and equivalent
4. No action is required from the client	4. Start processing the request.	None	2 working days	Science Research Assistant STDM Section
	4.1 Review processed data request	None	2 hours	Science Research Specialist II/ Science Research Specialist I STDM Section
	4.2 Approval of reviewed data request for release	None	30 minutes	Science Research Assistant STDM Section
5. Claim the requested data on the release date provided.	5. If claimed through email, send the requested data and online satisfaction form.  If claimed through pick up, issue the requested data to the stakeholder and provide a stakeholder satisfaction form	None	10 minutes	Science Research Assistant STDM Section



**DOST-PHIVOLCS**

	for the client to accomplish.			
<p>6. If claimed through email, fill out the online satisfaction form (<a href="https://tinyurl.com/4w5maup6">https://tinyurl.com/4w5maup6</a>)</p> <p>If claimed through pick up, fill out and submit the Stakeholder Satisfaction Form provided by SOEPD-STDm personnel to complete the transaction.</p>	6. Receive the Stakeholder Satisfaction Form from the client.	None	10 minutes	Science Research Assistant STDm Section
	<b>TOTAL</b>	<p>PHP 500.00 for business, corporate, and private requests and use.</p> <p>Waived fees (free of charge) apply to the following clients:</p> <ul style="list-style-type: none"> <li>● Government agencies</li> <li>● Government scholars <ul style="list-style-type: none"> <li>● state universities/ colleges</li> </ul> </li> <li>● institutional partners with existing data-sharing</li> </ul>	Two (2) working days, 7 hours, 25 minutes	



**DOST-PHIVOLCS**

		agreements <ul style="list-style-type: none"><li>• senior citizens</li><li>• indigent</li><li>• Indigenous Peoples</li><li>• Persons with Disabilities (PWD)</li></ul>		
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**Volcano Monitoring and Eruption  
Prediction Division (VMEPD)  
External Services**

## 11. Catalogue: Volcano Data

Volcanological data refer to geophysical, geodetic, and geochemical data generated by the Volcano Monitoring and Eruption Prediction Division (VMEPD) using different volcano monitoring techniques. The data is usually collected regularly, especially during volcanic unrest and eruption.

Geophysical data available for request includes volcanic earthquake daily count and located earthquakes. The available geophysical data can be downloaded in PHIVOLCS-LAVA public portal at <https://wovodat.phivolcs.dost.gov.ph>, for the years 2000-2016 for some volcanoes. Only data that is not available on the public portal can be requested.

Geodetic data available for request includes processed data from geodetic systems such as Global Positioning System (GPS) particularly the baseline measurements, Precise Leveling, Electronic Distance Measurement (EDM), and Electronic tiltmeter. The available geodetic data can be downloaded in PHIVOLCS-LAVA public portal at <https://wovodat.phivolcs.dost.gov.ph>, for the years 2000-2016 for some volcanoes. Only data that is not available on the public portal can be requested.

Geochemical data available for request includes measurements of volcanic gases such as sulfur dioxide flux, carbon dioxide flux, and some other volcanic gases; and water data either directly sampled or analyzed in the laboratory. The available geochemical data can be downloaded in PHIVOLCS-LAVA public portal at <https://wovodat.phivolcs.dost.gov.ph>, for the years 2000-2016 for some volcanoes. Only data that is not available on the public portal can be requested.

Note:

Client may also check for available free data at <https://wovodat.phivolcs.dost.gov.ph> and may skip the steps below if the desired data is available.

