



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

**CITIZEN'S CHARTER**  
2021 (3<sup>rd</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 8:00am to 5:00pm, Monday to Friday. However, because PHIVOLCS also implements a flexible time schedule, some sections can transact business as early as 7:00am and as late as 7:00pm. Our employees will continue businesses with clients already transacting during break-time.

Visitors entering PHIVOLCS building are required to sign in at the Front Lobby Guard and leave an ID. The visitor will be provided with 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

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**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, Complex to 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>  |   |  |
| If acquiring auto-generated Hazard Assessment Reports and Summary Hazard Assessments  |   |  |
| 1. Computer or a mobile device with access to the internet  | Requesting Party  |  |
| If acquiring Hazard Assessment Report for submission to institutions  |   |  |
| 2. Computer or a mobile device with access to the internet  | Requesting Party  |  |
| 3. 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  |  |
| 4. Transfer Certificate of Title (TCT) or Tax Declaration of the lot, if applicable.  | Requesting Party, Land Registration Authority/Registry of Deeds or Local Government       |  |



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| 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. |  | Unit/Assessor's Office   |  |   |
|---|--|--|--|---|
| 5. Online Hazard Assessment Service Form<br><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> ) |  |   |
| 6. 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> ) |  |   |
| *CLIENT STEPS   | AGENCY ACTIONS                                 | FEES TO BE PAID  | PROCESSING TIME                          | PERSON RESPONSIBLE  |
| If acquiring hazards assessment and reports for reference purposes  |  |  |  |   |
| 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  | Eric P. Santos, Information Technology Officer II/ of the Geomatics and Hazards Assessment Services Section |
| 2. Generate assessment report.  | 2. Quality assurance and database maintenance. |  | 5 minutes, based on system response time |   |
| 3. Fill out the Feedback Form in either HazardHunterPH and/or GeoAnalyticsPH.   | 3. Maintenance of feedback forms.              |  | 5 minutes                                |   |



| If acquiring Signed Hazard Assessment Reports  |  |  |                                     |   |
|--|--|--|-------------------------------------|---|
| <b>Simple Transactions</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   |  | 1 minute                            | Eric P. Santos, Information Technology Officer II/ of the Geomatics and Hazards Assessment Services Section   |
| 3623657<br>2. Submit Online Hazard Assessment Request Form with necessary requirements.                    | 2.1. Frontline staff reviews filled out form and document attachments.   |  | 30 minutes                          | Emmanuelle Mitiam, Science Research Analyst<br>Manolo Gelido, Science Research Assistant, and<br>Mary Rose Bautista, Renato Garduque, Science Aide of the Geomatics and Hazards Assessment Services Section |
| *Client receives tracking number and confirmation through email that the request is being processed.       | 2.2. Frontline forwards to Officer-of-the-Day.   |  | 2 minutes                           | Emmanuelle Mitiam, Science Research Analyst<br>Manolo Gelido, Science Research Assistant, and<br>Mary Rose Bautista, Renato Garduque, Science Aide of the Geomatics and Hazards Assessment Services Section |
|  | 2.3. Officer-of-the-Day conducts hazards assessment using Hazard Hunter PH functionality in OHAS Admin Portal or PHIVOLCS online and local |  | 7 hours / within the day of receipt | Margarita Dizon, Raymond Patrick Maximo, Ericson Bariso, Daniel Jose Buhay, Alffie Pelicano, John Harold Tabuzo, and Hanz Cesar Alejandria, Science Research Specialist II /                                |





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|  | GIS applications (this includes editing and syncing geodatabases, generating and uploading of HAM). |  |            | Genesis Sapla, Jr., Robjunelieaaa Lim, Valerie Shayne Ofindo Robelyn Flores, Deo Carlo Llamas, Ynna Patricia Aquino, Conrado Favis, Maeryck Justinne Bernardo Science Research Specialist I of GGRDD  |
|  | 2.4. Officer-of-the-Day drafts Hazard Assessment Report (HAR).                                      |  | 10 minutes | Margarita Dizon, Raymond Patrick Maximo, Ericson Bariso, Daniel Jose Buhay, Alffie Pelicano, John Harold Tabuzo, and Hanz Cesar Alejandria, Science Research Specialist II / Genesis Sapla, Jr., Robjunelieaaa Lim, Valerie Shayne Ofindo Robelyn Flores, Deo Carlo Llamas, Ynna Patricia Aquino, Conrado Favis, Maeryck Justinne Bernardo Science Research Specialist I of GGRDD |
|  | 2.5. Officer-of-the-Day forwards HAR to the Verifier-of-the-Day.                                    |  | 1 minute   | Margarita Dizon, Raymond Patrick Maximo, Ericson Bariso, Daniel Jose Buhay, Alffie Pelicano,  |



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|  |  |  |  | John Harold Tabuzo, and Hanz Cesar Alejandria, Science Research Specialist II / Genesis Sapla, Jr., Robjunelieaaa Lim, Valerie Shayne Olfindo Robelyn Flores, Deo Carlo Llamas, Ynna Patricia Aquino, Conrado Favis, Maeryck Justinne Bernardo Science Research Specialist I of GGRDD |
|  | 2.6. Verifier-of-the-Day receives and checks hazards assessment and HAR.       |  | 7 hours/ within One (1) working day upon receipt | Perla J. Delos Reyes, Mabelle T. Cahulogan, Supervising Science Research Specialist / Maria Isabel T. Abigania, Kathleen L. Papiona, Danikko John V. Rivera, Jayvie N. Balboa, Abigail C. Pidlaoan, Senior Science Research Specialist of GGRDD                                       |
|  | 2.7. Verifier-of-the-Day forwards HAR to the Chief or Officer-In-Charge (OIC). |  | 1 minute   | Perla J. Delos Reyes, Mabelle T. Cahulogan, Supervising Science Research Specialist / Maria   |



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|   |   |  |  | Isabel T. Abigania, Kathleen L. Papiona, Danikko John V. Rivera, Jayvie N. Balboa, Abigail C. Pidlaoan, Senior Science Research Specialist of GGRDD                      |
|   | 2.8. Chief or OIC receives and checks HAR.                  |  | One (1) working day upon receipt, including possible revisions | Teresito C. Bacolcol, OIC-Division Chief GGRDD, / Perla J. Delos Reyes, Mabelline T. Cahulogan Supervising Senior Science Research Specialist of GGRDD                   |
|   | 2.9. Chief or OIC approves HAR.                             |  | 1 minute   | Teresito C. Bacolcol, OIC-Division Chief GGRDD, / Perla J. Delos Reyes, Mabelline T. Cahulogan Supervising Senior Science Research Specialist of GGRDD                   |
| 3.1 If from Government, no payment needed | 3.1.1 If from Government, HAR is released in OHAS platform. | Free for those covered by applicable Government Issuance's | 1 minute   | Emmanuelle Mitiam, Science Research Analyst, Manolo Gelido Science Research Assistant, and Mary Rose Bautista, Renato Garduque Science Aide of the Geomatics and Hazards |



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|   |   |  |            |   |
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|   |   |  |            | Assessment Services Section   |
| <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 cashier and pay the appropriate fee.</p> | <p>3.2.1 If Individual Owner, Private Sector, or Consultant, front line staff checks proof of payment submitted online before releasing the HAR in OHAS Portal.</p> <p><i>Frontline staff may follow up with the client regarding payment.</i></p> <p>If payment is done through PHIVOLCS cashier- Frontline staff issues order of payment to client then, client uploads scanned copy of receipt to OHAS Portal.</p> | <p>Php 100.00 (Individual private property owners)</p> <p>Php 500.00 (Private companies)</p> | 10 minutes | <p>Emmanuelle Mitiam, Science Research Analyst, Manolo Gelido Science Research Assistant, and Mary Rose Bautista, Renato Garduque Science Aide of the Geomatics and Hazards Assessment Services Section</p> <p>Rosalia Santos, Administrative Officer V of Finance and Administrative Division(FAD)</p> |
| <p>3.3 Upload copy of proof of payment at the OHAS Portal using tracking number provided in the email confirmation.</p>   | <p>3.3.1. The OHAS system or frontline staff notifies requesting party via email that HAR has been released in OHAS.</p>  |  | 1 minute   | <p>Emmanuelle Mitiam, Science Research Analyst, Manolo Gelido Science Research Assistant, and Mary Rose Bautista, Renato Garduque Science Aide of</p>   |



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|  |   |  |  | the Geomatics and Hazards Assessment Services Section  |
| 4. Download Hazard Assessment Report (HAR) from OHAS Portal.   | 4. Site security and maintenance.   |  | 1 minute   | Eric P. Santos, Information Technology Officer II of the Geomatics and Hazards Assessment Services Section                                     |
|  | <b>TOTAL</b>  | <p>Php 100.00 (Individual private property owners)</p> <p>Php 500.00 (Private companies)</p> <p>Free for those covered by applicable Government Issuance's</p> | <p>2 working days, 6 hrs, 59mins (~Three (3) Working days)</p> <p>Note: That all documents /information submitted are complete/correct</p> |  |
| If acquiring Signed Hazard Assessment Reports  |   |  |  |  |
| <b>1. Complex Transactions</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.   |  | 1 minute   | Eric P. Santos, Information Technology Officer II of the Geomatics and Hazards Assessment Services Section                                     |
| 2. Submit Online Hazard Assessment Request Form with necessary requirements.                               | <p>2.1. Frontline staff reviews filled out form and document attachments</p> <p><i>Note:<br/>We will only process requests with sufficient documents submitted.<br/>GeomHAS staff shall</i></p> |  | 30 minutes   | Emmanuelle Mitiam, Science Research Analyst, Manolo Gelido Science Research Assistant, and Mary Rose Bautista, Renato Garduque Science Aide of |



