



**PHILIPPINE ATMOSPHERIC, GEOPHYSICAL AND
ASTRONOMICAL SERVICES ADMINISTRATION
(PAGASA)**

CITIZEN'S CHARTER



**PHILIPPINE ATMOSPHERIC, GEOPHYSICAL AND
ASTRONOMICAL SERVICES ADMINISTRATION
(PAGASA)**

CITIZEN'S CHARTER



I. Mandate/Mission/Vision/Values/Functions

1. Mandate

Provide adequate, up-to-date data, and timely information on atmospheric, astronomical and other weather-related phenomena using the advances achieved in the realm of science to help government and the people prepare for calamities caused by typhoons, floods, landslides, storm surges, extreme climatic events, and climate change, among others, to afford greater protection to the people.

Provide science and technology-based assessments pertinent to decision-making in relevant areas of concern such as in disaster risk reduction, climate change adaptation and integrated water resources management, as well as capacity building.

Ensure that the country fulfills its commitments to international meteorological and climate change agreements.

2. Mission

We deliver reliable and relevant weather-related information, products and services to develop communities resilient to typhoons, floods, rain-induced landslides, storm surges, extreme climatic events, climate change and astronomical hazards.

3. Vision

The Center of Excellence for weather-related information and services helping develop a disaster and climate-resilient nation.

4. Values

Spirituality
Patriotism
Integrity
Innovation
Commitment
Excellence

5. Functions

- Maintains a nationwide network pertaining to observation and forecasting of weather and flood and other conditions affecting national safety, welfare and economy;

- 58 Synoptic Stations
 - 24 Agromet Stations
 - 11 Upper-air Stations
 - 16 Radar Stations
 - 20 High Frequency Radar (HFR)
 - 5 Automated Observing System (AWOS)
 - 136 Automatic Weather Stations (AWS)
 - 87 Automatic Rain Gauge (ARG)
 - 1 Wind Profiler
 - 43 Climat/Rain Stations
 - 17 Airport Stations
 - 21 Lightning Detection System
 - 12 Flood Forecasting and Warning System
- Undertake activities relative to observation, collection, assessment and processing of atmospheric and allied data for the benefit of agriculture, commerce and industry;
 - Engage in studies of geophysical and astronomical phenomena essential to the safety and welfare of the people;
 - Undertake researches on the structure, development and motion of typhoons and formulate measures for their moderation; and
 - Maintain effective linkages with scientific organizations here and abroad and promote exchange of scientific information and cooperation among personnel engaged in atmospheric, geophysical, astronomical and space studies.

II. Performance Pledge and Feedback and Redress Mechanisms:

1. Performance Pledge

We, the professional and dedicated officials and employees of the Philippine Atmospheric, Geophysical and Astronomical Services Administration (PAGASA), commit to:

Provide service promptly, efficiently and with utmost courtesy by authorized personnel with proper identification from Mondays to Fridays. 8:00 AM to 5:00 PM, without noon break; for Administration support and other similar services and **24/7 whole year round for forecasting services,**

Adhere to strict compliance with service standards, with written explanation for any delays in the services we offered;

Give timely response to complaint about our services the soonest and take corrective measures accordingly;

Assure that every client's comments, suggestions and needs are given importance.

Satisfy our customers' needs by acting on their feedback and informing them of any developments first hand;

Allow the public access to information on our programs, activities and services through our website (<http://bagong.pagasa.dost.gov.ph>) or through SMS, and our trunk line **(02) 8284-0800**, follow us on twitter @dost-pagasa, https://twitter.com/dost_pagasa. Like us on facebook DOST_pagasa <https://www.facebook.com/PAGASA.DOST.GOV.PH>

Above all, we pledge to serve everyone with utmost honesty, dedication, respect and understanding, for we believe that in so doing, we are also serving and honoring our country and God Almighty.

2. Feedback and Redress Mechanisms

Please let us know how we have served you by:

- a. Accomplishing our Feedback Form available at the lobby and put in the drop box located at the front desk or give the form to the division concerned.
- b. Sending your feedback through our website (<http://bagong.pagasa.dost.gov.ph>) or call our trunk line **(02) 8284-0800**, follow us on twitter @dost-pagasa, https://twitter.com/dost_pagasa. Like us on facebook DOST_pagasa <https://www.facebook.com/PAGASA.DOST.GOV.PH>

Your written/verbal complaints shall immediately be attended to.

Thank you for helping us improve our service



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WEATHER DIVISION (WD) FRONTLINE SERVICES

1. Provision of 24-hr Public Weather Forecasts

Refers to the state of the atmosphere for a 24-hr period over specified areas in the Philippines. This also includes a 5-day extended weather outlook for key cities of the Philippines.

Office or Division:	Weather Division (WD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, and G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request thru telephone, email, SMS or fax		Weather Forecasting Section (WFS), Weather Division (WD) WFFC Bldg, Agham Road, Diliman, QC Tel. 8284-0800 loc 805 or PAGASA website, < www.pagasa.dost.gov.ph >		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for 24-hr public weather forecast can be made thru the following mediums: a. Telephone b. Email c. Facsimile d. SMS	1. Receive and log the request. • Inquiry • Send by email • Send by Fax • Send thru mobile phones	None	3 Minutes	Weather Forecasters, WFS, WD
2. Answer the Customer Satisfaction Survey Form from PAGASA representative OR the Weather Division's online survey from the PAGASA website	2. Acknowledge the client's feedback	None	5 Minutes	Weather Division (WD) Personnel/WD Chief

Service is covered under R.A. 10692.

2. Provision of 24-hr Shipping Forecasts

Refers to forecasts issued to ship personnel and marine disaster mitigation managers that provides wind and sea conditions over the 14 Philippine Shipping Zones.

