



DOST-PHIVOLCS

PHILIPPINE INSTITUTE OF
VOLCANOLOGY AND SEISMOLOGY

OneDOST4U: Solutions and Opportunities for All

CITIZEN'S CHARTER

2026 1st Edition



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

CITIZEN'S CHARTER
2026 (1st Edition)

I. 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.

II. 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.

III. 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.

IV. Service Pledge

We commit to

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

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

External Services

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

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

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

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

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| Office or Division: | Geology and Geophysics Research and Development Division (GGRDD) |
| Classification: | Simple |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business |
| Who may avail: | All |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
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| <i>If acquiring auto-generated Multi-Hazard Assessment Reports for reference purposes</i> | |
| 1. Computer or a mobile device with internet access. | Requesting Party |
| 2. GeoRiskPH Product and Service Stakeholder Satisfaction Survey. | English: https://bit.ly/ExternalEn Tagalog: https://bit.ly/ExternalTg |
| <i>If acquiring signed Hazard Assessment Report for submission to institutions</i> | |
| 1. Computer or a mobile device with internet access. | Requesting Party |
| 2. (1) Digital/Scanned 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 |

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| <p>3. (1) Digital/Scanned copy of Transfer Certificate of Title (TCT) or Tax Declaration of the lot, if applicable. Ensure readable TCT details like lot, number and block number as these will appear in the Hazard Assessment Report. If TCT is not available, Tax Declaration may suffice. If neither TCT nor Tax Declaration is available, fill out the address to be indicated in the Hazard Assessment Report.</p> | <p>Requesting Party, Land Registration Authority/ Registry of Deeds or Local Government Unit/ Assessor's Office.</p> |
| <p>4. Online Hazard Assessment Service Form All documents submitted to PHIVOLCS shall be part of PHIVOLCS records and will not be available to the public to ensure privacy. These will not be returned to the client.</p> | <p>Online Hazard Assessment Service (OHAS) Portal (https://has.phivolcs.dost.gov.ph)</p> |
| <p>5. Online Hazard Assessment Service Satisfaction Survey Form.</p> | <p>Hazard Information and Assessment Services Stakeholder Satisfaction Survey Form English: https://bit.ly/ExternalEn Tagalog: https://bit.ly/ExternalTg</p> <p>To be filled-out upon release of the HAR or via Hazard Information and Assessment Services Stakeholder Satisfaction Survey Form English: https://bit.ly/ExternalEn Tagalog: https://bit.ly/ExternalTg</p> |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
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If acquiring auto-generated multi-hazards assessment reports for reference purposes

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| <p>1. Visit HazardHunterPH (HHPH) at https://hazardhunter.georisk.gov.ph (for site-specific assessment) or GeoAnalyticsPH (GAPH) at https://geoanalytics.georisk.gov.ph (for LGU-wide assessment).</p> | <p>1. Site security and maintenance.</p> | <p>None</p> | <p>1 minute, based on system response time</p> | <p>Information Technology Officer II of the Geomatics and Hazards Assessment Services Section</p> |
| <p>2.A. If via HHPH, you may use current location (to assess your current location based on your device's location); type the address of the location of the site that you want to assess; or click Go to Map View to manually</p> | <p>2. Quality assurance and database maintenance.</p> | <p>None</p> | <p>5 minutes, based on system response time</p> | <p>Information Technology Officer II of the Geomatics and Hazards Assessment Services Section</p> |

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| locate the site in the map. 2.B. If via GAPH, sort by Region, Province, Municipal, Barangay name i. Select a specific Hazard ii. Select the type of exposure. For example, population, or institutional (Schools/ Health Facilities). | | | | |
| 3. Generate assessment report. A. If via HHPH, double-click the location to generate assessment report by clicking View Report with Recommendation . B. If via GAPH, click Submit . | 3. Quality assurance and database maintenance. | None | 1 minute, based on system response time | Information Technology Officer II/ Information Technology Officer I of the Geomatics and Hazards Assessment Services Section |
| 4. Fill out the Feedback Form in either HazardHunterPH and/or GeoAnalyticsPH. | 4. Maintenance of feedback forms. | None | 5 minutes | Information Technology Officer II/, Technology Information I of the Geomatics and Hazards Assessment Services Section |
| | TOTAL | None | 12 minutes | |
| <i>If acquiring Signed Hazard Assessment Reports</i> | | | | |
| 1. Access PHIVOLCS OHAS at https://has.phivolcs.dost.gov.ph | 1. Site security and maintenance | None | 1 minute | Information Technology Officer II of the Geomatics and Hazards Assessment Services Section |

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| <p>2. Submit Online Hazard Assessment Request Form with necessary requirements.</p> | <p>2. Frontline staff reviews filled out form and document attachments.</p> <p>Note: <i>We will only process requests with sufficient documents submitted. GeomHAS staff shall communicate with stakeholder if documents were found insufficient to begin hazard assessment</i></p> | <p>None</p> | <p>25 minutes</p> | <p>Science Research Analyst, Science Research Assistant of the Geomatics and Hazards Assessment Services Section</p> |
| <p>*Client receives tracking number and confirmation through email that the request is being processed.</p> | <p>2.1 Frontline forwards to Officer-of-the-Day.</p> | <p>None</p> | <p>1 minute</p> | <p>Science Research Analyst, Science Research Assistant-of the Geomatics and Hazards Assessment Services Section</p> |
| | <p>2.2 Officer-of-the-Day conducts hazards assessment using Hazard Hunter PH functionality in OHAS Admin Portal or PHIVOLCS online and local GIS applications (this includes editing and syncing geodatabases, generating and uploading of HAM).</p> | <p>None</p> | <p>7 hours / within the day of receipt</p> | <p>Science Research Specialist II, Science Research Specialist I of GGRDD</p> |

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| | 2.3 Officer-of-the-Day drafts Hazard Assessment Report (HAR). | None | 10 minutes | Science Research Specialist II, Science Research Specialist I of GGRDD |
| | 2.4 Officer-of-the-Day forwards HAR to the Verifier-of-the-Day. | None | 1 minute | Science Research Specialist II, Science Research Specialist I of GGRDD |
| | 2.5 Verifier-of-the-Day receives and checks hazards assessment and HAR. | None | One (1) working day upon receipt, including possible revisions | Supervising Science Research Specialist, Senior Science Research Specialist, Science Research Specialist II of GGRDD |
| | 2.6 Verifier-of-the-Day forwards HAR to the Chief or Officer-In-Charge (OIC). | None | 1 minute | Supervising Science Research Specialist, Senior Science Research Specialist, Science Research Specialist II of GGRDD |
| | 2.7 Receive and check HAR. | None | One (1) working day upon receipt, including possible revisions | OIC-Division Chief GGRDD Supervising Science Research Specialist, Senior Science Research Specialist of GGRDD |

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| | 2.8 Approve HAR | None | 1 minute | OIC-Division Chief GGRDD, Supervising Science Research Specialist, Senior Science Research Specialist of GGRDD |
| 3. If from Government, no payment needed. | 3. Frontline checks for affiliation of client. If from Government, HAR is released in OHAS platform. | None (Free for those covered by applicable Government Issuances) | 5 minutes | Science Research Analyst, Science Research Assistant, Science Aide of the Geomatics and Hazards Assessment Services Section |
| 3.1 If Individual Owner, Private Sector, or Consultant, client deposits payment to PHIVOLCS accredited Payment Channels. * Client uploads a copy of proof of payment at the OHAS Portal (Go to has.phivolcs.dost.gov.ph and paste the Tracking number provided in the email confirmation, Add Proof of Payment). | 3.1 Frontline checks for affiliation of client. If Individual Owner, Private Sector, or Consultant, front line staff checks proof of payment submitted. | Php 100.00 per site (Individual private property owners) Php 500.00 per site (Private companies) | 5 minutes | Science Research Analyst, Science Research Assistant, Science Aide of the Geomatics and Hazards Assessment Services Section |

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| <p>*If payment is done through PHIVOLCS cashier- Stakeholder gets order of payment from Frontline staff. Proceed to room 103 and present the order of payment to the cashier and pay the appropriate fee.</p> | <p>3.2 If not paid, Frontline staff may follow up with the client regarding payment (via call/ email) or issues order of payment.</p> | <p>None</p> | <p>5 minutes</p> | <p>Science Research Analyst, Science Research Assistant, Science Aide of the Geomatics and Hazards Assessment Services Section</p> <p>*Administrative, Officer V -Finance and Administrative Division</p> |
| | <p>3.3 If paid, HAR is released in the OHAS portal and notifies the requesting party via email that HAR has been released in OHAS</p> | <p>None</p> | <p>4 minutes</p> | <p>Science Research Analyst, Science Research Assistant of the Geomatics and Hazards Assessment Services Section</p> |
| <p>4. Download Hazard Assessment Report (HAR) from OHAS Portal.</p> | <p>4. Site security and maintenance.</p> | <p>None</p> | <p>1 minute</p> | <p>Information Technology Officer II of the Geomatics and Hazards Assessment Services Section</p> |
| | <p>TOTAL</p> | <p>Php 100.00 per site (Individual private property owners)</p> <p>Php 500.00 per site (Private companies)</p> | <p>Three (3) Working days</p> | |

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| | | FREE for government agencies/ entities | | |
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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.

Complex Transactions –

- a. Pertain to three to four (3-4) site requests for single hazard or multiple hazards, provided that the hazard map necessary for assessment is available for the location of the site.
- b. It can be also be one to two (1-2) site requests for multiple hazards where at least one (1) hazard map is not readily available for the location of the site/s and thus require further topographical analysis.

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| Office or Division: | Geology and Geophysics Research and Development Division (GGRDD) | |
| Classification: | Complex | |
| 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 internet access. | | Requesting Party |
| 2. (1) Digital/Scanned copy of vicinity map showing the parcel boundary of the land area on Google Earth map or imagery or geographical information of the area. | | Requesting Party |
| 3. (1) Digital/Scanned of Transfer Certificate of Title (TCT) or Tax Declaration of the lot, if applicable. Ensure readable TCT details like lot, number and block number as these will appear in the Hazard Assessment Report. If TCT is not available, Tax Declaration may suffice. If neither TCT nor Tax Declaration is available, fill out the address to be indicated in the Hazard Assessment Report. | | Requesting Party, Land Registration Authority/Registry of Deeds or Local Government Unit/Assessor's Office. |

| <p>4. Online Hazard Assessment Service Form All documents submitted to PHIVOLCS shall be part of PHIVOLCS records and will not be available to the public to ensure privacy. These will not be returned to the client.</p> | <p>Online Hazard Assessment Service (OHAS) Portal (https://has.phivolcs.dost.gov.ph)</p> | | | |
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| <p>5. Online Hazard Assessment Service Satisfaction Survey Form.</p> | <p>Online Hazard Assessment Service (OHAS) Portal (https://has.phivolcs.dost.gov.ph) to be filled-out upon release of the HAR or via Hazard Information and Assessment Services Stakeholder Satisfaction Survey Form English: English: https://bit.ly/ExternalEn Tagalog: https://bit.ly/ExternalTg</p> | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <p>1. Access PHIVOLCS OHAS at https://has.phivolcs.dost.gov.ph</p> | <p>1. Site security and maintenance.</p> | <p>None</p> | <p>1 minute, based on system response time</p> | <p>Information Technology Officer II of the Geomatics and Hazards Assessment Services Section</p> |
| <p>2. Submit Online Hazard Assessment.</p> <p>*Client receives tracking number and confirmation through email that the request is being processed.</p> | <p>2. Frontline staff reviews filled out form and document attachments.</p> <p><i>Note: We will only process requests with sufficient documents submitted. GeomHAS staff shall communicate with stakeholder if documents were found insufficient to begin hazard assessment.</i></p> | <p>None</p> | <p>25 minutes</p> | <p>Science Research Analyst, Science Research Assistant of the Geomatics and Hazards Assessment Services Section</p> |

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| | 2.1. Frontline staff forwards to Officer-of-the-Day. | None | 1 minute | Science Research Analyst, Science Research Assistant of the Geomatics and Hazards Assessment Services Section |
| | 2.2. Officer-of-the-Day conducts hazards assessment using HazardHunterPH functionality in OHAS Admin Portal or PHIVOLCS online and local GIS applications (this includes editing and syncing geodatabases, generating and uploading of HAM). | None | Three (3) working days | Science Research Specialist II, Science Research Specialist I of GGRDD |
| | 2.3. Officer-of-the Day drafts Hazard Assessment Report (HAR). | None | 10 minutes | Science Research Specialist II, Science Research Specialist I of GGRDD |