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|  | <i>communicate with stakeholder if documents were found insufficient to begin hazard assessment.</i>   |  |                        | the Geomatics and Hazards Assessment Services Section  |
| *Client receives tracking number and confirmation through email that the request is being processed. | 2.2. Frontline staff forwards to Officer-of-the-Day.   |  | 2 minutes              | Emmanuelle Mitiam, Science Research Analyst, Manolo Gelido Science Research Assistant, and Mary Rose Bautista, Renato Garduque Science Aide of the Geomatics and Hazards Assessment Services Section   |
|  | 2.3. Officer-of-the-Day conducts hazards assessment using HazardHunterPH functionality in OHAS Admin Portal or PHIVOLCS online and local GIS applications (this includes editing and syncing geodatabases, generating and uploading of HAM). |  | Three (3) working days | Margarita Dizon, Raymond Patrick Maximo, Ericson Bariso, Daniel Jose Buhay, Alffie Pelicano, John Harold Tabuzo, and Hanz Cesar Alejandria, Science Research Specialist II / Genesis Sapla, Jr., Robjunelieaaa Lim, Valerie Shayne Ofindo, Robelyn Flores, Deo Carlo Llamas, Ynna Patricia Aquino, Conrado Favis, Maeryck Justinne Bernardo Science Research Specialist I of |



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|--|---|--|------------|---|
|  |   |  |            | GGRDD   |
|  | 2.4. Officer-of-the-Day drafts Hazard Assessment Report (HAR).  |  | 10 minutes | Margarita Dizon, Raymond Patrick Maximo, Ericson Bariso, Daniel Jose Buhay, Alffie Pelicano, John Harold Tabuzo, and Hanz Alejandria, Science Research Specialist II / Genesis Sapla, Jr., Robjunelieaaa Lim, Valerie Olfindo Robelyn Flores, Deo Carlo Llamas, Ynna Patricia Aquino, Conrado Favis, Maeryck Justinne Bernardo Science Research Specialist I of GGRDD |
|  | 2.5. Officer-of-the-Day forwards HAR to the Verifier-of-the-Day |  | 1 minute   | Margarita Dizon, Raymond Patrick Maximo, Ericson Bariso, Daniel Jose Buhay, Alffie Pelicano, John Harold Tabuzo, and Hanz Cesar Alejandria, Science Research Specialist II / Genesis Sapla, Jr., Robjunelieaaa Lim, Valerie Shayne Olfindo Robelyn Flores, Deo Carlo Llamas, Ynna   |



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|  |  |  |   | Patricia Aquino,<br>Conrado Favis,<br>Maeryck Justinne<br>Bernardo<br>Science<br>Research<br>Specialist I of<br>GGRDD  |
|  | 2.6. Verifier-of-the-Day receives and checks hazards assessment and HAR.       |  | Two (2) working days, 8hrs including possible revisions | Perla J. Delos Reyes, Mabelline T. Cahulogan, Supervising Science Research Specialist / Maria Isabel T. Abigania, Kathleen L. Papiona, Danikko John V. Rivera, Jayvie N. Balboa, Abigail C. Pidlaoan, Senior Science Research Specialist / Science Research Specialist II of GGRDD |
|  | 2.7. Verifier-of-the-Day forwards HAR to the Chief or Officer-In-Charge (OIC). |  | 1 minute  | Perla J. Delos Reyes, Mabelline T. Cahulogan, Supervising Science Research Specialist / Maria Isabel T. Abigania, Kathleen L. Papiona, Danikko John V. Rivera, Jayvie N. Balboa, Abigail C. Pidlaoan, Senior Science Research Specialist / Science                                 |





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|  |  |   |            | Research Specialist II of GGRDD  |
|  | 2.8. Chief or OIC receives and checks HAR.   |   | 1 day      | Teresito C. Bacolcol, OIC-Division Chief GGRDD / Perla J. Delos Reyes, Mabelline T. Cahulogan Supervising Senior Science Research Specialist of GGRDD  |
|  | 2.9. Chief or OIC approves HAR.  |   | 1 minute   | Teresito C. Bacolcol, OIC-Division Chief GGRDD / Perla J. Delos Reyes, Mabelline T. Cahulogan Supervising Senior Science Research Specialist of GGRDD  |
| 3.1 If from Government, no payment needed.   | 3.1.1 If from Government, HAR is released in OHAS platform.  | Free for those covered by applicable Government Issuance's              | 1 minute   | Emmanuelle Mitiam, Science Research Analyst, Manolo Gelido Science Research Assistant, and Mary Rose Bautista, Renato Garduque Science Aide of the Geomatics and Hazards Assessment Services Section |
| 3.2 If Individual Owners, Private Sector, or Consultants, stakeholder deposits payment | 3.2.1 If Individual Owners, Private Sector, or Consultants, front line staff checks proof of payment | For Individual private property owners: Php 100.00/ per HAR (Earthquake | 10 minutes | Emmanuelle Mitiam, Science Research Analyst, Manolo Gelido Science Research Assistant, and   |



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|  |  |   |                 |   |
|--|--|---|-----------------|---|
| <p>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 cashier and pay the appropriate fee.</p> | <p>submitted to online system before releasing of HAR in OHAS Portal. <i>Frontline staff may follow up with the client regarding payment.</i></p> <p>If payment is done through PHIVOLCS cashier- frontline staff issues order of payment to client then, client uploads scanned copy of receipt to OHAS Portal.</p> | <p>and/or Volcano HAR</p> <p>For Private companies: Php 500.00 per HAR (Earthquake and/or Volcano HAR</p> |                 | <p>Mary Rose Bautista, Renato Garduque Science Aide of the Geomatics and Hazards Assessment Services Section</p> <p>Rosalia Santos, Administrative Officer V of Finance and Administrative Division (FAD)</p> |
| <p>3.3 Upload copy of proof of payment at the OHAS Portal using tracking number provided in the email confirmation.</p>  | <p>3.2.2. The OHAS system or frontline staff notifies requesting party via email that HAR has been released in OHAS.</p>   |   | <p>1 minute</p> | <p>Emmanuelle Mitiam, Science Research Analyst, Manolo Gelido Science Research Assistant, and Mary Rose Bautista, Renato Garduque 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>1 minute</p> | <p>Eric P. Santos, Information Technology Officer II of the Geomatics and Hazards</p>   |



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|  |  |  |   | Assessment Services Section  |
|  | <b>TOTAL</b>   | Individual private property owners:<br>Php 100.00/ per HAR<br><br>Private companies:<br>Php 500.00 per HAR<br><br>Free for those covered by applicable Government Issuance's | 6 working days, 8 hrs, 59 mins<br>(~Seven (7) Working days)<br>Note: That all documents /information submitted are complete/correct |  |
| If acquiring Signed Hazard Assessment Reports  |  |  |   |  |
| <b>2. Highly Technical Transactions</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.                                      |  | 1 minute  | Eric P. Santos, Information Technology Officer II of the Geomatics and Hazards Assessment Services Section   |
| 2. Submit Online Hazard Assessment Request Form with necessary requirements.                               | 2.1. Frontline staff reviews filled out form and document attachments. |  | 1 hour  | Emmanuelle Mitiam, Science Research Analyst, Manolo Gelido Science Research Assistant, and Mary Rose Bautista, Renato Garduque Science Aide of the Geomatics and Hazards Assessment Services Section |
| *Client receives tracking number and confirmation  | 2.2. Frontline staff forwards to Officer-of-the-                       |  | 2 minutes   | Emmanuelle Mitiam, Science Research Analyst, Manolo  |



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| <p>through email that the request is being processed.</p> | <p>Day.</p>   |  |                                 | <p>Gelido Science Research Assistant, and Mary Rose Bautista, Renato Garduque Science Aide of the Geomatics and Hazards Assessment Services Section</p>   |
|   | <p>2.3. Officer-of-the-Day conducts hazards assessment using HazardHunterPH 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>Twelve (12) working days</p> | <p>Margarita Dizon, Raymond Patrick Maximo, Ericson Bariso, Daniel Jose Buhay, Alffie Pelicano, John Harold Tabuzo, and Hanz Cesar Alejandria, Science Research Specialist II / Genesis Sapla, Jr., Robjunelieaaa Lim, Valerie Shayne Olfindo Robelyn Flores, Deo Carlo Llamas, Ynna Patricia Aquino, Conrado Favis, Maeryck Justinne Bernardo Science Research Specialist I of GGRDD</p> |
|   | <p>2.4. Officer-of-the-Day drafts Hazard Assessment Report (HAR).</p>   |  | <p>30 minutes</p>               | <p>Margarita Dizon, Raymond Patrick Maximo, Ericson Bariso, Daniel Jose Buhay, Alffie Pelicano, John Harold Tabuzo, and Hanz Cesar</p>  |



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|--|---|--|-----------------|--|
|  |   |  |                 | <p>Alejandria,<br/>Science<br/>Research<br/>Specialist II /<br/>Genesis Sapla,<br/>Jr.,<br/>Robjunelieaaa<br/>Lim, Valerie<br/>Shayne Ofindo<br/>Robelyn Flores,<br/>Deo Carlo<br/>Llamas, Ynna<br/>Patricia Aquino,<br/>Conrado Favis,<br/>Maeryck Justinne<br/>Bernardo<br/>Science<br/>Research<br/>Specialist I of<br/>GGRDD</p>   |
|  | <p>2.5. Officer-of-the-<br/>Day forwards<br/>HAR to the<br/>Verifier-of-the-<br/>Day.</p> |  | <p>1 minute</p> | <p>Margarita Dizon,<br/>Raymond Patrick<br/>Maximo, Ericson<br/>Bariso, Daniel<br/>Jose Buhay,<br/>Alffie Pelicano,<br/>John Harold<br/>Tabuzo, and<br/>Hanz Cesar<br/>Alejandria,<br/>Science<br/>Research<br/>Specialist II /<br/>Genesis Sapla,<br/>Jr.,<br/>Robjunelieaaa<br/>Lim, Valerie<br/>Shayne Ofindo<br/>Robelyn Flores,<br/>Deo Carlo<br/>Llamas, Ynna<br/>Patricia Aquino,<br/>Conrado Favis,<br/>Maeryck Justinne<br/>Bernardo<br/>Science<br/>Research<br/>Specialist I of<br/>GGRDD</p> |