Office or Division:	Weather Division (WD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, and G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request thru telephone, email, SMS or fax		Marine Meteorology Services Section (MMSS), Weather Division (WD) WFFC Bldg, Agham Road, Diliman, QC Tel. 8284-0800 loc 805 or PAGASA website, < www.pagasa.dost.gov.ph >		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for 24-hr shipping forecasts can be made thru the following mediums: a. Telephone b. Email c. Facsimile d. SMS	1. Receive and log the request. a. Inquiry b. Send by email c. Send by Fax d. Send thru mobile phones	None	3 Minutes	Weather Forecasters, MMSS, WD
2. Answer the Customer Satisfaction Survey Form from PAGASA representative OR the Weather Division's online survey from the PAGASA website	2. Acknowledge the client's feedback	None	5 Minutes	Weather Division (WD) Personnel/WD Chief

Service is covered under R.A. 10692.

3. Provision of Weekly Weather Outlook

Refers to the weather information regularly released every Monday and Friday covering the entire archipelago with an outlook period of up to 7 days.

Office or Division:	Weather Division (WD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, and G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request thru telephone, email, SMS or fax		Weather Forecasting Section (WFS), Weather Division (WD) WFFC Bldg, Agham Road, Diliman, QC Tel. 8284-0800 loc 805 or PAGASA website, < www.pagasa.dost.gov.ph >		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for weekly weather outlook can be made thru the following mediums: a. Telephone b. Email c. Facsimile d. SMS	1. Receive and log the request. a. Inquiry b. Send by email c. Send by Fax d. Send thru mobile phones	None	3 Minutes	Weather Forecasters, WFS, WD
2. Answer the Customer Satisfaction Survey Form from PAGASA representative OR the Weather Division's online survey from the PAGASA website	2. Acknowledge the client's feedback	None	5 Minutes	Weather Division (WD) Personnel/WD Chief

Service is covered under R.A. 10692.

4. Provision of Special Weather Forecasts for Selected Asian/Philippine Cities

Refers to the state of the atmosphere over a 24-hr period of the key cities in the Philippines and selected cities in Asia and Australia.

Office or Division:	Weather Division (WD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, and G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request thru telephone, email, SMS or fax		Weather Forecasting Section (WFS), Weather Division (WD) WFFC Bldg, Agham Road, Diliman, QC Tel. 8284-0800 loc 805 or PAGASA website, < www.pagasa.dost.gov.ph >		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for special weather forecasts for selected Asian/ Philippine cities can be made thru the following mediums: a. Telephone b. Email c. Facsimile d. SMS	1. Receive and log the request. a. Inquiry b. Send by email c. Send by Fax d. Send thru mobile phones	None	3 Minutes	Weather Forecasters, WFS, WD
2. Answer the Customer Satisfaction Survey Form from PAGASA representative OR the Weather Division's online survey from the PAGASA website	2. Acknowledge the client's feedback	None	5 Minutes	Weather Division (WD) Personnel/WD Chief

Service is covered under R.A. 10692.

5. Provision of Weather Forecasts for Selected Tourist Areas

Refers to the state of the atmosphere for a 24-hr period over the selected tourist areas that are frequently visited by tourists such as parks, scenic spots, etc. This serves as a guide for local and foreign travellers as to when and where is the perfect time and place to visit.

Office or Division:	Weather Division (WD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, and G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request thru telephone, email, SMS or fax		Weather Forecasting Section (WFS), Weather Division (WD) WFFC Bldg, Agham Road, Diliman, QC Tel. 8284-0800 loc 805 or PAGASA website, < www.pagasa.dost.gov.ph >		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for weather forecasts for selected tourist areas can be made thru the following mediums: a. Telephone b. Email c. Facsimile d. SMS	1. Receive and log the request. a. Inquiry b. Send by email c. Send by Fax d. Send thru mobile phones	None	3 Minutes	Weather Forecasters, WFS, WD
2. Answer the Customer Satisfaction Survey Form from PAGASA representative OR the Weather Division's online survey from the PAGASA website	2. Acknowledge the client's feedback	None	5 Minutes	Weather Division (WD) Personnel/WD Chief

Service is covered under R.A. 10692.

6. Provision of Aviation Weather Forecasts and Flight Enroute Documentation

Refers to the complete description of the meteorological elements expected at and over the aerodrome throughout the whole forecast period including any changes considered to be significant to aircraft operations

Office or Division:	Weather Division (WD)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business, and G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request by airlines, Philippine Air Force and other business entities related to aviation		Aviation Meteorology Services Section (AMSS), Weather Division (WD) WFFC Bldg, Agham Road, Diliman, QC Tel. 8852 2927		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for weekly weather outlook can be made thru the following mediums: a. Telephone b. Email	1. Receive and log the request. Sent thru email or fax	None	5 Minutes	Aviation Weather Forecasters, AMSS, WD
2. Answer the Customer Satisfaction Survey Form from PAGASA representative OR the Weather Division's online survey from the PAGASA website	2. Acknowledge the client's feedback	None	5 Minutes	Weather Division (WD) Personnel/WD Chief

Service is covered under R.A. 10692.

7. Provision of Tropical Cyclone Advisories and Warnings

Refers to the information and warnings regarding the presence of tropical cyclone that is about to enter and inside the Philippine Area of Responsibility (PAR). This is intended for the general public and disaster mitigation managers.

Office or Division:	Weather Division (WD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, and G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request thru telephone, email, SMS or fax		Marine Meteorology Services Section (MMSS), Weather Division (WD) WFFC Bldg, Agham Road, Diliman, QC Tel. 8284-0800 loc 805 or PAGASA website, < www.pagasa.dost.gov.ph >		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for tropical cyclone advisories and warnings can be made thru the following mediums: a. Telephone b. Email c. Facsimile d. SMS	1. Receive and log the request. a. Inquiry b. Send by email c. Send by Fax d. Send thru mobile phones	None	3 Minutes	Weather Forecasters, MMSS, WD
2. Answer the Customer Satisfaction Survey Form from PAGASA representative OR the Weather Division's online survey from the PAGASA website	2. Acknowledge the client's feedback	None	5 Minutes	Weather Division (WD) Personnel/WD Chief

Service is covered under R.A. 10692.

8. Provision of Gale Warning

Refers to warning information issued by PAGASA concerning the occurrence or expected occurrence of strong winds of 34 knots and above, over open-seas or specified en-route area that may affect the safety of sea craft operations. Gale winds may be associated with monsoon surge, enhance monsoon flow due to presence of tropical cyclone or TC occurrence in or outside the PAR which is not covered by TCWS in the Philippine coasts.