<b>Office or Division:</b>	Volcano Monitoring and Eruption Prediction Division (VMEPD)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. If online transaction: Computer or mobile device with access to the internet		Requesting Party





**DOST-PHIVOLCS**

<p>2. Completed Request for Volcano Information Form and PHIVOLCS Data User Agreement (DUA).</p> <p><i>All documents submitted to PHIVOLCS shall be part of PHIVOLCS records. These will not be returned to the client.</i></p>		<p>Third Floor, Room 308, Volcano Monitoring and Eruption Prediction Division (VMEPD) or via online at <a href="https://wovodat.phivolcs.dost.gov.ph/docs/data-request">https://wovodat.phivolcs.dost.gov.ph/docs/data-request</a></p>		
*CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Fill out <b>Request for Volcano Information Form</b> and the <b>PHIVOLCS Data User Agreement (DUA)</b>.</p> <p>For non-appearance transaction, fill out/upload here: <a href="https://wovodat.phivolcs.dost.gov.ph/docs/data-request">https://wovodat.phivolcs.dost.gov.ph/docs/data-request</a></p>	<p>1. Check/validate the submitted form and DUA and issue claim stub.</p> <p>If online, send acknowledgment of request.</p>	<p>None.</p> <p>Audited volcano monitoring data is also freely available via the online database PHIVOLCS-LAVA (<a href="https://wovodat.phivolcs.dost.gov.ph">https://wovodat.phivolcs.dost.gov.ph</a>)</p>	<p>5 minutes</p>	<p>Senior Science Research Specialist, Volcano Data Management Section</p>
	<p>1.1. Start processing the request.</p>	<p>None</p>	<p>15 hours and 30 minutes</p>	<p>Senior Science Research Specialist, Volcano Data Management Section</p>
	<p>1.2. Division Head review requested data/reply for release.</p>	<p>None</p>	<p>One (1) working day</p>	<p>Senior Science Research Specialist, Volcano Data Management Section)</p>
<p>2. Claim the requested data</p>	<p>2. Release the requested data and provide the client satisfaction</p>	<p>None</p>	<p>10 minutes</p>	<p>Senior Science Research Specialist, Volcano Data Management Section</p>



**DOST-PHIVOLCS**

	form			
3. Fill out the satisfaction form and submit. For online transaction, access and fill out it here <a href="https://wovodat.phivolcs.dost.gov.ph/docs/data-request">https://wovodat.phivolcs.dost.gov.ph/docs/data-request</a>	3. Receive and check submitted stakeholder satisfaction form.	None	15 minutes	Senior Science Research Specialist, Volcano Data Management Section
	<b>TOTAL</b>	None	Three (3) working days	

## 12. Certification: Volcano Status, Others

Is a document that contains information on a volcano's condition as well as DOST-PHIVOLCS recommendations for specific locations close to the volcano in specific period (i.e., during eruption or when the volcano is in high level alert). Uses include supporting suspension documents, serving as a reference for any incident that happened during the time that the evacuation was ordered, and other related.

<b>Office or Division:</b>	Volcano Monitoring and Eruption Prediction Division (VMEPD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. If online transaction: Computer or mobile device with access to the internet.				
2. Completed Request for Volcano Information Form.		Third Floor, Room 308, Volcano Monitoring and Eruption Prediction Division (VMEPD)		
<b>*CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out <b>Request for Certification on Volcano Status</b>  For non-appearance transaction, fill out/upload here: <a href="https://wovodat.phivolcs.dost.gov.ph/docs/data-request">https://wovodat.phivolcs.dost.gov.ph/docs/data-request</a>	1. Check/validate the submitted form issue claim stub.  If online, send acknowledgement of request	None	5 minutes	Senior Science Research Specialist, Volcano Data Management Section
	1.1 Start processing the request.	None	15 hours and 30 minutes	Senior Science Research Specialist, Volcano Data Management Section
	1.2 Division Head review requested data/reply for	None	One (1) working day	Senior Science Research Specialist, Volcano Data



**DOST-PHIVOLCS**

	release.			Management Section
2. Claim the requested data.	2. Release the requested document/reply and provide the client satisfaction form.	None	10 minutes	Senior Science Research Specialist, Volcano Data Management Section
3. Fill out the satisfaction form and submit. For online transaction, access and fill out it here <a href="https://wovodat.phivolcs.dost.gov.ph/docs/data-request">https://wovodat.phivolcs.dost.gov.ph/docs/data-request</a>	3. Receive and check submitted stakeholder satisfaction form.	None	15 minutes	Senior Science Research Specialist, Volcano Data Management Section
	TOTAL	None	Three (3) working days,	



