



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

CITIZEN'S CHARTER
2019 (1st Edition)

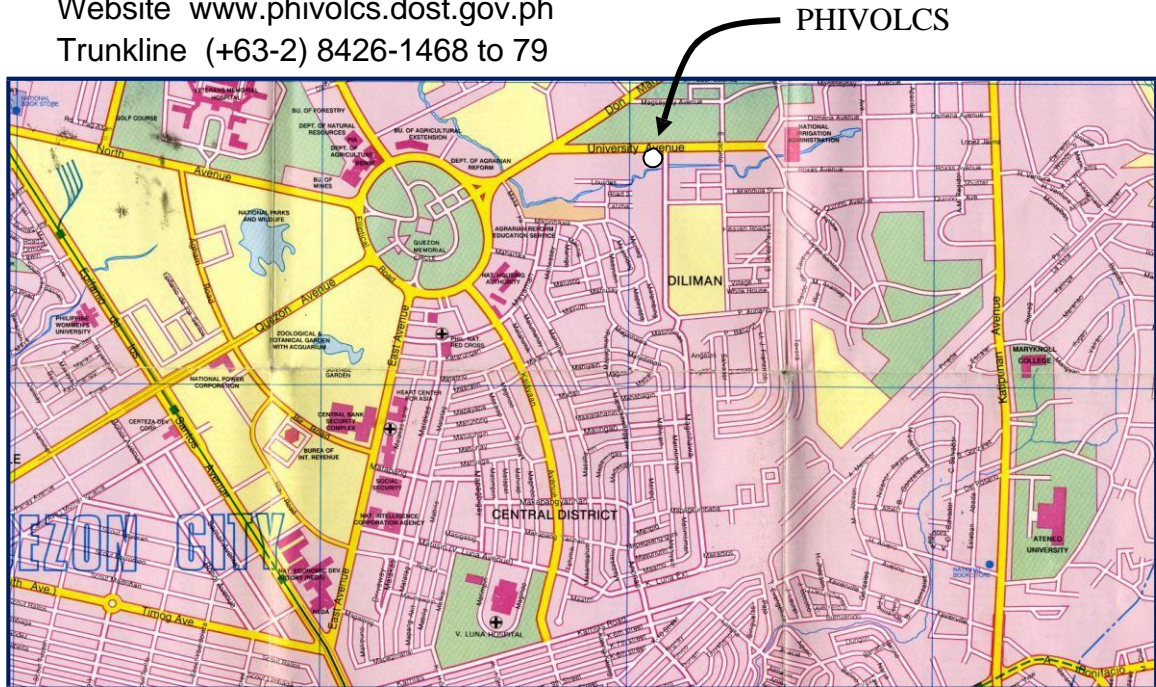


**DEPARTMENT OF SCIENCE AND TECHNOLOGY
PHILIPPINE INSTITUTE OF
VOLCANOLOGY AND SEISMOLOGY**

CITIZEN'S CHARTER
2019 (1st Edition)

PHIVOLCS INFORMATION

Philippine Institute of Volcanology and Seismology Office
 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
		Geologic Disaster and Awareness Preparedness Division	208
		PHIVOLCS Auditorium	202/203
		Deputy Director	215
		Exhibit Area along corridors	204/205
3 rd Floor		Volcano Monitoring and Eruption Prediction Division	---
		Seismological Observation and Earthquake Prediction Division	311/312
		Office of the Director	305/307
		Exhibit Area along corridors	302/303

GENERAL SERVICE GUIDELINES

Service Hours

Regular service hour is from 8:00am to 5:00pm, Monday to Friday. However, because PHIVOLCS also implements a flexible time schedule, some sections can transact business as early as 7:00am and as late as 6:00pm. Our employees will continue businesses with clients already transacting during break-time.

The divisions involved in monitoring, namely Volcano Monitoring and Eruption Prediction Division (VMEPD) and Seismological Observation and Earthquake Prediction Division (SOEPD), are manned 24 hours 7 days a week and can be reached through PHIVOLCS trunklines.

