



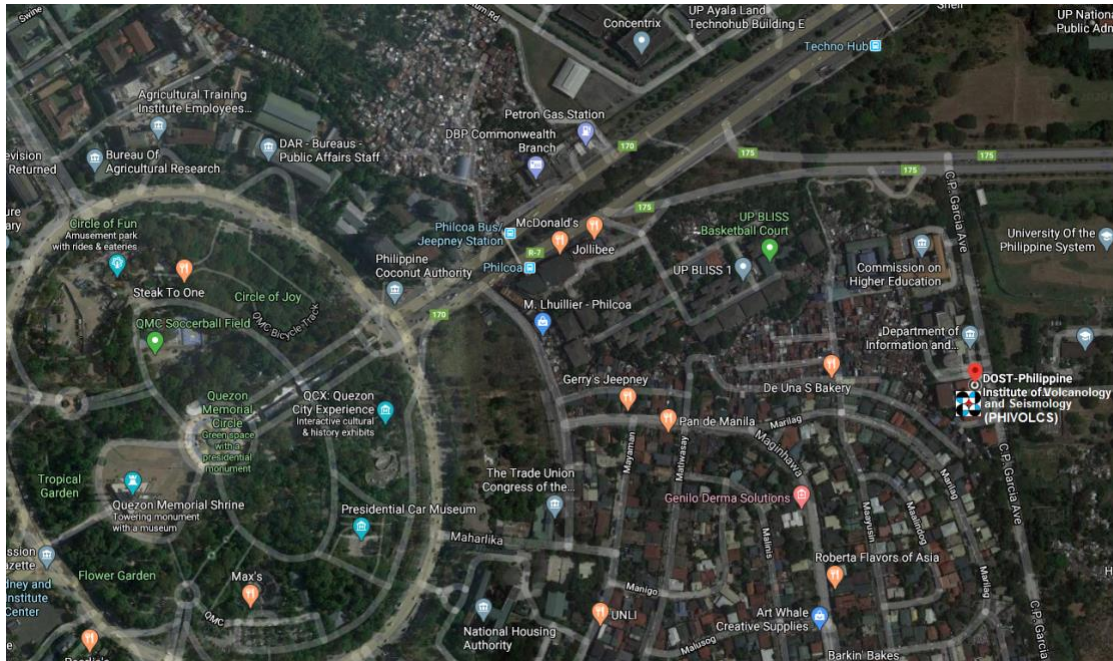
**DEPARTMENT OF SCIENCE AND TECHNOLOGY
PHILIPPINE INSTITUTE OF
VOLCANOLOGY AND SEISMOLOGY**

CITIZEN'S CHARTER
2020 (2nd Edition)



PHIVOLCS INFORMATION

Philippine Institute of Volcanology and Seismology
 PHIVOLCS Building, CP Garcia Ave., UP Campus, Diliman,
 Quezon City 1101, Metro Manila, Philippines
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 Trunkline (+63-2) 8426-1468 to 79



Level	Frontline Offices/Facilities	Local Extension Number
Ground Floor	Stakeholder Care Corner	-
	Cashier	108
	Library	102
2nd Floor	Exhibit Area at Lobby	-
	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
3rd 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	-



Floor-level Directory

GENERSERVICE GUIDELINES

Service Hours

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

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 trunk lines.

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 appropriatedetection, forecast and warningsystem
- 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 single site requests for single hazards or for hazard assessment requests where assessment may proceed based on currently available and acceptable hazards information.

Complex Transactions – pertain to multiple site requests for single hazard, single site requests for multiple hazards or multiple site requests for multiple hazards, provided that hazard data or information necessary for assessment are readily available.

Highly Technical Transactions – pertain to single or multiple site requests for multiple hazards, with no or partially readily available hazard information or data necessary for assessment. This may need detailed analysis of the site, if needed.

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 hazards assessment and Hazard Assessment Report for reference purposes		
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	



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



PHIVOLCS OHAS at https://has.phivolcs.dost.gov.ph	maintenance			<i>Technology Officer II/ Information Technology I of the Geomatics and Hazards Assessment Service Section</i>
2. Submit Online Hazard Assessment Request Form with necessary requirements.	2.1. Frontline reviews filled out form and document attachments		30 minutes	<i>Science Research Analyst, Science Aid of the Geomatics and Hazards Assessment Service Section</i>
*Client receives tracking number and confirmation through email that the request is being processed.	2.2. Frontline forwards to Officer-of-the-Day		1 minute	<i>Science Research Analyst, Science Aid of the Geomatics and Hazards Assessment Service Section</i>
	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)		within 1 day	<i>Science Research Specialist II / Science Research Specialist I of GGRDD</i>
	2.4. Officer-of-the-Day drafts Hazard Assessment		10 minutes	<i>Science Research Specialist II / Science</i>



	Report (HAR)			<i>Research Specialist I of GGRDD</i>
	2.5. Officer-of-the-Day forwards HAR to the Verifier-of-the-Day		1 minute	<i>Science Research Specialist II / Science Research Specialist I of GGRDD</i>
	2.6. Verifier-of-the-Day receives and checks hazards assessment and HAR		within 1 day	<i>Supervising Science Research Specialist / Senior Science Research Specialist / Science Research Specialist II of GGRDD</i>
	2.7. Verifier-of-the-Day forwards HAR to the Chief or Officer-In-Charge (OIC)		1 minute	<i>Supervising Science Research Specialist / Senior Science Research Specialist / Science Research Specialist II of GGRDD</i>
	2.8. Chief or OIC receives and checks HAR		within 1 day, including possible revisions	<i>Chief Science Research Specialist / Supervising Senior Science Research Specialist / Senior Science Research Specialist of GGRDD</i>
	2.9. Chief or OIC approves HAR		1 minute	<i>Chief Science Research Specialist / Supervising Senior Science</i>