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| | 2.4. Officer-of-the-Day forwards HAR to the Verifier-of-the-Day. | None | 1 minute | Science Research Specialist II, Science Research Specialist I of GGRDD |
| | 2.5. Verifier-of-the-Day receives and checks hazards assessment and HAR. | None | Two (2) working days, 7 hours including possible revisions | Supervising Science Research Specialist, Senior Science Research Specialist, Science Research Specialist II of GGRDD |
| | 2.6. Verifier-of-the-Day forwards HAR to the Chief | None | 1 minute | Supervising Science Research Specialist, Senior Science Research Specialist, Science Research Specialist II of GGRDD |
| | 2.7. Receive and check HAR. | None | One (1) working day upon receipt, including possible revisions | OIC-Division Chief GGRDD, Supervising Science Research Specialist, Senior Science Research Specialist of GGRDD |

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| | 2.8. Approve HAR. | None | 1 minute | OIC-Division Chief GGRDD, Supervising Science Research Specialist, Senior Science Research Specialist of GGRDD |
| 3. If from Government, no payment needed. | 3. Frontline checks for affiliation of client. If from Government, HAR is released in OHAS platform. | None (Free for those covered by applicable Government Issuances) | 5 minutes | Science Research Analyst, Science Research Assistant, Science Aide of the Geomatics and Hazards Assessment Services Section |
| 3.1 If Individual Owner, Private Sector, or Consultant, stakeholder deposits payment to PHIVOLCS accredited Payment Channels. * Client uploads a copy of proof of payment at the OHAS Portal (Go to has.phivolcs.dost.gov.ph and paste the Tracking number provided in the email confirmation, Add Proof of Payment). | 3.1 Frontline checks for affiliation of client. If Individual Owner, Private Sector, or Consultant, front line staff checks proof of payment submitted. | Php 100.00 per site (Individual private property owners) Php 500.00 per site (Private companies) | 5 minutes | Science Research Analyst, Science Research Assistant, Science Aide of the Geomatics and Hazards Assessment Services Section |

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| <p>*If payment is done through PHIVOLCS cashier- Stakeholder gets order of payment from Frontline staff. Proceed to room 103 and present the order of payment to the cashier and pay the appropriate fee.</p> | <p>3.2 If not paid, Frontline staff may follow up with the client regarding payment (via call/ email) or issues order of payment.</p> | <p>None</p> | <p>5 minutes</p> | <p>Science Research Analyst, Science Research Assistant, Science Aide of the Geomatics and Hazards Assessment Services Section</p> <p>*Administrative, Officer V - Finance and Administrative Division</p> |
| | <p>3.3 If paid, HAR is released in the OHAS portal and notifies the requesting party via email that HAR has been released in OHAS.</p> | <p>None</p> | <p>4 minutes</p> | <p>Science Research Analyst, Science Research Assistant of the Geomatics and Hazards Assessment Services Section</p> |
| <p>4. Download Hazard Assessment Report (HAR) from OHAS Portal.</p> | <p>4. Site security and maintenance.</p> | <p>None</p> | <p>1 minute</p> | <p>Information Technology Officer II of the Geomatics and Hazards Assessment Services Section</p> |

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| | TOTAL | <p>Php 100.00 per site (Individual private property owners)</p> <p>Php 500.00 per site (Private companies)</p> <p>FREE for government agencies/ entities</p> | <p>Seven (7) Working days</p> | |
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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.

Highly Technical Transactions – pertain to three or more site requests for multiple hazards where at least one (1) hazard map is not readily available for the location of the site/s and thus require further topographical analysis.

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| Office or Division: | Geology and Geophysics Research and Development Division (GGRDD) | |
| Classification: | 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 internet access. | Requesting Party | |
| 2. (1) Digital/ Scanned copy of vicinity map showing the parcel boundary of the land area on Google Earth map or imagery or geographical information of the area. | Requesting Party | |
| 3. (1) Digital/ Scanned copy of Transfer Certificate of Title (TCT) or Tax Declaration of the lot, if applicable. Ensure readable TCT details like lot number and block number as these will appear in the Hazard Assessment Report. If TCT is not available, Tax Declaration may suffice. If neither TCT nor Tax Declaration is available, fill out address to be indicated in the Hazard Assessment Report. | Requesting Party, Land Registration Authority/Registry of Deeds or Local Government Unit/Assessor's Office. | |
| 4. Online Hazard Assessment Service Form <i>All documents submitted to PHIVOLCS shall be part of PHIVOLCS records and will not be available to the public to ensure privacy. These will not be returned</i> | Online Hazard Assessment Service (OHAS) Portal (https://has.phivolcs.dost.gov.ph) | |

| to the client. | | | | |
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| 5. Online Hazard Assessment Service Satisfaction Survey Form. | | Online Hazard Assessment Service (OHAS) Portal (https://has.phivolcs.dost.gov.ph) to be filled-out upon release of the HAR or via Hazard Information and Assessment Services Stakeholder Satisfaction Survey Form English: English: https://bit.ly/ExternalEn Tagalog: https://bit.ly/ExternalTg | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Access PHIVOLCS OHAS at https://has.phivolcs.dost.gov.ph | 1. Site security and maintenance. | None | 1 minute, based on system response time | Information Technology Officer II of the Geomatics and Hazards Assessment Services Section |
| 2. Submit Online Hazard Assessment Request Form with necessary requirements. *Client receives tracking number and confirmation through email that the request is being processed | 2. Frontline staff reviews filled out form and document attachments. <i>Note: We will only process requests with sufficient documents submitted. GeomHAS staff shall communicate with stakeholder if documents were found insufficient to begin hazard assessment</i> | None | 1 hour | Science Research Analyst, Science Research Assistant of the Geomatics and Hazards Assessment Services Section |

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| | 2.1 Frontline forwards to Officer-of-the-Day. | None | 1 minute | Science Research Analyst, Science Research Assistant of the Geomatics and Hazards Assessment Services Section |
| | 2.2 Officer-of-the-Day conducts hazards assessment using Hazard Hunter PH functionality in OHAS Admin Portal or PHIVOLCS online and local GIS applications (this includes editing and syncing geodatabases, generating and uploading of HAM). | None | Twelve (12) working days | Science Research Specialist II, Science Research Specialist I of GGRDD |
| | 2.3 Officer-of-the-Day drafts Hazard Assessment Report (HAR). | None | 1 hour | Science Research Specialist II, Science Research Specialist I of GGRDD |
| | 2.4 Officer-of-the-Day forwards HAR to the Verifier-of-the-Day. | None | 1 minute | Science Research Specialist II, Science Research Specialist I of GGRDD |

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| | 2.5 Verifier-of-the-Day receives and checks hazards assessment and HAR. | None | Six (6) working days and 5 hours including possible revisions, depending on the number of sites | Supervising Science Research Specialist, Senior Science Research Specialist, Science Research Specialist II of GGRDD |
| | 2.6 Verifier-of-the-Day forwards HAR to the Chief or Officer-In-Charge (OIC). | None | 1 minute | Supervising Science Research Specialist, Senior Science Research Specialist, Science Research Specialist II of GGRDD |
| | 2.7 Receive and check HAR. | None | One (1) working day upon receipt, including possible revisions | OIC-Division Chief GGRDD, Supervising, Senior Science Research Specialist of GGRDD |
| | 2.8 Approve HAR. | None | 1 minute | OIC-Division Chief GGRDD, Supervising, Senior Science Research Specialist of GGRDD |
| 3. If from Government, no payment needed. | 3. Frontline checks for affiliation of client. If from Government, HAR is released in OHAS platform. | None (Free for those covered by applicable Government Issuances) | 5 minutes | Science Research Analyst, Science Research Assistant, Science Aide of the Geomatics and Hazards Assessment |

| | | | | Services Section |
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| <p>3.1 If Individual Owner, Private Sector, or Consultant, stakeholder deposits payment to PHIVOLCS accredited Payment Channels.</p> <p>Client uploads a copy of proof of payment at the OHAS Portal (Go to has.phivolcs.dost.gov.ph and paste the Tracking number provided in the email confirmation, Add Proof of Payment).</p> <p>*If payment is done through PHIVOLCS cashier- Stakeholder gets order of payment from Frontline staff. Proceed to room 103 and present the order of payment to the cashier and pay the appropriate fee.</p> | <p>3.1 Frontline checks for affiliation of client. If Individual Owner, Private Sector, or Consultant, front line staff checks proof of payment submitted.</p> <p>3.2 If not paid, Frontline staff may follow up with the client regarding payment (via call/ email) or issues order of payment.</p> | <p>Php 100.00 per site (Individual private property owners)</p> <p>Php 500.00 per site (Private companies)</p> <p>None</p> | <p>5 minutes</p> <p>5 minutes</p> | <p>Science Research Analyst, Science Research Assistant, Science Aide of the Geomatics and Hazards Assessment Services Section</p> <p>Science Research Analyst, Science Research Assistant, Science Aide of the Geomatics and Hazards Assessment Services Section</p> <p>*Administrative, Officer V - Finance and Administrative Division</p> |
| | <p>3.3 If paid, HAR is released in the OHAS portal and notifies the requesting party</p> | <p>None</p> | <p>4 minutes</p> | <p>Science Research Analyst, Science Research</p> |

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| | via email that HAR has been released in OHAS. | | | Assistant of the Geomatics and Hazards Assessment Services Section |
| 4. Download Hazard Assessment Report (HAR) from OHAS Portal. | 4. Site security and maintenance. | None | 1 minute | Information Technology Officer II of the Geomatics and Hazards Assessment Services Section |
| | TOTAL | Php 100.00 per site (Individual private property owners) Php 500.00 per site (Private companies) FREE for government agencies/entities | Twenty (20) working days | |

2. Geology- and Geomatics-related Information package

Earthquake- and Volcano-related Hazard Map Layout - a visual representation, usually a base map overlaid with thematic data (pertaining to earthquake- and volcano-related hazards information generated and produced by the Geology and Geophysics Research and Development Division (GGRDD), designed to identify areas (based on LGU-scale) that are vulnerable to such hazards.

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| Office or Division: | Geology and Geophysics Research and Development Division (GGRDD) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Computer or a mobile device with internet access. | | Requesting Party | | |
| 2. Geomatics Services Request Form. | | Geomatics Services Request Portal (https://gisweb.phivolcs.dost.gov.ph/gisweb/geomatics-services-request or https://goo.gl/PRTYxR) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <i>If requesting for Earthquake and Volcanic Hazard Map Layouts</i> | | | | |
| 1. Access the Geomatics GIS Web Portal at https://gisweb.phivolcs.dost.gov.ph/gisweb/earthquake-volcano-related-hazard-gis-information or at https://hazardhunter.georisk.gov.ph . | 1. Site security, maintenance and ensure map repository and hazard maps are up-to-date. | None | 1 minute | Information Technology Officer I, Senior Science Research Specialist, Science Research Specialist II of the Geomatics and Hazards Assessment Services Section |
| 2. Select area to sort (from National to Municipal level). | 2. Ensure map repository and hazard maps are up-to-date. | None | 1 minute | Senior Science Research Specialist, Science Research Specialist II of the |

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

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

Geology- and Geomatics-related Information package

Web Map Service (WMS) – a georeferenced image of a specific earthquake- or volcano-related hazard information generated and produced by the Geology and Geophysics Research and Development Division (GGRDD) which can be viewed or displayed across different GIS applications and mapping tools. WMS allows users to view and combine data layers, but they cannot typically download the underlying raw data or edit the layers.

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.

