



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

CITIZEN'S CHARTER
2023 (4th 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
 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 nd 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 rd Floor	Exhibit Area along corridors	-
	Volcano Monitoring and Eruption Prediction Division	311 /312
	Seismological Observation and Earthquake Prediction Division	305 /307
	Office of the Director	302 / 303
	Exhibit Area	-

GENERAL SERVICE GUIDELINES

Service Hours

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

Visitors entering 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.

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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

Office or Division:	Geology and Geophysics Research and Development Division (GGRDD)	
Classification:	Simple, Complex to Highly Technical	
Type of Transaction:	G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		
WHERE TO SECURE		
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	



<p>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.</p>	<p>Unit/Assessor's Office</p>			
<p>5. Online Hazard Assessment Service Form <i>All documents submitted to PHIVOLCS shall be part of PHIVOLCS records and will not be available to the public to ensure privacy. These will not be returned to the client.</i></p>	<p>Online Hazard Assessment Service (OHAS) Portal (https://has.phivolcs.dost.gov.ph)</p>			
<p>6. Online Hazard Assessment Service Satisfaction Survey Form</p>	<p>Online Hazard Assessment Service (OHAS) Portal (https://has.phivolcs.dost.gov.ph)</p>			
*CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><i>If acquiring hazards assessment and reports for reference purposes</i></p>				
<p>1. Visit HazardHunterPH at https://hazardhunter.georisk.gov.ph (for site-specific assessment) or GeoAnalyticsPH at https://geoanalytics.georisk.gov.ph (for LGU-wide assessment).</p> <p>2. Generate assessment report.</p> <p>3. Fill out the Feedback Form in either HazardHunterPH and/or GeoAnalyticsPH.</p>	<p>1. Site security and maintenance.</p> <p>2. Quality assurance and database maintenance.</p> <p>3. Maintenance of feedback forms.</p>	<p>None</p>	<p>1 minute, based on system response time</p> <p>5 minutes, based on system response time</p> <p>5 minutes</p>	<p>Eric P. Santos, Information Technology Officer II/ of the Geomatics and Hazards Assessment Services Section</p>



<i>If acquiring Signed Hazard Assessment Reports</i>				
Simple Transactions				
1. Access PHIVOLCS OHAS at https://has.phivolcs.dost.gov.ph	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. *Client receives tracking number and confirmation through email that the request is being processed.	2. Frontline staff reviews filled out form and document attachments.		30 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
	2.1 Frontline forwards to Officer-of-the-Day.		2 minutes	
	2.2 Officer-of-the-Day conducts hazards assessment using Hazard Hunter PH functionality in OHAS Admin Portal or PHIVOLCS online and local GIS applications (this includes editing and syncing geodatabases,		7 hours / within the day of receipt	Margarita Dizon, Raymond Patrick Maximo, Ericson Bariso, Daniel Jose Buhay, Alffie Pelicano and Ynna Patricia Aquino Science Research Specialist II / Genesis Sapla, Jr., Robjunelieaaa Lim, Valerie Shayne Olfindo Robelyn Flores, Deo Carlo



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	<p>generating and uploading of HAM).</p> <p>2.3 Officer-of-the-Day drafts Hazard Assessment Report (HAR).</p> <p>2.4 Officer-of-the-Day forwards HAR to the Verifier-of-the-Day.</p> <p>2.5 Verifier-of-the-Day receives and checks hazards assessment and HAR.</p>		<p>10 minutes</p> <p>1 minute</p> <p>7 hours/ within One (1) working day upon receipt</p>	<p>Llamas, Conrado Favis, Maeryck Justinne Bernardo Science Research Specialist I of GGRDD</p> <p>John Harold Tabuzo, Information Technology Officer I/ Margarita Dizon, Raymond Patrick Maximo, Ericson Bariso, Daniel Jose Buhay, Alffie Pelicano, and Ynna Patricia Aquino,, Science Research Specialist II / Genesis Sapla, Jr., Robjunelieaaa Lim, Valerie Shayne Olfindo Robelyn Flores, Deo Carlo Llamas, Conrado Favis, Maeryck Justinne Bernardo Science Research Specialist I of GGRDD</p> <p>Perla J. Delos Reyes, Mabelline T. Cahulogan, Supervising Science Research</p>
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	<p>2.6 Verifier-of-the-Day forwards HAR to the Chief or Officer-In-Charge (OIC).</p> <p>2.7 Chief or OIC receives and checks HAR.</p> <p>2.8 Chief or OIC approves HAR.</p>		<p>1 minute</p> <p>One (1) working day upon receipt, including possible revisions</p> <p>1 minute</p>	<p>Specialist / Maria Isabel T. Abigania, Kathleen L. Papiona, Danikko John V. Rivera, Jayvie N. Balboa, Abigail C. Pidlaoan, Senior Science Research Specialist of GGRDD</p> <p>Teresito C. Bacolcol, Director IV, OIC-Division Chief GGRDD, / Perla J. Delos Reyes, Mabelline T. Cahulogan Supervising Senior Science Research Specialist of GGRDD</p>
<p>3. If from Government, no payment needed</p>	<p>3. If from Government, HAR is released in OHAS platform.</p>	<p>Free for those covered by applicable Government Issuance's</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</p>



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				Assessment Services Section
<p>3.1 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>3.1 If Individual Owner, Private Sector, or Consultant, front line staff checks proof of payment submitted online before releasing the HAR in OHAS Portal. <i>Frontline staff may follow up with the client regarding payment.</i></p> <p>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>	<p>10 minutes</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>Rosalia Santos, Administrative Officer V of Finance and Administrative Division (FAD)</p>
<p>3.2 Upload copy of proof of payment at the OHAS Portal using tracking number provided in the email confirmation.</p>	<p>3.2 The OHAS system or frontline staff notifies 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</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
	TOTAL	<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				
1. Complex Transactions				
1. Access PHIVOLCS OHAS at https://has.phivolcs.dost.gov.ph	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:</i> <i>We will only process.</i></p>		30 minutes	Emmanuelle Mitiam, Science Research Analyst, Manolo Gelido Science Research Assistant, and Mary Rose Bautista, Renato



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<p>*Client receives tracking number and confirmation through email that the request is being processed.</p>	<p><i>requests with sufficient documents submitted. GeomHAS staff shall communicate with stakeholder if documents were found insufficient to begin hazard assessment</i></p> <p>2.2. Frontline staff forwards to Officer-of-the-Day.</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>2 minutes</p> <p>Three (3) working days</p>	<p>Garduque Science Aide of the Geomatics and Hazards Assessment Services Section</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>John Harold Tabuzo, Information Technology Officer I Margarita Dizon, Raymond Patrick Maximo, Ericson Bariso, Daniel Jose Buhay, Alffie Pelicano and Ynna Patricia Aquino,, Science Research Specialist II / Genesis Sapla, Jr., Robjunelieaaa Lim, Valerie Shayne Olfindo, Robelyn Flores, Deo Carlo</p>
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				Llamas, Conrado Favis, Maeryck Justinne Bernardo Science Research Specialist I of GGRDD
	2.4. Officer-of-the-Day drafts Hazard Assessment Report (HAR).		10 minutes	
	2.5. Officer-of-the-Day forwards HAR to the Verifier-of-the-Day		1 minute	
	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		1 minute	