				<i>Research Specialist / Senior Science Research Specialist of GGRDD</i>
3.1 If from Government, no payment needed	3.1.1 If from Government, HAR is released in OHAS platform	Free for those covered by applicable Government Issuances	1 minute	<i>Science Research Analyst, Science Aide of the Geomatics and Hazards Assessment Service Section</i>
3.2 If Individual Owner, Private Sector, or Consultant, stakeholder deposits payment to PHIVOLCS accredited Payment Channels. If payment is done through PHIVOLCS cashier- Stakeholder gets order of payment from Frontline staff and pays	3.2.1 If Individual Owner, Private Sector, or Consultant, frontline checks proof of payment submitted online before releasing the HAR in OHAS Portal. <i>Frontline may follow up with the client regarding payment.</i> If payment is done through PHIVOLCS cashier- Frontline issues order of payment to client then, client uploads scanned copy of receipt to OHAS Portal	Php 100.00 (Individual private property owners) Php 500.00 (Private companies)	10 minutes	<i>Science Research Analyst, Science Aide of the Geomatics and Hazards Assessment Service Section</i>
3.2 Upload copy of proof of payment at the OHAS Portal using tracking	3.2.2. The OHAS system or frontline notifies requesting party via email		1 minute	<i>Science Research Analyst, Science Aid of the Geomatics</i>



number provided in the email confirmation	that HAR has been released in OHAS			and Hazards Assessment Service Section
4. Download Hazard Assessment Report (HAR) from OHAS Portal	4. Site security and maintenance		1 minute	<i>Information Technology Officer II</i> of the Geomatics and Hazards Assessment Service Section
If acquiring Official Hazard Assessment Report for submission to institutions				
2. Complex Transactions				
1. Access PHIVOLCS OHAS at https://has.phivolcs.dost.gov.ph	1. Site security and maintenance		1 minute	<i>Information Technology Officer II / Information Technology I</i> of the Geomatics and Hazards Assessment Service Section
2. Submit Online Hazard Assessment Request Form with necessary requirements.	2.1. Frontline reviews filled out form and document attachments		30 minutes	<i>Science Research Analyst, Science Aid</i> of the Geomatics and Hazards Assessment Service Section
*Client receives tracking number and confirmation through email that the request is being processed.	2.2. Frontline forwards to Officer-of-the-Day		1 minute	<i>Science Research Analyst, Science Aid</i> of the Geomatics and Hazards Assessment Service Section
	2.3. Officer-of-the-Day conducts hazards assessment using HazardHunterPH functionality in OHAS Admin Portal or		4 days	<i>Science Research Specialist II / Science Research Specialist I</i> of GGRDD



	PHIVOLCS online and local GIS applications (this includes editing and syncing geodatabases, generating and uploading of HAM)			
	2.4. Officer-of-the-Day drafts Hazard Assessment Report (HAR)		10 minutes	<i>Science Research Specialist II / Science Research Specialist I of GGRDD</i>
	2.5. Officer-of-the-Day forwards HAR to the Verifier-of-the-Day		1 minute	<i>Science Research Specialist II / Science Research Specialist I of GGRDD</i>
	2.6. Verifier-of-the-Day receives and checks hazards assessment and HAR		2 days	<i>Supervising Science Research Specialist / Senior Science Research Specialist / Science Research Specialist II of GGRDD</i>
	2.7. Verifier-of-the-Day forwards HAR to the Chief or Officer-In-Charge (OIC)		1 minute	<i>Supervising Science Research Specialist / Senior Science Research Specialist / Science Research Specialist II of GGRDD</i>
	2.8. Chief or OIC receives and		1 day	<i>Chief Science Research Specialist /</i>



	checks HAR			<i>Supervising Senior Science Research Specialist / Senior Science Research Specialist of GGRDD</i>
	2.9. Chief or OIC approves HAR		1 minute	<i>Chief Science Research Specialist / Supervising Senior Science Research Specialist / Senior Science Research Specialist of GGRDD</i>
3.1 If from Government, no payment needed	3.1.1 If from Government, HAR is released in OHAS platform	Free for those covered by applicable Government Issuances	1 minute	<i>Science Research Analyst, Science Aide of the Geomatics and Hazards Assessment Service Section</i>
3.2 If Individual Owners, Private Sector, or Consultants, stakeholder deposits payment to PHIVOLCS accredited Payment Channels. If payment is done through PHIVOLCS cashier- Stakeholder gets	3.2.1 If Individual Owners, Private Sector, or Consultants, frontline checks proof of payment submitted to online system before releasing of HAR in OHAS Portal. <i>Frontline may follow up with the client regarding payment.</i> If payment is done through	For Individual private property owners: Php 100.00/ per HAR (Earthquake and/or Volcano HAR) For Private companies: Php 500.00 per HAR (Earthquake and/or Volcano	10 minutes	<i>Science Research Analyst, Science Aide of the Geomatics and Hazards Assessment Service Section</i>