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|  | 2.6. Verifier-of-the-Day receives and checks hazards assessment and HAR.       |  | Six (6) working days | Perla J. Delos Reyes, Mabelline T. Cahulogan, Supervising Science Research Specialist / Maria Isabel T. Abigania, Kathleen L. Papiona, Danikko John V. Rivera, Jayvie N. Balboa, Abigail C. Pidlaoan, Senior Science Research Specialist of GGRDD |
|  | 2.7. Verifier-of-the-Day forwards HAR to the Chief or Officer-In-Charge (OIC). |  | 1 minute             | Perla J. Delos Reyes, Mabelline T. Cahulogan, Supervising Science Research Specialist / Maria Isabel T. Abigania, Kathleen L. Papiona, Danikko John V. Rivera, Jayvie N. Balboa, Abigail C. Pidlaoan, Senior Science Research Specialist of GGRDD |
|  | 2.8. Chief or OIC receives and checks HAR.                                     |  | 1 day                | Teresito C. Bacolcol, OIC-Division Chief GGRDD / Perla J. Delos Reyes, Mabelline T. Cahulogan Supervising Senior Science Research Specialist of   |



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|   |  |   |            | GGRDD  |
|   | 2.9. Chief or OIC approves HAR.  |   | 1 minute   | Teresito C. Bacolcol, OIC-Division Chief GGRDD / Perla J. Delos Reyes, Mabelline T. Cahulogan Supervising Senior Science Research Specialist of GGRDD  |
| 3.1 If from Government, no payment needed   | 3.1.1 If from Government, HAR is released in OHAS platform   | Free for those covered by applicable Government Issuances   | 1 minute   | Emmanuelle Mitiam, Science Research Analyst, Manolo Gelido Science Research Assistant, and Mary Rose Bautista, Renato Garduque Science Aide of the Geomatics and Hazards Assessment Services Section |
| 3.2 If Individual Owners, Private Sector, or Consultants, stakeholder deposits payment to PHIVOLCS accredited Payment Channels. | 3.2.1 If Individual Owners, Private Sector, or Consultants, frontline staff checks proof of payment submitted to online system before releasing of HAR in OHAS Portal. Front line staff may follow up with the client regarding payment. | For Individual private property owners: Php 100.00/ per HAR (Earthquake and/or Volcano HAR)<br><br>For Private companies: Php 500.00 per HAR (Earthquake and/or Volcano HAR). | 10 minutes | Emmanuelle Mitiam, Science Research Analyst, Manolo Gelido Science Research Assistant, and Mary Rose Bautista, Renato Garduque Science Aide of the Geomatics and Hazards Assessment Services Section |
| If payment is done  | If payment is  |   |            | Rosalia Santos,  |



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| through PHIVOLCS cashier- Stakeholder gets order of payment from frontline staff. Proceed to Room 103 and present the order of payment to cashier and pay the appropriate fee. | done through PHIVOLCS cashier- frontline staff issues order of payment to client then, client uploads scanned copy of receipt to OHAS Portal. |  |  | Administrative Office of Finance and Administrative Division (FAD)   |
| 3.3 Upload copy of proof of payment at the OHAS Portal using tracking number provided in the email confirmation  | 3.3.1. The OHAS system or frontline notifies requesting party via email that HAR has been released in OHAS.                                   |  | 1 minute   | Emmanuelle Mitiam, Science Research Analyst, Manolo Gelido Science Research Assistant, and Mary Rose Bautista, Renato Garduque Science Aide of the Geomatics and Hazards Assessment Services Section |
| 4. Download Hazard Assessment Report (HAR) from OHAS Portal  | 4. Site security and maintenance  |  | 1 minute   | Eric P. Santos, Information Technology Officer II of the Geomatics and Hazards Assessment Services Section   |
|  | <b>TOTAL</b>  | Individual private property owners: Php 100.00/ per HAR<br><br>Private companies: Php 500.00 per HAR | Nineteen (19) working days, 1 hr, 49 minutes (~20 working days) Note: That all documents /information submitted are complete/correct |  |





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|  |  | Free for those covered by applicable Government Issuances |  |  |
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*\*Transacting client should observe the minimum health protocols adopted by PHIVOLCS in view of the COVID-19 pandemic.*

## 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.

|   |   |                        |                        |                           |
|---|---|------------------------|------------------------|---------------------------|
| <b>Office or Division:</b>  | Geology and Geophysics Research and Development Division (GGRDD)                          |                        |                        |                           |
| <b>Classification:</b>  | Simple, Complex to 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 access to the internet        |   | Requesting Party       |                        |                           |
| <b>*CLIENT STEPS</b>  | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b> | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b> |
| If requesting for Web Map/Feature Services for reference purposes |   |                        |                        |                           |
| 1. Access the Geomatics   | 1. Site security and  | None                   | 1 minute,              | Lyle Camus                |



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| <p>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>.</p>   | <p>maintenance</p>   |             | <p>based on system response time</p>            | <p>Information System Analyst II of the Geomatics and Hazards Assessment Services Section</p>   |
| <p>2. Fill out and submit the Geomatics Data and Services Form.</p>   | <p>2. Receive client request (automated reply email).<br/><br/>Geomatics Monthly Monitor (GeMM) may contact client for clarifications or if data requested is unavailable.</p> | <p>None</p> | <p>5 minutes, based on system response time</p> | <p>John Harold B. Tabuzo, Hanz Cesar Alejandria, Science Research Specialist II/ Ynna Patricia Aquino, Conrado Favis, Maeryck Justinne Bernardo, Science Research Specialist I of the Geomatics and Hazards Assessment Services Section</p> |
| <p>3. Fill out the Data User Agreement (DUA) or Memorandum of Understanding (MOU) attached in the automated reply email and send to <a href="mailto:geomatics@phivolcs.dost.gov.ph">geomatics@phivolcs.dost.gov.ph</a>.</p> | <p>3.1. Check validity of DUA/MOU.</p>   | <p>None</p> | <p>5 minutes</p>                                | <p>John Harold B. Tabuzo, Hanz Cesar Alejandria, Science Research Specialist II/ Ynna Patricia Aquino, Conrado Favis, Maeryck Justinne Bernardo, Science Research Specialist I of</p>   |



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|                                       |   |      |                      | the Geomatics and Hazards Assessment Services Section   |
|                                       | 3.2. Forward DUA/MOU to Agency Head or Division Chief.  | None | 1 minute             | John Harold B. Tabuzo, Hanz Cesar Alejandria, Science Research Specialist II/ Ynna Patricia Aquino, Conrado Favis, Maeryck Justinne Bernardo, Science Research Specialist I |
|                                       | 3.3. Obtain approval from Agency Head or Division Chief by signing DUA or MOU.  | None | Two (2) working days | Renato U. Solidum, Jr., Head of Agency/ Teresito C. Bacolcol, OIC-Division Chief Geology, Geophysics R&D Division   |
| 4. Check email for Web Services link. | 4. * <i>Geomatics Monthly Monitor (GeMM)</i> drafts template reply email for release of the Web Services link with explanations on other concerns to the stakeholder. | None | 1 minute             | John Harold B. Tabuzo, Hanz Cesar Alejandria, Science Research Specialist II/ Ynna Patricia Aquino, Conrado Favis, Maeryck Justinne Bernardo,                               |



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|   |  |      |   | Science Research Specialist I  |
| 5. Fill out and submit Stakeholder Satisfaction Form.   | 5. Maintenance of feedback forms.  | None | 5 minutes                               | Jayvie Balboa, Senior Science Research Specialist † of the Geomatics and Hazards Assessment Services Section |
|   | <b>TOTAL</b>   | None | Two (2) working days and 18 minutes     |  |
| <b>If requesting for Earthquake and Volcanic Hazards Map Layouts</b>  |  |      |   |  |
| 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.geotitles.gov.ph">https://hazardhunter.geotitles.gov.ph</a> . | Site security, maintenance and ensure map repository and hazard maps are up-to-date. | None | 1 minute                                | Lyle Camus, Information Systems Analyst II of the Geomatics and Hazards Assessment Services Section          |
| 2. Select area to sort (from National to Municipal level).  |  | None | 1 minute                                |  |
| 3. Select hazard/s  |  | None | 1 minute                                |  |
| 4. Click Submit and wait for results to appear.   |  | None | 1 minute, based on system response time |  |
| 5. Click thumbnails to download hazard maps.  |  | None | 1 minute, based on system response time |  |



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|  | TOTAL  | None | 5 Minutes   |  |
|--|--|------|---|--|
| If requesting information not available at PHIVOLCS' online hazard assessment platforms  |  |      |   |  |
| 1. Send request addressed to Usec. Renato U. Solidum, Jr. 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> . | 1.1 Review the request and forward to specific technical or concerned group/s or personnel.<br><br>1.2 Technical personnel/ concerned group process the request. | None | Three (3) working days, or if request is complex, DOST-PHIVOLCS acknowledges receipt of the request and indicates time of release to stakeholders | Usec. Renato U. Solidum, Jr./ Teresito C. Bacolcol, OIC-Division Chief GGRDD |
|  | 1.3 Draft reply on information being requested.  | None | One (1) day   | <i>Technical Personnel/ Concerned Section</i>                                |
| 2. Receive email reply.  | 2. Approval and release of reply via email.  | None | 1 minute  | Usec. Renato U. Solidum, Jr./ Teresito C. Bacolcol, OIC-Division Chief GGRDD |
|  | <b>TOTAL</b>   | None | Four (4) Working days, 1 minute   |  |

*\*Transacting client should observe the minimum health protocols adopted by PHIVOLCS in view of the COVID-19 pandemic.*