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	<p>or Officer-In-Charge (OIC).</p> <p>2.8. Chief or OIC receives and checks HAR.</p> <p>2.9. Chief or OIC approves HAR.</p>		<p>1 day</p> <p>1 minute</p>	<p>Teresito C. Bacolcol, Director IV, OIC-Division Chief GGRDD/ Perla J. Delos Reyes, Mabelline T. Cahulogan Supervising Senior Science Research Specialist of GGRDD</p>
<p>3. If from Government, no payment needed.</p>	<p>3. If from Government, HAR is released in OHAS platform.</p>	<p>Free for those covered by applicable Government Issuance's</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>3.1 If Individual Owners, Private Sector, or Consultants, stakeholder deposits payment to PHIVOLCS accredited Payment Channels.</p>	<p>3.1 If Individual Owners, Private Sector, or Consultants, front line staff checks proof of payment submitted to online system before releasing of HAR in OHAS Portal. <i>Frontline</i></p>	<p>For Individual private property owners: Php 100.00/ per HAR (Earthquake and/or Volcano HAR)</p> <p>For Private companies: Php 500.00</p>	<p>10 minutes</p>	



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<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 Upload copy of proof of payment at the OHAS Portal using tracking number provided in the email confirmation.</p>	<p>staff may follow up with the client regarding payment.</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>3.2 The OHAS system or frontline staff notifies requesting party via email that HAR has been released in OHAS.</p>	<p>per HAR (Earthquake and/or Volcano HAR</p>	<p>1 minute</p>	<p>Rosalia Santos, Administrative Officer V of Finance and Administrative Division (FAD)</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 Assessment Services Section</p>
	<p>TOTAL</p>	<p>Individual private property</p>	<p>6 working days, 8 hrs, 59 mins</p>	



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		<p>owners: Php 100.00/ per HAR</p> <p>Private companies: Php 500.00 per HAR</p> <p>Free for those covered by applicable Government Issuance's</p>	<p>(~Seven (7) Working days) Note: That all documents /information submitted are complete/correct</p>	
<p><i>If acquiring Signed Hazard Assessment Reports</i></p> <p>2. Highly Technical Transactions</p>				
<p>1. Access PHIVOLCS OHAS at https://has.phivolcs.dost.gov.ph</p>	<p>1. Site security and maintenance.</p>		<p>1 minute</p>	<p>Eric P. Santos, Information Technology Officer II of the Geomatics and Hazards Assessment Services Section</p>
<p>2. Submit Online Hazard Assessment Request Form with necessary requirements.</p> <p>*Client receives tracking number and confirmation through email that the request is being processed.</p>	<p>2. Frontline staff reviews filled out form and document attachments.</p> <p>2.1 Frontline staff forwards to Officer-of-the- Day.</p>		<p>1 hour</p> <p>2 minutes</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>



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	<p>2.2 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>2.3 Officer-of-the-Day drafts Hazard Assessment Report (HAR).</p> <p>2.4 Officer-of-the-Day forwards HAR to the Verifier-of-the-Day.</p> <p>2.5 Verifier-of-the-Day receives and checks hazards assessment and</p>		<p>Twelve (12) working days</p> <p>30 minutes</p> <p>1 minute</p> <p>Six (6) working days</p>	<p>John Harold Tabuzo, Information Technology Officer I Margarita Dizon, Raymond Patrick Maximo, Ericson Bariso, Daniel Jose Buhay, Alffie Pelicano, and Ynna Patricia Aquino,, 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>Perla J. Delos Reyes, Mabelline T. Cahulogan, Supervising</p>
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	HAR.			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
	2.6 Verifier-of-the-Day forwards HAR to the Chief or Officer-In-Charge (OIC).		1 minute	
	2.7 Chief or OIC receives and checks HAR.		1 day	Teresito C. Bacolcol, Director IV, OIC-Division Chief GGRDD, / Perla J. Delos Reyes, Mabelline T. Cahulogan Supervising Senior Science Research Specialist of GGRDD
	2.8 Chief or OIC approves HAR.		1 minute	
3. If from Government, no payment needed	3. 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



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<p>3.1 If Individual Owners, Private Sector, or Consultants, stakeholder deposits payment to PHIVOLCS accredited Payment Channels.</p> <p>If payment is done through PHIVOLCS cashier- Stakeholder gets order of payment from frontline staff. Proceed to Room 103 and present the order of payment to cashier and pay the appropriate fee.</p>	<p>3.1 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.</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>For Individual private property owners: Php 100.00/ per HAR (Earthquake and/or Volcano HAR)</p> <p>For Private companies: Php 500.00 per HAR (Earthquake and/or Volcano HAR).</p>	<p>10 minutes</p>	<p>Science Aide of the Geomatics and Hazards Assessment Services Section</p> <p>Rosalia Santos, Administrative Office V of Finance and Administrative Division (FAD)</p>
<p>3.2 Upload copy of proof of payment at the OHAS Portal using tracking number provided in the email</p>	<p>3.2. The OHAS system or frontline notifies requesting party via email that HAR has been</p>		<p>1 minute</p>	<p>Emmanuelle Mitiam, Science Research Analyst, Manolo Gelido Science Research Assistant, and</p>



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confirmation	released in OHAS.			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
	TOTAL	Individual private property owners: Php 100.00/ per HAR Private companies: Php 500.00 per HAR Free for those covered by applicable Government Issuances	Nineteen (19) working days, 1 hr, 49 minutes (~20 working days) Note: That all documents /information submitted are complete/correct	

**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.

Office or Division:	Geology and Geophysics Research and Development Division (GGRDD)			
Classification:	Simple, Complex to Highly Technical			
Type of Transaction:	G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Computer or a mobile device with access to the internet		Requesting Party		
*CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
If requesting for Web Map/Feature Services for reference purposes				



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<p>1. Access the Geomatics GIS Web Portal at https://gisweb.phivolcs.dost.gov.ph/gisweb/geomatics-services-request.</p>	<p>1. Site security and maintenance</p>	<p>None</p>	<p>1 minute, based on system response time</p>	<p>Lyle Camus 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).</p> <p>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, Information Technology Officer I/ Ynna Patricia Aquino, Science Research Specialist II/ 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 geomatics@phivolcs.dost.gov.ph.</p>	<p>3. Check validity of DUA/MOU.</p>	<p>None</p>	<p>5 minutes</p>	<p>John Harold B. Tabuzo, Information Technology Officer I / Ynna Patricia Aquino, Science Research Specialist II/ Conrado Favis, Maeryck Justinne Bernardo, Science Research Specialist I of the Geomatics and Hazards Assessment Services Section</p>



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	3.1 Forward DUA/MOU to Agency Head or Division Chief.	None	1 minute	Specialist I of the Geomatics and Hazards Assessment Services Section
	3.2 Obtain approval from Agency Head or Division Chief by signing DUA or MOU.	None	Two (2) working days	Head of Agency/ Teresito C. Bacolcol, Director IV, and OIC-Division Chief GGRDD
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, Information Technology Officer I/ Ynna Patricia Aquino, Science Research Specialist II/ Conrado Favis, Maeryck Justinne Bernardo, 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
	TOTAL	None	Two (2) working days and 18 minutes	