order of payment from Frontline staff and pays	PHIVOLCS cashier- Frontline issues order of payment to client then, client uploads scanned copy of receipt to OHAS Portal	HAR		
3.2 Upload copy of proof of payment at the OHAS Portal using tracking number provided in the email confirmation	3.2.2. The OHAS system or frontline notifies requesting party via email that HAR has been released in OHAS		1 minute	<i>Science Research Analyst, Science Aid of the Geomatics and Hazards Assessment Service Section</i>
4. Download Hazard Assessment Report (HAR) from OHAS Portal	4. Site security and maintenance		1 minute	<i>Information Technology Officer II of the Geomatics and Hazards Assessment Service Section</i>
If acquiring Official Hazard Assessment Report for submission to institutions				
3. Highly Technical Transactions				
1. Access PHIVOLCS OHAS at https://has.phivolcs.dost.gov.ph	1. Site security and maintenance		1 minute	<i>Information Technology Officer II/ Information Technology I of the Geomatics and Hazards Assessment Service Section</i>
2. Submit Online Hazard Assessment Request Form with necessary requirements.	2.1. Frontline reviews filled out form and document attachments		30 minutes	<i>Science Research Analyst, Science Aid of the Geomatics and Hazards Assessment Service Section</i>
*Client receives tracking number	2.2. Frontline forwards to		1 minute	<i>Science Research</i>



and confirmation through email that the request is being processed.	Officer-of-the-Day			<i>Analyst, Science Aid of the Geomatics and Hazards Assessment Service Section</i>
	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)		15 days	<i>Science Research Specialist II / Science Research Specialist I of GGRDD</i>
	2.4. Officer-of-the-Day drafts Hazard Assessment Report (HAR)		10 minutes	<i>Science Research Specialist II / Science Research Specialist I of GGRDD</i>
	2.5. Officer-of-the-Day forwards HAR to the Verifier-of-the-Day		1 minute	<i>Science Research Specialist II / Science Research Specialist I of GGRDD</i>
	2.6. Verifier-of-the-Day receives and checks hazards assessment and HAR		3 days	<i>Supervising Science Research Specialist / Senior Science Research Specialist / Science Research Specialist II of GGRDD</i>



	2.7. Verifier-of-the-Day forwards HAR to the Chief or Officer-In-Charge (OIC)		1 minute	<i>Supervising Science Research Specialist / Senior Science Research Specialist / Science Research Specialist II of GGRDD</i>
	2.8. Chief or OIC receives and checks HAR		1 day	<i>Chief Science Research Specialist / Supervising Senior Science Research Specialist / Senior Science Research Specialist of GGRDD</i>
	2.9. Chief or OIC approves HAR		1 minute	<i>Chief Science Research Specialist / Supervising Senior Science Research Specialist / Senior Science Research Specialist of GGRDD</i>
3.1 If from Government, no payment needed	3.1.1 If from Government, HAR is released in OHAS platform	Free for those covered by applicable Government Issuances	1 minute	<i>Science Research Analyst, Science Aide of the Geomatics and Hazards Assessment Service Section</i>
3.2 If Individual Owners, Private Sector, or Consultants, stakeholder deposits payment	3.2.1 If Individual Owners, Private Sector, or Consultants, frontline checks proof of payment	For Individual private property owners: Php 100.00/ per	10 minutes	<i>Science Research Analyst, Science Aide of the Geomatics and Hazards Assessment</i>



<p>to PHIVOLCS accredited Payment Channels.</p> <p>If payment is done through PHIVOLCS cashier- Stakeholder gets order of payment from Frontline staff and pays</p>	<p>submitted to online system before releasing of HAR in OHAS Portal. <i>Frontline may follow up with the client regarding payment.</i></p> <p>If payment is done through PHIVOLCS cashier- Frontline issues order of payment to client then, client uploads scanned copy of receipt to OHAS Portal</p>	<p>HAR (Earthquake and/or Volcano HAR)</p> <p>For Private companies :</p> <p>Php 500.00 per HAR (Earthquake and/or Volcano HAR)</p>		<p>Service Section</p>
<p>3.2 Upload copy of proof of payment at the OHAS Portal using tracking number provided in the email confirmation</p>	<p>3.2.2. The OHAS system or frontline notifies requesting party via email that HAR has been released in OHAS</p>		<p>1 minute</p>	<p><i>Science Research Analyst, Science Aid of the Geomatics and Hazards Assessment Service Section</i></p>
<p>4. Download Hazard Assessment Report (HAR) from OHAS Portal</p>	<p>4. Site security and maintenance</p>		<p>1 minute</p>	<p><i>Information Technology Officer II of the Geomatics and Hazards Assessment Service Section</i></p>
	<p>TOTAL Simple Complex Highly Technical</p>	<p>3days,58m 5days,69m 19days,69m</p>		



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 georeferenced map images over the Internet, providing a simple HyperText 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				
1. <i>Access</i> the	1. Site security and	None	1 minute,	<i>Information</i>