**Finance and Administrative  
Division (FAD)  
Internal Services**

### 13. Request for Vehicle

PHIVOLCS as an agency mandated to monitor earthquake occurrences and volcanoes activity has an extensive vehicle requirement. In order to lessen the number of hours to determine availability of vehicles, the Finance and Administrative Division entered into an agreement with the DOST-ASTI to have a system which includes monitoring of vehicles availability under the PHIVOLCS Administrative System. Under this system, PHIVOLCS staff can reserved their vehicles requirement for fieldwork. It is paperless and trip ticket can be generated after the online approval.

<b>Office or Division:</b>	Finance and Administrative			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All PHIVOLCS Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Filled-out online request form		First Floor Room 103 Finance and Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out a request form using PHIVOLCS Admin System (PAS).	1. Check PHIVOLCS Admin System (PAS) for request.	None	10 minutes	Administrative Officer IV
	1.1 Reservation administrator reviews request for vehicle and assigns appropriate available vehicle and drivers.	None	One (1) working day	Administrative Officer IV
	1.2 Approval of the request for reservation thru the system by the FAD Head or OIC.	None	One (1) working day	Administrative Officer IV
	1.3 Once approved, reservation	None	2 minutes	Administrative Officer IV



**DOST-PHIVOLCS**

	administrator generates trip ticket thru the system a day before the scheduled trip			
	1.4 Sign the trip ticket.	None	1 minute	Administrative Officer IV
	1.5 Provide a hard copy to the assigned driver.	None	1 minute	Administrative Officer IV
	1.6 Notify the requester when the request is disapproved. Provision of transportation fare thru Cash Advance.	None	1 minute	Administrative Officer IV
2. Fill out the Stakeholder Satisfaction form and submit	2. Receive and check if the Stakeholder Satisfaction Form is properly and completely filled out.	None	1 minute	Administrative Officer IV
	<b>TOTAL</b>	None	Two (2) working days 16 minutes	

## 15. Request for Certification

Request for certification includes requests made by employees and COS staff for Certificate of Employment, Certificate of Employment with Compensation, Travel Authority (Official/Personal), COA Certification, Philhealth Contributions, Service Records, No Administrative Case.

<b>Office or Division:</b>	Finance and Administrative			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All PHIVOLCS Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Online Request Form ( <a href="https://tinyurl.com/HRMDCertification">https://tinyurl.com/HRMDCertification</a> )		PHIVOLCS Administrative System ( <a href="https://pas.phivolcs.dost.gov.ph">https://pas.phivolcs.dost.gov.ph</a> )		
2. Feedback Form for MRMD Services ( <a href="https://tinyurl.com/HRMDFeedbackForm">https://tinyurl.com/HRMDFeedbackForm</a> )				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. PHIVOLCS staff fill out the online request form ( <a href="https://tinyurl.com/HRMDCertification">https://tinyurl.com/HRMDCertification</a> )	1. HRMDS staff prepares certification.	None	One (1) working day	Administrative Assistant II, HRMD Section
	1.1 Process and check the necessary attachment to the certification	None	3 hours	Administrative Assistant II, HRMD Section
	1.2 Forward the certification to the Chief and approve the certification	None	One (1) working day upon receipt, including possible revisions	Chief or OIC of HRMD Section
2. Requesting staff claims certification.	2. HRMDS staff release the certification to the requesting staff.	None	3 hours	Administrative Assistant II, HRMD Section
	2.1 HRMDS staff informs requesting staff to claim the certification and to	None	15 minutes	Administrative Assistant II, HRMD Section