Employee Decorum

PHIVOLCS employees wear ID and a prescribed Uniform. Other acceptable office wear conforms to the prescribed Civil Service Commission dress code, which are business suit (barong tagalog), business casual (long-sleeved polo shirt or blouse, slacks or skirt) and smart casual (short-sleeve polo shirt or blouse, collared T-shirts, slacks, denims or skirt).

Visitor Decorum

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



1. Mandates

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

2. Vision

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

3. Mission

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

4. Service Pledge

We commit to

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



5. List of Services

Service	Page Number
Geology and Geophysics Research and Development	7
External Services	7
1. Geomatics Information	8
2. Hazard Information Package	10
3. Hazards Assessment Services: Earthquake and Volcanic Hazards	12
Geologic Disaster Awareness and Preparedness Division	14
External Services	14
4. Resource Person	15
5. Information Packages: Information Materials	17
6. Educational Tour Package	20
7. Information Package: Duplication of Audio-Visual Materials and Digital Images	23
8. Information Package: Exhibit On-loan	25
Seismological Observation and Earthquake Prediction Division	28
External Services	28
9. Hazard Maps (Probabilistic, deterministic and seismicity map)	29
10. Catalogue: Earthquake Data	31
11. Certification of Earthquake Occurrence	33
Volcano Monitoring and Eruption Prediction Division	35
External Services	35
12. Catalogue: Volcano Information	36
13. Certification: Volcano Current Status, Others	37



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



1. Geomatics Information

Vector- is made of objects that can be points, lines or polygons, and each object can have one or more attribute values.

Geomatics Monthly Monitor (GeMM) – Geomatics staff responsible in processing and providing GIS-related data requests and assistance to internal and external stakeholders.

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 are 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 are properly handled by its stakeholders.

Office or Division:	Geology and Geophysics Research and Development Division	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Request for vector files addressed to PHIVOLCS Director		Second Floor Room 204 Geology and Geophysics Research and Development Division
2. Filled-up Request for Geomatics Data and Services Form		
3. Signed Data User Agreement (DUA) form for private stakeholders		
4. Signed Memorandum of Understanding (MOU) form for government stakeholders		
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 letter of request and the filled up Request for Geomatics Data and Services form	1. Receive the documents and check for completeness 1.1 Give the DUA or MOU form to the client for signing.	None	Three (3) working days	MaBelline Cahulogan, Senior Science Research Specialist, Geomatics and Hazards Assessment Section
2. Submit DUA or MOU forms to the Geomatics Monthly Monitor.	2. Accept the signed DUA or MOU 2.1 Start processing the request			
1. On the 3 rd working day, claim the requested data	3. Issue the requested data 3.1 Give the Stakeholder Satisfaction Form to the client.			
1. Fill out a Stakeholder Satisfaction form and submit.	4. Receive and check if the Stakeholder Satisfaction Form is properly and completely filled up.			



2. Hazard 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.

Office or Division:	GGRDD			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Completed Request for Hazard Information form; or		Second Floor Room 204 Geology and Geophysics Research and Development Division		
3. Letter of Request addressed to PHIVOLCS Director				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required document	1. Check request form if completely filled up 1.1 Issue an Order of Payment	P300 per data disc Free for those covered by applicable Government Issuances	1. Information package: three (3) working days 2. Face -to-face consultation: according to agreed-upon schedule 3. Letter or email request: three (3) working days	Mabelline Cahulogan, Senior Science Research Specialist, Geomatics and Hazards Assessment Section
2. Pay to Cashier the appropriate fees indicated in the Order of Payment	2. Accept the payment based on the Order of Payment 2.1 Issue the Official Receipt			
3. Show the Official Receipt to the Hazard Assessment Services Staff for documentation. This also serves as your claim stub;	3. Check the Official Receipt 3.1 Start processing the request			