Geomatics GIS Web Portal at https://gisweb.phivolcs.dost.gov.ph/gisweb/geomatics-services-request	maintenance		based on system response time	<i>Technology Officer II/ Information Technology Officer I</i> of the Geomatics and Hazards Assessment Service Section
2. Fill out and submit the Geomatics Data and Services Form	2. Receives client request (automated reply email) Geomatics Monthly Monitor (GeMM) may contact client for clarifications or if data requested is unavailable.	None	5 minutes, based on system response time	<i>Science Research Specialist II/ Science Research Specialist I and Information Technology Officer II/ Information Technology Officer I</i> of the Geomatics and Hazards Assessment Service Section
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	3.1. Check validity of DUA/MOU	None	5 minutes	<i>Science Research Specialist II / Science Research Specialist I</i> of the Geomatics and Hazards Assessment Service Section
	3.2. Forward DUA/MOU to Agency Head or Division Chief	None	1 minute	<i>Science Research Analyst, Science Aid</i> of the Geomatics and Hazards Assessment Service Section
	3.3. Obtain approval	None	2 days	<i>Head of</i>



	from Agency Head or Division Chief by signing DUA or MOU			<i>Agency/ Division Chief Geology, Geophysics R&D Division</i>
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	<i>Science Research Specialist II/ Science Research Specialist I of the Geomatics and Hazards Assessment Service Section</i>
5. Fill out and submit Stakeholder Satisfaction Form	5. Maintenance of feedback forms	None	5 minutes	<i>Science Research Specialist II/ Science Research Specialist I of the Geomatics and Hazards Assessment Service Section</i>
If requesting for Earthquake and Volcanic Hazards Map Layouts				
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	Site security, maintenance and ensure map repository and hazard maps are up-to-date	None	1 minute	<i>Science Research Specialist II/ Science Research Specialist and Information Technology Officer II/ Information Technology Officer I of the Geomatics and Hazards Assessment Service Section</i>
2. Select area to sort (from National to		None	1 minute	



Municipal level)				
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	
If requesting information not available at PHIVOLCS' online hazard assessment platforms				
1. Send request addressed to Usec. Renato U. Solidum, Jr. by emailing it to 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	<i>Head of Agency/ Division Chief</i> Geology, Geophysics R&D Division
	1.2 Draft reply on information being requested	None	One (1) day	<i>Technical Personnell/ Concerned Section</i>
2. Receive email reply	2. Approval and release of reply via email	None	1 minute	<i>Head of Agency/ Division Chief</i> Geology, Geophysics R&D Division
	TOTAL		6days,24min	



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

External Services



3. Resource Person

DOST-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, tsunamis 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 (GDAPD)	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<p>1. Letter of Request. Address all letters to DR. RENATO U. SOLIDUM, JR., OIC-PHIVOLCS. Please state the following:</p> <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 <p>DOST-PHIVOLCS encourages 50% male and 50% female participation/ audience during lectures, drills and other related activities. For resource person requests outside Metro Manila that requires Travel Order, requests must be submitted 20 working days before the scheduled activity for preparation and processing of travel documents.</p>	<p>Second Floor, Room 202, Geologic Disaster Awareness and Preparedness Division (GDAPD)</p>	
<p>2. Requesting organization should provide:</p> <p>1.1 Transportation (pick-up and bring back) of resource person to DOST-PHIVOLCS Office</p> <p>1.2 Computer and LED/LCD projector as lecture presentations are using presentation software e.g. powerpoint format.</p>		



3. Meal and accommodation if outside Metro Manila and requiring overnight stay.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Hand-carry, fax, or email to pivs_lectures@pshivolcs.dost.gov.ph letter of request. Letter of request must be received by DOST-PHIVOLCS at least two (2) weeks prior to date of activity.</p> <p>1.1 In times of public-health related emergencies such as pandemic, call DOST-PHIVOLCS prior to visit.</p> <p>1.2 If letter of request is sent by fax or email, client must confirm with DOST-PHIVOLCS the receipt of their letter and possible schedule right after sending their communication.</p>	<p>1. If hand-carried, GDAPD staff will receive the letter of request.</p> <p>1.1. Receive request at the DOST-PHIVOLCS Lobby and health safety requirements should be observed.</p> <p>1.2 Receipt of letter of request will be acknowledged thru fax, call or email.</p> <p>1.3 Forward Letter of request to Office of the Director for approval</p> <p>1.4 GDAPD Staff will call the Stakeholder for update on the status of their request</p>	<p>None, incidental travel expenses if incurred by Resource Speaker</p>	<p>Three (3) working days</p>	<p>Ms. Felomina Cayabyab, Science Research Specialist I, and Ms. Eumelia Belo, Science Research Specialist</p>
	<p>2. GDAPD staff will confirm if the request can be accommodated</p>			



	<p>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. DOST-PHIVOLCS reserves the right to reschedule or cancel the request for unexpected events.</p>			
	<p>TOTAL</p>		<p>3 days</p>	



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			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. Fill-out request form for all materials.</p> <p>For multiple (50 or more) copies of printed materials:</p> <p>Letter of request is required. Address all letters to DR. RENATO U. SOLIDUM, JR., OIC-PHIVOLCS. Indicate the number of copies needed and purpose. DOST-PHIVOLCS will determine the final number of print copies to be released, depending on available stocks and purpose of client. Make sure that the client has complete contact information in their letter of request.</p>		<p>Second Floor, Room 202, Geologic Disaster Awareness and Preparedness Division (GDAPD)</p>		
<p>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 and complete contact information of the requester.</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>For walk-in request for printed materials:</p> <p>1. View and select from the list of</p>	<p>1. Give the request form for print materials to be fill-out</p> <p>1.1 Distribute</p>	None	Same day as receipt of request	Ms. Felomina Cayabyab, Science Research Specialist I,