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| Office or Division: | Geology and Geophysics Research and Development Division (GGRDD) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Computer or a mobile device with internet access. | | Requesting Party | | |
| 2. Geomatics Services Request Form | | Geomatics Services Request Portal (https://gisweb.phivolcs.dost.gov.ph/gisweb/geomatics-services-request or https://goo.gl/PRTYxR) | | |
| 3. Data User Agreement (DUA)/ Memorandum of Understanding Form (MOU) signed by the requestee and approved by DOST-PHIVOLCS | | Provided through an automated response email upon submission of request | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <i>If requesting for Earthquake and Volcanic Hazards Data (WMS)</i> | | | | |

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| <p>1. Access the Geomatics GIS Web Portal at https://gisweb.phivolcs.dost.gov.ph/gisweb/geomatics-services-request.</p> | <p>1. Site security and Maintenance.</p> | <p>None</p> | <p>1 minute, based on system response time</p> | <p>Information Technology Officer II, Information Technology Officer I, Information System Analyst II of the Geomatics and Hazards Assessment Services Section</p> |
| <p>2. Fill out and submit the Geomatics Data and Services Form.</p> <p><i>*Client receives confirmation through email that the request is received together with the Data User Agreement (DUA) or Memorandum of Understanding (MOU) with a link where they can upload the document.</i></p> | <p>2. Receive client request (automated reply email).</p> | <p>None</p> | <p>5 minutes, based on system response time</p> | <p>Information Technology Officer I, Senior Science Research Specialist, Science Research Specialist II, Science Research Specialist I of the Geomatics and Hazards Assessment Services Section</p> |
| <p>3. Fill out the Data User Agreement (DUA) or Memorandum of Understanding (MOU) and uploads at the attachment section in the Portal or send directly to geomatics@phivolcs.dost.gov.ph.</p> | <p>3. The Geomatics Monthly Monitor (GeMM) checks validity of DUA/MOU and approves it in the portal.</p> <p>Geomatics Monthly Monitor (GeMM) may contact client for clarifications or if data requested is unavailable.</p> | <p>None</p> | <p>One (1) working day upon receipt</p> | <p>Senior Science Research Specialist, Science Research Specialist II of the Geomatics and Hazards Assessment Services Section</p> |

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| | 3.1 Prints and forward DUA/MOU to Agency Head or Division Chief. | None | 40 minutes | Senior Science Research Specialist, Science Research Specialist II of the Geomatics and Hazards Assessment Services Section |
| | 3.2 Obtain approval from Agency Head or Division Chief by signing DUA or MOU. | None | One (1) working day | Head of Agency, Director IV, or OIC-Division Chief GGRDD |
| 4. Check email for Web Services link. | 4. Once signed, the GeMM uploads the signed DUA/ MOU, approves the request at the portal/ or drafts a template reply email for release of the Web Services link with explanations on other concerns to the stakeholder. <i>* Once approved, the system sends an automated email containing the links to the data/ web map services requested</i> | None | 7 hours upon receipt | Senior Science Research Specialist, Science Research Specialist II of the Geomatics and Hazards Assessment Services Section |
| 5. Receives the requested data via email; Fill out and submit Stakeholder Satisfaction Form. | 5. Maintenance of feedback forms. | None | 5 minutes | Information Technology Officer I, Senior Science Research Specialist, Science Research |

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| | | | | Specialist II of the Geomatics and Hazards Assessment Services Section |
| | TOTAL | None | Three (3) working days | |

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 shapefiles (*.shp), a widely used geospatial vector data format for Geographic Information System (GIS) software. It stores the location, shape, and attributes of geographic features like points, lines, and polygons. Allows users to process the earthquake- and volcano-related information provided for mapping and other spatial analysis.

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.

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| Office or Division: | Geology and Geophysics Research and Development Division (GGRDD) | | | |
| Classification: | Complex | | | |
| 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 internet access. | | Requesting Party | | |
| 2. Geomatics Services Request Form. | | Geomatics Services Request Portal (https://gisweb.phivolcs.dost.gov.ph/gisweb/geomatics-services-request or https://goo.gl/PRTYxR) | | |
| 3. Data User Agreement (DUA)/ Memorandum of Understanding Form (MOU) signed by the requestee and approved by DOST-PHIVOLCS | | Provided through an automated response email upon submission of request | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <i>If requesting for Hazard Information Package (in *.shp) format</i> | | | | |

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| <p>1. Access the Geomatics GIS Web Portal at goo.gl/PRTYxR</p> | <p>1. Site security, maintenance and ensure map repository and hazard maps are up-to-date.</p> | <p>None</p> | <p>5 minutes, based on system response time</p> | <p>Senior Science Research Specialist, Science Research Specialist II of the Geomatics and Hazards Assessment Services Section</p> |
| <p>2. Fill out and submit the Geomatics Data and Services Form.</p> <p><i>*Client receives confirmation through email that the request is received together with the Data User Agreement (DUA) or Memorandum of Understanding (MOU) with a link where they can upload the document.</i></p> | <p>2. Receive client request (automated reply email).</p> | <p>None</p> | <p>5 minutes, based on system response time</p> | <p>Senior Science Research Specialist, Science Research Specialist II of the Geomatics and Hazards Assessment Services Section</p> |
| <p>3. Fill out the Data User Agreement (DUA) or Memorandum of Understanding (MOU) and uploads at the attachment section in the Portal or send directly to geomatics@phivolcs.dost.gov.ph.</p> | <p>3. The Geomatics Monthly Monitor (GeMM) checks validity of DUA/MOU and prints the form for approval of Agency Head or Division Chief.</p> <p>Geomatics Monthly Monitor (GeMM) may contact client for clarifications or if data requested is unavailable.</p> | <p>None</p> | <p>One (1) working day upon receipt</p> | <p>Senior Science Research Specialist, Science Research Specialist II of the Geomatics and Hazards Assessment Services Section</p> |

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| | <p>3.1 Obtain approval from Agency Head or Division Chief by signing DUA or MOU.</p> <p>3.2 The assigned GeMM prepares and processes the data being requested.</p> | None | Five (5) working days | <p>Head of Agency, Director IV, or OIC-Division Chief GGRDD</p> <p>Senior Science Research Specialist, Science Research Specialist II of the Geomatics and Hazards Assessment Services Section</p> |
| 4. Check email for the requested data. | 4. Once signed, the GeMM sends a template reply email for the release of the requested data in (*.shp) format, including the WMS links, a copy of the DUA/MOU and other explanations or instructions to the stakeholder on how to access the data. | None | 7 hours and 45 minutes | Senior Science Research Specialist, Science Research Specialist II of the Geomatics and Hazards Assessment Services Section |
| 5. Receives the requested data via email; Fill out and submit Stakeholder Satisfaction Form. | 5. Maintenance of feedback forms. | None | 5 minutes | Senior Science Research Specialist, Science Research Specialist II of the Geomatics and Hazards Assessment Services Section |
| | TOTAL | None | Seven (7) working days | |

Geology- and Geomatics-related Information package

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

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

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| | | | | Section |
| | TOTAL | None | Seven (7) Working days | |

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

3. Outside Lecture Package

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

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| Office or Division: | Geologic Disaster Awareness and Preparedness Division (GDAPD) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Computer or mobile device with access to the internet. | | Requesting Party | | |
| 2. Letter of request is required. Address all letters to DR. TERESITO C. BACOLCOL , Director, PHIVOLCS. Please state the following: <ul style="list-style-type: none"> ● topic ● number and type of participants ● place, date and time of lecture ● contact landline/mobile number(s) ● contact person of requesting organization | | 2 nd Floor, Room 202, Geologic Disaster Awareness and Preparedness Division (GDAPD) | | |
| 3. For outside Metro Manila that requires a Travel Order, requests must be submitted 15 working days before the scheduled activity for preparation and processing of travel documents. 3.1 Requestee should provide: <ul style="list-style-type: none"> ● Transportation of resource person from and back to DOST-PHIVOLCS Office (This is due to limited number of official vehicle) ● Computer and LED/LCD projector for presentation purposes e.g. PowerPoint ● Meal and accommodation if outside Metro Manila and requiring overnight stay. | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| For online request | | | | |
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| 1. Access the Request Form for Outside Lecture Packages: https://bit.ly/request-lecture | 1. Ensure that the online form is accessible and properly working. | None | 1 minute | Science Research Specialist/ Analyst/ Assistant of DRR Capacity Building Section |
| 2. Submit the online request form with necessary requirements. * Client receives the acknowledgement receipt. | 2. Receive and send acknowledgement of request. 2.1 Review the accomplished online request form and the document attached. <i>For specific requests or invitations for Dr. Teresito C. Bacolcol as resource person should be forwarded to the Office of the Director.</i> | None, incidental travel expenses if incurred by Resource Person | 2 minutes | Science Research Specialist/ Analyst/ Assistant of DRR Capacity Building Section |
| 3. Coordinate with DOST-PHIVOLCS for final logistical arrangement e.g. transportation, online platform. | 3. Confirm the availability of the requested date and forward to the requisitioner the <u>link</u> of Client Satisfaction Feedback (CSF) form for Coordinator: | None | 1.5 working days including the assignment of resource person | Science Research Specialist/ Analyst/ Assistant of DRR Capacity Building Section |

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| | <p>English: https://bit.ly/ExternalEn</p> <p>Tagalog: https://bit.ly/ExternalTg</p> <p>3.1 Look for appropriate resource speaker and discuss logistical arrangement</p> | | | |
| <p>4. Fill-out and submit the Client Satisfaction Feedback (CSF) form.</p> <ul style="list-style-type: none"> • Clients will send proof or screenshot of completed feedback form. | <p>4. Receive and review the Client Satisfaction Feedback (CSF) form</p> <p>4.1 Send final confirmation details (date, time, and resource person) and logistical arrangement.</p> | <p>None</p> <p>None</p> | <p>2 minutes</p> <p>2 minutes</p> | <p>Science Research Specialist/ Analyst/ Assistant of DRR Capacity Building Section</p> <p>Science Research Specialist/ Analyst/ Assistant of DRR Capacity Building Section</p> |
| | TOTAL | <p>None, incidental travel expenses if incurred by Resource Person</p> | <p>1.5 working days and 7 minutes</p> | |
| For hand-carry/ courier request | | | | |
| <p>1. Send letter of request thru hand-carry/courier. Letter of request must be sent to DOST-PHIVOLCS at least two (2) weeks prior to date of activity.</p> | <p>1. Receives the letter of request.</p> | <p>None, incidental travel expenses if incurred by Resource</p> | <p>5 minutes</p> | <p>Science Research Specialist/ Analyst/ Assistant of DRR Capacity Building Section</p> |

| | | Person | | |
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| 1.1 Call DOST-PHIVOLCS to inform about your hand-carried / courier request prior to the visit. | 1.1 Send acknowledgement of request thru call or email. | None | 1 minute | Science Research Specialist/ Analyst/ Assistant of DRR Capacity Building Section |
| 2. Client receives the acknowledgement receipt. | 2. Review the letter of request. For specific requests or invitations for Dr. Teresito C. Bacolcol as resource person should be forwarded to the Office of the Director. | None | 2 minutes | Science Research Specialist/ Analyst/ Assistant of DRR Capacity Building Section |
| 3. Coordinate with DOST-PHIVOLCS for final logistical arrangement e.g. service vehicle, online platform. | 3. Confirm the availability of the requested date and forward to the requisitioner the link of Client Satisfaction Feedback (CSF) form for Coordinator: English: https://bit.ly/ExternalEn Tagalog: https://bit.ly/ExternalTg | None | 1.5 working days including the assignment of resource person | Science Research Specialist/ Analyst/ Assistant of DRR Capacity Building Section |
| | 3.1 Look for appropriate resource speaker and discuss logistical arrangement. | | | Science Research Specialist/ Analyst/ Assistant of DRR Capacity Building Section |

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| <p>4. Fill-out and submit the Client Satisfaction Feedback (CSF) form</p> <ul style="list-style-type: none"> • Clients will send proof or screenshot of completed feedback form. | <p>4. Receive and review the Client Satisfaction Feedback (CSF) form.</p> | <p>None</p> | <p>2 minutes</p> | <p>Science Research Specialist/ Analyst/ Assistant of DRR Capacity Building Section</p> |
| | <p>4.1 Send final confirmation details (date, time, and resource speaker) and logistical arrangement.</p> | <p>None</p> | <p>2 minutes</p> | <p>Science Research Specialist/ Analyst/ Assistant of DRR Capacity Building Section</p> |
| | <p>TOTAL</p> | <p>None, incidental travel expenses if incurred by Resource Person</p> | <p>1.5 working days and 12 minutes</p> | |
| <p><i>If non-online/email request</i></p> | | | | |
| <p>1. Send a letter of request to pivs_lectures@phivolcs.dost.gov.ph or fax at (02) 8927-4524.</p> <p>Letter of request must be received by DOST-PHIVOLCS at least two (2) weeks prior to the date of activity.</p> | <p>1. Receive and send acknowledgement of request.</p> | <p>None, incidental travel expenses if incurred by Resource Person</p> | <p>5 minutes</p> | <p>Science Research Specialist/ Analyst/ Assistant of DRR Capacity Building Section</p> |
| <p>2. Client receives the acknowledgement receipt.</p> | <p>2. Review letter of request.</p> <p>For specific requests or invitations for Dr. Teresito C. Bacolcol as resource person should be forwarded to the</p> | <p>None</p> | <p>2 minutes</p> | <p>Science Research Specialist/ Analyst/ Assistant of DRR Capacity Building Section</p> |