**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.

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| <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>   |  |
| <p>1. <b>Letter of Request.</b> Address all letters to <b>DR. RENATO U. SOLIDUM, JR.</b>, OIC-PHIVOLCS. Please state the following:</p> <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> <p>DOST-PHIVOLCS encourages 50% male and 50% female participation/ audience during lectures, drills and other related activities. For resource person requests outside Metro Manila that require Travel Order, <b>requests must be submitted 20 working days before the scheduled activity for preparation and processing of travel documents.</b></p> | 2 <sup>nd</sup> Floor, Room 202, Geologic Disaster Awareness and Preparedness Division (GDAPD) |  |
| <p>2. <b>Requesting organization should provide:</b></p> <p>2.1 Transportation of resource person from and back to DOST-PHIVOLCS Office</p> <p>2.2 Computer and LED/LCD projector as lecture presentations use</p>   |  |  |



| <p>presentation software e.g. powerpoint format.</p> <p>3. Meal and accommodation if outside Metro Manila and requiring overnight stay.</p>  |   |   |                               |   |
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| <b>*CLIENT STEPS</b>   | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b>  | <b>PROCESSING TIME</b>        | <b>PERSON RESPONSIBLE</b>                                   |
| For hand-carry/ courier request  |   |   |                               |   |
| <p>1. Send request thru hand-carry/courier. Letter of request must be sent to DOST-PHIVOLCS at least two (2) weeks prior to date of activity.</p> <p>1.1 Call DOST-PHIVOLCS to inform about your hand-carried / courier request prior to the visit</p> | <p>1. GDAPD staff receives the letter of request.</p> <p>1.1 Inform the stakeholder that in times of public-health related emergencies such as pandemic, all request will be received at the DOST-PHIVOLCS Lobby. Health safety requirements should be observed.</p> <p>2. Send acknowledgement of request to the stakeholder thru fax, call or email.</p> <p>3. Forward Letter of request to Division Chief for approval.</p> <p>Specific request or invitation for Dr. Renato U. Solidum, Jr. as resource person should be forwarded to the</p> | <p>None, incidental travel expenses if incurred by Resource Speaker</p> | <p>Three (3) working days</p> | <p>Ms. Felomina Cayabyab, Science Research Specialist I</p> |



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|   | <p>Office of the Director.</p> <p>4. Call the stakeholder for update on the status of their request.</p> <p>5. GDAPD staff will confirm if the request can be accommodated on specified date and time. If not, both parties will mutually agree/set date and time.</p>   |   |                               |   |
| For email/ fax request  |  |   |                               |   |
| <p>1. Send letter of request to <a href="mailto:pivs_lectures@phivolcs.dost.gov.ph">pivs_lectures@phivolcs.dost.gov.ph</a> or fax at (02) 8927-4524. Letter of request must be received by DOST-PHIVOLCS at least two (2) weeks prior to date of activity.</p> <p>2. Call DOST-PHIVOLCS to confirm immediately (right after sending their communication) receipt of the letter and possible schedule.</p> | <p>1. Send acknowledgement of request to the stakeholder thru fax, call or email.</p> <p>2. Forward Letter of request to Division Chief for approval.</p> <p>Specific request or invitation for Dr. Renato U. Solidum, Jr. as resource person should be forwarded to the Office of the Director.</p> <p>3. Call stakeholder for update on the status of their request.</p> | <p>None, incidental travel expenses if incurred by Resource Speaker</p> | <p>Three (3) working days</p> | <p>Ms. Felomina Cayabyab, Science Research Specialist I</p> |



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|  | 4. GDAPD staff will confirm if the request can be accommodated on specified date and time. If not, both parties will mutually agree/set date and time. |  |                        |  |
|  | <b>TOTAL</b>   | None, incidental travel expenses if incurred by Resource Speaker | Three (3) working days |  |

*\*Transacting client should observe the minimum health protocols adopted by PHIVOLCS in view of the COVID-19 pandemic.*

#### 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.

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| <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>   |                                |  |
| <p>1. Fill-out request form for all materials.</p> <p>For <b>multiple (50 or more) copies</b> of printed materials:</p> <p><b>Letter of request is required.</b> Address all letters to <b>DR. RENATO U. SOLIDUM, JR.</b>, OIC-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 purpose of client. Make sure that the client has complete contact information in their letter of request.</p> |   | 2 <sup>nd</sup> Floor, Room 202, Geologic Disaster Awareness and Preparedness Division (GDAPD) |                                |  |
| <p>For <b>digital copy</b> of materials:<br/>Letter of request. Address all letters to <b>DR. RENATO U. SOLIDUM, JR.</b> OIC-PHIVOLCS. Indicate the title of material and purpose and complete contact information of the requester.</p>   |   |  |                                |  |
| <b>*CLIENT STEPS</b>   | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b>         | <b>PERSON RESPONSIBLE</b>                            |
| <i>For walk-in request for printed materials:</i>  |   |  |                                |  |
| 1. View and select from the list of printed materials available from the GDAPD assigned  | 1.1 Give the request form for print materials to be fill-out.                             | None   | Same day as receipt of request | Ms. Felomina Cayabyab, Science Research Specialist I |



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| <p>staff.</p> <p>1.1 In times of public-health related emergencies such as pandemic, call DOST-PHIVOLCS prior to visit to request for printed materials.</p> <p>2. Fill-out the request form for print materials and submit to GDAPD staff.</p> <p>3. Claim the printed materials.</p> | <p>1.2 Distribute request form at the DOST-PHIVOLCS Lobby or access online request at <a href="https://bit.ly/PrintRequestForm">https://bit.ly/PrintRequestForm</a>. Health safety requirements should be observed.</p> <p>2.1 Check the filled-out form of the list of print materials requested.</p> <p>2.2 Gather the requested information materials.</p> <p>3.1 Release the requested information materials to the stakeholder.</p> <p>3.2 In times of public-health related emergencies such as pandemic, releasing of materials will be at the DOST-PHIVOLCS Lobby.</p> <p>3.3 Ask the client to answer the online Customer Feedback Form for Frontline Services or give a printed copy of the</p> |  |  | <p>Ms. Felomina Cayabyab, Science Research Specialist I</p> |
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**DOST-PHIVOLCS**

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| <p>4. Fill-out the Customer Feedback Form for Frontline Services and submit.</p>   | <p>form.<br/>4. Receive and check if the form is properly and completely filled-out.</p>  |             |  |   |
| <p><i>For multiple (50 or more) copies of printed materials: hand-carry/ courier</i></p>   |   |             |  |   |
| <p>1. Send request thru hand-carry/ courier.<br/><br/>1.1 Call DOST-PHIVOLCS to inform about your hand-carried / courier request prior to the visit.</p> | <p>1. Receive letter request and inform the stakeholder when request can be accommodated and ready for pick-up.<br/><br/>1.1 Inform the stakeholder that in times of public-health related emergencies such as pandemic, all request will be received/ released at the DOST-PHIVOLCS Lobby. Health safety requirements should be observed.<br/><br/>1.2 Forward Letter of request to Division Chief for approval.<br/><br/>1.3 Call the stakeholder for update on the</p> | <p>None</p> | <p>Three (3) working days<br/><br/>Same day as receipt for hand-carried request from provinces</p> | <p>Ms. Felomina Cayabyab, Science Research Specialist I</p> |



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| <p>2. Fill-out the request form and submit to assigned GDAPD staff.</p> <p>3. Claim the requested information materials.</p> | <p>status of their request.</p> <p>2.1 Receive request form and check if all fields are filled-out. Attach their letter of request.</p> <p>2.2 Gather the requested information materials.</p> <p>3.1 Release the requested information materials to the stakeholder.</p> <p>3.2 In times of public-health related emergencies such as pandemic, releasing of materials will be at the DOST-PHIVOLCS Lobby. Health safety requirements should be observed.</p> <p>3.3 Ask the stakeholder to answer the online Customer Feedback Form</p> |  |  | <p>Ms. Felomina Cayabyab, Science Research Specialist I<br/>         Ms. Felomina Cayabyab, Science Research Specialist I</p> |
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|  | for Frontline Services or give a printed copy of the form.  |      |   | Ms. Felomina Cayabyab, Science Research Specialist I |
| 4. Fill-out the Customer Feedback Form for Frontline Services and submit.  | 4. Receive and check if form is properly and completely filled-out.   |      |   | Ms. Felomina Cayabyab, Science Research Specialist I |
| <i>For multiple (50 or more) copies of printed materials: email/ fax</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. | 1.1 Send acknowledgement of request to the stakeholder thru fax, call or email.<br><br>1.2 Forward Letter of request to Division Chief for approval.  | None | Three (3) working days<br><br>Same day as receipt for hand-carried request from provinces | Ms. Felomina Cayabyab, Science Research Specialist I |
| 2. Call DOST-PHIVOLCS to confirm immediately (right after sending their communication) receipt of the letter and possible schedule of pick-up.               | 2.1 GDAPD Staff will call the Stakeholder for update on the status of their request.<br><br>2.2 Inform the stakeholder when request can be accommodated and ready for pick-up.<br><br>2.3 Inform the stakeholder that in times of public-health related emergencies such as pandemic, all request will be received/ released at the DOST- |      |   |  |





