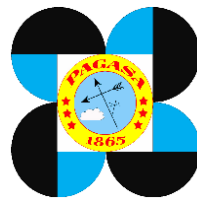


**PHILIPPINE ATMOSPHERIC, GEOPHYSICAL AND
ASTRONOMICAL SERVICES ADMINISTRATION
(PAGASA)**

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;
- 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



LIST OF SERVICES

Central/Head Office

LIST OF SERVICES	Page Number
Hydro-Meteorology Division (HMD) External Services	9
1. Provision of Telemetered Data (Rainfall / Water Level Data)	10
2. Provision of Customized and Standard Rainfall Intensity-Duration-Frequency (RIDF) Data	13
Climatology and Agrometeorology Division (CAD) External Services	16
3. Provision of Weather Certification	17
4. Provision of Customized Climate Data	20
5. Climate Change Projections for the Philippines	23
6. Climate Impact Assessment for Philippine Agriculture (rice and corn)	25
7. Request for Resource Person/s	27
Research & Development and Training Division (RDTD) External Services	29
8. Planetarium Lecture/Shows (Fixed Planetarium) and Telescoping & Stargazing at the PAGASA Astronomical Observatory	30
9. Mobile Planetarium on Tour	33
10. Astronomical Certification	35
11. Calibration of Basic Meteorological Instruments	37
12. Circulation Service (Borrowing and returning of library materials)	40
13. Provision of Technical Training (internal and external)	42
Engineering and Technical Services Division Internal Services	48
14. Request for Repair and Maintenance (Central Office)	49
15. Request for Repair and Maintenance (Field Office)	51
Financial, Planning and Management Division Internal Services	53
16. Processing of Certification of Remittance	54
Administrative Division Internal Services	56
17. Handling of Request for Certified True Copies of Records	57
Research & Development and Training Division (RDTD) Internal Services	59
18. Coordination of Local and International Fellowship/Scholarship	60

Regional/Field Stations

Service	Page Number
Northern-Luzon PAGASA Regional Services Division (PRSD) External Services	64
19. Weather Certification	65
20. Other Services (Calibration, Planetarium Services)	68
Southern Luzon PAGASA Regional Services Division (PRSD) External Services	70
21. Weather Certification	71
22. Invitation from Stakeholders as Resource Person	74
Mindanao PAGASA Regional Services Division (PRSD) External Services	75
23. Weather Certification	76
24. Customized Climate Data	79
25. Other Services (Calibration, Planetarium Services)	83



CENTRAL OFFICE
EXTERNAL SERVICES



HYDRO-METEOROLOGY DIVISION (HMD)

External 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 (thru email)		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, Via email: HMDAS.HMD@gmail.com Via courier/Snail mail Personally (proceed to: HMD office, 2 nd Floor WFFC Bldg.	1. Upon receipt of request-by email: acknowledge receipt and log request; Courier and personally: stamp received and log request 2. Conduct preliminary evaluation of request. Assess the cost and prepare Order of Payment (OOP)		30 minutes	<i>Receiving Officer</i> HMD

	<p>3. Advise the client via email that request/s is available. Issue the OOP and instruct payment procedure, as necessary</p> <p>3.1 Forward request to Data Processors</p>		Telemetered Data: 5-7 days	<i>Data Processing Officer HMD</i>
2. Pay the appropriate fees, for email method: send scan or photo of Official Receipt (CP photo is accepted)		<p>Data Per station:</p> <p>Hourly: PHP 150</p> <p>3-hourly: 100</p> <p>6-hourly: 90</p> <p>12-hourly: 75</p> <p>Daily: 45</p>	3-5 minutes	<i>Cashier Cashier Unit General Services Section</i>
	4. Process request in standard format. Attach e-signature of Section Chief and forward to Supervisor			
	5. Check and review processed document			<i>Supervisor HMD</i>
3. For pick-up method, present Official Receipt to the Releasing Officer. Accomplish Feedback Form	6. Advise the client that request/s is ready for release Send link to Client		15 minutes	<i>Releasing Officer HMD</i>

	Satisfaction Survey (CSS) 6.1 Provide Client Satisfaction Survey Form (CSS)			
	7. Record details in the designated logbook		3 min	<i>Releasing Officer</i> HMD
	8. Release requested document		1 min	<i>Releasing Officer</i> HMD
TOTAL		Data Per station: Hourly: PHP 150 3-hourly: 100 6-hourly: 90 12-hourly: 75 Daily: 45	5-7 days, 54 min	
END OF TRANSACTION				