Office or Division:	Weather Division (WD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, and G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request thru telephone, email, SMS or fax		Marine Meteorology Services Section (MMSS), Weather Division (WD) WFFC Bldg, Agham Road, Diliman, QC Tel. 8284-0800 loc 805 or PAGASA website, < www.pagasa.dost.gov.ph >		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for gale warnings can be made thru the following mediums: a. Telephone b. Email c. Facsimile d. SMS	1. Receive and log the request. e. Inquiry f. Send by email g. Send by Fax h. Send thru mobile phones	None	3 Minutes	Weather Forecasters, MMSS, WD
2. Answer the Customer Satisfaction Survey Form from PAGASA representative OR the Weather Division's online survey from the PAGASA website	2. Acknowledge the client's feedback	None	5 Minutes	Weather Division (WD) Personnel/WD Chief

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9. Provision of Satellite Data and Images

This refers to the satellite data and images coming from the Geostationary Meteorological Satellite (GMS) and Polar Orbiting Satellites (POS) that accurately gives the condition of the atmosphere and serves as an important tool used by the weather forecasters in the formulation of forecasts and warnings. This is also used in research activities and media presentations.

Office or Division:	Weather Division (WD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, and G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter addressed to the Administrator of PAGASA thru the Chief of the Weather Division		Techniques Application and Meteorological Satellite Section (TAMSS), Weather Division (WD) WFFC Bldg, Agham Road, Diliman, QC Tel. 8284-0800 loc 809 or 8920-4058		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the Administrator of PAGASA	<ul style="list-style-type: none"> The Office of the Administrator then forward the request to the Weather Division The requesting party will then be advised when and where the data will be available. 	None	5 minutes	Chief, WD Chief, TAMSS-WD
2. Answer the Customer Satisfaction Survey Form from PAGASA representative OR the Weather Division's online survey from the PAGASA website	2. Acknowledge the client's feedback	None	5 Minutes	Weather Division (WD) Personnel/WD Chief



HYDRO-METEOROLOGY DIVISION (HMD) FRONTLINE SERVICES

1. Provision of Telemetered Data (Rainfall / Water Level Data)

HMD maintains a network of telemetering stations composed of rainfall and river water level monitoring equipment. Data are sent in real-time for archiving and quality control. As vital source of information for various applications, these products are offered to public and private end-users at minimal fee.

Division:		Hydro-Meteorology Division		
Classification:		Complex		
Type of Transaction:		G2C, G2B, G2G		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requesting entity/individual's office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request addressed to the HMD Chief	1. Stamp received and log request.		30 minutes	<i>Receiving Officer</i> HMD
	2. Conduct preliminary evaluation of request.		Telemetered Data: 5-7 days	<i>Data Processing Officer</i> HMD
	2.1 Forward request to Data Processors.		RIDF (Standard): 30min	
	2.2 Process request in a format.		RIDF (Customized): 5-7 days	
	3. Check and review processed document.			<i>Supervisor</i> HMD
4. Certify the document.			<i>Division Chief</i> HMD	
5. Advise the client that request/s is/are ready for release.			<i>Releasing Officer</i> HMD	

	6. Issue Order of Payment to client.			<i>Releasing Officer HMD</i>
2. Pay the appropriate fees		Data Per station: Hourly:PHP 150 3-hourly: 100 6-hourly: 90 12-hourly: 75 Daily: 45	3-5 minutes	Cashier Cashier Unit General Services Section
	7. Dry seal the document.		3-5 minutes	<i>Records Officer Records Section</i>
3. Present Official Receipt to the Releasing Officer for documentation.	8. Record details in the designated logbook. 9. Release requested document.		15 minutes	<i>Releasing Officer HMD</i>
4. Accomplish feedback form	10. Acknowledge and thank the Client	None	5 minutes	<i>Office of the Weather Services Chief (OWSC) staff HMD</i>

Service is covered under R.A. 10692.

2. Provision of Customized and Standard Rainfall Intensity-Duration-Frequency (RIDF) Data

HMD maintains a network of telemetering stations wherein rainfall is a major parameter measured. In addition, manual stations in un-telemetered areas were set-up. Data from these stations are gathered continuously and processed to come up with sets of variables called "Rainfall Intensity-Duration-Frequency" (RIDF). The vital product is used by end-users for various mathematical analysis, modelling and other applications. It is offered to public and private end-users and comes in "per analysed station" basis.

Division:	Hydro-Meteorology Division			
Classification:	Complex			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Requesting entity/individual's office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request addressed to the HMD Chief	1. Stamp received and log request.		30 minutes	<i>Receiving Officer HMD</i>
	2. Conduct preliminary evaluation of request.		Telemetered Data: 5-7 days	<i>Data Processing Officer HMD</i>
	2.1 Forward request to Data Processors.		RIDF (Standard): 30min	
	2.2 Process request in a format.		RIDF (Customized): 5-7 days	<i>Supervisor HMD</i>
	3. Check and review processed document.			<i>Division Chief HMD</i>
	4. Certify the document.			

	5. Advise the client that request/s is/are ready for release. 6. Issue Order of Payment to client.			<i>Releasing Officer</i> HMD <i>Releasing Officer</i> HMD
2. Pay the appropriate fees		Data per station: PHP 600	3-5 minutes	Cashier Cashier Unit General Services Section
	7. Dry seal the document.		3-5 minutes	<i>Records Officer</i> Records Section
3. Present Official Receipt to the Releasing Officer for documentation.	8. Record details in the designated logbook. 9. Release requested document.		15 minutes	<i>Releasing Officer</i> HMD
4. Accomplish feedback form	10. Acknowledge and thank the Client	None	5 minutes	<i>Office of the Weather Services Chief (OWSC) staff</i> HMD

Service is covered under R.A. 10692.

3. On-the-Job Trainings

In the present secondary and tertiary education set-up, one major requirement for graduation is job immersion or simply on-the-job training (OJT). To support this program, PAGASA is accepting applicant-students to be fielded in related sections under various Divisions depending on their requirements. In the case of HMD, trainees will be exposed to various general office procedures, data encoding and analysis, (flood) operations, etc.