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|---|--|--|--|---|
| <p>3. Fill-out the request form for print material and submit to assigned GDAPD staff.</p> <p>4. Claim the requested information materials.</p> | <p>PHIVOLCS Lobby. Health safety requirements should be observed</p> <p>2.4 Send the request form for print materials or the link to access online request at <a href="https://bit.ly/PrintRequestForm">https://bit.ly/PrintRequestForm</a>.</p> <p>3.1 Receive request form and check if all fields are filled-out. Attach their letter of request.</p> <p>3.2 Gather the requested information materials.</p> <p>4.1 Release the requested information materials to the stakeholder.</p> <p>4.2 In times of public-health related emergencies such as pandemic, releasing of materials will be at the DOST-PHIVOLCS Lobby. Health safety</p> |  |  | <p>Ms. Felomina Cayabyab, Science Research Specialist I</p> |
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| <p>5. Fill-out the Customer Feedback Form for Frontline Services and submit.</p>   | <p>requirements should be observed.</p> <p>4.3 Ask the stakeholder to answer the online Customer Feedback Form for Frontline Services or give a printed copy of the form.</p> <p>5. Receive and check if form is properly and completely filled-out.</p>                                   |             |                               |  |
| <p><i>For digital copy of materials: hand-carry/ courier request</i></p>   |  |             |                               |  |
| <p>1. Send request thru hand-carry/ courier.</p> <p>1.1 Call DOST-PHIVOLCS to inform about your hand-carried / courier request prior to the visit.</p> <p>2. Call DOST-PHIVOLCS to confirm immediately (right after sending their communication) receipt of the letter</p> | <p>1. GDAPD staff will receive the letter of request.</p> <p>1.1 Inform stakeholder that all request will be received at the DOST-PHIVOLCS Lobby. Health safety requirements should be observed.</p> <p>2. Send acknowledgement of request to the stakeholder thru fax, call or email.</p> | <p>None</p> | <p>Three (3) working days</p> | <p>Ms. Lucille Rose Sanico, Senior Science Research Specialist</p> |



**DOST-PHIVOLCS**

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| <p>and if request could be accommodated.</p> <p>3. Fill-out and sign the DOST-PHIVOLCS Audiovisual and Digital Information Material User Agreement Form.</p> <p>4. Send thru email or fax the accomplished Form.</p> <p>5. Claim the requested information materials thru email or pick-up.</p> | <p>2.1 Forward Letter of request to Division Chief for approval.</p> <p>3.1 GDAPD Staff will call or email the stakeholder for update on the status of their request.</p> <p>3.2 Send thru email the DOST-PHIVOLCS Audiovisual and Digital Information Material User Agreement Form.</p> <p>4.1 Receive and check the accomplished form.</p> <p>4.2 Start processing the request.</p> <p>5.1 Release the digital file to the client thru email or save in external storage (e.g. CD, DVD, USB flash drives, etc.).</p> <p>5.2 Ask the stakeholder to answer the online Stakeholder Satisfaction</p> |  |  | <p>Ms. Lucille Rose Sanico, Senior Science Research Specialist</p> |
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**DOST-PHIVOLCS**

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| <p>6. Fill-out the Customer Feedback Form for Frontline Services and submit.</p>   | <p>Form or give a printed copy of the form.</p> <p>6. Receive and check if the form is properly and completely filled-out.</p>   |             |                               | <p>Ms. Lucille Rose Sanico, Senior Science Research Specialist</p> |
| <p><i>For digital copy of materials: email/ fax request</i></p>  |  |             |                               |  |
| <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> or fax at (02) 8927-4524.</p> <p>2. Call DOST-PHIVOLCS to confirm immediately (right after sending their communication) receipt of the letter and if request could be accommodated.</p> <p>3. Fill-out and sign the DOST-PHIVOLCS Audiovisual and Digital Information Material User Agreement Form.</p> <p>4. Send thru email or fax the</p> | <p>1. Receive and send acknowledgement of request to the stakeholder thru fax/ call/ email.</p> <p>1.2 Forward Letter of request to Division Chief for approval.</p> <p>2.1 Inform the stakeholder if request can be processed.</p> <p>2.2 GDAPD Staff will call the Stakeholder for update on the status of their request.</p> <p>3.1 Send thru email the DOST-PHIVOLCS Audiovisual and Digital Information Material User Agreement Form.</p> <p>4.1 Receive the accomplished</p> | <p>None</p> | <p>Three (3) working days</p> | <p>Ms. Lucille Rose Sanico, Senior Science Research Specialist</p> |



**DOST-PHIVOLCS**

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| <p>accomplished Form.</p> <p>5. Claim the requested information materials thru email or pick-up.</p> <p>6. Fill-out the Customer Feedback Form for Frontline Services and submit.</p> | <p>form.</p> <p>4.2 Start processing the request.</p> <p>5.1 Release the digital file thru email or save in external storage (e.g. CD, DVD, USB flash drives, etc.).</p> <p>5.2 Ask the stakeholder to answer the online Stakeholder Satisfaction Form or give a printed copy of the form.</p> <p>6. Receive and check if form is properly and completely filled-out.</p> |      |                        | <p>Ms. Lucille Rose Sanico, Senior Science Research Specialist</p> |
|   | <b>TOTAL</b>  | None | Three (3) working days |  |

*\*Transacting client should observe the minimum health protocols adopted by PHIVOLCS in view of the COVID-19 pandemic*

## 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.

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| <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. <b>Letter of Request.</b> Address all letters to <b>DR. RENATO U. SOLIDUM, JR.</b> OIC-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 200.</b> |   | 2 <sup>nd</sup> Floor, Room 202, Geologic Disaster Awareness and Preparedness Division (GDAPD) |
| 2. <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.  |   |  |
| 3. <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 <b>Tuesday to Friday</b> , between <b>8am to 11am</b> and between <b>1pm to 4pm.</b>   |   |  |
| 4. Acceptance of bookings is on <b>first come first serve basis.</b> <b>DOST-PHIVOLCS reserves the right to reschedule or</b>  |   |  |



| <b>cancel bookings during unexpected events.</b>  |   |   |                               |  |
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| 5. Coordinators must remind all the participants on 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> . |   |   |                               |  |
| <b>*CLIENT STEPS</b>  | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b>  | <b>PROCESSING TIME</b>        | <b>PERSON RESPONSIBLE</b>  |
| <p>1. Send request thru the following channels</p> <p>a. Hand-carry/courier</p> <p>b. Email at phivolcs_mail@phivolcs.dost.gov.ph.</p> <p>c. fax at (02) 8927-4524</p> <p>2. Call DOST-PHIVOLCS to confirm their</p>  | <p>1.1 Check request received thru mail, fax, or email.</p> <p>1.2 Receive and send acknowledgment of request to the stakeholder thru fax/ call/ email.</p> <p>1.3 Assess if request can be accommodated.</p> <p>1.4 Forward letter of request to Division Chief for approval.</p> <p>1.5 GDAPD Staff will call the Stakeholder for update on the status of their request.</p> <p>2.1 Inform stakeholder if request can be accommodated</p> | <p>Non-refundable entrance fee of PHP5.00/ person</p> <p>For those who are coming within Metro Manila or with Manila-based coordinators, it is preferred that payments be made in advance or as soon as the schedule is confirmed</p> | <p>Three (3) working days</p> | <p>Ms. Eumelia Belo, Science Research Specialist I and Ms. Melissa Mae Tamayo, Science Research Specialist I</p> |



**DOST-PHIVOLCS**

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| <p>schedule after sending their communication especially those sent by fax or mail.</p>   | <p>or not on the specified date and time. If not, both parties will mutually agree/set date and time.</p> <p>2.2 Remind stakeholder that unconfirmed bookings and last-minute changes especially on the time of reservation will not be entertained.</p> |  |  | <p>Ms. Eumelia Belo, Science Research Specialist I and Ms. Melissa Mae Tamayo, Science Research Specialist I</p>   |
| <p>3.1 Meet with DOST-PHIVOLCS Educational tour coordinator upon arrival at DOST-PHIVOLCS for the fee's assessment, and pay the total amount assessed.</p> <p>3.2 Proceed to Room 103 and present the order of payment to cashier and pay the appropriate fee.</p> <p>3.3 Present the Official receipt as proof of payment to PHIVOLCS Educational tour coordinator</p> | <p>3.1 Meet the tour coordinator and issue an Order of Payment.</p> <p>3.2 Accept payment based on the order of payment.</p> <p>3.3 Check the Official Receipt.</p>  |  |  | <p>Rosalia, Santos, Administrative Officer V of Finance and Administrative Division (FAD)</p> <p>Ms. Eumelia Belo, Science Research Specialist I and Ms. Melissa Mae Tamayo, Science Research Specialist I</p> |





**DOST-PHIVOLCS**

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| <p>Tour coordinator must ensure an orderly manner by which the participants/visitors are to enter the DOST-PHIVOLCS facility.</p> |  |                            |                                   |  |
| <p>4. Fill-out the Customer feedback Form for Frontline Services.</p>   | <p>4. Receive and check if form is properly and completely filled-out.</p> |                            |                                   | <p>Ms. Eumelia Belo, Science Research Specialist I and Ms. Melissa Mae Tamayo, Science Research Specialist I</p> |
|   | <p><b>TOTAL</b></p>  | <p>PHP5.00/<br/>person</p> | <p>Three (3)<br/>working days</p> |  |

*\*Transacting client should observe the minimum health protocols adopted by PHIVOLCS in view of the COVID-19 pandemic*

## 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> )                          |

Also available are digital photograph collection on earthquake, tsunami and volcanoes.