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| | Office of the Director. | | | |
| 3. Coordinate with DOST-PHIVOLCS for final logistical arrangement e.g. service vehicle, online platform. | <p>3. Confirm the availability of the requested date and forward to the requisitioner the link of Client Satisfaction Feedback (CSF) form for Coordinator:</p> <p>English: https://bit.ly/ExternalEn</p> <p>Tagalog: https://bit.ly/ExternalTg</p> | None | 1.5 working days including the assignment of resource person | Science Research Specialist/ Analyst/ Assistant of DRR Capacity Building Section |
| | 3.1 Look for appropriate resource speaker and discuss logistical arrangement. | | | Science Research Specialist/ Analyst/ Assistant of DRR Capacity Building Section |
| <p>4. Fill out and submit the Client Satisfaction Feedback (CSF) form</p> <ul style="list-style-type: none"> • Clients will send proof or screenshot of completed feedback form. | 4. Receive and review the Client Satisfaction Feedback (CSF) form. | None | 2 minutes | Science Research Specialist/ Analyst/ Assistant of DRR Capacity Building Section |
| | 4.1 Send final confirmation details (date, time, and resource speaker) and logistical arrangement. | None | 2 minutes | Science Research Specialist/ Analyst/ Assistant of DRR Capacity Building Section |
| | TOTAL | None, incidental travel | 1.5 working days and 11 minutes | |

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| | | expenses if incurred by Resource Speaker | | |
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4. Information Packages: Information Materials

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

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

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

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| | 2.2 Gather and prepare the requested information materials. <i>(Preparation of printed materials based on the pick-up date, at least two days before the pick-up date or as stated in the letter.)</i> | None | 20 minutes | Science Assistant/ Aide of DRR Materials Development Section |
| 3. Coordinate with DOST-PHIVOLCS for final logistical arrangement e.g. date and time of pick-up or courier services. | 3. Confirm the request including the logistical arrangement date and time of pick-up or courier services. | None | 5 minutes | Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section |
| | 3.1 Forward to the requisitioner the link for Client Satisfaction Form (CSF) for Frontline Services English: https://bit.ly/ExternalEn Tagalog: https://bit.ly/ExternalTg | None | 1 minute | Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section |
| 4. Fill out the Client Satisfaction Feedback (CSF) form for Frontline Services (online/printed) and submit. | 4. Receive and review if the Client Satisfaction Feedback (CSF) form is properly submit. | None | 2 minutes | Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section |

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| <ul style="list-style-type: none"> • Clients will send proof or screenshot of completed feedback form. | and completely filled out. | | | |
| 5. Claim the printed materials. | 5. Release the requested information materials to the stakeholder at the DOST-PHIVOLCS Lobby. | None | 2 minutes | Science Research Specialist/ Analyst /Assistant of DRR Materials Development Section |
| | TOTAL | None (Transportation of requested printed materials should be Shouldered by the requester) | 35 minutes | |
| <i>For walk-in request (less than 50 copies)</i> | | | | |
| 1. Request printed copy of information materials. | 1. Provide a request form for print materials. | None | 1 minute | Science Research Specialist/ Analyst /Assistant of DRR Materials Development Section |
| 2. Fill out the request form for print materials and submit to GDAPD staff. | 2. Receive and review the accomplished form. | None | 2 minutes | Science Research Specialist/ Analyst /Assistant of DRR Materials Development Section |
| * Client will wait for the | 2.1 Gather and | None | 20 minutes | Science |

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| requested materials to be prepared. | prepare the requested information materials. | | | Assistant/ Aide of DRR Materials Development Section |
| | <p>2.2 Ask the client to answer the online Client Satisfaction Feedback (CSF) form for Frontline Services.</p> <p>English: https://bit.ly/ExternalEn</p> <p>Tagalog: https://bit.ly/ExternalTg or give a printed copy of the form (if online is not accessible).</p> | None | 2 minutes | Science Assistant/ Aide of DRR Materials Development Section |
| <p>3. Fill out the Client Satisfaction Feedback (CSF) form for Frontline Services (onlineprinted) and submit.</p> <ul style="list-style-type: none"> • Clients will send proof or screenshot of completed feedback form. | 3. Receive and review the Client Satisfaction Feedback (CSF) form. | None | 5 minutes | Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section |
| 4. Claim the printed materials. | 4. Release the requested information materials to the stakeholder at the DOST-PHIVOLCS Lobby. | None | 2 minutes | Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section |
| | TOTAL | None | 32 minutes | |
| <i>If multiple (50 or more) copies of printed materials: hand-carry/ courier</i> | | | | |

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

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| <p>* Client will wait for the requested materials to be prepared.</p> | <p>2.2 Gather the requested information materials. (Preparation of printed materials based on the pick-up date, at least two days before the pick-up date or as stated in the letter.)</p> | <p>None</p> | <p>20 minutes</p> | <p>Science Assistant/Aide of DRR Materials Development Section</p> |
| | <p>2.3 Ask the client to answer the online Client Satisfaction Feedback (CSF) form for Frontline Services English: https://bit.ly/ExternalEn Tagalog: https://bit.ly/ExternalTg or printed copy of the form (if online is not accessible)</p> | | | <p>Science Research Specialist/Analyst/Assistant of DRR Materials Development Section</p> |
| <p>3. Fill-out the Client Satisfaction Feedback (CSF) form for Frontline Services (online/printed) and submit.</p> <ul style="list-style-type: none"> • Clients will send proof or screenshot of completed feedback form. | <p>3. GDAPD staff receives and reviews if the Client Satisfaction Feedback (CSF) form is properly and completely filled-out.</p> | <p>None</p> | <p>5 minutes</p> | <p>Science Research Specialist/Analyst/Assistant of DRR Materials Development Section</p> |
| <p>4. Claim the printed materials.</p> | <p>4. Release the requested information materials to the</p> | <p>None</p> | <p>2 minutes</p> | <p>Science Research Specialist/Analyst/Assistant</p> |

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

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| | 2.1 Gather the requested information materials (Preparation of printed materials based on the pick-up date, at least two days before the pick-up date or as stated in the letter.). | None | 20 minutes | Science Research Assistant/ Science Aide of DRR Materials Development Section |
| | 2.2 Ask the client to answer the online Client Satisfaction Feedback (CSF) form for Frontline Services. English: https://bit.ly/ExternalEn Tagalog: https://bit.ly/ExternalTg or provide a printed copy of the form (if online is not accessible) | None | 2 minutes | Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section |
| 3. Fill-out the Client Satisfaction Feedback (CSF) form for Frontline Services (online/printed) and submit. <ul style="list-style-type: none"> • Clients will send proof or screenshot of completed feedback form. | 3. Receive and review if the Client Satisfaction Feedback (CSF) form is properly and completely filled-out. | None | 5 minutes | Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section |

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| 4. Claim the printed materials. | 4. Release the requested information materials to the stakeholder at the DOST-PHIVOLCS Lobby. | None | 2 minutes | Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section |
| | TOTAL | None | 37 minutes | |
| <i>For digital copy of high resolution information materials: online request</i> | | | | |
| 1. Access the Request Form. For Print Materials: https://bit.ly/Digital-RequestForm * Client receives the acknowledgement receipt | 1. GDAPD staff receives and sends acknowledgement of request. | None | 1 minute | Science Research Specialist/ Analyst/ /Assistant of DRR Materials Development Section |
| 2. Submit the online request form with necessary requirements. | 2. GDAPD staff review the accomplished online request form and the document attached. | None | 2 minutes | Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section |
| | 2.1 Forward letter of request to Division Chief for approval. | None | 1 minute | Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section |
| | 2.2 Provide copy of DOST-PHIVOLCS Audiovisual and Digital Information Material User Agreement (print or digital file). | None | 1 minute | Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section |

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| 3. Fill out and sign DOST-PHIVOLCS Audiovisual and Digital Information Material User Agreement (print or digital file) form and submit to GDAPD staff. | 3. Receive and review the accomplished form. Attach their letter of request. | None | 2 minutes | Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section |
| . | 3.1 Compile the request digital copy of materials | None | 1 working day | Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section |
| | 3.2 Ask the client to answer the online Client Satisfaction Feedback (CSF) form for Frontline Services. English: https://bit.ly/ExternalEn Tagalog: https://bit.ly/ExternalTg or provide a printed copy of the form (if online is not accessible). | None | 2 minutes | Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section |
| 4. Fill-out the Client Satisfaction Feedback (CSF) form for Frontline Services (online/printed) and submit. • Clients will send proof or screenshot of completed feedback form. | 4. Receive and review if the Client Satisfaction Feedback (CSF) form is properly and completely filled-out. | None | 2 minutes | Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section |
| 5. Claim the requested digital information | 5. Release the digital copy of requested | None | 1 minute | Science |

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| materials thru email. | information materials to the client thru email. | | | Research Specialist/ Analyst/ Assistant of DRR Materials Development Section |
| | TOTAL | None | 1 working day and 12 minutes | |
| <i>For digital copy of high-resolution information materials: hand-carry/ courier request</i> | | | | |
| 1. Send letter of request thru hand-carry/ courier. | 1. GDAPD staff will receive the letter. | None | 1 minute | Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section |
| 1.1 Call DOST-PHIVOLCS to inform about your hand-carried / courier request prior to the visit. | 1.1.a. If hand-carried request from provinces, inform the client on the availability of requested materials. | None | 1 minute | Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section |
| * Client receives the acknowledgement receipt | 1.1.b. If send thru courier, acknowledge and update on the status of request thru call or email. | None | 1 minute | Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section |
| | 1. 2 Forward Letter of request to Division Chief for approval. | None | 1 minute | Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section |
| | 1.3 Provide copy of DOST-PHIVOLCS Audiovisual and Digital Information | None | 1 minute | Science Research Specialist/ Analyst/Assistant of DRR Materials Development |

| | Material User Agreement (print or digital file). | | | Section |
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| 2. Fill out and sign DOST-PHIVOLCS Audiovisual and Digital Information Material User Agreement (print or digital file) form and submit to GDAPD staff. | 2. Receive and review the accomplished form. Attach their letter of request. | None | 2 minutes | Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section |
| | 2.1 Compile the request digital copy of materials. | None | 1 working day | Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section |
| | 2.2 Ask the client to answer the online Client Satisfaction Feedback (CSF) form for Frontline Services Client Satisfaction Feedback (CSF) form or provide a printed copy of the form (if online is not accessible). English: https://bit.ly/ExternalEn Tagalog: https://bit.ly/ExternalTg | None | 2 minutes | Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section |
| 3. Fill out the Client Satisfaction Feedback (CSF) form for Frontline Services (online/printed) and submit. | 3. Receive and review if the form is properly and completely filled out. | None | 5 minutes | Science Research Specialist/ Analyst/Assistant of DRR Materials Development |

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| <ul style="list-style-type: none"> • Clients will send proof or screenshot of completed feedback form. | | | | Section |
| 4. Claim the requested digital information materials thru email or pick-up. | 4. Release the digital copy of requested information materials to the client thru email or save in external storage (e.g. CD, DVD, USB flash drives, etc.). | None | 2 minutes | Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section |
| | TOTAL | None | 1 working day and 16 minutes | |
| <i>For digital copy of materials: email request</i> | | | | |
| 1. Send letter of request thru email at phivolcs_mail@phivolcs.dost.gov.ph . * Client receives the acknowledgement receipt. | 1. Receive and send acknowledgement of request to the stakeholder thru email. | None | 1 minute | Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section |
| | 1.1 Forward Letter of request to Division Chief for approval. | None | 1 minute | Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section |
| | 1.2 Provide online digital materials request form. https://bit.ly/Digital-RequestForm | None | 1 minute | Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section |
| 2. Fill out the online digital materials request form and submit to GDAPD | 2. Receive and review the accomplished | None | 2 minutes | Science Research Specialist/ |