Division:		Hydro-Meteorology Division		
Classification:		Complex		
Type of Transaction:		G2C, G2B, G2G		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter with endorsement by School Authority		School/University		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request addressed to the Agency Administrator (copy furnished Chief, Human Resources Management and Development Section) via courier, personal delivery or electronic mail. 2. Coordinate with HMD and HRMDS and comply to documentary requirements.	1. Stamp received and log request.	None	1 day	<i>Receiving Officer</i> Records Unit
	2. If approved, request is forwarded to HMD			<i>Liaison Officer</i> HMD
	3. Prepare, process and transmit Official Reply to Requesting Party (as necessary)			<i>HMD Chief, Senior Staff</i> HMD
	4. Provide assistance/ guidance to applicants.		1 day	<i>HMD Chief, Senior Staff</i> HMD
	5. Conduct orientation, actual OJT as			<i>Senior Staff, HMD Support Staff</i>

	per required number of hours.			HMD
	6. Accomplish evaluation forms and issue necessary certification to successful trainees.		2 hours	<i>Senior Staff</i> HMD
3. Once OJT is successfully completed, report back to HRMDS for issuance of necessary exit requirements.				



**CLIMATOLOGY AND AGROMETEOROLOGY
DIVISION (CAD)
FRONTLINE SERVICES**

1. Weather Certification for Areas within Metro Manila

Weather Certification is an official document (signed and dry-sealed) issued upon the request of the client for whatever legal purposes it may serve him/her. It contains information pertaining to the observed meteorological conditions over a particular location covering the requested period.

Office or Division:	Climatology and Agrometeorology Division (CAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, and G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 Original copy for walk-in applicants or soft copy, for online applicants) or Any Valid Identification Card (1 soft copy, scanned or photo captured; for online applicants)		Citizen or Client's Office Citizen or Client's Company/Office, LTO, SSS, GSIS, Post Office, BIR		
Claim Stub		G/F PAGASA Central Office – Climate and Agrometeorological Data Section (CADS)		
Order of Payment (3 copies)		G/F PAGASA Central Office – CADS		
Official Receipt (1 copy, original)		3/F PAGASA Central Office – Cashier		
Feedback Form (1 original copy or soft copy)		G/F PAGASA Central Office – CADS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter addressed to the CAD Chief 1.1 For walk-in applicants, submit the request letter to the Receiving Officer, CADS 1.2 For online applicants, fill-out the online request	1. Receive and log the request. 1.1. Conduct preliminary evaluation of request. 1.2. Issue the claim stub to the client (hard copy for walk-in applicants)	None	3 Minutes	<i>Section Chief</i> CADS

<p>form which can be accessed from the PAGASA's official Website at: http://bagong.pagasa.dost.gov.ph/climate/climate-data</p>	<p>or electronically for online applicants)</p> <p>1.3. Forward the request to Data Processing Officers</p>			
<p>2. Wait for the notice of release</p>	<p>2. Gather the requested meteorological information and prepare the necessary documents for certification</p> <p>2.1. Check and review the processed document</p> <p>2.2. Certify the document</p> <p>2.3. Advise the client that the request is ready for release</p> <p>2.4. Issue Order of Payment to client</p>	<p>None</p>	<p>2 Days</p>	<p><i>Division Chief</i> CAD</p>
<p>3. Pay the necessary fees</p>	<p>3. Receive payment and issue official receipt</p>	<p>PHP 1,000 for a maximum of 1-year period and PHP 30 per month in excess thereof</p>	<p>3 Minutes</p>	<p><i>Unit Chief</i> Cashier Unit, 3F PAGASA Central Office</p>

4. Proceed to the Records Section	4. Check and record the documents; dry seal the document	None	3 Minutes	<i>Section Chief</i> Records Section, 3F PAGASA Central Office
5. Present the Official Receipt to the Releasing Officer	5. Record the OR # to the logbook and release the document	None	2 Minutes	<i>Section Chief</i> CADS
6. Accomplish feedback form	6. Thank the Client	None	2 Minutes	<i>Section Chief</i> CADS
TOTAL		PHP 1,000 for a maximum of 1-year period and PHP 30 per month in excess thereof	2 Days, 13 Minutes	

Service is covered under R.A. 10692.

2. Weather Certification for Areas outside of Metro Manila

Weather Certification is an official document (signed and dry-sealed) issued upon the request of the client for whatever legal purposes it may serve him/her. It contains information pertaining to the observed meteorological conditions over a particular location covering the requested period.

Office or Division:	Climatology and Agrometeorology Division (CAD)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business Entity, and G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 Original copy for Walk-in applicants or soft copy for online applicants) or Any Valid Identification Card (1 soft copy, scanned or photo captured; for online applicants)		Citizen or Client's Office Citizen or Client's Company/Office, LTO, SSS, GSIS, Post Office, BIR		
Claim Stub		G/F PAGASA Central Office – Climate and Agrometeorological Data Section (CADS)		
Order of Payment (3 copies)		G/F PAGASA Central Office – CADS		
Official Receipt (1 copy, original)		3/F PAGASA Central Office – Cashier		
Feedback Form (1 original copy or soft copy)		G/F PAGASA Central Office – CADS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter addressed to the CAD Chief 1.1 For walk-in applicants, submit the request letter to the Receiving Officer, CADS 1.2 For online applicants, fill-out the online request	1. Receive and log the request. 1.1 Conduct preliminary evaluation of request. 1.2 Issue the claim stub to the client (hard copy for walk-in applicants or electronically	None	3 Minutes	<i>Section Chief</i> CADS

form which can be accessed from the PAGASA's official Website at: http://bagong.pagasa.dost.gov.ph/climate/climate-data	for online applicants) 1.3 Forward the request to Data Processing Officers			
2 Wait for the notice of release	2. Gather the requested meteorological information and prepare the necessary documents for certification 2.1 Check and review the processed document 2.2 Certify the document 2.3 Advise the client that the request is ready for release 2.4 Issue Order of Payment to client	None	19 Days	<i>Division Chief</i> CAD
3. Pay the necessary fees	3. Receive payment and issue official receipt	PHP 1,000 for a maximum of 1-year period and PHP 30 per month in excess thereof	3 Minutes	<i>Unit Chief</i> Cashier Unit, 3F PAGASA Central Office
4. Proceed to the Records Section	4. Check and record the documents;	None	3 Minutes	<i>Section Chief</i> Records Section, 3F PAGASA Central Office

	dry seal the document			
5. Present the Official Receipt to the Releasing Officer	5. Record the OR # to the logbook and release the document	None	2 Minutes	<i>Section Chief</i> CADS
6. Accomplish feedback	6. Thank the Client	None	2 Minutes	<i>Section Chief</i> CADS
TOTAL		PHP 1,000 for a maximum of 1-year period and PHP 30 per month in excess thereof	19 Days, 12 Minutes	

(Weather Certification for Areas Outside of Metro Manila) qualified for multi-stage processing and is covered under R.A. 10692.

