



# CITIZEN'S CHARTER

## I. Mandate/Mission/Vision

### 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. and;

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. Functions

- Maintain 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
  - 8 High Frequency Doppler Radar (HFDR)
  - 3 Automated Observing System (AWOS)
  - 83 Automatic Weather Stations (AWS)
  - 87 Automatic Rain Gauge (ARG)
  - 47 Water Level Sensor (WLS)
  - 1 Wind Profiler
  - 43 Climat/Rain Stations
  - 1 Ozone Observation Facility
  - 1 Background Pollution Monitoring Station
- 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 (**[www.pagasa.dost.gov.ph](http://www.pagasa.dost.gov.ph)**) or through SMS, and our hotline 927-1335 and 434-2696, 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 to the employee of the division concerned.
- b. Sending your feedback through our website (**[www.pagasa.dost.gov.ph](http://www.pagasa.dost.gov.ph)**) or call our hotline 927-1335 and 434-2696, 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 services.

# SERVICE STANDARDS

## I. Processed Data (Daily Summaries, rainfall maps, etc.)

**Who May Avail of the Service : General Public**

**Fees** : Minimum of P1,000 weather certificate first 3 pages  
 : Php 36.00/yr/parameter for monthly data  
 : Php 360.00/yr/parameter for daily data

**How to Avail of the Service**

Step	Client/Customer	Activity	Maximum Duration	Person In Charge
1	Register with the guard and seek the assistance of the personnel from the Section concerned	Attend to the inquiries/needs of the client	30 minutes	Guard/Personnel from Section Concerned
2	A written request from the party Fill out required form	Inquire from climate databank the availability of the data	30 minutes	Personnel from the Section concerned
3	Pay the Cashier at the 3rd floor	Process the request and the customer of the appropriate charges by preparing the Order of Payment	30 minutes	Personnel from the Section concerned
4	Execute conforme that data is to be used only for specified purpose	Release data/maps to client upon presentation of receipt	15 minutes	Personnel from the Section concerned
5	Accomplish Feedback Form	Solicit client's appraisal of services provided	15 minutes	Personnel from the Section concerned

## II. Other Services (Calibration, Planetarium Services)

**Who May Avail of the Service : General Public**

**Fees** : Minimum of P510 depending on the instrument calibrated  
 : P25 per person for planetarium services

**How to Avail of the Service**

Step	Client/Customer	Service Provider	Maximum Duration	Person In Charge
1	Register with the guard and seek the assistance of the personnel from the Section concerned	Attend to the inquiries/needs of the client	30 minutes	Guard/Personnel from Section Concerned
2	A written request from the party Fill out required form	Consult with the Division in charge of the desired services	30 minutes	Personnel from the Section concerned
3	Conform with the arrangements discussed	Discuss and finalize arrangement like fees, date services can be provided, the equipment and services needed, etc.	1 hour	Personnel from the Section concerned
4	Pay the Charges to the Cashier	Provide the services agreed upon	1 - 2 hours	Personnel from the Section concerned
5	Accomplish Feedback Form	Solicit client's appraisal of services provided	5 minutes	Personnel from the Section concerned

**III. For weather forecast/reports/updates proceed to Weather Division at WFFC Building located a few meters from the PAGASA Main Office**