<p>4. On the 3rd working day, claim the Hazard Information package showing the Official Receipt, or other applicable document when free, as proof that the claimant is there requesting party or its authorized representative.</p>	<p>4. Issue the document requested to the client</p> <p>4.1 Give the satisfactory form to be filled up by the client</p>			
<p>5. Fill out a Stakeholder Satisfaction form and submit</p>	<p>5. Receive and check if the Stakeholder Satisfaction Form is properly and completely filled up.</p>			



3. Hazards Assessment Services: Earthquake and Volcanic Hazards

PHIVOLCS hazard assessment services (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). The HAR by itself is NOT an approval, endorsement or authorization for further government procedure

Office or Division:	GGRDD			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
4. Vicinity map of the area - photocopy		Second Floor Room 204 Geology and Geophysics Research and Development Division		
5. Transfer Certificate Title (TCT) or Tax Declaration of the lot - photocopy				
6. Completed Request for Hazard Assessment form 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 photocopy of vicinity map and TCT or tax declaration of the lot	1. Receive the required documents and check for completeness 1.1 Give Hazard Assessment form to be filled up by the client	Fees (apply to each lot or contiguous parcels of land): PhP500.00 for business or corporate request and use PhP100.00 for personal individual use Free for those covered by applicable Government Issuances.	Three (3) working days	MaBelline Cahulogan, Senior Science Research Specialist, Geomatics and Hazards Assessment Section



<p>2. Fill out completely a Request for Hazard Assessment form</p>	<p>2. Accept request form and check if all fields are filled up. 2.1 Issue an Order of Payment if all required documents are complied with.</p>			
<p>3. Pay to Cashier the appropriate fees indicated in the Order of Payment. This can be done at the time of filing or claiming of the request</p>	<p>3. Accept payment based on the Order of Payment 3.1 Issue the Official Receipt</p>			
<p>3. On the 3rd day, claim the Hazard Assessment Report showing the Official Receipt, or other applicable document when free, as proof that the claimant is the requesting party or its authorized representative</p>	<p>4. Check the Official Receipt 4.1 Start processing the request 4.2 Issue the Hazard Assessment Report (HAR) 4.3 Give the Stakeholder Satisfaction Form to the client.</p>			
<p>2. Fill out a Stakeholder Satisfaction form and submit.</p>	<p>5. Receive and check if the Stakeholder Satisfaction Form is properly and completely filled up.</p>			



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

External Services



4. Resource Person

PHIVOLCS provides resource person(s) either as lecturer, facilitator, subject matter expert for interviews, and observer to requesting organizations. Standard lecture packages are basic information on volcanoes, earthquakes, tsunami and other related geotectonic phenomena. Resource person can also provide specialized topics related to Geosciences and Disaster Risk Reduction. 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			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request. Address all letters to DR. RENATO U. SOLIDUM, JR. , -OIC- PHIVOLCS. Please state the topic and number and type of participants, place, date and time of lecture, contact landline/mobile number(s) and contact person of requesting organization. PHIVOLCS encourages 50% male and 50% female participation/ audience during lectures, drills and other related activities. For resource person requests 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.		Second Floor Room 202 Geologic Disaster Awareness and Preparedness Division		
Requesting organization should provide: <ol style="list-style-type: none"> 1. Transportation (pick-up and bring back) of resource speaker to PHIVOLCS Office; 2. Computer and LCD projector as lecture presentations are in powerpoint format; 3. Meal and accommodation if outside Metro Manila and requiring overnight stay 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand-carry, email to pivs_lectures@phivolcs.dost.gov.ph or fax letter of request. Letter of request must be received by PHIVOLCS at least two (2) weeks prior to date of activity.	1. If hand-carried, GDAPD staff will receive the letter of request. 1.1 Receive letter of request will be acknowledge thru email, mail or fax	None, incidental travel expenses if incurred by Resource Speaker 15	Three (3) working days	Ms. Felomina Cayabyab and Ms. Eumelia Belo