<p>printed materials available from the GDAPD assigned staff.</p> <p>1.1 In times of public-health related emergencies such as pandemic, call DOST-PHIVOLCS prior to visit to request for printed materials.</p>	<p>request form at the DOST-PHIVOLCS Lobby or provide an online request form. Health safety requirements should be observed.</p>			
<p>2. Fill-out the request form for print materials and submit to GDAPD staff.</p>	<p>2. Check the filled-out form of the list of print materials requested</p> <p>2.1 Gather the requested information materials</p>			
<p>3. Claim the printed materials</p>	<p>3. Release the requested information materials to the stakeholder.</p> <p>3.1 In times of public-health related emergencies such as pandemic, releasing of materials will be at the DOST-PHIVOLCS Lobby.</p> <p>3.2 Ask the client to</p>			



	answer the online Stakeholder Satisfaction Form or give a printed copy of the form.			
4. Fill-out a Stakeholder Satisfaction form and submit	4. Receive and check if the Stakeholder Satisfaction Form is properly and completely filled-out.			
<p>For multiple (50 or more) copies of printed materials</p> <p>1. Letter of Request can be hand-carried, mailed, faxed, or emailed to (02) 8927-4524 or phivolcs_mail@phivolcs.dost.gov.ph</p> <p>1.1 If hand-carried, submit the letter of request to the GDAPD staff.</p> <p>1.2 In times of public-health related emergencies such as pandemic, call DOST-PHIVOLCS prior to visit to request for printed materials.</p> <p>1.3 If request was</p>	<p>1. Receive or acknowledge receipt of the letter request and inform the stakeholder when request can be accommodated and ready for pick-up.</p> <p>1.1 Give the request form to be filled-out by the stakeholder.</p> <p>1.2 Receive request at the DOST-PHIVOLCS Lobby and health safety requirements should be observed.</p> <p>1.3 Receipt of letter</p>	None	<p>Three (3) working days</p> <p>Same day as receipt for hand-carried request from provinces</p>	<p>Ms. Felomina Cayabyab, Science Research Specialist I</p>



<p>mailed or faxed, confirm by calling if request was received by GDAPD and when request could be accommodated.</p>	<p>of request will be acknowledged thru fax, call or email.</p> <p>1.4 Forward Letter of request to Office of the Director for approval</p> <p>1.5 GDAPD Staff will call the Stakeholder for update on the status of their request</p>			
<p>2. Fill-out the request form prior to release of printed materials and submit to GDAPD assigned staff</p>	<p>2. Receive request form and check if all fields are filled-out. Attached their letter of request.</p> <p>2.1 Gather the requested information materials</p>			
<p>3. Claim the requested information materials</p>	<p>3. Release the requested information materials to the stakeholder.</p> <p>3.1 In times of public-health related emergencies such as pandemic, releasing of materials will be</p>			



	<p>at the DOST-PHIVOLCS Lobby and health safety requirements should be observed</p> <p>3.2 Ask the stakeholder to answer the online Stakeholder Satisfaction Form or give a printed copy of the form.</p>			
4. Fill-out a Stakeholder Satisfaction form and submit.	4. Receive and check if the Stakeholder Satisfaction Form is properly and completely filled-out.			
<p>For digital copy of materials:</p> <p>1. Letter of Request can be mailed, faxed, hand-carried, emailed to (02) 8927-4524, <i>phivolcs_mail@phivolcs.dost.gov.ph</i></p>	<p>1. Check mailbox for requests</p> <p>1.1 Start processing request</p>	None	Three (3) working days	Ms. Lucille Rose Sanico, Science Research Specialist II
<p>2. If hand-carried, GDAPD staff will receive the letter of request.</p> <p>2.1 If request was mailed or faxed, confirm by calling if request was</p>	<p>2. Receive the letter request and inform the stakeholder if request can be processed</p> <p>2.1 GDAPD staff will email or</p>			



<p>received by GDAPD and if request could be accommodated.</p>	<p>fax the acknowledge ment letter to the stakeholder.</p> <p>2.2 Forward Letter of request to Office of the Director for approval</p> <p>2.3 GDAPD Staff will call the Stakeholder for update on the status of their request</p>			
<p>3. Stakeholder must be sent acknowledgement of the letter to DOST-PHIVOLCS for the processing of request</p>	<p>3. Start processing the request</p>			
<p>4. Claim the requested information materials thru email or pick-up</p>	<p>4. Release the digital file to the client thru email or save in external storage (e.g. CD, DVD, USB flash drives, etc.)</p> <p>4.1 Ask the stakeholder to answer the online Stakeholder Satisfaction Form or give a printed copy of the form</p>			
<p>5. Fill-out a Stakeholder Satisfaction form</p>	<p>5. Receive and check if the Stakeholder</p>			



and submit	Satisfaction Form is properly and completely filled-out			
	TOTAL		3 Days	