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<i>If requesting for Earthquake and Volcanic Hazards Map Layouts</i>				
1. Access the Geomatics GIS Web Portal at https://gisweb.phivolcs.dost.gov.ph/gisweb/earthquake-volcano-related-hazard-gis-information or at https://hazardhunter.georisk.gov.ph .	1. 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	
	TOTAL	None	5 Minutes	
<i>If requesting information not available at PHIVOLCS' online hazard assessment platforms</i>				
1. Send request addressed to DR. TERESITO C. BACOLCOL , Director, PHIVOLCS by emailing it to od@phivolcs.dost.gov.ph or ggrdd.mail@phivolcs.dost.gov.ph .	1. Review the request and forward to specific technical or concerned group/s or personnel. 1.1 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	Teresito C. Bacolcol, Director IV , and OIC-Division Chief GGRDD
	1.2 Draft reply on information being requested.	None	One (1) day	<i>Technical Personnel/ Concerned Section</i>



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2. Receive email reply.	2. Approval and release of reply via email.	None	1 minute	Teresito C. Bacolcol, Director IV, and OIC-Division Chief GGRDD
	TOTAL	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.

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



*CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For online request				
1. Access the Request Form for Outside Lecture Packages: https://bit.ly/request-lecture	1. GDAPD staff receives and sends acknowledgement of request.	None, incidental travel expenses if incurred by Resource Speaker	1 Minute	Ms. Felomina Cayabyab, Science Research Specialist I of DRR R&D Section
2. Submit the online request form with necessary requirements. * Client receives the acknowledgement receipt.	2. GDAPD staff reviews the accomplished online request form and the document attached. 2.1 Forwards letter of request to Division Chief for approval Specific request or invitation for Dr. Teresito C. Bacolcol as resource should be forwarded to the Office of the Director.		2 Minutes 2 Minutes	
3. Coordinate with DOST-PHIVOLCS for final logistical arrangement e.g. service vehicle, online platform.	3. GDAPD staff will confirm the request including the logistical arrangement (date, resource person, venue, time) 3.1 Forward to the requisitioner the link		1.5 working days including the assignment of resource person	



<p>4. Fill-out and submit the CSF</p>	<p>https://bit.ly/CoordinatorCSF for Client Satisfaction Form (CSF) for Coordinator.</p> <p>4. GDAPD staff receives and reviews the CSF</p>		<p>2 minutes</p>	<p>Ms. Felomina Cayabyab, Science Research Specialist I of DRR R&D Section</p>
	<p>TOTAL</p>	<p>None, incidental travel expenses if incurred by Resource Speaker</p>	<p>1.5 working days and 7 minutes</p>	
<p>For hand-carry/ courier request</p>				
<p>1. Send letter of request thru hand-carry/courier. Letter of request must be sent to DOST-PHIVOLCS at least two (2) weeks prior to date of activity.</p>	<p>1. GDAPD staff receives the letter of request</p>	<p>None, incidental travel expenses if incurred by Resource Speaker</p>	<p>5 minutes</p>	<p>Ms. Felomina Cayabyab, Science Research Specialist I of DRR R&D Section</p>
<p>1.1 Call DOST-PHIVOLCS to inform about your hand-carried / courier request prior to the visit.</p>	<p>1.1 Send acknowledgement of request thru call or email.</p>			
<p>2. Client receives the acknowledgement receipt</p>	<p>2. GDAPD staff forwards letter of request to Division Chief for approval Specific request or</p>		<p>2 minutes</p>	



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	invitation for Dr. Teresito C. Bacolcol as resource person should be forwarded to the Office of the Director			
3. Coordinate with DOST-PHIVOLCS for final logistical arrangement e.g. service vehicle, online platform	<p>3. GDAPD staff confirms the request including the logistical arrangement (date, resource person, venue, time)</p> <p>3.1 Forward to the requisitioner the link https://bit.ly/CoordinatorCSF for Client Satisfaction Form (CSF) for Coordinator.</p>		1.5 working days including the assignment of resource person	Ms. Felomina Cayabyab, Science Research Specialist I of DRR R&D Section
4. Fill-out and submit the CSF	4. GDAPD staff receives and reviews the CSF		2 minutes	
	TOTAL	None, incidental travel expenses if incurred by Resource Speaker	1.5 working days and 9 minutes	
<i>If online is not available</i>				
1. Send letter of request to pivs_lectures@phivolcs.dost.gov.ph or fax at (02) 8927-	1. GDAPD staff receives and sends acknowledgement of request	None, incidental travel expenses if incurred by	5 minutes	Ms. Felomina Cayabyab, Science Research Specialist I of DRR R&D



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4524. Letter of request must be received by DOST-PHIVOLCS at least two (2) weeks prior to date of activity		Resource Speaker		Section
2. Client receives the acknowledgement receipt	2. GDAPD staff forwards letter of request to Division Chief for approval Specific request or invitation for Dr. Teresito C. Bacolcol as resource should be forwarded to the Office of the Director.		2 minutes	Ms. Felomina Cayabyab, Science Research Specialist I of DRR R&D Section
3. Coordinate with DOST-PHIVOLCS for final logistical arrangement e.g. service vehicle, online platform	3. GDAPD staff will confirm the request including the logistical arrangement (date, resource person, venue, time) 3.1 Forward to the requisitioner the link https://bit.ly/CoordinatorCSF for Client Satisfaction Form (CSF) for Coordinator		1.5 working days including the assignment of resource person	
4. Fill out and submit the CSF	4. GDAPD staff receives and reviews the CSF.		2 minutes	
	TOTAL	None, incidental travel	1.5 working days and 8 minutes	



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		expenses if incurred by Resource Speaker		
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**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.

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



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*CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>For obtaining information materials as reference</i>				
1. Visit DOST-PHIVOLCS website at www.phivolcs.dost.gov.ph . Choose publication menu to view list of available downloadable information materials	Site security and maintenance	None	2 minutes	Ms. Lucille Rose Sanico, Senior Science Research Specialist of Materials Development Section
2. Download copy of selected information materials in pdf/jpg/png copy	Site security and maintenance	None	2 minutes	
	TOTAL	None	4 minutes	
<i>For multiple copies of printed materials: online request</i>				
1. Access the Request Form For Print Materials: https://bit.ly/PrintRequestForm .	1. GDAPD staff receives and sends acknowledgement of request	None (Transportation of requested printed materials should be Shouldered by the requester)	2 minutes	Ms. Felomina Cayabyab, Science Research Specialist I of DRR R&D Section
2. Submit the online request form with necessary requirements	2. GDAPD staff reviews the accomplished online request form and the document attached		2 minutes	
* Client receives the acknowledgement receipt	2.1 Forward letter of request to Division Chief for approval		1 minute	



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	2.2 Gather and prepare the requested information materials		20 minutes	Mr. Richard L. Ballon, Science Aide of Materials Development Section
3. Coordinate with DOST-PHIVOLCS for final logistical arrangement e.g. date and time of pick-up or courier services	<p>3. GDAPD staff will confirm the request including the logistical arrangement date and time of pick-up or courier services</p> <p>3.1 Forward to the requisitioner the link https://tinyurl.com/PHIVOLCSCustomerFeedbackForm for Client Satisfaction Form (CSF) for Frontline Services</p>		5 minutes	Ms. Felomina Cayabyab, Science Research Specialist I of DRR R&D Section
4. Fill out the CSF for Frontline Services (online/printed) and submit	4. Receive and review if the form is properly and completely filled-out		2 minutes	
5. Claim the printed materials	5. Release the requested information materials to the stakeholder at the DOST-PHIVOLCS Lobby		2 minutes	
	TOTAL	None (Transport	34 minutes	