<p>1.1 If letter of request is sent by fax, mail or email, client must confirm with PHIVOLCS the receipt of their letter and possible schedule right after sending their communication.</p>				
	<p>2. GDAPD staff will confirm if the request can be accommodated on specified date and time. If not, both parties will mutually agree/set date and time.</p> <p>2.1 Finalize with the client the details of their requests. (i.e mode of transportation, location. etc.) Acceptance of requests is on first come first serve basis. PHIVOLCS reserves the right to reschedule or cancel the request for unexpected events</p>			



5. 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 printed 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			
Classification:	Simple			
Type of Transaction:	G2C – Government to Clients			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out Request form for all materials		Second Floor Room 202 Geologic Disaster Awareness and Preparedness Division		
For multiple (5 or more) copies of printed materials Letter of request is required address all letters to DR. RENATO U. SOLIDUM, JR. OIC-PHIVOLCS . Indicate the number of copies needed and purpose. PHIVOLCS will determine the final number of print copies to be released, depending on available stocks and purpose of client.				
For digital copy of materials: Letter of request. Address all letters to DR. RENATO U. SOLIDUM, JR. OIC-PHIVOLCS Indicate the title of material and purpose				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For walk-in request for printed materials: 1. View and select from the list of printed materials available from the GDAPD assigned staff;	1. Give the request form for print materials to be filled up	None	Same day as receipt of request	Ms. Felomina Cayabyab, Science Research Specialist I



2. Fill-up the request form for print materials	2. Check the form for the list of print materials requested			
3. Claim the printed materials	3. GDAPD assigned staff gathers information materials and releases to the client.			
<p>For multiple (5 or more) copies of printed materials</p> <p>1. Letter of Request can be faxed, hand-carried, emailed to <i>phivolcs_mail@phivolcs.dost.gov.ph</i> or mailed.</p> <p>1.1 If hand-carried, submit the letter of request to the GDAPD staff.</p> <p>1.2 If request was mailed or faxed, confirm by calling if request was received by GDAPD and when request could be accommodated.</p>	<p>1. Receive or acknowledge receipt of the letter request and inform the client if request can be accommodated.</p> <p>1.1 Give the request form to be filled up by the client.</p>	None	Three (3) working days	Ms. Felomina Cayabyab, Science Research Specialist I
2. Fill-up the request form prior to release of printed materials and submit to GDAPD assigned staff.	<p>2. Receive request form and check if all fields are filled up.</p> <p>2.1 Gather the requested information materials</p>			



3. Claim the requested information materials	3. Release the requested information materials to the client.			
For digital copy of materials: 1. Letter of Request can be faxed, hand-carried, emailed to <i>phivolcs_mail@phivolcs.dost.gov.ph</i> or mailed;.	1. Check mailbox for requests 1.1 Start processing request	None	Three (3) working days	Ms. Lucille Rose Sanico, Science Research Specialist II
2. If hand-carried, GDAPD staff will receive the letter of request. If request was mailed or faxed, confirm by calling if request was received by GDAPD and if request could be accommodated.	2. Receive the letter request and inform the client if request can be processed. 2.1 GDAPD staff will email or fax the acknowledgement letter to the client which should be signed and sent back to PHIVOLCS			
3. Client must sent the signed acknowledgement letter to PHIVOLCS for processing of request	3. Start processing the request			
4. Claim the requested information materials	4. Send the digital file to the client			