3. Customized Climate Data for Periods Excluding the Present Year

Customized Climate Data are compiled climate observations provided either as raw data (e.g., as time series provided in spread sheets) or customized according to the client's needs as indicated in the request letter. This type of customized climate data only covers information of up to the previous year of the current period.

Office or Division:	Climatology and Agrometeorology Division (CAD)	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business Entity, and G2G – Government to Government	
Who may avail:	All	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Request Letter (1 Original, for Walk-in applicant or soft copy, for online applicants)	Citizen or Client's Office/Company, School/University
	Any Valid Identification Card (1 photo copy, for Walk-in applicants or soft copy, scanned or photo captured for online applicants)	Citizen or Client's Company/Office, LTO, SSS, GSIS, Post Office, BIR, School/University
	Claim Stub (applicable for clients whose purpose of use is not for non-commercial academic research)	G/F PAGASA Central Office – Climate and Agrometeorological Data Section (CADS)
	Order of Payment (3 copies, applicable for clients whose purpose of use is not for non-commercial academic research)	G/F PAGASA Central Office – CADS
	Official Receipt (1 Original copy, applicable for clients whose purpose of use is not for non-commercial academic research)	3/F PAGASA Central Office – Cashier
	Terms and Conditions of Use Form	G/F PAGASA Central Office – CADS
	Brief description of research of the applicant (if the purpose of use is for non-commercial academic research)	Citizen or Client, Client's School/University
	Valid School/University Identification Card of the applicant (if the purpose of use is for non-commercial academic research)	Citizen or Client's School/University
	Feedback Form (1 original copy or soft copy)	G/F PAGASA Central Office – CADS or an online link provided by the Releasing Officer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the Request Letter addressed to the CAD Chief</p> <p>1.1 For walk-in applicants, submit the request letter to the Receiving Officer, CADS</p> <p>1.2 For online applicants, fill-out the online request form which can be accessed from the PAGASA's official Website at: http://bagong.pagasa.dost.gov.ph/climate/climate-data</p>	<p>1. Receive and log the request.</p> <p>1.1 Conduct preliminary evaluation of request.</p> <p>1.2 Provide the claim stub to the client</p> <p>1.3 Forward the request to Data Processing Officer</p>	None	3 Minutes	<i>Section Chief</i> CADS
<p>2 Wait for the notice of release</p>	<p>2. Gather the requested climate data and prepare them in the requested format</p> <p>2.1 Check and review the processed data</p> <p>2.2 Advise the client that the request is ready for release</p> <p>2.3 Issue Order of Payment to client (if applicable)</p>	None	6 Days	<i>Division Chief</i> CAD

3. Accomplish the Terms and Conditions of Use Form	3. Provide the Terms and Conditions of Use Form to the client and keep the accomplished form	None	2 Minutes	<i>Section Chief</i> CADS
4. Pay the necessary fees (applicable for clients whose purpose of use is not for non-commercial academic research)	3. Receive payment and issue official receipt (if applicable)	Refer to the schedule of fees (below) or None, if the purpose of use is for academic research	3 Minutes	<i>Unit Chief</i> Cashier Unit, 3F PAGASA Central Office
5. Present the Official Receipt to the Releasing Officer (applicable for clients whose purpose of use is not for non-commercial academic research)	4. Record the OR # to the logbook (if applicable) and release the requested data	None	2 Minutes	<i>Section Chief</i> CADS
5. Accomplish feedback form	5. Thank the Client	None	2 Minutes	<i>Section Chief</i> CADS
TOTAL		Varying (depends on the requested data and the purpose of use)	6 Days, 10 Minutes	

(Customized Climate Data for Periods Excluding the Present Year) qualified for multi-stage processing and is covered under R.A. 10692.

Schedule of Fees

Climate Data Products	Applicable Fees
Daily Series of Climate Data	PHP 1.00 per day per climate parameter for every station
Monthly Series of Climate Data	PHP 3.00 per month per climate parameter for every station
Wind Rose and Summary of Analysis	PHP 2,000.00 per station
Tropical Cyclone Summary	PHP 500.00 per year
Tropical Cyclone Statistics	PHP 500.00 per specific geographical area
Weather Bulletins Issued in the Past	PHP 5.00 per page

4. Customized Climate Data for Periods Including the Present Year

Customized Climate Data are compiled climate observations provided either as raw data (e.g., as time series provided in spread sheets) or customized according to the client's needs as indicated in the request letter.