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		ation of requested printed materials should be Shouldered by the requester)		
<i>For walk-in request (less than 50 copies)</i>				
1. Request printed copy of information materials	1. Provide a request form for print materials	None	1 minute	Ms. Felomina Cayabyab, Science Research Specialist I of DRR R&D Section
2. Fill out the request form for print materials and submit to GDAPD staff * Client will wait for the requested materials to be prepared	2. Receive and review the accomplished form		2 minutes	Mr. Richard L. Ballon, Science Aide of Materials Development Section (Exhibit)
	2.1 Gather and prepare the requested information materials 2.2 Ask the client to answer the online Client Satisfaction Form (CSF) for Frontline Services (https://tinyurl.com/PHIVOLCSCustomerFeedbackForm) or give a printed copy of the form (if online is not accessible)		20 minutes	
3. Fill out the CSF for Frontline Services (online/printed) and submit	3. Receive and review the CSF		5 minutes	Ms. Felomina Cayabyab, Science Research Specialist I of DRR R&D Section
4. Claim the printed materials	4. Release the requested information		2 minutes	DRR R&D Section



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	2.3 Ask the client to answer the online Client Satisfaction Form (CSF) for Frontline Services (https://tinyurl.com/PHIVOLCSCustomerFeedbackForm) or printed copy of the form (if online is not accessible)			Ms. Felomina Cayabyab, Science Research Specialist I of DRR R&D Section
3. Fill-out the CSF for Frontline Services (online/printed) and submit	3. GDAPD staff receives and reviews if the form is properly and completely filled-out		5 minutes	
4. Claim the printed materials	4. Release the requested information materials to the stakeholder at the DOST-PHIVOLCS Lobby		2 minutes	
	TOTAL	None	34 minutes	
<i>For multiple (50 or more) copies of printed materials: email</i>				
1. Send letter of request thru email at phivolcs_mail@phivolcs.dost.gov.ph . or fax at (02) 8927-4524.	1. Receive letter request. 1.1 Send acknowledgement and update on the status of request thru call or email	None	2 minutes	Ms. Felomina Cayabyab, Science Research Specialist I of DRR R&D Section
* Client receives the acknowledgement receipt	1.2 Forward Letter of request to Division Chief for approval		1 minute	



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	1.3 Provide request form for print materials print or online https://bit.ly/PrintRequestForm		1 minute	
2. Fill-out the request form for print materials and submit to GDAPD staff	2. Receive and review the accomplished form. Attach their letter of request 2.1 Gather the requested information materials 2.2 Ask the client to answer the online Client Satisfaction Form (CSF) for Frontline Services (https://tinyurl.com/PHIVOLCSCustomerFeedbackForm) or provide a printed copy of the form (if online is not accessible)		2 minutes 20 minutes	Ms. Felomina Cayabyab, Science Research Specialist I of DRR R&D Section
3. Fill-out the CSF for Frontline Services (online/printed) and submit	3. Receive and review if the form is properly and completely filled-out		5 minutes	
4. Claim the printed materials	4. Release the requested information materials to the stakeholder at the DOST-PHIVOLCS Lobby		2 minutes	



	TOTAL	None	33 minutes	
<i>For digital copy of high resolution information materials: online request</i>				
1. Access the Request Form For Print Materials: https://bit.ly/Digital-RequestForm * Client receives the acknowledgement receipt	1. GDAPD staff receives and sends acknowledgement of request	None	1 minute	Ms. Lucille Rose Sanico, Senior Science Research Specialist of Materials Development Section
2. Submit the online request form with necessary requirements	2. GDAPD staff review the accomplished online request form and the document attached		2 minutes	
	2.1 Forward letter of request to Division Chief for approval		1 minute	
	2.2 Provide copy of DOST-PHIVOLCS Audiovisual and Digital Information Material User Agreement (print or digital file)		1 minute	
3. Fill out and sign DOST-PHIVOLCS Audiovisual and Digital Information Material User Agreement (print or digital file) form and submit to GDAPD staff.	3. Receive and review the accomplished form. Attach their letter of request		2 minutes	
	3.1 Compile the request digital copy of materials		20 minutes	



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	3.2 Ask the client to answer the online Client Satisfaction Form (CSF) for Frontline Services (https://tinyurl.com/PHIVOLCSCustomerFeedbackForm) or provide a printed copy of the form (if online is not accessible))			Ms. Lucille Rose Sanico, Senior Science Research Specialist of Materials Development Section
4. Fill-out the CSF for Frontline Services (online/printed) and submit	4. Receive and review if the form is properly and completely filled-out		2 minutes	
5. Claim the requested digital information materials thru email	5. Release the digital copy of requested information materials to the client thru email		1 minute	
	TOTAL	None	30 minutes	
<i>For digital copy of high resolution information materials: hand-carry/ courier request</i>				
1. Send letter of request thru hand-carry/ courier.	1. GDAPD staff will receive the letter.	None	1 minute	Ms. Lucille Rose Sanico, Senior Science Research Specialist of Materials Development Section
1.1 Call DOST-PHIVOLCS to inform about your hand-carried / courier request prior to the visit.	1.1.a. If hand-carried request from provinces, inform the client on the availability of requested materials		1 minute	



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<p>* Client receives the acknowledgement receipt</p>	<p>1.1.b. If send thru courier, acknowledge and update on the status of request thru call or email.</p> <p>1. 2 Forward Letter of request to Division Chief for approval</p> <p>1.3 Provide copy of DOST-PHIVOLCS Audiovisual and Digital Information Material User Agreement (print or digital file)</p>		<p>1 minute</p> <p>1 minute</p> <p>1 minute</p>	<p>Ms. Lucille Rose Sanico, Senior Science Research Specialist of Materials Development Section</p>
<p>2. Fill out and sign DOST-PHIVOLCS Audiovisual and Digital Information Material User Agreement (print or digital file) form and submit to GDAPD staff</p>	<p>2. Receive and review the accomplished form. Attach their letter of request</p> <p>2.1 Compile the request digital copy of materials</p> <p>2.2 Ask the client to answer the online Client Satisfaction Form (CSF) for Frontline Services (https://tinyurl.com/PHIVOLCSCustomerFeedbackForm) or provide a printed copy of</p>		<p>2 minutes</p> <p>20 minutes</p>	



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	the form (if online is not accessible)			
3. Fill out the CSF for Frontline Services (online/printed) and submit	3. Receive and review if the form is properly and completely filled out		5 minutes	Ms. Lucille Rose Sanico, Senior Science Research Specialist of Materials Development Section
4. Claim the requested digital information materials thru email or pick-up	4. Release the digital copy of requested information materials to the client thru email or save in external storage (e.g. CD, DVD, USB flash drives, etc.)		2 minutes	
	TOTAL	None	34 minutes	
<i>For digital copy of materials: email request</i>				
1. Send letter of request thru email at phivolcs_mail@phivolcs.dost.gov.ph	1. Receive and send acknowledgement of request to the stakeholder thru email	None	1 minute	Ms. Lucille Rose Sanico, Senior Science Research Specialist of Materials Development Section
* Client receives the acknowledgement receipt	1.1 Forward Letter of request to Division Chief for approval.		1 minute	
	1.2 Provide online digital materials request form https://bit.ly/Digital-RequestForm		1 minute	
2. Fill out the online digital materials request form and submit to GDAPD staff	2. Receive and review the accomplished form. Attach their letter of request (optional)		2 minutes	