6. Educational Tour Package

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	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	All	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1..Letter of Request. Address all letters to DR. RENATO U. SOLIDUM, JR. OIC-PHIVOLCS All letters must be signed over printed name and contain the complete address and contact landline/mobile number of the requester. The letter must also indicate the name of school, organization or office and number of participants. Total number of <i>participants</i> (including parents, faculty and staff) per package must not exceed 200	Second Floor Room 202 Geologic Disaster Awareness and Preparedness Division
	2. Strict compliance with time reservation is expected. We emphasize that clients must book/reserve the time that is most realistic for the group upon consideration of travel time (including allowance for traffic, etc.) from the point of origin to PHIVOLCS.	
	3. 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 Tuesday to Friday , between 8am to 11am and between 1pm to 4pm ;	
	4. Acceptance of bookings is on first come first serve basis. PHIVOLCS reserves the right to reschedule or cancel bookings for unexpected events	



<p>5. Coordinators must remind all the participants on their behavior while in the premises of PHIVOLCS. Vandalism, loitering, shouting, eating and drinking inside the auditorium, and other non-desirable behavior are strictly prohibited..</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Letter of Request can be faxed, hand-carried, emailed to <i>phivolcs.mail@phivolcs.dost.gov.ph</i> or mailed;</p>	<p>1. Check mailbox for requests</p> <p>1.1 Assess if request can be accommodated</p>	<p>Non-refundable entrance fee of P5.00/ person</p>	<p>Three (3) working days</p>	<p>Ms. Eumelia Belo and Ms. Melissa Mae Tamayo</p>
<p>2. Client must confirm with PHIVOLCS their schedule right after sending their communication especially those sent by fax or mail.</p> <p>2.1 For request sent thru email, call PHIVOLCS upon receipt of acknowledgement</p>	<p>2. Inform client if request can be accommodated or not on the specified date and time. If not, both parties will mutually agree/set date and time. Unconfirmed bookings and last-minute changes especially on the time of reservation will not be entertained</p>	<p>For those who are coming within Metro Manila or with Manila-based coordinators, it is preferred that payments be made in advance or as soon as the schedule is confirmed</p>		
<p>3. Upon arrival at PHIVOLCS the tour coordinator must meet with PHIVOLCS Educational tour coordinator for the fees assessment, and pay the</p>	<p>3. Meet the coordinator and issue an Order of Payment</p> <p>3.1 Accept payment based on the order of payment</p>			



<p>the assessed fees to PHIVOLCS cashier and present the Official receipt as proof of payment. The tour coordinator must ensure an orderly manner by which the participants are to enter the PHIVOLCS facility</p>	<p>3.2 Check the Official Receipt</p>			
<p>4. Fill out a Customer Feedback Form for Frontline Services (Resource Person)</p>	<p>4. Receive and check if form is properly and completely filled up</p>			



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

Client may select from the following documentaries produced by PHIVOLCS

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

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

Office or Division:	GDAPD			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out Request form for Photo and Video Packages		Second Floor Room 202 Geologic, Disaster, Awareness and Preparedness Division		
2. Data User Agreement form if necessary				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. View list of documentaries and collection of photos of Earthquake, Volcano, and Tsunami. GDAPD staff will assist you in the process.	1. Provide list of documentaries and collection of photos of Earthquake, Volcano, and Tsunami to the client 1.1 Give the request form to be filled up	PhP50.00 per documentary PhP10.00 per photograph or image (additional PhP25.00 for CD or DVD)	Three (3) working days	Ms. Lucille Rose Sanico, Ms. Dynie Doloiras,
2. Fill-up the request form. List down selected documentaries or <i>digital</i> photos	2. Check the form for the list of documentaries or digital photos requested			



<p>in the space provided in the request form.</p>	<p>2.1 Issue an Order of Payment</p>			
<p>3. Pay to PHIVOLCS Cashier the appropriate fees indicated in the Order of Payment issued by the GDAPD staff;</p>	<p>3. Accept the payment based on the Order of Payment</p> <p>3.1 Issue the Official Receipt</p> <p>3.2 Start processing the request</p>			
<p>4. Show the Official Receipt issued by PHIVOLCS Cashier to the GDAPD staff for documentation. This also serves as your claim stub</p>	<p>4. Check the Official Receipt</p> <p>4.1 Indicate in the Official Receipt the date when to claim the document requested</p>			
<p>5. Claim the CD or DVD, showing the Official Receipt as proof that the claimant is the requesting party or its authorized representative</p>	<p>5. Issue the CD or DVD requested</p>			
<p>6. Fill out the Stakeholder Satisfaction form and submit.</p>	<p>6. Receive and check if the Stakeholder Satisfaction Form is properly and completely filled up.</p>			