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	
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 participants (including parents, faculty and staff) per package must not exceed 200.	Second Floor, Room 202, Geologic Disaster Awareness and Preparedness Division (GDAPD)	
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 DOST-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. DOST-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 DOST-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 mailed, faxed, hand-carried, emailed to <i>phivolcs_mail@phivolcs.dost.gov.ph</i></p>	<p>1. Check mailbox for requests</p> <p>1.1 Assess if request can be accommodated</p> <p>1.2 Forward Letter of request to Office of the Director for approval</p> <p>1.3 GDAPD Staff will call the Stakeholder for update on the status of their request</p>	<p>Non-refundable entrance fee of PHP5.00/ person</p>	<p>Three (3) working days</p>	<p>Ms. Eumelia Belo, Science Research Specialist I and Ms. Melissa Mae Tamayo, Science Research Specialist</p>
<p>2. Stakeholder must confirm with DOST-PHIVOLCS their schedule after sending their communication especially those sent by fax or mail.</p> <p>2.1 For request sent thru email, call DOST-PHIVOLCS upon receipt of acknowledgement.</p>	<p>2. Inform stakeholder 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</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</p>		



	not be entertained.	as the schedule is confirmed		
3. Upon arrival at DOST-PHIVOLCS, the tour coordinator must meet with DOST-PHIVOLCS Educational tour coordinator for the fee's assessment, and pay the total amount assessed to 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 DOST-PHIVOLCS facility	<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>3.2 Check the Official Receipt</p>			
4. Fill-out a Customer Feedback Form for Frontline Services (Resource Person or DOST-PHIVOLCS Educational Tour Coordinator)	4. Receive and check if form is properly and completely filled-out			
	TOTAL		3 days	



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 NgB ulkang 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			
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 (GDAPD)		
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 Volcano, Earthquake and Tsunami. GDAPD staff will assist stakeholder in the process	1. Provide list of documentaries and collection of photos of Volcano, Earthquake and Tsunami to the stakeholder 1.1 Request form will be distributed at	PhP50.00 per documentary PhP10.00 per photograph or image (additional PhP25.00 for CD or	Three (3) working days	Ms. Lucille Rose Sanico, Science Research Specialist II and Ms. Dynie Doloiras, Science Research Analyst ,



	<p>the DOST-PHIVOLCS Lobby or an online request form will be provided. Health safety requirements should be observed.</p> <p>1.2 Provide a Stakeholder Satisfaction Form to the stakeholder to be accomplished</p>	DVD)		
2. Fill-out the request form. Check selected documentaries or list down digital photos in the space provided in the request form.	<p>2. Check the form for the list of documentaries or digital photos requested</p> <p>2.1 Issue an Order of Payment</p>			
3. Pay to DOST-PHIVOLCS Cashier the appropriate fees indicated in the Order of Payment issued by the GDAPD staff.	<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>			Cashier
4. Show the Official Receipt issued by DOST-PHIVOLCS Cashier to the GDAPD staff for documentation. This also serves as claim stub.	<p>4. Check the Official Receipt</p> <p>4.1 Indicate in the Official Receipt the date when to claim the document requested</p>			
5. Claim the CD or DVD, showing the	5. Release the CD or DVD			



<p>Official Receipt as proof that the claimant is the requesting party or authorized representative</p>	<p>requested</p> <p>5.1 In times of public-health related emergencies such as pandemic, releasing of materials will be at the DOST-PHIVOLCS Lobby and health safety requirements should be observed.</p> <p>5.2 Ask the stakeholder to answer the online Stakeholder Satisfaction Form or give a printed copy of the form.</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-out.</p>			
	<p>TOTAL</p>		<p>3 Days</p>	



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 volcano, earthquake and tsunami. DOST-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:	Geologic Disaster Awareness and Preparedness Division (GDAPD)	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<p>1. 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.</p> <p>Acceptance of requests is on first come first serve basis. DOST-PHIVOLCS reserves the right to reschedule or cancel requests for unexpected events.</p> <p>Additional requirements: Requesting organization should provide transportation (pick-up and return of exhibit and resource person to DOST-PHIVOLCS Office).</p> <p>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)</p>	Second Floor, Room 202, Geologic Disaster Awareness and Preparedness Division (GDAPD)	
2. Meal and accommodation of resource person if outside Metro Manila and requiring overnight stay.		
3. Additional personnel from the requester must be provided to assist during the		



ingress and egress of the exhibit (at least 4 pax)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Letter of Request can be mailed, faxed, hand-carried, or emailed to phivolcs_mail@phivolcs.dost.gov.ph</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 stakeholder when request can be accommodated or approved and ready for pick-up.</p> <p>1.4 If hand-carried, a GDAPD staff will receive the letter request.</p> <p>1.5 Receipt of letter or request will be acknowledged thru fax, call or email</p> <p>1.6 Forward Letter of request to Office of the Director for approval</p> <p>1.7 GDAPD Staff will call the Stakeholder for update on the status of their request</p>	<p>NONE</p> <p>In case of damage/loss the requester will shoulder the cost of repair or replacement of exhibit package</p>	<p>Three (3) working days</p>	<p>Mr. Melcario Pagtalunan, Senior Science Research Specialist</p>
<p>2. If request has</p>	<p>2. Discuss with the stakeholder the</p>			