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| staff. | form. Attach their letter of request (optional). | | | Analyst/Assistant of DRR Materials Development Section |
| | 2.1 Compile the request digital copy of materials. | None | One (1) working day | Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section |
| | 2.2 Ask the client to answer the online Client Satisfaction Feedback (CSF) form for Frontline Services. English: https://bit.ly/ExternalEn Tagalog: https://bit.ly/ExternalTg | None | 2 minutes | Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section |
| 3. Fill out the Client Satisfaction Feedback (CSF) form for Frontline Services (online/printed) and submit. ● Clients will send proof or screenshot of completed feedback form. | 3. Receive and review if the Client Satisfaction Feedback (CSF) form is properly and completely filled out. | None | 3 minutes | Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section |
| 4. Claim the requested digital information materials thru email or pick-up. | 4. Release the digital copy of requested information materials to the client thru email or save in external storage (e.g. CD, DVD, USB flash drives, etc.). | None | 2 minutes | Science Research Specialist/ Analyst/Assistant of DRR Materials Development Section |

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| | TOTAL | None | One (1) working day and 12 minutes | |
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5. Educational Tour Package

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

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| Office or Division: | Geologic Disaster Awareness and Preparedness Division (GDAPD) | |
| Classification: | Simple | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business | |
| Who may avail: | All | |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | |
| 1. Computer or mobile device with access to the internet. | Requesting party | |
| 2. Letter of Request. Address all letters to DR. TERESITO C. BACOLCOL , Director, PHIVOLCS. Letters must contain signatures over printed name letters must also contain the complete address and contact landline/mobile number of the requester. Name of school, organization or office and number of participants should also be indicated. Total number of participants (including parents, faculty and staff) per package must not exceed 100. | 2 nd Floor, Room 202, Geologic Disaster Awareness and Preparedness Division (GDAPD) | |
| 3. Strict compliance with time reservation is expected. We emphasize that clients must book/reserve the time that is most realistic for the group taking into account the travel time (including allowance for traffic, etc.) from the point of origin to DOST-PHIVOLCS. | | |
| 4. All bookings must be requested at least one week in advance. We encourage early requests for better facilitation of schedule. Available days for the tour are Tuesday to Friday, between 8am to 11am and between 1pm to 4pm. | | |

| 5. Acceptance of bookings is on a first come first serve basis. DOST-PHIVOLCS reserves the right to reschedule or cancel bookings during unexpected events. | | | | |
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| 6. Coordinators must remind all the participants of their behavior while in the premises of DOST-PHIVOLCS. Vandalism, loitering, shouting, eating and drinking inside the auditorium, and other non-desirable behavior are strictly prohibited. | | Requesting party | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <i>For online request</i> | | | | |
| 1. Access the educational tour request form. https://bit.ly/PIVSEducTourRegistration | 1. GDAPD staff receives and sends acknowledgement of request. | Non-refundable entrance fee of PHP5.00/ person | 1 minute | Science Research Specialist/ Analyst/ Assistant of DRR R&D Section |
| 2. Fill out and submit the online request form with necessary requirements. | 2. GDAPD staff will review the accomplished online request form and the document attached. | None | 2 minutes | Science Research Specialist/ Analyst/ Assistant of DRR R&D Section |
| * Client receives the acknowledgement receipt. | 2.1 Forward letter of request to Division Chief for approval. | None | 1 minute | Science Research Specialist/ Analyst/ Assistant of DRR R&D Section |
| 3. Coordinate (call/email) with DOST-PHIVOLCS for final logistical arrangement. | 3. GDAPD staff will confirm (call/email) the request including the logistical arrangement and instructions (date, payment, etc.). | None | 10 minutes | Science Research Specialist/ Analyst/ Assistant of DRR R&D Section |

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| | 3.1 Remind stakeholders that unconfirmed bookings and last-minute changes especially on the time of reservation will not be entertained. | None | 1 minute | Science Research Specialist/ Analyst/ Assistant of DRR R&D Section |
| | 3.2 Forward to the requisitioner the link for Client Satisfaction Feedback (CSF) form for Coordinator. English: https://bit.ly/ExternalEn Tagalog: https://bit.ly/ExternalTg | None | 1 minute | Science Research Specialist/ Analyst/ Assistant of DRR R&D Section |
| 4. Fill out and submit the Client Satisfaction Feedback (CSF) form ● Clients will send proof or screenshot of completed feedback form. | 4. GDAPD staff receives and reviews the Client Satisfaction Feedback (CSF) form | None | 2 minutes | Science Research Specialist/ Analyst/ Assistant of DRR R&D Section |
| | TOTAL | Non-refundable entrance fee of PHP5.00/ person | 18 minutes | |

For hand-carry/courier/email request

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| <p>1. Send letter of request thru the following channels.</p> <p>a. Hand-carry/courier b. Email: <u>phivolcs_mail@phivolcs.dost.gov.ph</u>.</p> | <p>1. Receive and send acknowledgement of request to the stakeholder thru call/ email.</p> | <p>Non-refundable entrance fee of PHP5.00/ person</p> | <p>3 minutes</p> | <p>Science Research Specialist/ Analyst/ Assistant of DRR R&D Section</p> |
| | <p>1.1 Forward the educational tour request form https://bit.ly/PIVS_EducTourRegistration</p> | <p>None</p> | <p>2 minutes</p> | <p>Science Research Specialist/ Analyst/ Assistant of DRR R&D Section</p> |
| <p>2. Fill out and submit the online request form with necessary requirements.</p> <p>* Client receives the acknowledgement receipt.</p> | <p>2. GDAPD staff will review the accomplished online request form and the document attached.</p> | <p>None</p> | <p>2 minutes</p> | <p>Science Research Specialist/ Analyst/ Assistant of DRR R&D Section</p> |
| | <p>2.1 Forward letter of request to Division Chief for approval.</p> | <p>None</p> | <p>1 minute</p> | <p>Science Research Specialist/ Analyst/ Assistant of DRR R&D Section</p> |
| <p>3. Coordinate (call/email) with DOST-PHIVOLCS for final logistical arrangement.</p> | <p>3. GDAPD staff will confirm (call/email) the request including the logistical arrangement and instructions (date, payment, etc.). Remind stakeholders that unconfirmed reservations and last-minute changes especially on the</p> | <p>None</p> | <p>14 minutes</p> | <p>Science Research Specialist/ Analyst/ Assistant of DRR R&D Section</p> |

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| | scheduled time will not be entertained. | | | |
| | <p>3.1 Forward to the requisitioner the link for Client Satisfaction Feedback (CSF) form for Coordinator.</p> <p>English: https://bit.ly/ExternalEn</p> <p>Tagalog: https://bit.ly/ExternalTg</p> | None | 1 minute | Science Research Specialist/ Analyst/ Assistant of DRR R&D Section |
| <p>4. Fill-out and submit the Client Satisfaction Feedback (CSF) form.</p> <ul style="list-style-type: none"> • Clients will send proof or screenshot of completed feedback form. | <p>4. GDAPD staff receives and reviews the Client Satisfaction Feedback (CSF) form.</p> | None | 2 minutes | Science Research Specialist/Analyst/ Assistant of DRR R&D Section |
| | TOTAL | Non-refundable entrance fee of PHP5.00/ person | 25 minutes | |
| Actual tour arrangement: | | | | |
| <p>1. Coordinator will meet with DOST-PHIVOLCS Educational tour coordinator upon arrival at DOST-PHIVOLCS for the</p> | <p>1. GDAPD staff will meet the tour coordinator and issue an Order of Payment.</p> | Non-refundable entrance fee of PHP5.00/ person | 2 minutes | Science Research Specialist/ Analyst/ Assistant of DRR R&D Section |

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| fee's assessment, and pay the total amount assessed to cashier and present the Official receipt as proof of payment. | | | | |
| 2. Pay the entrance fee. Proceed to Room 103 and present the order of payment to cashier and pay the appropriate fee. | 2. Accept payment based on the order of payment | None | 2 minutes | Administrative, Officer V - Finance and Administrative Division |
| *Tour coordinator must ensure an orderly manner by which the participants/visitors are to enter the DOST- PHIVOLCS facility. | 2.1 Check the Official Receipt | None | 1 minute | Science Research Specialist/ Analyst/ Assistant of DRR R&D Section |
| 3. Distribute the Education Tour evaluation form to the visitors/participants. | 3. Provide the Education Tour evaluation form online link. English: https://bit.ly/ExternalEn Tagalog: https://bit.ly/ExternalTg or provide a printed copy. | None | 2 minutes | Science Research Specialist/ Analyst/ Assistant of DRR R&D Section |
| 4. Fill-out and submit the Client Satisfaction Feedback (CSF) form | 4. GDAPD staff receives and reviews the Client Satisfaction Feedback (CSF) form | None | 5 minutes | Science Research Specialist/ Analyst/ Assistant of DRR R&D Section |
| | TOTAL | Non-refundable entrance fee | 12 minutes | |

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| | | of PHP5.00/ person | | |
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6. Information Package: Duplication of Audio-Visual Materials and Digital Images

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

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

Also available are digital photograph collections on earthquake, tsunami and volcanoes. A staff will assist the requestee in the selection of photos.

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

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| 2. Download copy of video selected information materials in mpg format. | 2. Site security and maintenance. | None | ~2 minutes | Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section |
| | TOTAL | None | 3 minutes | |
| For online request | | | | |
| 1. Access the photo and video packages request form. https://bit.ly/PhotoVideoRequest | 1. Receive and send acknowledgement of request. | PhP50.00 per documentary PhP10.00 per photograph or image (additional PhP25.00 for CD or DVD) | 1 minute | Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section |
| 2. Fill out and submit the online request form. * Client receives the acknowledgement receipt | 2. Review the accomplished online request form and the document attached. | None | 2 minutes | Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section |
| | 2.1 Provide copy of DOST-PHIVOLCS Audiovisual and Digital Information Material User Agreement (print or digital file). | None | 1 minute | Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section |
| 3. Fill-out and sign DOST-PHIVOLCS Audiovisual and Digital Information Material User Agreement (print or digital file) form and submit to GDAPD staff. | 3. GDAPD staff receives and reviews the accomplished agreement form. | None | 2 minutes | Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section |
| | 3.1 Compile the requested | None | One (1) working day (maximum, | Science Research Specialist/ Analyst/ Assistant of DRR |

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| | video/s or photos. | | including selection materials from the archive) | Materials Development Section |
| | 3.2 Inform client on the payment and claiming instruction (claiming date, email/physical copy). | None | 2 minutes | Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section |
| | 3.3 Issue an Order of Payment and send to requester (image or scanned copy). | None | 1 minute | Science Research Specialist/ Analyst of DRR Materials Development |
| 4. Proceed to Room 103/ cashier and present the order of payment to the cashier and pay the appropriate fee. | 4. Accept payment based on the issued Order of Payment. | None | 2 minutes | Administrative, Officer V, Cashier - Finance and Administrative Division |
| | 4.1 Issue the Official Receipt. | None | 2 minutes | Administrative, Officer V - Finance and Administrative Division |
| 5. Fill-out the Client Satisfaction Feedback (CSF) form for Frontline Services (online/printed) and submit. <ul style="list-style-type: none"> • Clients will send proof or screenshot of completed feedback form. | 5. Provide a printed copy of the Client Satisfaction Feedback (CSF) form for Frontline Services and ask the client to answer the Client Satisfaction Feedback (CSF) form for Frontline Services English: https://bit.ly/ExternalEn | None | 2 minutes | Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section |