8 Information Package: Exhibit On-loan

Exhibit – collection of framed posters or mounted diagrams for public viewing. These are displayed at the PHIVOLCS Main and field stations. Exhibits are mostly composed of framed posters and tarpaulins about volcano, earthquake and tsunami. PHIVOLCS provides technical assistance in the design of exhibit and resource person to discuss the content of the exhibit. For outside Metro Manila exhibit with resource person that requires Travel Order, request must be submitted 20 working days for the preparation of processing of travel documents.

Office or Division:	GDAPD	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Letter of Request. Address all letters to DR. RENATO U. SOLIDUM, JR. OIC 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. PHIVOLCS reserves the right to reschedule or cancel requests for unexpected events. Additional requirements: Requesting organization should provide	Second Floor Room 202 Geologic, Disaster, Awareness and Preparedness Division	
1. Transportation (pick-up and return of exhibit and resource person to PHIVOLCS Office); For exhibit materials which include the mobile Earthquake simulator vehicle pick-up or truck should be able to fit in 1.84m(L) x 1.84m (W) x 3.10m (H) in dimension (e.g. elf type, L300 pick-up)		
2. For exhibit materials which include the mobile Earthquake simulator vehicle pick-up or truck should be able to fit in 1.84m(L) x 1.84m (W) x 3.10m (H) in dimension (e.g. elf type, L300 pick-up)		
3. Meal and accommodation of resource person if outside Metro Manila and requiring overnight stay.		
4. Additional manpower from the requester must be provided for ingress and egress of the exhibit (at least 4 pax)		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request a. Letter of Request can be faxed, hand-carried, emailed to <i>phivolcs_mail@phivolcs.dost.gov.ph</i> or mailed; b. If hand-carried, a GDAPD staff will receive the letter request. c. If letter of request was mailed or faxed, a GDAPD staff will confirm by calling if requested materials are available or request has been approved;	1. Check mailbox for request 1.2 Receive Letter of Request 1.3 Inform requester if their request can be accommodated	NONE In case of damage/loss the requester will shoulder the cost of repair or replacement of exhibit package.	Three (3) working days	Mr. Melcario Pagtalunan
2. If request has been approved, set up appointment with GDAPD staff to visit the office and select exhibit materials to be borrowed.	2. Discuss with the client the rules, regulations, do's and don't's of the exhibit materials borrowed 2.1 Start processing the request			
3. Set date to pick-up exhibit materials;	3. Give the Acknowledgment/ Exhibit Materials Gate Pass form to be filled up by the client			



<p>4. Before exhibit materials can be taken out of PHIVOLCS, requester and GDAPD staff will fill out the Acknowledgement/ Exhibit Materials Gate Pass form with duplicate. Transport of materials to the venue and back to PHIVOLCS is the responsibility of the client</p>	<p>4. Check if all forms are filled up 4.1 Issue the exhibit materials 4.2 GDAPD staff must be present releasing and pick-up of the exhibit materials. Strictly release of exhibit materials within office hours 8:00am to 5:00pm</p>			
---	---	--	--	--



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

External Services



9. 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		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		All		
5. Letter of request addressed to PHIVOLCS Director		Third Floor Room 305 Seismological Observation and Earthquake Prediction Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Data Management personnel.	1. Receive the required documents and check for completeness	PhP150.00/A4-size page color print. PhP300.00 for digital data in pdf format	Three (3) working days	Ishmael Narag, Supervising Science Research Specialist, Seismic and Tsunami Data Management
2. Fill up the required information in the Request for Earthquake and Tsunami Data Form and indicate means of payment and method of claiming requested data.	2. Check request form if all fields are filled up. 2.1 Issue an Order of Payment if all required documents are complied 2.2 Start processing the request			
3. Pay to Cashier the appropriate applicable fees indicated in the	3. Accept the payment based on the Order of Payment			