Office or Division:	Climatology and Agrometeorology Division (CAD)	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business Entity, and G2G – Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request Letter (1 Original, for Walk-in applicant or soft copy, for online applicants)	Citizen or Client's Office/Company, School/University	
Any Valid Identification Card (1 photo copy, for Walk-in applicants or soft copy, scanned or photo captured for online applicants)	Citizen or Client's Company/Office, LTO, SSS, GSIS, Post Office, BIR, School/University	
Claim Stub (applicable for clients whose purpose of use is not for non-commercial academic research)	G/F PAGASA Central Office – Climate and Agrometeorological Data Section (CADS)	
Order of Payment (3 copies, applicable for clients whose purpose of use is not for non-commercial academic research)	G/F PAGASA Central Office – CADS	
Official Receipt (1 Original copy, applicable for clients whose purpose of use is not for non-commercial academic research)	3/F PAGASA Central Office – Cashier	
Terms and Conditions of Use Form	G/F PAGASA Central Office – CADS	
Brief description of research of the applicant (if the purpose of use is for non-commercial academic research)	Citizen or Client, Client's School/University	
Valid School/University Identification Card of the applicant (if the purpose of use is for non-commercial academic research)	Citizen or Client's School/University	
Feedback Form (1 original copy or soft copy)	G/F PAGASA Central Office – CADS or an online link provided by the Releasing Officer	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the Request Letter addressed to the CAD Chief</p> <p>1.3 For walk-in applicants, submit the request letter to the Receiving Officer, CADS</p> <p>1.4 For online applicants, fill-out the online request form which can be accessed from the PAGASA's official Website at: http://bagong.pagasa.dost.gov.ph/climate/climate-data</p>	<p>1. Receive and log the request.</p> <p>1.1 Conduct preliminary evaluation of request.</p> <p>1.2 Provide the claim stub to the client</p> <p>1.3 Forward the request to Data Processing Officer</p>	None	3 Minutes	<i>Section Chief</i> CADS
<p>2 Wait for the notice of release</p>	<p>2. Gather the requested climate data and prepare them in the requested format</p> <p>2.1 Check and review the processed data</p> <p>1.3 Notify the client that the request is ready for release</p> <p>2.2 Issue Order of Payment to client (if applicable)</p>	None	19 Days	<i>Division Chief</i> CAD
<p>3. Accomplish the Terms and Conditions of Use Form</p>	<p>3. Provide the Terms and Conditions of Use Form to the client</p>	None	2 Minutes	<i>Section Chief</i> CADS

	and keep the accomplished form			
4. Pay the necessary fees (applicable for clients whose purpose of use is not for non-commercial academic research)	3. Receive payment and issue official receipt (if applicable)	Refer to the schedule of fees (below) or None, if the purpose of use is for academic research	3 Minutes	<i>Unit Chief</i> Cashier Unit, 3F PAGASA Central Office
5. Present the Official Receipt to the Releasing Officer (applicable for clients whose purpose of use is not for non-commercial academic research)	4. Record the OR # to the logbook (if applicable) and release the requested data	None	2 Minutes	<i>Section Chief</i> CADS
5. Accomplish feedback	5. Thank the Client	None	2 Minutes	<i>Section Chief</i> CADS
TOTAL		Varying (depends on the requested data and the purpose of use)	19 Days, 12 Minutes	

(Customized Climate Data for Periods Including the Present Year) qualified for multi-stage processing and is covered under R.A. 10692.

Schedule of Fees

Climate Data Products	Applicable Fees
Daily Series of Climate Data	PHP 1.00 per day per climate parameter for every station
Monthly Series of Climate Data	PHP 3.00 per month per climate parameter for every station
Wind Rose and Summary of Analysis	PHP 2,000.00 per station
Tropical Cyclone Summary	PHP 500.00 per year
Tropical Cyclone Statistics	PHP 500.00 per specific geographical area
Weather Bulletins Issued in the Past	PHP 5.00 per page

5. Regional CF/Provincial CF/El Nino/La Nina Forum

The conduct of Regional/Provincial Climate Forum is intended to make participants primarily understand and give updates on the status of El Niño/La Niña and its consequences and recognize the need for precise mitigation strategies and interventions, considering PAGASA's current forecast and its early warning capabilities. It also aims at communicating climate information and useful forecast to diverse users and decision makers and in order to build the capacity of professionals at local level to better use climate information in decision-making related to agriculture, water resource management, public health and disaster management. The target audience of the forum includes provincial and local government officials, municipal agricultural officers, members of the disaster coordinating councils (DCCs), tri-media, private sectors, local government units (LGUs), and other interested weather/climate information users i.e., farmers, fisher folks, etc.

The workshop is being implemented as one of the priority programs of PAGASA with the support from PAGASA Regional Services Divisions (PRSDs) and is part of their planned activities.

However, PAGASA's partnered agencies such as the Department of Agriculture and its attached agencies (Bureau of Soils and Water Management (BSWM), Agriculture Training Institute (ATI), Bureau of Fisheries and Aquatic Resources (BFAR), etc.), Local Government Units (LGUs), Non-government organizations (NGOs) and other various stakeholders (public and private sectors) were requesting the conduct of this forum most especially when there is an El Niño or La Niña phenomenon.

Office or Division:	Climatology and Agrometeorology Division (CAD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, and G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (Original or soft copy)		Climatology and Agrometeorology Division, G/F DOST-PAGASA CAD Bldg, BIR Rd., Brgy. Central, Quezon City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request addressed to the Agency Administrator via courier, personal delivery or electronic mail	1. Receive and log the request.	None	1 day	<i>Receiving Officer</i> Administrator's Office/Records Unit
	1,1 If approved, request is forwarded to CAD		1 day	
	1,2 Prepare, process Official			<i>Division Chief</i>

	Reply to Requesting Party			CAD <i>Section Chief</i> CLIMPS
2. Closely coordinate with CAD for the Forum	2, Conduct necessary preparations for the CF and coordinate with Requesting Party for the actual conduct of the CF		1 day	<i>Section Chief</i> <i>Senior Staff</i> CLIMPS
	2.1 Prepare documents for financial and logistical requirements (i.e., Line-Item Budget, vouchers, PRs/POs, Travel Orders, etc.)		1 day	<i>Section Chief</i> <i>Senior Staff</i> <i>Support Staff</i> CLIMPS
	2.2 Prepare/update lecture materials		1 day	<i>Senior Staff</i> <i>Climatologists</i> CLIMPS
	2.3 Proceed to venue and conduct Forum based on plans and agreements with requesting party		3 days	<i>Section Chief</i> <i>Senior Staff</i> <i>Climatologists</i> CLIMPS
3. Accomplish feedback form and hand over to PAGASA Representatives	Entertain queries if any		5 mins	<i>Senior Staff</i> CLIMPS
TOTAL			8 days and 5 minutes	

6. Process of the Climate Change Projection data for the Philippines

Illustrates the impacts of climate change on agriculture, human health, water, coastal, and forestry resources as well as adaptation efforts in each sector. It also includes climate change projections for selected provinces, which can be used for climate impact and vulnerability assessments for various socio-economic sectors.