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| <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. Filled-out request form for Photo and Video Packages  |   | Second Floor, Room 202, Geologic Disaster Awareness and Preparedness Division (GDAPD)                |                        |  |
| 2. Data User Agreement form if necessary   |   |  |                        |  |
| <b>*CLIENT STEPS</b>   | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>  |
| 1. View list of documentaries and collection of photos of Volcano, Earthquake and Tsunami. GDAPD staff will assist stakeholder in the process. | 1.1 Provide list of documentaries and collection of photos of Volcano, Earthquake and Tsunami to the stakeholder.<br><br>1.2 Request form will be | PhP50.00 per documentary<br><br>PhP10.00 per photograph or image (additional PhP25.00 for CD or DVD) | Three (3) working days | Ms. Lucille Rose Sanico, Senior Science Research Specialist and Dynie Doloiras, Science Research Analyst |



**DOST-PHIVOLCS**

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| <p>2. Fill-out the request form. Check selected documentaries or list down digital photos in the space provided in the request form.</p>   | <p>distributed at the DOST-PHIVOLCS Lobby or an online request form will be provided. Health safety requirements should be observed.</p> <p>1.3 Provide a Stakeholder Satisfaction Form to the stakeholder to be accomplished.</p> <p>2.1 Check the form for the list of documentaries or digital photos requested.</p> <p>2.2 Issue an Order of Payment.</p> |  |  | <p>Ms. Lucille Rose Sanico, Senior Science Research Specialist and Dynie Doloiras, Science Research Analyst</p>   |
| <p>3. Proceed to Room 103 and present the order of payment to cashier and pay the appropriate fee.</p> <p>4. Present the Official Receipt issued by DOST-PHIVOLCS Cashier to the GDAPD staff for documentation. This also serves</p> | <p>3.1 Accept payment based on the Order of Payment.</p> <p>3.2 Issue the Official Receipt.</p> <p>3.3 Start processing the request.</p> <p>4.1 Check the Official Receipt.</p> <p>4.2 Indicate in the Official Receipt the date when to claim the document</p>   |  |  | <p>Rosalia Santos, Administrative, Officer V of Finance and Administrative Division (FAD)</p> <p>Ms. Lucille Rose Sanico, Senior Science Research Specialist and Dynie Doloiras, Science Research Analyst</p> |



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| <p>as claim stub.</p> <p>5. Claim the CD or DVD, showing the Official Receipt as proof that the claimant is the requesting party or authorized representative.</p> <p>6. Fill-out the Customer Feedback Form for Frontline Services and submit.</p> | <p>requested.</p> <p>5.1 Release the CD or DVD requested.</p> <p>5.2 In times of public-health related emergencies such as pandemic, releasing of materials will be at the DOST-PHIVOLCS Lobby and health safety requirements should be observed.</p> <p>5.3 Ask the stakeholder to answer the Customer Feedback Form for Frontline Services or give a printed copy of the form.</p> <p>6.1 Receive and check if the form is properly and completely filled-out.</p> |  |                       |  |
|   | <p><b>TOTAL</b></p>  | <p>PhP50.00 per documentary</p> <p>PhP10.00 per photograph or image (additional PhP25.00</p> | <p>Three (3) Days</p> |  |



**DOST-PHIVOLCS**

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|  |  | for CD or DVD) |  |  |
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*\*Transacting client should observe the minimum health protocols adopted by PHIVOLCS in view of the COVID-19 pandemic.*

## 7. Information Package: Exhibit On-loan

**Exhibit** – collection of framed posters or mounted diagrams for public viewing. These are displayed at the DOST-PHIVOLCS Main and field stations. Exhibits are mostly composed of framed posters and tarpaulins about volcanoes, earthquakes and tsunamis. DOST-PHIVOLCS may also provide technical assistance in the design of exhibit and may also assign a resource person to discuss the content of the exhibit. For requests or exhibits and resource person outside Metro Manila request must be submitted 20 working days for the preparation of processing of travel documents.

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| <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>   |  |
| <p>1. <b>Letter of Request.</b> Address all letters to <b>DR. RENATO U. SOLIDUM, JR.</b> OIC-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. DOST-PHIVOLCS reserves the right to reschedule or cancel requests for unexpected events.</b></p> <p><b>Additional requirements:</b><br/>         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> | <p>2<sup>nd</sup> Floor, Room 202, Geologic Disaster Awareness and Preparedness Division (GDAPD)</p> |  |
| 2. Meal and accommodation of resource person if outside Metro Manila and requiring overnight stay.  |  |  |



| 3. Additional personnel from the requester must be provided to assist in ingress and egress of the exhibit (at least 4 pax)  |   |  |                               |  |
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| <b>*CLIENT STEPS</b>   | <b>AGENCY ACTIONS</b>   | <b>FEES TO BE PAID</b>   | <b>PROCESSING TIME</b>        | <b>PERSON RESPONSIBLE</b>  |
| <p>1. Send request thru the following channels</p> <p>a. Hand-carry/courier<br/>b. Email at <i>phivolcs_mail@phivolcs.dost.gov.ph</i><br/>c. fax at (02) 8927-4524</p> <p>2. Call DOST PHIVOLCS upon receipt of acknowledgement</p> <p>3. Set appointment with GDAPD staff to visit the office and select exhibit materials to be borrowed or loaned once the request has been approved.</p> | <p>1.1 Check request received thru mail, fax, or email</p> <p>1.2 Receive or acknowledge receipt of the letter request thru fax, call or email.</p> <p>1.3 Forward Letter of request to Division Chief for approval and copy furnish Office of the Director for Information.</p> <p>2.1 Inform the stakeholder when request can be accommodated or approved and ready for pick-up.</p> <p>2.2 GDAPD Staff will call the Stakeholder for update on the status of their request.</p> <p>3.1 Discuss with the stakeholder the rules and regulations, do's and don'ts for the exhibit materials borrowed</p> <p>3.2 Start processing the request.</p> | <p>NONE</p> <p>In case of damage/loss the requester will shoulder the cost of repair or replacement of exhibit package</p> | <p>Three (3) working days</p> | <p>Ms. Lucille Rose Sanico, Senior Science Research Specialist</p> |



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| <p>4. Set date to pick-up exhibit materials.</p>  | <p>4. Give the Acknowledgement/ Exhibit Materials Gate Pass form to be filled up by the stakeholder.</p>   |  |  | <p>Ms. Lucille Rose Sanico, Senior Science Research Specialist</p> |
| <p>5. Fill-out the Acknowledgement/ Exhibit Materials Gate Pass form with duplicate. Provide one (1) valid ID to be attached in the filled-out Acknowledgement/ Exhibit Materials Gate Pass submitted to GDAPD Staff.</p> | <p>5.1 Check if all forms are filled-out and attached one (1) valid ID (Company ID or Government issued ID) of the requester.</p> <p>5.2 Issue the exhibit materials.</p> <p>GDAPD staff must be present upon releasing and pick-up of the exhibit materials. Strict release of exhibit materials within office hours from 8:00am to 5:00pm.</p> |  |  |  |
| <p>6. Return the exhibit materials within the duration agreed upon by the requester and GDAPD staff.</p>  | <p>6.1 Check if all the exhibit materials are complete and free from damages.</p> <p>6.2 If cleared, the ID will be returned to the requester.</p> <p>6.3 Ask the stakeholder to answer the online Customer Feedback Form for Frontline Services or give a printed copy of the form.</p>   |  |  |  |
| <p>7. Fill-out the Customer</p>   | <p>7. Receive and check if the form is</p>   |  |  |  |





**DOST-PHIVOLCS**

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| Feedback Form for Frontline Services and submit. | properly and completely filled-out. |  |                        |  |
|  | <b>TOTAL</b>                        | NONE<br>In case of damage/ loss the requester will shoulder the cost of repair or replacement of exhibit package | Three (3) working days |  |

*\*Transacting client should observe the minimum health protocols adopted by PHIVOLCS in view of the COVID-19 pandemic.*

**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.

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| <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 Renato U. Solidum, Jr. Undersecretary, DOST and OIC, PHIVOLCS   |   | Third Floor, Room 305, Seismological Observation and Earthquake Prediction Division |                        |  |
| 2. Completed Request for Earthquake and Tsunami Data Form   |   |   |                        |  |
| 3. Proof or evidence for waiver of fees (e.g. valid ID, letter of indigency) All documents submitted to PHIVOLCS shall be part of PHIVOLCS records. These will not be returned to the client. |   |   |                        |  |
|   |   |   |                        |  |
| <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 (e.g. valid ID, letter of indigency) to the Designated SOEPD-STDM personnel.   | 1.1 Receive the required documents and check for completeness.<br><br>1.2 Furnish copies of |   | 10 minutes             | SOEPD-STDM personnel – Myleen C. Enriquez / Maila P. Advincula / Sien Ivan E. Manuel |



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|  | <p>request to the Office of the Director/ Division Head.</p> <p>1.3 Receive comments/ instructions from the Office of the Director/ Division Head.</p> <p>1.4 Clarify request details with client.</p> |   |            |   |
| <p>2. Fill-out the required information and submit the <b>Request for Earthquake and Tsunami Data Form</b>. Indicate mode of <b>payment</b> and <b>means of claiming</b> the requested information</p> | <p>2.1 Check the submitted <b>Request for Earthquake and Tsunami data</b> if all information is properly filled-out</p> <p>2.2 Issue an Order of Payment if all required documents are complied.</p>   | <p>PhP150.00/ per A4 size page color print.</p> <p>PhP300.00 for digital data.</p> <p>Waived Fees (Free of Charge) applies to certain Clients like from other Government agencies, State Universities/Colleges and institutional partners with existing data sharing agreements.</p> <p>Fees are also waived for Clients who are Senior Citizens, Indigent, IPs and PWD.)</p> | 10 minutes | <p>SOEPD-STDM personnel – Myleen C. Enriquez / Maila P. Advincula / Sien Ivan E. Manuel</p> |
| <p>3. Proceed to Room 103 and present the order of payment to</p>  | <p>3.1 Inform client about payment</p>   |   | 10 minutes | <p>Rosalia Santos, Administrative Officer V of</p>  |