<p>been approved, set appointment with GDAPD staff to visit the office and select exhibit materials to be borrowed or loaned</p>	<p>rules and regulations, do's and don'ts for the exhibit materials borrowed</p> <p>2.1 Start processing the request</p>			
<p>3. Set date to pick-up exhibit materials</p>	<p>3. Give the Acknowledgement/ Exhibit Materials Gate Pass form to be filled up by the client</p>			
<p>4. Before exhibit materials can be taken out of DOST-PHIVOLCS, requester and GDAPD staff will fill-out the Acknowledgement / Exhibit Materials Gate Pass form with duplicate.</p> <p>Provide one (1) valid ID to be attached in the filled-out Acknowledgement / Exhibit Materials Gate Pass submitted to GDAPD Staff.</p>	<p>4. Check if all forms are filled-out and attached one (1) valid ID (Company ID or Government issued ID) of the requester</p> <p>4.1 Issue the exhibit materials</p> <p>4.2 GDAPD staff must be present upon releasing and pick-up of the exhibit materials. Strict release of exhibit materials within office hours from 8:00am to 5:00pm.</p>			
<p>5. Return the exhibit materials within the duration agreed upon by the requester and GDAPD staff.</p>	<p>5. Check if all the exhibit materials are complete and free from damages.</p>			



	<p>5.1 If cleared, the ID will be returned to the requester.</p> <p>5.2 Ask the stakeholder to answer the online Stakeholder Satisfaction Form or give a printed copy of the form.</p>			
	TOTAL		3 days	



**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			
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		
2. 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 to the Data Management personnel.	1. Receive the required documents and check for completeness 1.1 Furnish copies of request to the Office of the Director/ Division Head 1.2 Receive		Half day	Ishmael Narag, Supervising Science Research Specialist, Seismic and Tsunami Data Management



	<p>comments/ instructions from the Office of the Director/ Division Head</p> <p>1.3 Clarify request details with client</p>			
<p>2. Fill-out the required information in the Request for Earthquake and Tsunami Data Form and indicate means of payment and method of claiming requested data</p>	<p>2. Check request form if all fields are filled-out.</p> <p>2.1 Issue an Order of Payment if all required documents are complied</p>	<p>PhP150.00/ A4 size page color print.</p> <p>PhP300.00 for digital data in pdf format</p> <p>Exemptions on fees are now implemented for certain clients; (Clients from state universities/ colleges, government agencies and institutional partners with existing data sharing agreements are exempted from payment of fees. Fees are also waived for clients who are persons with disabilities, senior citizens or indigent clients.)</p>	<p>Half day</p>	<p>Designated Data Management personnel - Myleen C. Enriquez/ Maila P. Advincula/ Jay Flenson Gallardo</p>



		Printer-ready standard seismicity maps are also available at the PHIVOLCS website.		
3. Pay to Cashier the 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 Seismic and Tsunami Data Management personnel.	3. Accept the payment based on the Order of Payment 3.1 Issue the Official Receipt 3.2 Start processing the request 3.3 Review requested data for release		One day	PHIVOLCS Cashier and designated Data Management personnel
4. On the 3 rd working day, claim the requested map by showing the Official Receipt as the claimant is the requesting party or authorized representative	4. Check the Official Receipt. 4.1 Issue the requested document to the stakeholder 4.2 Provide a Stakeholder Satisfaction Form to the client to be accomplished			Designated Data Management personnel – Myleen C. Enriquez/ Maila P. Advincula/ Jay Flenson Gallardo
5. Fill-out the Stakeholder Satisfaction Form. If this data request was done through e-mail, the Stakeholder Satisfaction Form	5. Receive and check if the Stakeholders Satisfaction Form is properly and completely accomplished.		Half day	Designated Data Management personnel – Myleen C. Enriquez/ Maila P. Advincula/ Jay Flenson



will be e-mailed to the same account.				Gallardo
	TOTAL		2.5 days	



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			
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)		
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 to the Seismic and Tsunami Data Management personnel.	1. Receive the required documents and check for completeness 1.1 Furnish copies to Office of the		Half day	Ishmael Narag, Supervising Science Research Specialist, Section Head - Seismic and Tsunami Data



	<p>Director/ Division Head</p> <p>1.2 Receive comments/ instructions from Office of the Director/ Division Head</p> <p>1.3 Clarify request details with client</p>			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 for processing</p> <p>2.1 Issue the Official Receipt</p> <p>2.2 Start processing the request</p> <p>2.3 Review and approve requested data for release</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>Exemptions on fees are now implemented for certain clients; (Clients from state universities/colleges, government agencies and institutional partners with existing data sharing agreements are exempted from payment of fees. Fees are also waived for clients who</p>	One (1) day	PHIVOLCS Cashier and designated Data Management personnel



		are persons with disabilities, senior citizens or indigent clients.)		
3. On the 3 rd working day, claim the Earthquake Data showing the Official Receipt as proof that the claimant is the requesting party or 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.	3. Check the Official Receipt 3.1 Issue the requested document to the client Provide a Stakeholder Satisfaction Form to the client to be accomplished.		Half day	Data Management personnel – Myleen C. Enriquez/ Maila P. Advincula/ Jay Flenson Gallardo
4. Fill-out the Stakeholder Satisfaction Form that the Data Management personnel will provide to you. If this data request was done through e-mail, the Stakeholder Satisfaction Form will be e-mailed to the same account.	4. Receive the Stakeholder Satisfaction Form from the client 4.1 Check if the form is properly and completely accomplished. 4.2 Organize all related documents for filing		Half day	Data Management personnel – Myleen C. Enriquez/ Maila P. Advincula/ Jay Flenson Gallardo
	TOTAL		2.5 days	