**DOST-PHIVOLCS**

	accomplish the online Feedback Form for HRMD Services ( <a href="https://tinyurl.com/HRMDFeedbackForm">https://tinyurl.com/HRMDFeedbackForm</a> ), also accessible from the PHIVOLCS Administrative System (PAS).			
	2.2 HR staff checks if feedback form is accomplished	None	15 minutes	Administrative Assistant II, HRMD Section
	TOTAL	None	Two (2) working days 6 hours and 30 minutes (~Three (3) Working days)	

## 16. Request for Procurement of Goods and Services, Infrastructure and Consulting Services

All procurement activities must be governed by the Republic Act 9184 and 12009 its Implementing Rules and Regulations (IRR) regardless of source of funds.

<b>Office or Division:</b>	Finance and Administrative			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All PHIVOLCS Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Purchase Request		First Floor Room 107 Finance and Administrative Division – Procurement & Property Management Section (PPMS)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Public Bidding				
1. Prepare Purchase Request (PR). Submit PR to Division Head for signature and approval. Submit PR to Office of the Director for signature and approval.	1. Receive approved PR. Schedule a Pre-Procurement Conference.	None	1 working day	Administrative Officer V - Procurement & Property Management Section (PPMS)
1.1 Submit 3 original copies of the approved PR, PPMP, APP and 1 copy of market scoping to PPMS and Fill-out the Stakeholder Satisfaction form and submit..	1.1 Conduct Pre-procurement conference upon receipt of complete requirement	None	1 working day	Administrative Officer V - Procurement & Property Management Section (PPMS)
	1.2 Post the procurement requirement to PHILGEPS and PHIVOLCS Website. Receive and check if the Stakeholder	None	1 working day	Administrative Officer V - Procurement & Property Management Section (PPMS)



**DOST-PHIVOLCS**

	Satisfaction Form is properly and completely filled-out.			
	<b>TOTAL</b>	None	Three (3) working days	

<b>Office or Division:</b>	Finance and Administrative			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All PHIVOLCS Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Purchase Request			First Floor Room 107 Finance and Administrative Division – Procurement & Property Management Section (PPMS)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Other Mode of Procurement				
1. Prepare Purchase Request (PR). Submit PR to Division Head for signature and approval. Submit PR to Office of the Director for signature and approval.	1. Receive approved PR. Schedule a Pre-Procurement Conference (if necessary).	None	1 working day	Administrative Officer V - Procurement & Property Management Section (PPMS)
1.1 Submit 3 original copies of the approved PR, PPMP, APP and 1 copy of market scoping to PPMS and Fill-out the Stakeholder Satisfaction form and submit	1.1 Conduct Pre-procurement conference upon receipt of complete requirement (if necessary)	None	1 working day	Administrative Officer V - Procurement & Property Management Section (PPMS)
	1.2 Prepare BAC Resolution for alternative mode of procurement.	None	1 working day	Administrative Officer V - Procurement & Property Management Section (PPMS)
	1.3 Post the complete procurement requirement to PHILGEPS and PHIVOLCS Website.	None	1 working day	Administrative Officer V - Procurement & Property Management Section (PPMS)



**DOST-PHIVOLCS**

	Receive and check if the Stakeholder Satisfaction Form is properly and completely filled-out			
	<b>TOTAL</b>	None	Four (4) working days	

## 16. Network Maintenance

The Management Information System (MIS) Section is in charged of in maintaining the computer and network of the institute and providing ICT support services to PHIVOLCS employees.

Maintenance request covered by this service includes but is not limited to the following:

Set up computer, printer (paper jam, connectivity, installation of printer/scanner driver), and Network attached storage (NAS). Creation of account for new employees, and updating of user credentials on Finance and Administrative Systems. Internet connectivity (loose, damaged cables and plugs), inspection of newly delivered ICT equipment, computer reformat, network structured cabling, installation of ICT software, licenses, and ICT equipment set-up for meetings, conferences, events.