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	<p>2.1 Compile the request digital copy of materials</p> <p>2.2 Ask the client to answer the online Client Satisfaction Form (CSF) for Frontline Services https://tinyurl.com/PHIVOLCSCustomerFeedbackForm)</p>		20 minutes	Ms. Lucille Rose Sanico, Senior Science Research Specialist of Materials Development Section
3. Fill out the CSF for Frontline Services (online/printed) and submit	3. Receive and review if the form is properly and completely filled out		3 minutes	
4. Claim the requested digital information materials thru email or pick-up	4. Release the digital copy of requested information materials to the client thru email or save in external storage (e.g. CD, DVD, USB flash drives, etc.).		2 minutes	
	TOTAL	None	30 minutes	

**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.

Office or Division:	Geologic Disaster Awareness and Preparedness Division (GDAPD)	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Computer or mobile device with access to the internet		Requesting party
2. Letter of Request. Address all letters to DR. TERESITO C. BACOLCOL , Director, PHIVOLCS. Letters must contain signatures over printed name letters must also contain the complete address and contact landline/mobile number of the requester. Name of school, organization or office and number of participants should also be indicated. Total number of participants (including parents, faculty and staff) per package must not exceed 200.		2 nd Floor, Room 202, Geologic Disaster Awareness and Preparedness Division (GDAPD)
3. Strict compliance with time reservation is expected. We emphasize that clients must book/reserve the time that is most realistic for the group taking into account the travel time (including allowance for traffic, etc.) from the point of origin to DOST-PHIVOLCS		
4. All bookings must be requested at least one week in advance. We encourage early requests for better facilitation of schedule. Available days for the tour are		



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Tuesday to Friday, between 8am to 11am and between 1pm to 4pm.				
5. Acceptance of bookings is on first come first serve basis . DOST-PHIVOLCS reserves the right to reschedule or cancel bookings during unexpected events.				
6. Coordinators must remind all the participants on their behavior while in the premises of DOST-PHIVOLCS. Vandalism, loitering, shouting, eating and drinking inside the auditorium, and other non-desirable behavior are strictly prohibited .		Requesting party		
*CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>For virtual exhibit tour as reference</i>				
1. Visit DOST-PHIVOLCS website at https://bit.ly/ExhibitVirtualTour	1. Site security and maintenance	None	1 minute based on the website response time	Materials Development Section
2. Fill out the log-in form to view the virtual exhibit tour	2. Maintenance of the website/system.		1 minute based on the website response time	
3. Fill out the virtual exhibit tour evaluation upon exit	3. Check evaluation data of the website/system		1 minute based on the website response time	
	TOTAL	None	3 minutes	
<i>For online request</i>				
1. Access the educational tour request form https://bit.ly/PIVSEducTourRegistration	1. GDAPD staff receives and sends acknowledgement of request	Non-refundable entrance fee of PHP5.00/ person	1 minute	Ms. Eumelia Belo, Science Research Specialist I, Capacity Building Section



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<p>2. Fill out and submit the online request form with necessary requirements</p> <p>* Client receives the acknowledgement receipt.</p>	<p>2. GDAPD staff will review the accomplished online request form and the document attached</p> <p>Forward letter of request to Division Chief for approval</p>		<p>2 minutes</p> <p>1 minute</p>	<p>Ms. Eumelia Belo, Science Research Specialist I, Capacity Building Section</p>
<p>3. Coordinate (call/email) with DOST-PHIVOLCS for final logistical arrangement</p>	<p>3. GDAPD staff will confirm (call/email) the request including the logistical arrangement and instructions (date, payment, etc.)</p> <p>3.1 Remind stakeholder that unconfirmed bookings and last-minute changes especially on the time of reservation will not be entertained.</p> <p>3.2 Forward to the requisitioner the link https://bit.ly/PIVS CoordinatorEvaluation for Client Satisfaction Form (CSF) for Coordinator</p>		<p>12 minutes</p>	
<p>4. Fill out and submit the CSF</p>	<p>4. GDAPD staff receives and reviews the CSF</p>		<p>2 minutes</p>	



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	TOTAL	Non-refundable entrance fee of PHP5.00/ person	18 minutes	
For hand-carry/courier/email request				
1. Send letter of request thru the following channels a. Hand-carry/courier b. Email: phivolcs_mail@phivolcs.dost.gov.ph.	1. Receive and send acknowledgement of request to the stakeholder thru call/ email.	Non-refundable entrance fee of PHP5.00/ person	3 minutes	Ms. Eumelia Belo, Science Research Specialist I, Capacity Building Section
	1.1 Forward the educational tour request form https://bit.ly/PIVS_EducTourRegistration			Ms. Eumelia Belo, Science Research Specialist I, Capacity Building Section
2. Fill out and submit the online request form with necessary requirements * Client receives the acknowledgement receipt.	2. GDAPD staff will review the accomplished online request form and the document attached		2 minutes	
	2.1 Forward letter of request to Division Chief for approval.		1 minute	
3. Coordinate (call/email) with DOST-PHIVOLCS for final logistical arrangement	3.1 GDAPD staff will confirm (call/email) the request including the logistical arrangement and instructions (date, payment, etc.)		15 minutes	
	Remind stakeholder that			



	<p>unconfirmed reservations and last-minute changes especially on the scheduled time will not be entertained</p> <p>3.2 Forward to the requisitioner the link https://bit.ly/PIVS_CoordinatorEvaluation for Client Satisfaction Form (CSF) for Coordinator</p>			
4. Fill-out and submit the CSF	4. GDAPD staff receives and reviews the CSF		2 minutes	
	TOTAL	Non-refundable entrance fee of PHP5.00/ person	23 minutes	
Actual tour arrangement:				
1. Coordinator will meet with DOST-PHIVOLCS Educational tour coordinator upon arrival at DOST-PHIVOLCS for the fee's assessment, and pay the total amount assessed to cashier and present the Official receipt as proof of payment	1. GDAPD staff will meet the tour coordinator and issue an Order of Payment.	Non-refundable entrance fee of PHP5.00/ person	2 minutes	Ms. Eumelia Belo, Science Research Specialist I, Capacity Building Section
2. Pay the entrance fee. Proceed to Room	2. Accept payment based on the		2 minutes	Ms. Rosalia, Santos,



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103 and present the order of payment to cashier and pay the appropriate fee.	order of payment			Administrative Officer V of Cashier - Finance Administrative Division
*Tour coordinator must ensure an orderly manner by which the participants/visitors are to enter the DOST- PHIVOLCS facility.	2.1 Check the Official Receipt		1 minute	Ms. Eumelia Belo, Science Research Specialist I, Capacity Building Section
3. Distribute the Education Tour evaluation form to the visitors/participants	3. Provide the Education Tour evaluation form online link https://bit.ly/PIVSEducTourEvaluation or provide a printed copy		2 minutes	
4. Fill-out and submit the CSF	4. GDAPD staff receives and reviews the CSF		5 minutes	
	TOTAL	Non-refundable entrance fee of PHP5.00/ person	12 minutes	

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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.