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

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

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

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

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

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

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

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| Office or Division: | Geologic Disaster Awareness and Preparedness Division (GDAPD) | | |
| Classification: | Simple | | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business | | |
| Who may avail: | All | | |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | | |
| Computer or mobile device with access to the internet. | Requesting party | | |
| <p>1. Letter of Request is required. Address all letters to DR. TERESITO C. BACOLCOL, Director, PHIVOLCS. Indicate the topics of interest, date, duration and venue of exhibit, targeted audience and materials needed. Acceptance of requests is on first come first serve basis. DOST-PHIVOLCS reserves the right to reschedule or cancel requests for unexpected events.</p> <p>Additional requirements:</p> <ul style="list-style-type: none"> • Requesting organization should provide transportation (pick-up and return of exhibit and resource person to DOST-PHIVOLCS Office). • Maximum borrowing period for the earthquake simulator: Two (2) working days. <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))</p> | 2 nd Floor, Room 202, Geologic Disaster Awareness and Preparedness Division (GDAPD) | | |

| x 3.10m (H) in dimension) (e.g. elf type, L300 pick-up or truck). | | | | |
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| Meal and accommodation of resource person if outside Metro Manila and requiring overnight stay. | | Requesting party | | |
| Additional personnel from the requester must be provided to assist in ingress and egress of the exhibit (at least 4 pax). | | Requesting party | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Access the exhibit and earthquake simulator services request form at https://bit.ly/Exhibit-Simulator | 1. Receive and send acknowledgement of request. | None <i>In case of damage/loss the requester will shoulder the cost of repair or replacement of exhibit package/mobile earthquake simulator</i> | 2 minutes | Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section |
| 2. Fill out select the information materials to be availed, and submit the online request form with necessary requirements. Package to be availed: a. Exhibit package with earthquake simulator with facilitator b. Earthquake simulator with facilitator c. Earthquake simulator use for | 2. Review the accomplished online request form and the document attached. | None | 2 minutes | Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section |

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| <p>research or testing purposes</p> <p>* Client receives the acknowledgement receipt.</p> | | | | |
| | 2.1 Forward letter of request to Division Chief for approval | None | 2 minutes | Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section |
| 3. Coordinate with DOST PHIVOLCS upon receipt of acknowledgement for final logistical arrangement (e.g. date of pick-up, final date/time, venue, etc.). | 3. Confirm (call/email) the request including the logistical arrangement and instructions (final date, transportation of the exhibit materials, etc.). | None | 2 minutes | Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section |
| | 3.1 Discuss with the stakeholder the rules and regulations, do's and don'ts for the exhibit materials borrowed or for the use of earthquake simulator. | None | 8 minutes | Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section |
| | 3.2 Exhibit materials, provide copy of Acknowledgement/ Exhibit Materials Gate Pass form to be filled up by the stakeholder. | None | 2 minutes | Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section |
| | 3.3 Forward the Client Satisfaction Form (CSF): | None | 2 minutes | Science Research Specialist/ Analyst/ |

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| | English: https://bit.ly/ExternalEn Tagalog: https://bit.ly/ExternalTg | | | Assistant of DRR Materials Development Section |
| 4. Fill-out and submit the following forms: <ul style="list-style-type: none"> • <i>CSF for Frontline Services (online/printed)</i> • <i>Gatepass Form For Exhibit Materials Package</i> <p><i>Clients will send proof or screenshot of completed feedback form.</i></p> | 4. Receive and review if the forms are properly and completely filled-out. | None | 10 minutes | Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section |
| | Total | None | 30 minutes | |
| For hand-carry/courier and email request | | | | |
| 1. Send letter of request thru the following channels. a. Hand-carry/courier b. Email at <i>phivolcs_mail@phivolcs.dost.gov.ph</i> | 1. Receive and acknowledge request. | NONE <i>In case of damage/ loss the requester will shoulder the cost of repair or replacement of exhibit package</i> | 2 minutes | Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section |
| 2. Client receives the acknowledgement receipt. Package to be availed: <ul style="list-style-type: none"> a. Exhibit package with earthquake | 2. Review the accomplished online request form and the document attached. | None | 2 minutes | Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section |

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| <p>simulator with facilitator</p> <p>b. Earthquake simulator with facilitator</p> <p>c. Earthquake simulator use for research or testing purposes</p> | | | | |
| | 2.1 Forward Letter of request to Division Chief for approval. | None | 1 minute | Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section |
| 3. Coordinate with DOST PHIVOLCS upon receipt of acknowledgement for final logistical arrangement (e.g. date of pick-up, final date/time, venue, etc.). | 3. Confirm (call/email) the request including the logistical arrangement and instructions (final date, transportation of the exhibit materials, etc.). | None | 20 minutes | Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section |
| | 3.1 Discuss with the stakeholder the rules and regulations, do's and don'ts for the exhibit materials borrowed or for the use of earthquake simulator. | None | 2 minutes | Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section |
| | 3.2 Exhibit materials, provide copy of the Acknowledgement/ Exhibit Materials Gate Pass form to be filled up by the stakeholder. | None | 2 minutes | Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section |
| | 3.3 Provide the printed Client Satisfaction | None | 2 minutes | Science Research Specialist/ |

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| | Form (CSF) or online link: English: https://bit.ly/ExternalEn Tagalog: https://bit.ly/ExternalTg | | | Analyst/ Assistant of DRR Materials Development Section |
| 4. Fill-out and submit the following forms: <ul style="list-style-type: none"> • <i>CSF for Frontline Services (online/printed)</i> • <i>Gatepass Form For Exhibit Materials Package</i> <i>Clients will send proof or screenshot of completed feedback form.</i> | 4. Receive and review if the forms are properly and completely filled-out. | None | 10 minutes | Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section |
| | TOTAL | None | 41 minutes | |
| Guidelines for release/pick-up and return of exhibit package | | | | |
| Release/pick-up | | | | |
| 1. Print copy of filled-out Acknowledgement/ Exhibit Materials Gate Pass form. | 1. Prepare the requested materials. | None | Two (2) working days | Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section |
| 2. Present to GDAPD staff the filled-out Acknowledgement/ Exhibit Materials Gate Pass form with duplicate (attached photocopy of one (1) valid ID). | 2. Check if all forms are filled-out and attached one (1) valid ID (Company ID or Government issued ID) of the requester. | None | 2 minutes | Science Research Specialist/ Analyst/ Assistant of DRR Materials Development Section |

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| | 2.1 Release the exhibit materials GDAPD staff must be present upon releasing and pick-up of the exhibit materials. Strict release of exhibit materials within office hours from Monday to Friday, 8:00am to 5:00pm. | None | 2 hours (maximum, depending on the size and weight of the exhibit materials) | Science Research Specialist/ Analyst/ Assistant/ Science Aide of DRR Materials Development Section |
| | TOTAL | None | Two (2) working days and 2 hours and 2 minutes | |

Return of exhibit materials

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| 1. Return the exhibit materials within the duration agreed upon by the requester and GDAPD staff. *This part is only applicable after the requester event/activity. | 1. Check if all the exhibit materials are complete and free from damages. | None | 2 hours (maximum, depending on the size and weight of the exhibit materials) | Science Research Specialist/ Analyst/ Assistant/ Science Aide of DRR Materials Development Section |
| | 1.1 If cleared, the ID will be returned to the requester. | None | 1 minute | Science Research Specialist/ Analyst/ Assistant/ Science Aide of DRR Materials Development Section |
| | TOTAL | None | 2 hours and 1 minute | |

Note: Preparation of exhibit materials is excluded in the major process for exhibit and earthquake simulator package, as we need time to properly pack the materials and additional human resource. It will be ready 2 working days before the release/pick-up.

Number of days: maximum of 2 working days
 Responsible person: Materials Development Section

Seismological Observation and Earthquake Prediction Division (SOEPD)

External Services

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

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

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

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

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

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

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| Office or Division: | Seismological Observation and Earthquake Prediction Division (SOEPD) | |
| Classification: | Simple | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business | |
| Who may avail: | All | |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | |
| 1. Letter of request addressed to DR. TERESITO C. BACOLCOL , Director, PHIVOLCS. | Requesting Party | |
| 2. Duly accomplished Request for Earthquake and Tsunami Data Form. | Walk-in: Third Floor, Room 305, Seismological Observation and Earthquake Prediction Division Online: https://tinyurl.com/bdet24ft | |
| 3. One (1) photocopy of proof or evidence for waiver of fees: | | |
| ● Valid ID (School, PWD, Senior Citizen) | Client's School/University; LGUs - PWD and Senior Citizen | |
| ● Scholarship contract | DOST-SEI, LGU scholarship office, CHED | |
| ● Letter of indigency | Department of Social Welfare and Development (DSWD), Municipal Social Welfare and | |

| | Development Office (MSWDO), or City Social Welfare and Development Office, and Ministry of Social Services and Development (BARMM) | | | |
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| <ul style="list-style-type: none"> Certificate of Indigenous Cultural Community or Indigenous Peoples Membership (CIPM). | Resident IP Leader/Elder | | | |
| <ul style="list-style-type: none"> Data-Sharing Agreement between PHIVOLCS and requesting party. | Requesting Party | | | |
| SEISMICITY MAP | | | | |
| For walk-in transactions | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents. | 1. Receive the required documents and check for completeness. | None | 10 minutes | Science Research Assistant, STDM Section |
| | 1.1 Furnish copies of the request to the STDM Section Head/Division Head. | None | 10 minutes | Science Research Assistant, STDM Section |
| | 1.2 Clarify request details with the client. | None | 4 hours | Science Research Assistant, STDM Section |
| 2. Fill out the required information and submit the Request for Earthquake and Tsunami Data Form. | 2. Check the submitted Request for Earthquake and Tsunami data if all information is properly filled out. | PHP150.00/A 4 size page color print. PHP300.00/ data type in digital format Waived fees (free of charge) apply to the following clients: <ul style="list-style-type: none"> Government agencies Government scholars | 10 minutes | Science Research Assistant, STDM Section |

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

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| 5. No action is required from the client | 5. Process the request. | None | Two (2) working days | Science Research Assistant, STDM Section |
| | 5.1 Review processed data request | None | 2 hours | Science Research Specialist II/ Science Research Specialist I, STDM Section |
| | 5.2 Approve the reviewed data request for release | None | 30 minutes | Supervising Science Research Specialist/ Senior Science Research Specialist, STDM Section |
| 6. Claim the requested data on the release date provided. | 6. Issue the requested data to the stakeholder and provide a stakeholder satisfaction form. English: https://bit.ly/ExternalEn Tagalog: https://bit.ly/ExternalTg | None | 10 minutes | Science Research Assistant, STDM Section |
| 7. Fill out and submit the Stakeholder Satisfaction Form to the SOEPD-STDM personnel. If through online, fill out and submit the Stakeholder Satisfaction Form English: https://bit.ly/ExternalEn Tagalog: | 7. Receive the Stakeholder Satisfaction Form from the client. | None | 10 minutes | Science Research Assistant, STDM Section |

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| https://bit.ly/ExternalTg | | | | |
| | Total | PHP150.00/A 4 size page color print. PHP300.00/data type in digital format Waived fees (free of charge) apply to the following clients: <ul style="list-style-type: none"> ● Government agencies ● Government scholars <ul style="list-style-type: none"> ● State universities/ colleges ● institutional partners with existing data-sharing agreements <ul style="list-style-type: none"> ● senior citizens ● indigent ● Indigenous Peoples Persons with Disabilities (PWD) | Two (2) working days 7 hours 34 minutes | |
| For Online Transactions | | | | |
| 1. Send the required documents to soepd@phivolcs.dost.gov.ph | 1. Receive the required documents and check for completeness. | None | 10 minutes | Science Research Assistant, STDM Section |

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| | a. Furnish copies of the request to the STDM Section Head/Division Head. | None | 10 minutes | Science Research Assistant, STDM Section |
| | 1.2 Clarify request details with client. | None | 4 hours | Science Research Assistant, STDM Section |
| 2. Fill out the online Request for Earthquake and Tsunami Data Form (https://tinyurl.com/bdet24ft) | 2. Check the submitted Request for Earthquake and Tsunami data if all information is properly filled out | <p>PHP150.00/A 4 size page color print.</p> <p>PHP300.00/data type in digital format</p> <p>Waived fees (free of charge) apply to the following clients:</p> <ul style="list-style-type: none"> ● Government agencies ● Government scholars <ul style="list-style-type: none"> ● State universities/ colleges ● institutional partners with existing data-sharing agreements <ul style="list-style-type: none"> ● senior citizens ● indigent ● Indigenous Peoples | 10 minutes | Science Research Assistant, STDM Section |

| | | Persons with Disabilities (PWD) | | |
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| 3. Pay through Landbank Linkbiz portal (https://www.lbp-eservices.com/egps/portal/index.jsp) and send one (1) copy of proof of payment through email. | 3. Acknowledge receipt of the proof of payment and provide details on the data release based on the selected mode of claiming. | None | 1 minute | Science Research Assistant, STDM Section |
| | 3.1 Issue an Order of Payment if all required documents are complied. | None | 2 minutes | Science Research Assistant, STDM Section |
| | 3.2 Submit proof of payment and Order of Payment to the cashier. Get the Official Receipt | None | 2 minutes | Science Research Assistant, STDM Section Administrative Officer V - Finance and Administrative Division (FAD) and equivalent |
| 4. No action is required from the client | 4. Process the request. | None | Two (2) working days | Science Research Assistant, STDM Section |
| | 4.1 Review processed data request | None | 2 hours | Science Research Specialist II/ Science Research Specialist I, STDM Section |