<p>Order of Payment issued by the Data Management personnel. If data request will be sent through mail, postal money order to PHIVOLCS and paid courier pouch should be sent to Seismic and Tsunami Data Management personnel.</p>	<p>3.1 Issue the Official Receipt</p>			
<p>4. On the 3rd working day, claim the requested map by showing the Official Receipt as the claimant is the requesting party or its authorized representative.</p>	<p>4. Check the Official Receipt. 4.1 Issue the document required to the client. 4.2 Give the Stakeholder Satisfaction Form to the client.</p>			
<p>5. Fill out the Stakeholder Satisfaction Form that the Data Management personnel will hand to you. If the request was done through e-mail, the Stakeholder Satisfaction Form will be e-mailed to the same account.</p>	<p>5. Receive and check if the Stakeholders Satisfaction Form is properly and completely filled up.</p>			



10. 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			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
4. Letter of request addressed to PHIVOLCS Director		Third Floor Room 305 Seismological Observation and Earthquake Prediction Division (SOEPD)		
5. Completed Request for Earthquake and Tsunami Data Form				
6. Data User Agreement and Terms of Data Use (for Waveform data) 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 to the Seismic and Tsunami Data Management personnel.	1. Receive the required documents and check for completeness 1.1 Issue an Order of Payment if all required documents are complied	Earthquake Catalogue: Php 10.00 / printed A4-size page of the earthquake data Php 300.00 per data disc	Three (3) working days	Ishmael Narag, Supervising Science Research Specialist, Seismic and Tsunami Data Management



<p>2. Pay to Cashier the appropriate applicable fees indicated in the Order of Payment issued by the Seismic and Tsunami Data Management personnel. If data request will be sent through mail, postal money order to PHIVOLCS and paid courier pouch should be sent to Data Management personnel.</p>	<p>2. Accept payment based on the Order of Payment. 2.1 Issue the Official Receipt</p>			
<p>3. On the 3rd working day, claim the Earthquake Data showing the Official Receipt as proof that the claimant is the requesting party or its authorized representative. If data request will be sent through mail, data will be secured in prepaid pouch and sent to the mailing address, together with the Official Receipt.</p>	<p>3. Check the Official Receipt 3.1 Issue the document required to the client 3.2 Give the Stakeholder Satisfaction Form to the client.</p>			
<p>4. Fill out the Stakeholder Satisfaction Form that the Data Management personnel will hand to you. If the request was done through e-mail, the Stakeholder Satisfaction Form will be e-mailed to the same account.</p>	<p>4. Receive and check if the Stakeholder Satisfaction Form is properly and completely filled up.</p>			



11. 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			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request addressed to PHIVOLCS Director		Third Floor Room 305 Seismological Observation and Earthquake Prediction Division (SOEPD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required document to the Seismic and Tsunami Data Management personnel.	1. Receive the required document 1.1 Give the Request for Earthquake and Tsunami Data Form to the client	Php500.00 for business, government, corporate request and use. Php200.00 for personal and individual use	Three (3) working days	Ishmael Narag, Supervising Science Research Specialist, Seismic and Tsunami Data Management
2. Fill up the required information in the Request for Earthquake and Tsunami Data Form and indicate means of payment and method of claiming requested data. * Make sure to secure the Order of Payment that will be issued.	2. Receive the filled up form and check for completeness 2.1 Issue the Order of Payment 2.3 Start processing the request			
3. Pay to Cashier the	3. Accept the			