Office or Division:	Climatology and Agrometeorology Division (CAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, and G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (Original or soft copy)		Impact Assessment and Applications Section (IAAS) / Climatology and Agrometeorology Division (CAD), G/F DOST-PAGASA CAD Bldg, BIR Rd., Brgy. Central, Quezon City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request addressed to the Agency Administrator via courier, personal delivery or electronic mail	1. Receive and log the request.	None	1 day	<i>Receiving Officer</i> Administrator's Office/Records Unit
	1.1 If approved, request is forwarded to CAD			<i>Division Chief</i> CAD <i>Section Chief</i> IAAS
	1.2 Prepare, process the request		3 hours	<i>Section Chief</i> <i>Concerned Staff</i> IAAS
	1.3 Send the generated output to client thru email		10 minutes	<i>Concerned Staff</i> IAAS
2. Accomplish feedback form	2. Acknowledge the client's response	None	5 minutes	<i>Concerned Staff</i> IAAS
TOTAL			1 day, 3 hours and 15 minutes	



**RESEARCH & DEVELOPMENT AND TRAINING
DIVISION (RDTD)
FRONTLINE SERVICES**

1. Planetarium Lecture/ Shows (Fixed Planetarium) and Telescoping & Stargazing Sessions at the PAGASA Astronomical Observatory

The PAGASA planetarium offers an ideal setting for all cosmic educational tour, whose most important task is to give the scientific concept of the universe to the general public and to the students of all levels. It also updates the astronomical information through the lectures/ shows.

Division:		Research & Development and Training Division		
Classification:				
Type of Transaction:		G2C, G2B, G2G		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		PAGASA Planetarium, PAGASA Science Garden, BIR Road, Barangay Central, Quezon City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request addressed to the PAGASA Administrator and file at the Office of the Chief, Space Sciences and Astronomy Section at the earliest possible time.	1. Receive and review the request for the availability of the preferred date and time of educational tour. Letter of request received through fax or email must be confirmed by the requesting party right after sending their communication. 2. Approval of the request shall be done once the preferred slot is available.	Requesting party, who paid a non-refundable admission fee of Php 25.00/ person, but failed to come on the scheduled date, can still use such payment for future booking.	20 minutes	Receiving Officer, Office of the Chief, Space Sciences and Astronomy Section (SSAS)
2. Pay to the PAGASA Cashier for the required partial payment	3. Upon approval, an order of payment shall be issued to the requesting party who shall pay a partial payment to the PAGASA Cashier. (Applies			

	only for those who are coming from Metro Manila or with Manila based coordinators.)			
3. Present the Official Receipt of payment made to the Booking Officer	4. With the presentation of the Official Receipt, necessary forms shall be filled up and signed by the Chief, SSAS. The visitor's permit together with Official Receipt shall be presented during the time of visit.			
4. Confirmation of the scheduled Planetarium visit	4. Advise the tour coordinator/ requesting party to confirm their scheduled visit especially those coming from the provinces. Confirmation of the approved visit shall be done two (2) days before the date of visit.			
5. Accomplish feedback form	6. Acknowledge the client's response	SSAS Personnel In-Charge	5 minutes	SSAS Section Chief RDTD
END OF TRANSACTION				

Service is covered under R.A. 10692.

2. Mobile Planetarium on Tour

This is an outreach program of PAGASA that caters planetarium lectures through Mobile Planetarium to the countryside and nearby provinces in Metro Manila that cannot afford to visit the fixed Planetarium in Quezon City. Its main purpose is to provide the students with the latest astronomical information.

Division:	Research & Development and Training Division			
Classification:				
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		PAGASA Planetarium, PAGASA Science Garden, BIR Road, Barangay Central, Quezon City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request addressed to the PAGASA Administrator and file at the Office of the Chief, Space Sciences and Astronomy Section, at the earliest possible time.	1. Receive and review the request for the availability of the preferred date and time of the out-reach activity. Request received through fax or email must be confirmed by the requesting party right after sending their communication. 2. Approval of the request shall be done once the preferred slot is available.	Mobile Planetarium Rental – Php 1,500.00/day Telescope Rental – Php 500.00/day	20 minutes	Receiving Officer/ Office of the Chief, Space Sciences and Astronomy Section (SSAS)
2. Follow-up the request and conform with the arrangement discussed (personal or thru phone)	Discuss and finalize arrangement like fees, date and time, venue requirement, and provision of service vehicle by the requesting party.			

3. Pay the required charges at the PAGASA Cashier	Upon approval, an order of payment shall be issued to the requesting party			
3.1 Or pay to the SSAS/PAGASA Personnel in-charge of the activity	Amount paid shall be remitted to the PAGASA Cashier after the activity			
4. Confirmation of the scheduled outreach activity	Advise the tour coordinator/ requesting party to confirm their scheduled outreach activity especially those coming from outside Metro Manila. Confirmation of the approved outreach activity shall be done two (2) days before the date.			
5. Accomplish feedback form	6. Acknowledge the client's response	SSAS Personnel In-Charge	5 minutes	SSAS Section Chief, RDTD
END OF TRANSACTION				

Service is covered under R.A. 10692.

3. Astronomical Certification

Provides the astronomical data necessary to be used in the legal procedure. The data to be computed is based on the date and time that an incident happened stipulated in the letter of request from the legal counsel.