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| | 4.2 Approve the reviewed data request for release | None | 30 minutes | Supervising Science Research Specialist/ Senior Science Research Specialist, STDM Section |
| 5. Claim the requested data on the release date provided. | 5. If through email, send the requested data and online satisfaction form. If through pick up, issue the requested data to the stakeholder and provide a stakeholder satisfaction form for the client to accomplish. | None | 10 minutes | Science Research Assistant, STDM Section |
| 6. If through email, fill out the online satisfaction form. English: https://bit.ly/ExternalEn Tagalog: https://bit.ly/ExternalTg If through pick up, fill out and submit the Stakeholder Satisfaction Form provided by SOEPD-STDM personnel to complete the transaction. | 6. Receive the Stakeholder Satisfaction Form from the client. | None | 10 minutes | Science Research Assistant, STDM Section |
| | Total | PHP150.00/A 4 size page color print. PHP300.00/data type in digital format | Two (2) working days, 7 hours, 25 minutes | |

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| | | <p>Waived fees (free of charge) apply to the following clients:</p> <ul style="list-style-type: none"> ● Government agencies ● Government scholars ● State universities/ colleges ● institutional partners with existing data-sharing agreements ● senior citizens ● indigent ● Indigenous Peoples Persons with Disabilities (PWD) | | |
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9. Catalogue: Earthquake Data

Strong Motion Waveform Data – refer to the digital time-series records of ground acceleration generated by accelerograph stations of the Philippine Strong Motion Network (PSMN) operated by PHIVOLCS. These data are provided in raw digital form, meaning they have not undergone 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.

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| Office or Division: | Seismological Observation and Earthquake Prediction Division (SOEPD) | |
| Classification: | Simple | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business | |
| Who may avail: | All | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| 1. Letter of request addressed to DR. TERESITO C. BACOLCOL , Director, PHIVOLCS. | | Requesting Party |
| 2. Completed Request for Earthquake and Tsunami Data Form. | | Walk-in: Third Floor, Room 305, Seismological Observation and Earthquake Prediction Division Online: https://tinyurl.com/bdet24ft |
| 3. Data User Agreement and Terms of Data Use (for Strong Motion Waveform data). | | https://tinyurl.com/43d9fvw5 |
| 4. One (1) photocopy of proof or evidence for waiver of fees: | | |
| <ul style="list-style-type: none"> Valid ID (School, PWD, Senior Citizen) | | Client's School/University; LGUs - PWD and Senior Citizen |
| <ul style="list-style-type: none"> Scholarship contract | | DOST-SEI, LGU scholarship office, CHED |
| <ul style="list-style-type: none"> Letter of indigency | | Department of Social Welfare and Development (DSWD), Municipal Social Welfare and Development Office (MSWDO), or City Social |

| | | Welfare and Development Office, and Ministry of Social Services and Development (BARMM) | | |
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| <ul style="list-style-type: none"> Certificate of Indigenous Cultural Community or Indigenous Peoples Membership (CIPM). | | Resident IP Leader/Elder | | |
| <ul style="list-style-type: none"> Data-Sharing Agreement between PHIVOLCS and requesting party. | | Requesting Party | | |
| For walk-in transactions | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents. | 1. Receive the required documents and check for completeness. | None | 10 minutes | Science Research Assistant, STD M Section |
| | 1.1 Furnish copies of request to the STD M Section Head/Division Head. | None | 10 minutes | Science Research Assistant, STD M Section |
| | 1.2 Clarify request details with the client. | None | 4 hours | Science Research Assistant, STD M Section |
| 2. Fill out the required information and submit the Request for Earthquake and Tsunami Data Form. | 2. Check the submitted Request for Earthquake and Tsunami Data Form to see if all information is properly filled out. | Earthquake Catalogue - PHP 10.00/A4 size page of the earthquake data PHP 300.00/ data type in digital format. Waived fees (free of charge) apply to the following clients: | 10 minutes | Science Research Assistant, STD M Section |

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

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| 4. Upon payment completion, return to Room 305 and show the Official Receipt to SOEPD-STDM personnel. | 4. Check the Official Receipt and give instructions on when to pick up the requested data. | None | 5 minutes | Science Research Assistant, STDM Section |
| 5. No action is required from the client. | 5. Process the request. | None | Two (2) working days | Science Research Assistant, STDM Section |
| | 5.1 Review processed data request | None | 2 hours | Science Research Specialist II/ Science Research Specialist I, STDM Section |
| | 5.2 Approve the reviewed data request for release | None | 30 minutes | Supervising Science Research Specialist/ Senior Science Research Specialist, STDM Section |
| 6. Claim the requested data on the release date provided. | 6. Issue the requested data to the stakeholder and provide stakeholder satisfaction form for the client to accomplish. English: https://bit.ly/ExternalEn Tagalog: https://bit.ly/ExternalTg | None | 10 minutes | Science Research Assistant, STDM Section |
| 7. Fill out and submit the Stakeholder Satisfaction Form | 7. Receive the Stakeholder | None | 15 minutes | Science Research Assistant, |

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| <p>provided by SOEPD-STDM personnel to complete the transaction.</p> <p>If through online, fill out and submit the Stakeholder Satisfaction Form English: https://bit.ly/ExternalEn Tagalog: https://bit.ly/ExternalTag</p> | <p>Satisfaction Form from the client</p> | | | <p>STDM Section</p> |
| | <p>TOTAL</p> | <p>Earthquake Catalogue - PHP 10.00/A4 size page of the earthquake data</p> <p>PHP 300.00/ data type in digital format.</p> <p>Waived fees (free of charge) apply to the following clients:</p> <ul style="list-style-type: none"> ● Government agencies ● Government scholars ● State universities/ colleges ● institutional partners with existing data-sharing agreements ● senior citizens ● indigent | <p>Two (2) working days, 7 hours 39 minutes</p> | |

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| | | <ul style="list-style-type: none"> • Indigenous Peoples • Persons with Disabilities (PWD) | | |
| For online transactions | | | | |
| 1. Send one (1) copy of the required documents to soepd@phivolcs.dost.gov.ph | 1. Receive the required documents and check for completeness. | None | 10 minutes | Science Research Assistant, STDM Section |
| | 1.1 Furnish copies of request to the STDM Section Head/Division Head. | None | 10 minutes | Science Research Assistant, STDM Section |
| | 1.2 Clarify request details with client. | None | 4 hours | Science Research Assistant, STDM Section |
| 2. Fill out the online Request for Earthquake and Tsunami Data Form. (https://tinyurl.com/bdet24ft) | 2. Check the submitted Request for Earthquake and Tsunami data Form if all information is properly filled-out. | <p>Earthquake Catalogue - PHP 10.00/A4 size page of the earthquake data</p> <p>PHP 300.00/ data type in digital format.</p> <p>Waived fees (free of charge) apply to the following clients:</p> <ul style="list-style-type: none"> • Government agencies • Government scholars | 10 minutes | Science Research Assistant, STDM Section |

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| | | <ul style="list-style-type: none"> ● State universities/ colleges ● institutional partners with existing data-sharing agreements ● senior citizens ● indigent ● Indigenous Peoples ● Persons with Disabilities (PWD) | | |
| | 2.1 Issue an Order of Payment if all required documents are complied. | None | 2 minutes | Science Research Assistant, STDM Section |
| | 2.2 Inform client about payment options: PHIVOLCS cashier, online payment, or postal money order. | None | 2 minutes | Science Research Assistant, STDM Section |
| 3. Pay through the Landbank Linkbiz portal. (https://www.lbp-eservices.com/eqps/portal/index.jsp) and send one (1) copy of proof of payment through email. | 3. Acknowledge receipt of the proof of payment and provide details on the data release based on the selected mode of claiming. | None | 1 minute | Science Research Assistant, STDM Section |

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

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| | <p>English: https://bit.ly/ExternalEn Tagalog: https://bit.ly/ExternalTg</p> | | | |
| <p>6. If through email, fill out the online Satisfaction form English: https://bit.ly/ExternalEn Tagalog: https://bit.ly/ExternalTg</p> | <p>6. Receive the Stakeholder Satisfaction Form from the client</p> | <p>None</p> | <p>15 minutes</p> | <p>Science Research Assistant, STDM Section</p> |
| | <p>TOTAL</p> | <p>Earthquake Catalogue - PHP 10.00/A4 size page of the earthquake data</p> <p>PHP 300.00/ data type in digital format.</p> <p>Waived fees (free of charge) apply to the following clients:</p> <ul style="list-style-type: none"> ● Government agencies ● Government scholars <ul style="list-style-type: none"> ● State universities/ colleges ● institutional partners with existing data- | <p>Two (2) working days, 7 hours 34 minutes</p> | |

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

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

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

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

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

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| | 5.1 Review processed data request. | None | 2 hours | Science Research Specialist II/ Science Research Specialist I, STDM Section |
| | 5.2 Approval of reviewed data request for release. | None | 30 minutes | Supervising Science Research Specialist/ Senior Science Research Specialist, STDM Section |
| 6. Claim the requested information data on date reflected on your claim stub. | 6. Issue the requested data to the stakeholder and provide a stakeholder satisfaction form for the client to accomplish. English: https://bit.ly/ExternalEn Tagalog: https://bit.ly/ExternalTg | None | 10 minutes | Supervising Science Research Specialist/ Senior Science Research Specialist, STDM Section |
| 7. Fill-out and submit the Stakeholder Satisfaction Form provided by SOEPD-STDM personnel to complete the transaction. English: https://bit.ly/ExternalEn Tagalog: https://bit.ly/ExternalTg | 7. Receive the Stakeholder Satisfaction Form from the client. | None | 10 minutes | Science Research Assistant, STDM Section |

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| | TOTAL | <p>PHP 500.00 for business, corporate, and private requests and use.</p> <p>Waived fees (free of charge) apply to the following clients:</p> <ul style="list-style-type: none"> ● Government agencies ● Government scholars <ul style="list-style-type: none"> ● State universities/colleges ● institutional partners with existing data-sharing agreements <ul style="list-style-type: none"> ● senior citizens ● indigent ● Indigenous Peoples ● Persons with Disabilities (PWD) | Two (2) working days, 7 hours 34 minutes | |
| For Online Transactions | | | | |
| 1. Send one (1) copy of the required documents to soepd@phivolcs.dost.gov.ph | 1. Receive the required documents and check for completeness. | None | 10 minutes | Science Research Assistant, STDM Section |

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| | 1.1 Furnish copies of the request to the STDM Section Head/Division Head. | None | 10 minutes | Science Research Assistant, STDM Section |
| | 1.2 Clarify request details with client. | None | 4 hours | Science Research Assistant, STDM Section |
| 2. Fill out the online Request for Earthquake and Tsunami Data Form. (https://tinyurl.com/bdet24ft) | 2. Check the submitted Request for Earthquake and Tsunami data if all information is properly filled out | <p>PHP 500.00 for business, corporate, and private requests and use.</p> <p>Waived fees (free of charge) apply to the following clients:</p> <ul style="list-style-type: none"> ● Government agencies ● Government scholars <ul style="list-style-type: none"> ● state universities/ colleges ● institutional partners with existing data-sharing agreements <ul style="list-style-type: none"> ● senior citizens ● indigent ● Indigenous Peoples ● Persons with Disabilities (PWD) | 10 minutes | Science Research Assistant, STDM Section |