<p>appropriate applicable fees indicated in the Order of Payment issued by the Data Management personnel. If data request will be sent through mail, postal money order to PHIVOLCS and paid courier pouch should be sent to Data Management personnel;</p>	<p>payment based on the Order of Payment</p> <p>3.1 Issue the Official Receipt</p>			
<p>4. On the 3rd working day, claim the Certification showing the Official Receipt as proof that the claimant is the requesting party or its authorized representative.</p>	<p>4. Check the Official Receipt</p> <p>4.1 Issue the Certificate of Earthquake Occurrence</p> <p>4.2 Give the Stakeholder Satisfaction Form to the client.</p>			
<p>5. Fill out the Stakeholder Satisfaction Form that the Data Management personnel will hand to you. If the request was done through e-mail, the Stakeholder Satisfaction Form will be e-mailed to the same account.</p>	<p>5. Receive and check if the Stakeholders Satisfaction Form is properly and completely filled up.</p>			



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

External Services



12. Catalogue: Volcano Information

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

Office or Division:	VMEPD			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled up 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. Submit the filled-out request form	1. Check request form if all fields are completely filled up. 1.1 Issue an Order of Payment	PhP150.00 per A4-size page color print;	Three (3) working days	Maricel L. Capa, Senior Science Research Specialist, Volcano Data Management Section
2. Pay to Cashier the appropriate fees indicated in the Order of Payment 2.1 Show the Official Receipt issued by Cashier to the Receiving Officer for documentation. This also serves as your claim stub.	2. Accept payment based on the Order of Payment. 5.1 Issue the Official Receipt 5.2 Check the Official Receipt	PhP10.00/ A4-size page black-and-white print; PhP2.00/A4-size page photocopy		
3. On the 3 rd working day, claim the Volcano Information, showing the Official Receipt as proof that the claimant is the requesting party or its authorized representative.	3. Issue the document requested to the client. 3.1 Give the Stakeholder Satisfaction Form to the client.			
4. Fill out the Stakeholder Satisfaction form and submit.	4. Receive and check if the Stakeholder Satisfaction Form is properly and completely filled up.			



13. 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 advisories as needed.

Office or Division:	VMEPD			
Classification:	Simple			
Type of Transaction:	G2C			
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		
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 up. 1.1 Issue an Order of Payment	PhP500.00 for business, government, corporate request and use.	Three (3) working days	Maricel L. Capa, Senior Science Research Specialist, Volcano Data Management Section
2. Pay to Cashier the appropriate fees indicated in the Order of Payment	2. Accept payment based on the Order of Payment.	PhP100.00 for personal and individual use		
2.1 Show the Official Receipt issued by Cashier to the Receiving Officer for documentation. This also serves as your claim stub.	3.1 Issue the Official Receipt 3.2 Check the Official Receipt 3.3 Start processing the request			



<p>4. Claim the Certification showing the Official Receipt as proof that the claimant is the requesting party or its authorized representative.</p>	<p>3. Issue the document requested to the client.</p> <p>3.1 Give the Stakeholder Satisfaction Form to the client.</p>			
<p>4. Fill out the Stakeholder Satisfaction form and submit.</p>	<p>4. Receive and check if the Stakeholder Satisfaction Form is properly and completely filled up.</p>			



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?	The Planning Officer opens the complaints drop box on a daily basis and evaluates each complaint.

	<p>Upon evaluation, the Planning Officer shall start the investigation and forward the complaint to the relevant division for their explanation. The Planning Officer will write a report after the investigation and submit it to the Head of Agency for appropriate action. The Planning Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8927-1101; 8426-1468 loc. 316.</p>
<p>Contact information of Anti-Red Tape Authority (ARTA), Presidential Complaints Center (PCC), Contact Center ng Bayan (CCB)</p>	<p>ARTA: complaints@arta.gov.ph PCC: 8888 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	Room 102, PHIVOLCS Building, C.P. Garcia Avenue, U.P. Campus, Diliman, Quezon City	(+63-2) 8 426-1468 to 79, local107