<b>Office or Division:</b>	Finance and Administrative			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All PHIVOLCS Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Fill out the Online Request form		Put this URL <a href="http://tiny.cc/MIS-Support">http://tiny.cc/MIS-Support</a> in any web browser.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out online request form.	1. Evaluate request, execute necessary action/s to accomplish the request.	None	Five (5) working days	Supervising, Science Research Specialist, Science Research Specialist I, Science Aide, Project Technical Assistant IV, Project Technical Aide VI, Project Technical Aide VI, Project Technical Aide V
	1.1 If the request is fulfilled, the support staff will	None	One (1) working day	Supervising, Science



**DOST-PHIVOLCS**

	generate maintenance report.			Research Specialist, Science Research Specialist I, Science Aide, Project Technical Assistant IV, Project Technical Aide VI, Project Technical Aide VI, Project Technical Aide VI
2. Submit feedback using the same online form.	2. Review and summarize feedbacks	None	One (1) working day	Supervising, Science Research Specialist, Science Research Specialist I, Science Aide, Project Technical Assistant IV, Project Technical Aide VI, Project Technical Aide VI, Project Technical Aide VI
	<b>TOTAL</b>	None	Seven (7) working days	

## 6. Feedback and Complaints Mechanism

PHIVOLCS would like to hear from its customer show they feel about products and services provided to them by its employees and their suggestion show to improve those products and services. A Stakeholder Care Corner is at the ground floor to assist walk-in customers.

Stakeholder Care Corner  
 Philippine Institute of Volcanology and Seismology  
 C.P. Garcia Avenue, UP Campus, Diliman  
 Quezon City 1101  
 Philippines

Feedback and Complaints Mechanism	
How to send a feedback or complaint?	Fill-up the Stakeholder Satisfaction Form that will be provided after the request is served or issued.
How feedback or complaint is processed?	The assigned staff for each service reads and records the feedback submitted. Feedback requiring answers are forwarded to the Division Heads and are required to answer within three days upon receipt of the feedback.
How to file complaints?	<p>Answer the Client Complaint Form and drop it at the designated drop box in front of the Stakeholder Care Corner.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8927-1101; 8426-1468 loc. 316.</p>
How complaints are processed?	The Planning Officer opens the complaints drop box on a daily basis and evaluates each complaint.





**DOST-PHIVOLCS**

	<p>Upon evaluation, the Planning Officer shall start the investigation and forward the complaint to the relevant division for their explanation. The Planning Officer will write a report after the investigation and submit it to the Head of Agency for appropriate action. The Planning Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8927-1101; 8426-1468 loc. 316.</p>
<p>Contact information of Anti-Red Tape Authority (ARTA), Presidential Complaints Center (PCC), Contact Center ng Bayan (CCB)</p>	<p>ARTA: 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



## 7. LIST OF OFFICES

Office	Address	Contact Information
Volcano Monitoring and Eruption Prediction Division(VMEPD)	Room 308, PHIVOLCS Building, C.P. Garcia Avenue, U.P. Campus, Diliman, Quezon City	(+63-2) 8 426-1468 to 79, local 310
Seismological Observation and Earthquake Prediction Division(SOEPD)	Room 305, PHIVOLCS Building, C.P. Garcia Avenue, U.P. Campus, Diliman, Quezon City	(+63-2) 8 426-1468 to 79, local 304
Geology and Geophysics Development Division(GGRDD)	Room 204, PHIVOLCS Building, C.P. Garcia Avenue, U.P. Campus, Diliman, Quezon City	(+63-2) 8 426-1468 to 79, local 206
Geologic Disaster Awareness and Preparedness Division (GDAPD)	Room 202, PHIVOLCS Building, C.P. Garcia Avenue, U.P. Campus, Diliman, Quezon City	(+63-2) 8 426-1468 to 79, local 201
Finance and Administrative Division (FAD)	Room 102, PHIVOLCS Building, C.P. Garcia Avenue, U.P. Campus, Diliman, Quezon City	(+63-2) 8 426-1468 to 79, local107