**DOST-PHIVOLCS**

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|---|---|--|-------------------------------|---|
| <p>5. Claim the requested information data on date reflected on your claim stub.</p>  | <p>5.1 Issue the requested data to the stakeholder.</p> <p>5.2 Provide a Stakeholder Satisfaction Form for the client to accomplish.</p>  |  | <p>10 minutes</p>             | <p>SOEPD-STDM personnel – Myleen C. Enriquez / Maila P. Advincula / Sien Ivan E. Manuel</p> |
| <p>6.Fill-out and submit the Stakeholder Satisfaction Form provided by SOEPD-STDM personnel to complete the transaction. If transaction was done thru e-mail, the client is requested to fill out the electronic Satisfaction form and send to soepd@phivolcs.do st.gov.ph or thru URL link <a href="https://tinyurl.com/SatisfactionFormSTM">https://tinyurl.com/SatisfactionFormSTM</a></p> | <p>6.1 Receive the Stakeholder Satisfaction Form from the client.</p> <p>6.2 Check if the form is properly and completely accomplished.</p> <p>6.3 Organize all related documents for filing.</p> |  | <p>15 minutes</p>             | <p>SOEPD-STDM personnel – Myleen C. Enriquez / Maila P. Advincula / Sien Ivan E. Manuel</p> |
|   | <p>TOTAL</p>  | <p>PhP150.00/ per A4 size page color print.</p> <p>PhP300.00 for digital data.</p> <p>Waived Fees (Free of Charge) applies to certain Clients like from other Government</p> | <p>Three (3) working days</p> |   |



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|  |  |  |  |  |
|--|--|--|--|--|
|  |  | agencies, State Universities/Colleges and institutional partners with existing data sharing agreements.<br><br>Fees are also waived for Clients who are Senior Citizens, Indigent, IPs and PWD.) |  |  |
|--|--|--|--|--|

*\*Transacting client should observe the minimum health protocols adopted by PHIVOLCS in view of the COVID-19 pandemic.*

## 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 Renato U. Solidum, Jr. Undersecretary, DOST and OIC, PHIVOLCS                      |   | Third Floor, Room 305, Seismological Observation and Earthquake Prediction Division (SOEPD) |                        |   |
| 2. Completed Request for Earthquake and Tsunami Data Form  |   |   |                        |   |
| 3. Data User Agreement and Terms of Data Use (for Waveform data)   |   |   |                        |   |
| 4. Proof or evidence for waiver of fees (e.g. valid ID, letter of indigency)   |   |   |                        |   |
| All documents submitted to PHIVOLCS shall be part of PHIVOLCS records. These will not be returned to the stakeholder |   |   |                        |   |
| <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 (e.g. valid ID, letter of indigency) to the Designated SOEPD-STDM                   | 1.1 Receive the required documents and check for completeness.                            |   | 10 minutes             | Seismic and Tsunami Data Management Section |





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|   |   |  |            |  |
|---|---|--|------------|--|
| personnel.  | 1.2 Clarify request details with client.  |  |            |  |
| 2. Fill-out the required information and submit the <b>Request for Earthquake and Tsunami data Form</b> Indicate <b>mode of payment</b> and <b>means of claiming</b> the requested information. | 2.1 Check the submitted <b>Request for Earthquake and Tsunami data Form</b> if all information is properly filled-out.<br><br>2.2 Issue an Order of Payment if all required documents are complied. | Earthquake Catalogue:<br>PHP 10.00 / printed A4 size page of the earthquake data<br><br>PHP 300.00 per data disc<br><br>Waived Fees (Free of Charge) applies to certain Clients like from other Government agencies, State Universities/Colleges and institutional partners with existing data sharing agreements<br><br>Fees are also waived for Clients who are Senior Citizens, Indigent, IPs and PWD.) | 10 minutes | SOEPD-STDM personnel – Myleen C. Enriquez / Maila P. Advincula / Sien Ivan E. Manuel                                       |
| 3. Proceed to Room 103 and present the order of payment to cashier and pay the appropriate fee.<br><br>For non-appearance transaction like e-mail: payment thru postal                          | 3.1 Inform client about payment options: PHIVOLCS Cashier, Online payment, or Postal money order.   |  | 10 minutes | Rosalia Santos, Administrative Officer V, of Finance and Administrative Division (FAD) and Designated SOEPD-STDM personnel |





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|  |  |   |                               |               |
|--|--|---|-------------------------------|---------------|
| <p>transaction.<br/>If transaction was done thru e-mail, the client is requested to fill out the electronic Satisfaction form and send to <a href="mailto:soepd@phivolcs.dost.gov.ph">soepd@phivolcs.dost.gov.ph</a> or thru URL link <a href="https://tinyurl.com/SatisfactionFormSTDM">https://tinyurl.com/SatisfactionFormSTDM</a>.</p> | <p>6.2 Check if the form is properly and completely accomplished.</p> <p>6.3 Organize all related documents for filing</p> |   |                               | <p>Manuel</p> |
|  | <p><b>TOTAL</b></p>  | <p>PHP 10.00 / printed A4 size</p> <p>PHP 300.00 per data disc</p> <p>Waived Fees (Free of Charge) applies to certain Clients like from other Government agencies, State Universities/ Colleges and institutional partners with existing data sharing agreements</p> <p>Fees are also waived for Clients who are Senior Citizens, Indigent, IPs and PWD.)</p> | <p>Three (3) working days</p> |               |

*\*Transacting client should observe the minimum health protocols adopted by PHIVOLCS in view of the COVID-19 pandemic.*

## 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 Renato U. Solidum, Jr. Undersecretary, DOST and OIC, PHIVOLCS                  |   | Third Floor, Room 305, Seismological Observation and Earthquake Prediction Division (SOEPD) |                        |  |
| 2. Completed Request for Seismic and Tsunami Data Form   |   |   |                        |  |
| 3. Proof or evidence for waiver of fees (e.g. valid ID, letter of indigency)                                     |   |   |                        |  |
| All documents submitted to PHIVOLCS shall be part of PHIVOLCS records. These will not be returned to the client. |   |   |                        |  |
|  |   |   |                        |  |
| <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 (e.g. valid ID, letter of indigency) to the Designated SOEPD-STDM personnel.    | 1.1 Receive the required documents and check for completeness.<br><br>1.2 Clarify request details with client |   | 10 minutes             | SOEPD-STDM personnel – Myleen C. Enriquez / Maila P. Advincula / Sien Ivan E. Manuel |



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|   |  |  |                   |  |
|---|--|--|-------------------|--|
| <p>2. Fill-out the required information and submit the <b>Request for Earthquake and Tsunami data Form</b>. Indicate <b>mode of payment</b> and <b>means of claiming</b> the requested information.</p> | <p>2.1 Check the submitted <b>Request for Earthquake and Tsunami data Form</b> if all information is properly filled-out.</p> <p>2.2 Issue an Order of Payment if all required documents are complied.</p> | <p>PHP 500.00 for business, government, corporate request and use.</p> <p>PHP200.00 for personal and individual use</p> <p>Waived Fees (Free of Charge) applies to certain Clients like from other Government agencies, State Universities/Colleges and institutional partners with existing data sharing agreements.</p> <p>Fees are also waived for Clients who are Senior Citizens, Indigent, IPs and PWD.)</p> | <p>10 minutes</p> | <p>SOEPD-STDM personnel – Myleen C. Enriquez / Maila P. Advincula / Sien Ivan E. Manuel</p>                          |
| <p>3. Proceed to room 103 and present the order of payment to cashier and pay the appropriate fee.</p> <p>For non-appearance transaction like e-</p>  | <p>3.1 Inform client about payment options: PHIVOLCS Cashier, Online payment, or Postal money order.</p>   |  | <p>10 minutes</p> | <p>Rosalia Santos, Administrative Office V of Finance and Administrative Division (FAD) and SOEPD-STDM personnel</p> |



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|   |   |  |  |   |
|---|---|--|--|---|
| <p>mail: payment thru postal money order or online banking is accepted and paid courier pouch should be sent to SOEPD-STDM personnel for the requested information/data shipping if necessary.</p>                              |   |  |  |   |
| <p>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.</p> | <p>4.1 Check the Official Receipt and Issue claim stub.<br/>4.2 Copy the reference number indicated in the Official Receipt.<br/>4.3 Start processing the request.<br/>4.4 Review requested data for release.</p> |  | <p>5 minutes<br/><br/><br/><br/><br/><br/><br/><br/><br/><br/>2 days and 7 hours</p> | <p>SOEPD-STDM personnel – Myleen C. Enriquez / Maila P. Advincula / Sien Ivan E. Manuel<br/><br/><br/><br/><br/><br/><br/><br/><br/><br/>Ishmael C. Narag, Section Head, STDM</p> |
| <p>5. Claim the requested information data on date reflected on your claim stub.</p>  | <p>5.1 Issue the requested document to the stakeholder.<br/>5.2 Provide a Stakeholder Satisfaction Form for the client to accomplish.</p>   |  | <p>10 minutes</p>  | <p>SOEPD-STDM personnel – Myleen C. Enriquez / Maila P. Advincula / Sien Ivan E. Manuel</p>   |
| <p>6. Fill-out and submit the Stakeholder Satisfaction Form provided by SOEPD-STDM personnel</p>  | <p>6.1 Receive the Stakeholder Satisfaction Form from the client.<br/>6.2 Check if the</p>  |  | <p>15 minutes</p>  | <p>SOEPD-STDM personnel – Myleen C. Enriquez / Maila P. Advincula / Sien Ivan E. Manuel</p>   |



|  |  |  |                               |  |
|--|--|--|-------------------------------|--|
| <p>to complete the transaction.<br/>If transaction was done thru e-mail, the client is requested to fill out the electronic Satisfaction form and send to soepd@phivolcs.dost.gov.ph or thru URL link <a href="https://tinyurl.com/SatisfactionFormSTDM">https://tinyurl.com/SatisfactionFormSTDM</a>.</p> | <p>form is properly and completely accomplished.</p> <p>6.3 Organize all related documents for filing.</p> |  |                               |  |
|  | <p><b>TOTAL</b></p>  | <p>PHP 500.00 for business, government, corporate request and use.</p> <p>PHP200.00 for personal and individual use</p> <p>Waived Fees (Free of Charge) applies to certain Clients like from other Government agencies, State Universities/Colleges and institutional partners with existing data sharing agreements.</p> <p>Fees are also</p> | <p>Three (3) working days</p> |  |