Office or Division:	Geologic Disaster Awareness and Preparedness Division (GDAPD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Computer or mobile device with access to the internet.		Requesting party		
2. Filled out request form for Photo and Video Packages		2nd Floor, Room 202, Geologic Disaster Awareness and Preparedness Division (GDAPD)		
3. Data User Agreement form if necessary				
*CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For quick information online				
1. Visit the DOST-PHIVOLCS official YouTube Channel https://www.youtube.com/c/DOSTPHIVOLCSOfficial	1. Site security and maintenance	None	1 minute based on the website response time	Lucille Rose D. Sanico, Senior Science Research Specialist of Materials



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				Development Section
2. Download copy of video selected information materials in mpg format	2. Site security and maintenance		~2 minutes	Ms. Lucille Rose Sanico, Senior Science Research Specialist and Dynie Doloiras, Science Research Analyst
	TOTAL	None	3 minutes	
<i>For online request</i>				
1. Access the photo and video packages request form https://bit.ly/PhotoVideoRequest	1. GDAPD staff receives and sends acknowledgement of request	PhP50.00 per documentary PhP10.00 per photograph or image (additional PhP25.00 for CD or DVD)	1 minute	Ms. Dynie F. Doloiras, Science Research Analyst of Materials Development Section
2. Fill out and submit the online request form with * Client receives the acknowledgement receipt	2. GDAPD staff will review the accomplished online request form and the document attached 2.1 Provide copy of DOST-PHIVOLCS Audiovisual and Digital Information Material User Agreement (print or digital file)		2 minutes 1 minute	
3. Fill-out and sign DOST-PHIVOLCS Audiovisual and Digital Information Material User	3. Receive and review the accomplished agreement form.		2 minutes	



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<p>Agreement (print or digital file) form and submit to GDAPD staff.</p>	<p>3.1 Compile the requested video/s or photos</p> <p>3.2 Inform client on the payment and claiming instruction (date of release)</p> <p>3.3 Issue an Order of Payment and send to requester (image or scanned copy)</p>		<p>1 working day (maximum, including selection materials from the archive)</p>	<p>Ms. Dynie F. Doloiras, Science Research Analyst of Materials Development Section</p>
<p>4. Proceed to Room 103 and present the order of payment to cashier and pay the appropriate fee.</p>	<p>4. Accept payment based on the issued Order of Payment</p> <p>4.1 Issue the Official Receipt</p>		<p>2 minutes</p>	<p>Rosalia Santos, Administrative, Officer V, FAD</p>
<p>5. Fill-out the CSF for Frontline Services (online/printed) and submit</p>	<p>5. Provide a printed copy of the Client Satisfaction Form (CSF) for Frontline Services and ask the client to answer the Client Satisfaction Form (CSF) for Frontline Services</p> <p>5.1 Receive and review if the form is properly and completely filled-out</p>		<p>2 minutes</p>	<p>Ms. Dynie F. Doloiras, Science Research Analyst of Materials Development Section</p>
<p>6. Claim the requested digital information</p>	<p>6. Release the digital copy of requested</p>		<p>1 minute</p>	



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materials thru email. *Send digital copy of the Official Receipt as proof of payment	information materials to the client thru email			
	TOTAL	PhP50.00 per documentary PhP10.00 per photograph or image (additional PhP25.00 for CD or DVD)	1 working day and 12 minutes	
<i>For hand-carry/courier/email request</i>				
1. Send letter of request thru the following channels a. Hand-carry/courier b. Email: phivolcs_mail@phivolcs.dost.gov.ph	1. GDAPD staff receives and sends acknowledgement of request 1.1 Forward the photo and video packages request form https://bit.ly/PhotoVideoRequest	PhP50.00 per documentary PhP10.00 per photograph or image (additional PhP25.00 for CD or DVD)	1 minute	Dynie Doloiras, Science Research Analyst of Materials Development Section
2. Fill out and submit the online request form with necessary requirements * Client receives the acknowledgement receipt.	2. GDAPD staff will review the accomplished online request form and the document attached 2.1 Provide copy of DOST-PHIVOLCS Audiovisual and Digital Information Material User Agreement (print or digital file)		2 minutes 1 minute	
3. Fill-out and sign	3. Receive and.		2 minutes	



<p>DOST-PHIVOLCS Audiovisual and Digital Information Material User Agreement (print or digital file) form and submit to GDAPD staff.</p>	<p>review the accomplished agreement form</p>			
	<p>3.1 Compile the requested video/s or photos</p> <p>3.2 Inform client on the payment and claiming instruction</p> <p>3.3 Issue an Order of Payment (printed/scanned/i mage copy).</p>		<p>1 working day (maximum, including selection materials from the archive)</p> <p>2 minutes</p>	
<p>4. Proceed to Room 103 and present the order of payment to cashier and pay the appropriate fee.</p>	<p>4. Accept payment based on the issued Order of Payment.</p> <p>4.1 Issue the Official Receipt.</p>		<p>2 minutes</p>	<p>Rosalia Santos, Administrative, Officer V, FAD</p>
<p>5. Present the Official Receipt issued by DOST-PHIVOLCS Cashier to the GDAPD staff for documentation. This also serves as claim stub.</p>	<p>5. Check the Official Receipt.</p> <p>5.1 Indicate in the Official Receipt the date when to claim the document requested.</p>		<p>2 minutes</p>	<p>Dynie Doloiras, Science Research Analyst of Materials Development Section</p>
	<p>5.2 Ask the client to answer the online Client Satisfaction Form (CSF) for</p>		<p>1 minute</p>	



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	Frontline Services (https://tinyurl.com/PHIVOLCSCustomerFeedbackForm) or provide printed copy of the form (if online is not accessible)			Ms. Dynie F. Doloiras, Science Research Analyst of Materials Development Section (Digital Materials)
6. Fill-out the CSF for Frontline Services (online/printed) and submit	6. Receive and review if the form is properly and completely filled-out		4 minutes	
7. Claim the requested digital information materials thru email.	7. Release the digital copy of requested information materials to the client thru email		1 minute	
	TOTAL	PhP50.00 per documentary PhP10.00 per photograph or image (additional PhP25.00 for CD or DVD)	1 working day and 18 minutes	

**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.

Office or Division:	Geologic Disaster Awareness and Preparedness Division (GDAPD)	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Computer or mobile device with access to the internet.	Requesting party	
2. Letter of Request is required. Address all letters to DR. TERESITO C. BACOLCOL , Director, PHIVOLCS. Indicate the topics of interest, date, duration and venue of exhibit, targeted audience and materials needed. Acceptance of requests is on first come first serve basis. DOST-PHIVOLCS reserves the right to reschedule or cancel requests for unexpected events. Additional requirements: Requesting organization should provide transportation (pick-up and return of exhibit and resource person to DOST-PHIVOLCS Office). For exhibit materials 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)	2 nd Floor, Room 202, Geologic Disaster Awareness and Preparedness Division (GDAPD)	
3. Meal and accommodation of resource person if outside Metro Manila and requiring overnight stay.	Requesting party	