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			
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)		
2. 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. 1. Submit the required document to the Seismic and Tsunami Data Management personnel	1. Receive the required document 1.1 Furnish copies to Office of the Director/ Division Head 1.2 Receive comments/ instructions from Office of the Director/ Division Head 1.3 Clarify request details with client		Half day	Ishmael Narag, Supervising Science Research Specialist, Section Head - Seismic and Tsunami Data Management



<p>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.</p>	<p>2. Receive the filled up form and check for completeness 1.1 2.1 Issue the Order of Payment</p>	<p>PHP 500.00 for business, government, corporate request and use. PHP200.00 for personal and individual use Exemptions on fees are now implemented for certain clients; (Clients from state universities/ colleges, government agencies and institutional partners with existing data sharing agreements are exempted from payment of fees. Fees are also waived for clients who are persons with</p>	<p>Half day</p>	<p>Data Management personnel – Myleen C. Enriquez/ Maila P. Advincula/ Jay Flenson Gallardo</p>
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		disabilities, senior citizens or indigent clients.)		
3. Pay to Cashier the 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;	3. Accept the payment based on the Order of Payment for processing 3.1 Issue the Official Receipt 3.2 Start processing the request 3.3 Review and approve requested data for release		One day	PHIVOLCS Cashier and designated Data Management personnel
4. On the 3 rd working day, claim the Certification showing the Official Receipt as proof that the claimant is the requesting client or its authorized representative.	4. Check the Official Receipt 4.1 Issue the Certificate of Earthquake Occurrence 4.2 Provide a Stakeholder Satisfaction Form to the client to be accomplished.		Half day	Data Management personnel – Myleen C. Enriquez/ Maila P. Advincula/ Jay Flenson Gallardo
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	5. Receive Stakeholders Satisfaction Form from the client 5.1 Check if the form is properly and completely accomplished. 5.2 Organize all		Half day	Data Management personnel – Myleen C. Enriquez/ Maila P. Advincula/ Jay Flenson Gallardo



Stakeholder Satisfaction Form will be e-mailed to the same account	related documents for filing			
	TOTAL		3 working days	



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

External Services



11. Catalogue: Volcano Information

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

Office or Division:	Volcano Monitoring and Eruption Prediction Division (GDAPD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
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-up 1.1 Start processing the request	No charges for data request Audited volcano monitoring data is also freely available via the online database. Local Active Volcanoes Archive or LAVA	Three (3) working days	Maricel L. Capa, Senior Science Research Specialist, Volcano Data Management Section
2. On the 3 rd working day, claim the Volcano Information, showing the Official Receipt as proof that the claimant is the requesting party or its authorized	2. Issue the document requested to the client 2.1 Give the Stakeholder Satisfaction Form to the client			



representative				
3. Fill out the Stakeholder Satisfaction form and submit.	3. Receive and check if the Stakeholder Satisfaction Form is properly and completely filled-out			
	TOTAL		Three (3) working days	



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 raised 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 (GDAPD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
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	Ma. Antonia Bornas, Chief SRS
2. Claim the Certification showing the Official Receipt 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 filled-out			



**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:	G2C – 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 reservation			



	administrator generate trip ticket thru the system and print a copy		2 minutes	
	1.4 Sign the trip ticket		1 minute	
	1.5 Give the hard copy to the assigned driver.		1 minute	
	1.6 Notify the requester for the approval of the request and the assigned driver and vehicle		1 minute	
	TOTAL		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:	G2C – 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 .	None	10 minutes 2 minutes	Ma. Geraldine Gelido, Administrative Assistant II
2. Requesting staff claims certification and accomplish satisfaction survey form.	2. HR Staff release the certification to the requesting staff and gives Satisfaction Survey form to fill-out 3. HR staff checks if satisfaction survey form is properly and completely filled-out		1 minute 2 minutes	
	TOTAL		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:	G2C – 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	None	1 minute	Rebecca Valenzuela, Chief - Procurement & Property Management Section (PPMS)
	1.2 Prepare Annual Procurement Plan (APP)		2 days	
	1.3 Notify the End-user to prepare Purchase Request		2 minutes	
2. Prepare Purchase Request (PR)	2. Receive approved PR		1 minute	
2.1 Submit PR to Division Head for signature and approval	1.3 Schedule a Pre-Procurement Conference		2 days	
2.2 Submit PR to Office of the Director for signature and approval	1.4 Conduct Pre-procurement conference		1 day	
	1.5 Post the		1 day	



2.3 Submit the approved PR to PPMS	procurement requirement to PHILGEPS			
	TOTAL		6 days and 4 minutes	



16. Network Maintenance

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

Office or Division:	Finance and Administrative			
Classification:	Complex			
Type of Transaction:	G2C – 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. Evaluate request, prepare tools, parts or software for repair and execute necessary action/s to accomplish the request. 1.1 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, Information Technology Officer I Ana Marie Emerenciana, Administrative Officer I Kervin Macaranas, Science Research Specialist I
2. Submit feedback using the same online form.	2. Review and summarize feedbacks			
	TOTAL		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?	The Planning Officer opens the complaints drop box on a daily basis and evaluates each



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



7. LIST OF OFFICES

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