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| 3. Pay through Landbank Linkbiz portal. (https://www.lbp-eservices.com/egps/portal/index.jsp) and send one (1) copy of proof of payment through email | 3. Acknowledge receipt of the proof of payment and provide details on the data release based on the selected mode of claiming. | None | 1 minute | Science Research Assistant, STDM Section |
| | 3.1 Issue an Order of Payment if all required documents are complied. | None | 2 minutes | Science Research Assistant, STDM Section |
| | 3.2 Submit proof of payment and Order of Payment to the cashier. Get the Official Receipt | None | 2 minutes | Science Research Assistant, STDM Section Administrative Officer V of - Finance Administrative Division (FAD) and equivalent |
| 4. No action is required from the client | 4. Process the request. | None | Two (2) working days | Science Research Assistant, STDM Section |
| | 4.1 Review processed data request. | None | 2 hours | Science Research Specialist II/ Science Research Specialist I, STDM Section |
| | 4.2 Approve the reviewed data request for release. | None | 30 minutes | Supervising Science Research Specialist/ |

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| | | | | Senior Science Research Specialist, STDM Section |
| 5. Claim the requested data on the release date provided. | 5. Issue the requested data to the stakeholder and send the online satisfaction form for the client to accomplish. English: https://bit.ly/ExternalEn Tagalog: https://bit.ly/ExternalTg | None | 10 minutes | Science Research Assistant, STDM Section |
| 6. If claimed through email, fill out the online satisfaction form English: https://bit.ly/ExternalEn Tagalog: https://bit.ly/ExternalTg If claimed through pick up, fill out and submit the Stakeholder Satisfaction Form provided by SOEPD-STDM personnel to complete the transaction. | 6. Receive the Stakeholder Satisfaction Form from the client. | None | 10 minutes | Science Research Assistant, STDM Section |
| | TOTAL | PHP 500.00 for business, corporate, and private | Two (2) working days, 7 hours, 25 minutes | |

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| | | <p>requests and use.</p> <p>Waived fees (free of charge) apply to the following clients:</p> <ul style="list-style-type: none"> ● Government agencies ● Government scholars <ul style="list-style-type: none"> ● state universities/ colleges ● institutional partners with existing data-sharing agreements <ul style="list-style-type: none"> ● senior citizens ● indigent ● Indigenous Peoples ● Persons with Disabilities (PWD) | | |
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**Volcano Monitoring and Eruption
Prediction Division (VMEPD)
External Services**

11. Catalogue: Volcano Data

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

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

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

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

Note:

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

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| Office or Division: | Volcano Monitoring and Eruption Prediction Division (VMEPD) | |
| Classification: | Simple | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business | |
| Who may avail: | All | |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE | |
| 1. Letter of request addressed to: Dr. Teresito C. Bacolcol Director, DOST-PHIVOLCS | Requesting Party | |
| 2. Completed Request for Volcano Information Form and PHIVOLCS Data User Agreement (DUA). | Third Floor, Room 308, Volcano Monitoring and Eruption Prediction Division (VMEPD) or via online | |

| <p><i>All documents submitted to PHIVOLCS shall be part of PHIVOLCS records. These will not be returned to the client.</i></p> | | <p>at https://wovodat.phivolcs.dost.gov.ph/docs/data-request</p> | | |
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| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| <p>1. Submit the request letter to the designated VMEPD personnel.</p> <p>For non-appearance transaction, fill out/upload here: https://wovodat.phivolcs.dost.gov.ph/docs/data-request</p> | <p>1. Check/validate the submitted letter.</p> <p>1.1. Forward the letter to the Office of the Director.</p> | None. | 1 hour | Senior Science Research Specialist/Science Research Specialist II/Science Research Specialist I, Volcano Data Management |
| <p>1.2 Check email or ensure that the contact number listed in the letter is available for communication from VMEPD staff regarding the request.</p> | <p>1.2 Upon receiving instructions from the Office of the Director/Division Head, contact the client about the request.</p> <p>If approved, send the Request for Volcano Information Form and the Data User Agreement Form, along with instructions.</p> | None | One (1) working day | Senior Science Research Specialist, Science Research Specialist II, Science Research Specialist I, Volcano Data Management Section |
| | <p>1.3 Process the request upon receipt of the Request for</p> | None | One (1) working day and 6.5 hours | Senior Science Research Specialist/Science Research |

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| | Volcano Information and Data User Agreement Forms. | | | Specialist II/Science Research Specialist I, Volcano Data Management |
| 2. Claim the requested data. | 2. Release the requested data and provide the client satisfaction form. | None | 15 minutes | Senior Science Research Specialist, Science Research Specialist II, Science Research Specialist I, Volcano Data Management Section |
| 3. Fill out the satisfaction form and submit. For online transaction, access and fill out it here https://wovodat.phivolcs.dost.gov.ph/docs/data-request Client satisfaction form link. English: https://bit.ly/ExternalEnglish Tagalog: https://bit.ly/ExternalTagalog | 3. Receive and check submitted stakeholder satisfaction form. | None | 15 minutes | Senior Science Research Specialist, Science Research Specialist II, Science Research Specialist I, Volcano Data Management Section |
| | TOTAL | None | Three (3) working days | |

12. Certification: Volcano Status, Others

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

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| Office or Division: | Volcano Monitoring and Eruption Prediction Division (VMEPD) | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C - Government to Citizen; G2G – Government to Government; G2B – Government to Business | | | |
| Who may avail: | All | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. If online transaction: Computer or mobile device with access to the internet. | | | | |
| 1. Completed Request for Volcano Information Form. | | Third Floor, Room 308, Volcano Monitoring and Eruption Prediction Division (VMEPD) or via online at https://wovodat.phivolcs.dost.gov.ph/docs/data-request | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill out Request for Certification on Volcano Status . For non-appearance transaction, fill out/upload here: https://wovodat.phivolcs.dost.gov.ph/docs/data-request | 1. Check/validate the submitted form issue, claim stub. If online, send acknowledgement of request. | None | 1 hour | Senior Science Research Specialist, Science Research Specialist II, Science Research Specialist I, Volcano Data Management Section |
| | 1.1 Forward the request to the Office of the Director/Division Head. | | | Senior Science Research Specialist, Science Research Specialist II, |

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| | | | | Science Research Specialist I, Volcano Data Management Section |
| | 1.2 Upon receiving instructions from the Office of the Director/Division Head, process the request. | None | One (1) working day and 6.5 hours | Senior Science Research Specialist, Science Research Specialist II, Science Research Specialist I, Volcano Data Management Section |
| | 1.3 Review requested data/reply for release. | None | One (1) working day | Senior Science Research Specialist, Science Research Specialist II, Science Research Specialist I, Volcano Data Management Section |
| 2. Claim the requested data. | 2. Release the requested document/reply and provide the client satisfaction form. | None | 15 minutes | Senior Science Research Specialist, Science Research Specialist II, Science Research Specialist I, Volcano Data |

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| | | | | Management Section |
| 3. Fill out the satisfaction form and submit. For online transaction, access and fill out it here. https://wovodat.phivolcs.dost.gov.ph/docs/data-request Client satisfaction form link English: https://bit.ly/ExternalEn Tagalog: https://bit.ly/ExternalTg | 3. Receive and check submitted stakeholder satisfaction form. | None | 15 minutes | Senior Science Research Specialist, Science Research Specialist II, Science Research Specialist I, Volcano Data Management Section |
| | TOTAL | None | Three (3) working days | |

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

13. Request for Vehicle

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

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| Office or Division: | | Finance and Administrative | | |
| Classification: | | Simple | | |
| Type of Transaction: | | G2G – Government to Government | | |
| Who may avail: | | All PHIVOLCS Personnel | | |
| 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 | 30 minutes | Administrative Officer IV |
| | 1.1 Review request for vehicle and assign appropriate available vehicle and drivers. | None | One (1) working day | Administrative Officer IV |
| | 1.2 Approve the request for reservation through the system. | None | One (1) working day | Chief Administrative Officer |
| | 1.3 Generate trip ticket the system a day before the scheduled trip | None | 4 hours | Administrative Officer IV |

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| | 1.4 Sign the trip ticket. | None | 2 hours | Chief Administrative Officer |
| | 1.5 Provide a hard copy to the assigned driver. | None | 30 minutes | Administrative Officer IV |
| | 1.6 Notify the requester when the request is disapproved. Provision of transportation fare thru Cash Advance. | None | 30 minutes | Administrative Officer IV |
| 2. Fill out the Stakeholder Satisfaction form and submit English: https://bit.ly/ExternalEn Tagalog: https://bit.ly/ExternalTg | 2. Receive and check if the Stakeholder Satisfaction Form is properly and completely filled out. | None | 30 minutes | Administrative Officer IV |
| | TOTAL | None | Three (3) working days | |

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.

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| Office or Division: | Finance and Administrative | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | All PHIVOLCS Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Online Request Form (https://tinyurl.com/HRMDCertification) | | PHIVOLCS Administrative System (https://pas.phivolcs.dost.gov.ph) | | |
| 2. Feedback Form for MRMD Services (https://tinyurl.com/HRMDFeedbackForm) | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. PHIVOLCS staff fill out the online request form. (https://tinyurl.com/HRMDCertification) | 1. Prepare certification. | None | One (1) working day | Administrative Assistant II, HRMD Section |
| | 1.1 Process and check the necessary attachment to the certification. | None | 4 hours | Administrative Assistant II, HRMD Section |
| | 1.2 Forward the certification to the Chief and approve the certification. | None | One (1) working day upon receipt, including possible revisions | Chief or OIC of HRMD Section |
| 2. Requesting staff claims certification. | 2. Release the certification to the requesting staff. | None | 3 hours | Administrative Assistant II, HRMD Section |
| | 2.1 Inform requesting staff to claim the certification and to accomplish the | None | 30 minutes | Administrative Assistant II, HRMD Section |

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| | online feedback form. English: https://bit.ly/ExternalEn Tagalog: https://bit.ly/ExternalTg | | | |
| | 2.2 Check if feedback form is accomplished. | None | 30 minutes | Administrative Assistant II, HRMD Section |
| | TOTAL | None | Three (3) working days | |

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

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

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| Office or Division: | Finance and Administrative | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | All PHIVOLCS Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Purchase Request | | First Floor Room 107 Finance and Administrative Division – Procurement & Property Management Section (PPMS) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit 3 copies of Purchase Request approved for posting. | 1. Receive approved PR. Schedule a Pre-Procurement Conference. | None | 1 working day | Administrative Officer V - Procurement & Property Management Section (PPMS) |
| 1.1 Fill-out the Stakeholder Satisfaction form and submit. English: https://bit.ly/ExternalEn Tagalog: https://bit.ly/ExternalTg | 1.1 Post the procurement requirement to PHILGEPS and PHIVOLCS Website. Receive and check if the Stakeholder Satisfaction Form is properly and completely filled-out. | None | 2 working days | Administrative Officer V - Procurement & Property Management Section (PPMS) |
| | TOTAL | None | Three (3) working days | |

16. Network Maintenance

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

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

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

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| Office or Division: | Finance and Administrative | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G – Government to Government | | | |
| Who may avail: | All PHIVOLCS Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Fill out the 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, execute necessary action/s to accomplish the request. | None | Five (5) working days | Supervising, Science Research Specialist, Science Research Specialist I, Science Aide, Project Technical Assistant IV, Project Technical Aide VI, Project Technical Aide VI, Project Technical Aide V |
| | 1.1 If the request is fulfilled, the support staff will generate | None | One (1) working day | Supervising, Science Research Specialist, |

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| | maintenance report. | | | Science Research Specialist I, Science Aide, Project Technical Assistant IV, Project Technical Aide VI, Project Technical Aide VI, Project Technical Aide VI |
| 2. Submit feedback using the same online form. English: https://bit.ly/ExternalEn Tagalog: https://bit.ly/ExternalTg | 2. Review and summarize feedbacks. | None | One (1) working day | Supervising, Science Research Specialist, Science Research Specialist I, Science Aide, Project Technical Assistant IV, Project Technical Aide VI, Project Technical Aide VI, Project Technical Aide VI |
| | TOTAL | None | Seven (7) working days | |

VI. 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. Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: 8927-1101; 8426-1468 loc. 316.</p> |
| How complaints are processed? | <p>The Planning Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Planning 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</p> |

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| | <p>appropriate action. The Planning Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8927-1101; 8426-1468 loc. 316.</p> |
| <p>Contact information of Anti-Red Tape Authority (ARTA), Presidential Complaints Center (PCC), Contact Center ng Bayan (CCB)</p> | <p>ARTA: 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p> |

VII. 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 |