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4. Additional personnel from the requester must be provided to assist in ingress and egress of the exhibit (at least 4 pax)		Requesting party		
*CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request thru the following channels a. Hand-carry/courier b. Email at <i>phivolcs_mail@phivolcs.dost.gov.ph</i>	1. GDAPD staff receives and sends acknowledgement of request	NONE In case of damage/loss the requester will shoulder the cost of repair or replacement of exhibit package	1 minute	Ms. Lucille Rose D. Sanico, Senior Science Research Specialist of Materials Development Section
* Client receives the acknowledgement receipt	1.1 Forward Letter of request to Division Chief for approval		1 minute	
2. Coordinate with DOST PHIVOLCS upon receipt of acknowledgement	2. GDAPD staff will confirm (call/email) the request including the logistical arrangement and instructions (final date, transportation of the exhibit materials, etc.)		2 minutes	
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	3. Discuss with the stakeholder the rules and regulations, do's and don'ts for the exhibit materials borrowed		10 minutes	
	3.1 Prepare the requested materials		2 working days	



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	Client Satisfaction Feedback Form for Frontline Services or give a printed copy of the form			
7. Fill out the CSF form for Frontline Services (online/printed) and submit	7. Receive and review if the form is properly and completely filled-out		4 minutes	
	TOTAL	NONE In case of damage/ loss the requester will shoulder the cost of repair or replacement of exhibit package	2 working days and 4 hours and 22 minutes	

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**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.

Office or Division:	Seismological Observation and Earthquake Prediction Division (SOEPD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request addressed to DR. TERESITO C. BACOLCOL , Director, PHIVOLCS.		Third Floor, Room 305, Seismological Observation and Earthquake Prediction Division		
1. 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.				
*CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents (e.g. valid ID, letter of indigency) to the Designated SOEPD-STDM personnel.	1. Receive the required documents and check for completeness. 1.1 Furnish copies of		10 minutes	SOEPD-STDM personnel – Myleen C. Enriquez Science Research Specialist II/ Maila P.



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	<p>request to the Office of the Director/ Division Head.</p> <p>1.2 Receive comments/ instructions from the Office of the Director/ Division Head.</p> <p>1.3 Clarify request details with client.</p>			<p>Advincula Science Research Assistant/ Sien Ivan E. Manuel Science Research Assistant</p>
<p>2. Fill out the required information and submit the Request for Earthquake and Tsunami Data Form. Indicate mode of payment and means of claiming the requested information</p>	<p>2. Check the submitted Request for Earthquake and Tsunami data if all information is properly filled out</p> <p>2.1 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>3. Proceed to Room 103 and present the</p>	<p>3. Inform client about payment</p>		10 minutes	<p>Rosalia Santos, Administrative</p>



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<p>order of payment to cashier and pay the appropriate fee.</p> <p>For non-appearance transaction like e-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>Printer-ready standard seismicity maps are also available at the PHIVOLCS website.</p>	<p>options: PHIVOLCS Cashier, Online payment, or Postal money order.</p>			<p>Officer V of Finance and Administrative Division (FAD) and Designated Data Management personnel</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 instructions when to pick up the requested information data.</p>	<p>4. Check the Official Receipt and issue claim stub.</p> <p>4.1 Copy the reference number indicated in the Official Receipt.</p> <p>4.2 Start processing the request.</p> <p>4.3 Review requested data for release.</p>		<p>5 minutes</p> <p>2 days and 7 hours</p>	<p>SOEPD-STDM personnel – Myleen C. Enriquez Science Research Specialist II/ Maila P. Advincula Science Research Assistant/ Sien Ivan E. Manuel Science Research Assistant</p> <p>Ishmael C. Narag, Section Head, STDM or equivalent</p>



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<p>5. Claim the requested information data on date reflected on your claim stub.</p>	<p>5. Issue the requested data to the stakeholder.</p> <p>5.1 Provide a Stakeholder Satisfaction Form for the client to accomplish.</p>		<p>10 minutes</p>	<p>SOEPD-STDM personnel – Myleen C. Enriquez Science Research Specialist II/ Maila P. Advincula Science Research Assistant/ Sien Ivan E. Manuel Science Research Assistant</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 https://tinyurl.com/SatisfactionFormSTDM</p>	<p>6. Receive the Stakeholder Satisfaction Form from the client.</p> <p>6.1 Check if the form is properly and completely accomplished.</p> <p>6.2 Organize all related documents for filing.</p>		<p>15 minutes</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</p>	<p>Three (3) working days</p>	



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		<p>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>		
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**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.

Office or Division:	Seismological Observation and Earthquake Prediction Division (SOEPD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request addressed to DR. TERESITO C. BACOLCOL , Director, 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				
*CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents (e.g.	1. Receive the required		10 minutes	Seismic and Tsunami Data



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<p>valid ID, letter of indigency) to the Designated SOEPD-STDM personnel.</p>	<p>documents and check for completeness.</p> <p>1.1 Clarify request details with client.</p>			<p>Management Section</p>
<p>2. Fill-out the required information and submit the Request for Earthquake and Tsunami data Form Indicate mode of payment and means of claiming the requested information.</p>	<p>2. Check the submitted Request for Earthquake and Tsunami data Form if all information is properly filled-out.</p> <p>2.1 Issue an Order of Payment if all required documents are complied.</p>	<p>Earthquake Catalogue: PHP 10.00 / printed A4 size page of the earthquake data</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>10 minutes</p>	<p>SOEPD-STDM personnel – Myleen C. Enriquez Science Research Specialist II/ Maila P. Advincula Science Research Assistant/ Sien Ivan E. Manuel Science Research Assistant</p>
<p>3. Proceed to Room 103 and present the order of payment to cashier and pay the</p>	<p>3. Inform client about payment options:</p>		<p>10 minutes</p>	<p>Rosalia Santos, Administrative Officer V, of Finance and</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.dost.gov.ph or thru URL link https://tinyurl.com/SatisfactionFormSTDM.</p>	<p>6. Receive the Stakeholder Satisfaction Form from the client</p> <p>6.1 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>Science Research Assistant</p>
	<p>TOTAL</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</p>	<p>Three (3) working days</p>	



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		are Senior Citizens, Indigent, IPs and PWD.)		
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**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.