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|  |  |   |  |  |
|--|--|---|--|--|
|  |  | waived for Clients who are Senior Citizens, Indigent, IPs and PWD.) |  |  |
|--|--|---|--|--|

*\*Transacting client should observe the minimum health protocols adopted by PHIVOLCS in view of the COVID-19 pandemic.*



**Volcano Monitoring and Eruption  
Prediction Division (VMEPD)  
External Services**

## 11. Catalogue: Volcano Information

This refers to volcanological data that include, but are not limited to, processed geophysical, geodetic and geochemical data generated by the Volcano Monitoring and Eruption Prediction Division (VMEPD).

|   |  |   |                        |  |
|---|--|---|------------------------|--|
| <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. Filled-out Request 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 a request form.   | 1.1 Check request form if all fields are filled-up.<br><br>1.2 Start processing the request.                     | No charges for data request<br><br>Audited volcano monitoring data is also freely available via the online database. Local Active Volcanoes Archive or LAVA | Three (3) working days | Maricel L. Capa, Senior Science Research Specialist, Volcano Data Management Section |
| 2. On the 3 <sup>rd</sup> working day, claim the Volcano Information, showing Government issued ID or Students ID as proof that the claimant is the | 2.1 Issue the document requested to the client.<br><br>2.2 Give the Stakeholder Satisfaction Form to the client. |   |                        | Maricel L. Capa, Senior Science Research Specialist, Volcano Data Management Section |



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|   |  |                             |                        |  |
|---|--|-----------------------------|------------------------|--|
| requesting party or its authorized representative         |  |                             |                        |  |
| 3. Fill out the Stakeholder Satisfaction form and submit. | 3. Receive and check if the Stakeholder Satisfaction Form is properly and completely filled-out. |                             |                        | Maricel L. Capa,<br>Senior Science Research Specialist,<br>Volcano Data Management Section |
|   | <b>TOTAL</b>   | No charges for data request | Three (3) working days |  |

*\*Transacting client should observe the minimum health protocols adopted by PHIVOLCS in view of the COVID-19 pandemic.*

## 12. Certification: Volcano Current Status, Others

**Short-term Volcanic Hazards**-these are hazards posed by volcanoes which are showing signs of growing unrest or is erupting. As the volcano's status is raise from Alert Level 0 to Alert Level 1 or higher, the Volcano Monitoring and Eruption Prediction Division (VMEPD) regularly issues volcano bulletins or advisory as needed.

|   |  |  |                        |  |
|---|--|--|------------------------|--|
| <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. Filled-out Request 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 a request form.   | 1.1 Check request form if all fields are filled-out.<br><br>1.2 Start processing the request.                    | No charges are imposed for volcano status certifications.                          | Three (3) working days | Maricel L. Capa, Senior Science Research Specialist, Volcano Data Management Section |
| 2. Claim the Certification showing the Government issued ID or Students ID as proof that the claimant is the requesting party or its authorized representative. | 2.1 Issue the document requested to the client.<br><br>2.2 Give the Stakeholder Satisfaction Form to the client. |  |                        |  |
| 3. Fill-out the Stakeholder Satisfaction form and submit  | 3.1 Receive and check if the Stakeholder Satisfaction Form is properly and completely filled-out.                |  |                        |  |



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|  | TOTAL | No charges   | Three (3)    |  |
|--|-------|--|--------------|--|
|  |       | are imposed<br>for volcano<br>status<br>certifications | working days |  |

\*Transacting client should observe the minimum health protocols adopted by PHIVOLCS in view of the COVID-19 pandemic.

**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>                                   | G2C – Government to Government   |  |  |   |
| <b>Who may avail:</b>   | All  |  |  |   |
| <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                             | Ramona D. Labao,<br>Administrative Officer IV |
|   | 1.1 Reservation administrator reviews request for vehicle and assigns appropriate available vehicle and drivers. |  | Within the day upon receipt of request |   |
|   | 1.2 Approval of the request for reservation thru the system by the FAD Head or OIC.                              |  | 5 minutes                              |   |
|   | 1.3 Once approved reservation  |  | 2 minutes                              |   |



|  |   |      |   |  |
|--|---|------|---|--|
|  | <p>administrator generate trip ticket thru the system and print a copy.</p> <p>1.4 Sign the trip ticket.</p> <p>1.5 Give the hard copy to the assigned driver.</p> <p>1.6 Notify the requester for the approval of the request and the assigned driver and vehicle.</p> |      | <p>1 minute</p> <p>1 minute</p> <p>1 minute</p> |  |
| 2. Fill-out the Stakeholder Satisfaction form and submit | 2. Receive and check if the Stakeholder Satisfaction Form is properly and completely filled-out.  |      | 1 minute  |  |
|  | <b>TOTAL</b>  | None | 21 minutes                                      |  |



## 14. 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>   | G2C – Government to Government   |  |                        |  |
| <b>Who may avail:</b>   | All  |  |                        |  |
| <b>CHECKLIST OF REQUIREMENTS</b>  |  | <b>WHERE TO SECURE</b>                                   |                        |  |
|   |  | 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. PHIVOLCS staff fill up online request form.                                    | 1.1 HR staff prepares certification.   | None   | 10 minutes             | Ma. Geraldine A. Gelido, Administrative Assistant II |
|   | 1.2 HR staff informs requesting staff to claim the certification and gives Satisfaction Survey form to fill-out. |  | 2 minutes              |  |
| 2. Requesting staff claims certification and accomplish satisfaction survey form. | 2.1 HR Staff release the certification to the requesting staff   |  | 1 minute               |  |
|   | 2.2 HR staff checks if satisfaction survey form is properly and completely filled-out.                           |  | 2 minutes              |  |
|   | <b>TOTAL</b>   | None   | 15 minutes             |  |

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

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

|   |  |   |                        |   |
|---|--|---|------------------------|---|
| <b>Office or Division:</b>  | Finance and Administrative                           |   |                        |   |
| <b>Classification:</b>  | Complex  |   |                        |   |
| <b>Type of Transaction:</b>   | G2C – Government to Government                       |   |                        |   |
| <b>Who may avail:</b>   | All  |   |                        |   |
| <b>CHECKLIST OF REQUIREMENTS</b>                                    |  | <b>WHERE TO SECURE</b>  |                        |   |
| 1. Project Procurement Management Plan (PPMP)                       |  | First Floor Room 103 Finance and Administrative Division – Procurement & Property Management Section (PPMS) |                        |   |
| 2. Annual Procurement Plan (APP)                                    |  |   |                        |   |
| 3. Purchase Request   |  |   |                        |   |
| <b>CLIENT STEPS</b>   | <b>AGENCY ACTIONS</b>                                | <b>FEES TO BE PAID</b>  | <b>PROCESSING TIME</b> | <b>PERSON RESPONSIBLE</b>   |
| 1. Submit approved Project Procurement Management Plan (PPMP).      | 1.1 Receive approved PPMP.                           | None  | 1 minute               | Rebecca Valenzuela, Administrative Officer V - Procurement & Property Management Section (PPMS) |
|   | 1.2 Prepare Annual Procurement Plan (APP).           |   | 2 days                 |   |
|   | 1.3 Notify the End-user to prepare Purchase Request. |   | 2 minutes              |   |
| 2. Prepare Purchase Request (PR).                                   | 2.1 Receive approved PR.                             |   | 1 minute               | Rebecca Valenzuela, Administrative Officer V - Procurement & Property Management Section (PPMS) |
| 2.1 Submit PR to Division Head for signature and approval.          | 2.2 Schedule a Pre-Procurement Conference.           |   | 2 days                 |   |
| 2.2 Submit PR to Office of the Director for signature and approval. | 2.3 Conduct Pre-procurement conference.              |   | 1 day                  |   |



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|   |  |      |                              |   |
|---|--|------|------------------------------|---|
| 2.3 Submit the approved PR to PPMS.                       | 2.4 Post the procurement requirement to PHILGEPS.  |      | 1 day                        |   |
| 3. Fill-out the Stakeholder Satisfaction form and submit. | 3. Receive and check if the Stakeholder Satisfaction Form is properly and completely filled-out. |      |                              | Rebecca Valenzuela, Administrative Officer V - Procurement & Property Management Section (PPMS) |
|   | <b>TOTAL</b>   | None | 6 working days and 4 minutes |   |

## 16. Network Maintenance

Management Information System (MIS) Section is in charged in maintaining the computer and network of PHIVOLCS. To provide ICT support services, PHIVOLCS staffs may request for support from MIS section that includes troubleshooting, maintenance, or upgrade.

|  |  |  |   |  |
|--|--|--|---|--|
| <b>Office or Division:</b>                     | Finance and Administrative   |  |   |  |
| <b>Classification:</b>                         | Complex  |  |   |  |
| <b>Type of Transaction:</b>                    | G2C – Government to Government   |  |   |  |
| <b>Who may avail:</b>                          | All  |  |   |  |
| <b>CHECKLIST OF REQUIREMENTS</b>               |  | <b>WHERE TO SECURE</b>   |   |  |
| 1. Filled-out 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.               | 1.1 Evaluate request, prepare tools, parts or software for repair and execute necessary action/s to accomplish the request.<br><br>1.2 If the request is fulfilled, the support staff will fill-out the support details. | None   | 10 minutes to 7 working days depending on the type of request | Melquiades Figueroa II, Supervising, Science Research Specialist I and Kervin Macaranas, Science Research Specialist I |
| 2. Submit feedback using the same online form. | 2. Review and summarize feedbacks.   |  |   |  |
|  | <b>TOTAL</b>   | None   | 10 minutes to 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

| <b>Feedback and Complaints Mechanism</b> |  |
|--|--|
| 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**

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|  | <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> |
| Contact information of Anti-Red Tape Authority (ARTA), Presidential Complaints Center (PCC), Contact Center ng Bayan (CCB) | ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a><br>PCC: 8888<br>CCB: 0908-881-6565 (SMS)  |



## 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  |