Division:	Research & Development and Training Division			
Classification:				
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter from Legal Counsel		PAGASA Planetarium, PAGASA Science Garden, BIR Road, Barangay Central, Quezon City		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request addressed to the PAGASA Administrator and shall be filed at the Office of the Chief, Research & Development and Training Division (RDTD) / Office the Chief, Space Sciences and Astronomy Section (SSAS), at the earliest possible time.	<ol style="list-style-type: none"> 1. Receive and process the letter of request from the lawyer or Court for issuance of certification. 2. Compute the astronomical data and information requested. 3. Review and check the computation made. 4. Finalize and prepare the certification. 5. Certification shall be signed by the Chief, RDTD. 6. Dry Sealing of the certification after it has been signed. 	PhP 100.00/ Certification	3-5 days	Receiving Officer

	7. Advise the requesting party that the certification is ready for release.			
2. Pay to the PAGASA Cashier for the certification fee	An order of payment shall be issued to the requesting party who shall pay the certification fee to the PAGASA Cashier.		10 minutes	
3. Present the Official Receipt of payment made to the Releasing Officer	With the presentation of the Official Receipt, the certification will be issued and recorded in the designated logbook.		5 minutes	Astronomy Publication Unit (APU) Releasing Officer
4. Issuance of subpoena from the Judiciary	PAGASA expert shall testify with the information stipulated in the certification issued.			Friends of Court from SSAS/RDTD
5. Accomplish feedback form	Acknowledge the client's response	RDTD Office/Section Personnel In-Charge	5 minutes	SSAS Section Chief, RDTD
END OF TRANSACTION				

Service is covered under R.A. 10692.

4.) Calibration of Basic Meteorological Instruments

Calibration of Basic Meteorological Instruments of Private and other Government entities have its great importance to ensure the accuracy and uniformity of their measurements. Standardization including its traceability in the comparisons will be observed and followed.

Division:		Research & Development and Training Division		
Classification:				
Type of Transaction:		G2B, G2G		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Incoming form (2 copies) 2. Outgoing/Billing statement form (2 copies) 3. Feedback form (1 copy) 		From IRDU Laboratory (by email, or walk-in)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients bring their instrument to the Instrument Research and Development Unit (IRDU) laboratory for calibration (with appointment or walk-in). To have an appointment, clients can call or email IRDU.	<ol style="list-style-type: none"> a. Receive, inspect and check the condition of the instrument for calibration. b. Schedule for the pick-up of the instrument by filling up the incoming form. 	None yet	15 minutes during reception. (for fast reception, secure forms to fill up via email)	Office of the Chief, IRDU
2. Calibration	Calibration of the instrument	None yet	10 working days per parameter	IDRU staff in charge of calibration
3. Inform client that the	Confirm to the client that the instrument is	None yet See below		IRDU staff in charge of calibration

calibration is finished.	calibrated and ready for release			
4. Pay the corresponding charges to the PAGASA Cashier	Issue signed billing statement to the client for payment at the cashier's office before the release of the calibrated instrument and calibration certificate	Depends on the instrument to calibrate; Please refer to PAGASA Website, or in the filled out form.	5 mins.	Cashier's Office 3 rd Floor, PAGASA Central Office
6. Accomplish feedback form	Acknowledge the client's response	RDTD Office/Section Personnel In-Charge	5 minutes	<i>HTMIRDS Section Chief / RDTD</i>
End of transaction				



**ALL DIVISIONS/OFFICES
FRONTLINE SERVICE**

1. Conduct of Information, Education Campaigns (IECs)

Information and Education Campaigns (IECs) are special services conducted by PAGASA in general. Forecasters, hydrologists, meteorologists and climatologists take time in explaining to different sectors of the community how hydromet-related disasters affect them and what could be done to mitigate these disasters.

IECs became a regular activity gaining support from Non-Government Organizations, foreign donors, civil society organizations, as well as national and local government units.

Division:		All PAGASA Divisions			
Classification:		Complex			
Type of Transaction:		G2C, G2B, G2G			
Who may avail:		All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Request Letter		Requesting entity/individual's office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit letter of request addressed to the Agency Administrator via courier, personal delivery or electronic mail 2. Closely coordinate with the concerned division for the IEC preparations.	1. Stamp received and log request.	None	1 day	<i>Receiving Officer Administrator's Office/Records Unit</i>	
	2. If approved, request is forwarded to concerned division			<i>Liaison Officer Concerned Division</i>	
	3. Prepare, process Official Reply to Requesting Party			2 days	<i>Concerned Division Senior Staff / Chief,</i>
	4. Transmit signed Official Reply to Requesting Party			1 day	<i>Staff Concerned Division</i>
	5. Conduct initial preparations for the IEC and coordinate with			4 hours	<i>IEC Experts/ Weather Specialists/ Support Staff</i>

	<p>Requesting Party for the actual conduct of the IEC.</p> <p>6. Prepare documents for financial and logistical requirements (i.e., Line-Item Budget, vouchers, PRs/POs, Travel Orders, etc.).</p>		1 week	<p><i>Concerned Division</i></p> <p><i>IEC Experts/ Weather Specialists/ Support Staff Concerned Division</i></p>
	7. Proceed to venue and conduct IEC based on plans and agreements with requesting party.		1 day	<p><i>IEC Experts/ Weather Specialists/ Support Staff Concerned Division</i></p>
3. Accomplish feedback form and hand over to PAGASA Representatives	8. Thank the Client	None	10 minutes	<p><i>Section/Division Chief/ Concerned Division</i></p>



FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<p>Accomplish feedback form and drop in designated drop boxes or e-mail at information@pagasa.dost.gov.ph</p> <p>Contact info: (02) 8284-0800 local 102-103</p>
How feedbacks are processed?	<p>Twice a week, feedback emails received are collated in a virtual folder while feedbacks dropped in drop boxes are opened every Friday by the Public Information Officer.</p> <p>The Public Information Officer records all feedback submitted. Feedback requiring answers are forwarded to relevant Office/s. Office/s are required to answer within three-five (3-5) working days upon receipt of the notice.</p> <p>The answer of the office is relayed to the citizen.</p>
How to file complaints?	<p>Accomplish the client Complaint Form and drop in designated drop boxes or e-mail at information@pagasa.dost.gov.ph</p> <p>Complaints should provide information such as name of person being complained, Incident and Evidence</p> <p>For inquiries and follow-ups, clients may contact (02) 8284-0800 local 102-103</p>
How complaints are processed	<p>Complaint emails received are collated in a virtual folder while complaints dropped in drop boxes are opened twice a week by the Complaint Officer</p> <p>Upon evaluation, the Complaints Officer in coordination with the Grievance Committee shall start the</p>

	<p>investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaint Officer together with the Grievance Committee will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaint Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact (02) 8284-0800 local 102-103</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



LIST OF OFFICES

Office	Address	Contact Information
CENTRAL OFFICE		
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