Office or Division:	Seismological Observation and Earthquake Prediction Division (SOEPD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request addressed to DR. TERESITO C. BACOLCOL , Director, 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.				
*CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents (e.g. valid ID, letter of indigency) to the Designated SOEPD-STDM personnel.	1. Receive the required documents and check for completeness. 1.1 Clarify request details with client		10 minutes	SOEPD-STDM personnel – Myleen C. Enriquez Science Research Specialist II/ Maila P. Advincula Science Research



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				Assistant/ Sien Ivan E. Manuel Science Research Assistant
2. Fill-out the required information and submit the Request for Earthquake and Tsunami data Form . Indicate mode of payment and means of claiming the requested information.	2. Check the submitted Request for Earthquake and Tsunami data Form if all information is properly filled-out. 2.1 Issue an Order of Payment if all required documents are complied.	PHP 500.00 for business, government, corporate request and use. PHP200.00 for personal and individual use 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. Fees are also waived for Clients who are Senior Citizens, Indigent, IPs and PWD.)	10 minutes	
3. Proceed to room 103 and present the order of payment to cashier and pay	3. Inform client about payment options: PHIVOLCS Cashier, Online		10 minutes	Rosalia Santos, Administrative Office V of Finance and Administrative



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<p>the appropriate fee.</p> <p>For non-appearance transaction like e-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>payment, or Postal money order.</p>			<p>Division (FAD) and SOEPD-STDM personnel</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. Check the Official Receipt and Issue claim stub.</p> <p>4.1 Copy the reference number indicated in the Official Receipt.</p> <p>4.2 Start processing the request.</p> <p>4.3 Review requested data for release.</p>		<p>5 minutes</p> <p>2 days and 7 hours</p>	<p>SOEPD-STDM personnel – Myleen C. Enriquez Science Research Specialist II/ Maila P. Advincula Science Research Assistant/ Sien Ivan E. Manuel Science Research Assistant</p> <p>Ishmael C. Narag, Section Head, STDM</p>
<p>5. Claim the requested information data on date reflected on your claim stub.</p>	<p>5. Issue the requested document to the stakeholder.</p> <p>5.1 Provide a Stakeholder Satisfaction Form for the client to accomplish.</p>		<p>10 minutes</p>	<p>SOEPD-STDM personnel – Myleen C. Enriquez Science Research Specialist II/ Maila P. Advincula Science Research</p>



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				Assistant/ Sien Ivan E. Manuel Science Research Assistant
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 https://tinyurl.com/SatisfactionFormSTDM .	6. Receive the Stakeholder Satisfaction Form from the client. 6.1 Check if the form is properly and completely accomplished. 6.2 Organize all related documents for filing.		15 minutes	
	TOTAL	PHP 500.00 for business, government, corporate request and use. PHP200.00 for personal and individual use Waived Fees (Free of Charge) applies to certain Clients like from other	Three (3) working days	



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		<p>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>		
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**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 Data

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

Geophysical data - includes volcanic earthquakes, geomagnetic, resistivity, gravity, self-potential, and magnetotelluric.

Geodetic data - includes measurements of the differences in elevation between established points or benchmarks, or horizontal distances between two locations, to determine the movement of the surrounding ground near the volcano. Some of the common instruments used are Global Positioning System (GPS), Precise Leveling, Electronic Distance Measurement (EDM), Electronic tiltmeter, and Flow Meter.

Geochemical data - includes measurements of volcanic gases such as sulfur dioxide flux, carbon dioxide flux, and others. Volcanic gases can be measured directly from fumaroles and/or through the collection of volcanic water samples for later analysis in the laboratory. Other data used to correlate are hydrology and meteorological data.

Office or Division:	Volcano Monitoring and Eruption Prediction Division (VMEPD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter address to: DR. TERESITO C. BACOLCOL , Director, PHIVOLCS.		Third Floor, Room 308, Volcano Monitoring and Eruption Prediction Division (VMEPD)		
2. Completed Request for Volcano Information Form and PHIVOLCS Data User Agreement (DUA). All documents submitted to PHIVOLCS shall be part of PHIVOLCS records. These will not be returned to the client.		For Non-appearance/Online Transaction: https://wovodat.phivolcs.dost.gov.ph/docs/data-request		
*CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required	1. Receive,	No charges for	Three (3)	Volcano Data



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documents to the designated VMEPD personnel. For non-appearance transaction, upload requirements here: https://wovodat.phivolcs.dost.gov.ph	acknowledge and check the required documents for completeness. 1.2 Clarify request details with client. 1.3 Check the submitted forms if all information is properly filled-out.	data require. Audited volcano monitoring data is also freely available via the online database PHIVOLCS-LAVA https://wovodat.phivolcs.dost.gov.ph	working days	Management Section (VDMS)
2. On the 3rd working day, claim the requested data showing Gov't issued ID or student ID as proof that the claimant is the requesting party or its authorized representative. For non-appearance transaction, the requested data will be sent via email.	2. Issue the document requested to the client. 2.1 Give the stakeholder satisfaction form to the client.			
3. Fill out the Customer Feedback for Frontline Services form and submit	3. Receive and check if the stakeholder satisfaction form is properly and completely filled-out			
		No charges for data request	Three (3) working days	

**Can be done through electronic mail. If face-to-face, 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.

Office or Division:	Volcano Monitoring and Eruption Prediction Division (VMEPD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out Request Form		Third Floor, Room 308, Volcano Monitoring and Eruption Prediction Division (VMEPD)		
*CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out a request form.	1. Check request form if all fields are filled-out. 1.1 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. Issue the document requested to the client. 2.1 Give the Stakeholder Satisfaction Form to the client.			
3. Fill-out the Stakeholder Satisfaction form and submit	3. Receive and check if the Stakeholder Satisfaction Form is properly and completely			



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	filled-out.			
	TOTAL	No charges are imposed for volcano status certifications	Three (3) 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.

Office or Division:	Finance and Administrative			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Filled-out online request form			First Floor Room 103 Finance and Administrative Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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, 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,		2 minutes	



	<p>reservation administrator generates trip ticket thru the system and print a copy.</p> <p>1.4 Sign the trip ticket.</p> <p>1.5 Provide a hard copy to the assigned driver.</p> <p>1.6 Notify the requester when the request is approved and the assigned driver/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	
	TOTAL	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.

Office or Division:	Finance and Administrative			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		First Floor Room 103 Finance and Administrative Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PHIVOLCS staff fill up online request form.	1. HR staff prepares certification. 1.1 HR staff informs requesting staff to claim the certification and gives Satisfaction Survey form to fill-out.	None	10 minutes 2 minutes	Ma. Geraldine A. Gelido, Administrative Assistant II
2. Requesting staff claims certification and accomplish satisfaction survey form.	2. HR Staff release the certification to the requesting staff 2.1 HR staff checks if satisfaction survey form is properly and completely filled-out.		1 minute 2 minutes	
	TOTAL	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

Office or Division:	Finance and Administrative			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved Project Procurement Management Plan (PPMP).	1. Receive approved PPMP. Prepare Annual Procurement Plan (APP). 1.1 Notify the End-user to prepare Purchase Request.	None	1 day	Rebecca Valenzuela, Administrative Officer V - Procurement & Property Management Section (PPMS)
2. Prepare Purchase Request (PR). Submit PR to Division Head for signature and approval. Submit PR to Office of the Director for signature and approval.	2. Receive approved PR. Schedule a Pre-Procurement Conference.		2 days	Rebecca Valenzuela, Administrative Officer V - Procurement & Property Management Section (PPMS)
2.1 Submit the approved PR to PPMS and Fill-out the Stakeholder Satisfaction form	2.1 Conduct Pre-procurement conference. 2.2 Post the		1 day 1 day	



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and submit.	procurement requirement to PHILGEPS. Receive and check if the Stakeholder Satisfaction Form is properly and completely filled-out.			Rebecca Valenzuela, Administrative Officer V - Procurement & Property Management Section (PPMS)
	TOTAL	None	5 working days	

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.

Office or Division:	Finance and Administrative			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out Online Request form		Put this URL http://tiny.cc/MIS-Support in any web browser.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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. 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.			
	TOTAL	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

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



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

7. LIST OF OFFICES

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