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 analyzed 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 (thru email)		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 Via email: HMDAS.HMD@gmail.com Via courier/Snail mail Personally (proceed to: HMD office, 2 nd Floor WFFC Bldg.	1. Upon receipt of request-by email: acknowledge receipt and log request; Courier and personally: stamp received and log request		30 minutes Telemetered Data: 5-7 days	<i>Receiving Officer</i> HMD <i>Data Processing Officer</i> HMD
	2. Conduct preliminary evaluation of request Assess the cost and prepare Order of Payment (OOP)		RIDF (Standard): 30min RIDF (Customized): 5-7 days	<i>Supervisor</i> HMD <i>Division Chief</i> HMD

	<p>3. Advise the client via email that request/s is available. Issue the OOP and instruct payment procedure, as necessary</p> <p>3.1 Forward request to Data Processors</p>			<p><i>Releasing Officer</i> HMD</p> <p><i>Releasing Officer</i> HMD</p>
2. Pay the appropriate fees, for email method: send scan or photo of Official Receipt (CP photo is accepted)		<p>Data Per station: Hourly: PHP 150 3-hourly: 100 6-hourly: 90 12-hourly: 75 Daily: 45</p>	3-5 minutes	<p><i>Cashier</i> Cashier Unit General Services Section</p>
	4. Process request in standard format. Attach e-signature of Section Chief and forward to Supervisor			<p><i>Records Officer</i> Records Section</p>
	5. Check and review processed document			<p><i>Supervisor</i> HMD</p>
3. For pick-up method, present Official Receipt to the Releasing Officer Accomplish Feedback Form	6. Advise the client that request/s is ready for release Send link to Client Satisfaction Survey (CSS)		15 minutes	<p><i>Releasing Officer</i> HMD</p>

	6.1 Provide Client Satisfaction Survey Form (CSS)			
	7. Record details in the designated logbook	None	3 minutes	<i>Office of the Weather Services Chief (OWSC) staff HMD</i>
	8. Release requested document		1 min	<i>Releasing Officer HMD</i>
TOTAL		Data Per station: Hourly: PHP 150 3-hourly: 100 6-hourly: 90 12-hourly: 75 Daily: 45	5-7 days, 54 Min	
END OF TRANSACTION				

Service is covered under R.A. 10692



CLIMATOLOGY AND AGROMETEOROLOGY DIVISION (CAD)

External Services



3. Provision of Weather Certification

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
Online request (walk-in applicants are asked to fill-up online request using the kiosk)		PAGASA Website
Any Valid Identification Card (1 soft copy, scanned or photo captured; for online applicants)		Citizen or Client's Company/Office, LTO, SSS, GSIS, Post Office, BIR

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit online request	1. Receive and log the request.	None	5 Minutes	CADS <i>Receiving Officer</i>
1.1 For walk-in applicants, submit online request using the kiosk	1.1. Conduct preliminary evaluation of request.			
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	1.2. Ask for valid ID 1.3. Forward request to Data Processing Officer			

<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>3-5 days for areas within Metro Manila</p> <p>5-15 days for areas outside Metro Manila</p>	<p><i>CADS Data Processor</i></p> <p><i>CADS SWS or WSII</i></p> <p><i>CADS Chief and CAD Chief</i></p> <p><i>CADS Releasing Officer</i></p> <p><i>CADS Releasing Officer</i></p>
<p>3. Pay the necessary fees to the cashier (applicable for private agencies only)</p>	<p>3. Issue Order of Payment to client</p> <p>3.1 Instruct the client to proceed to the cashier for the payment</p>	<p>PHP 1,000 for a maximum of 1-year period and PHP 30 per month in excess thereof</p>	<p>5 Minutes</p>	<p><i>CADS Releasing Officer</i></p> <p><i>CADS Releasing Officer</i></p> <p><i>Unit Chief</i> Cashier Unit, 3F PAGASA Central Office</p>
<p>4. Proceed to the Records Section</p>	<p>4. Check, record and dry seal the documents</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>Section Chief</i> Records Section, 3F PAGASA Central Office</p>
<p>5. Present the Official Receipt to the Releasing Officer</p>	<p>5. Record the OR # to the logbook and release the document</p>	<p>None</p>	<p>2 Minutes</p>	<p><i>CADS Releasing Officer</i></p>

6. Accomplish feedback form	6. Thank the Client	None	2 Minutes	CADS <i>Releasing Officer</i>
TOTAL		PHP 1,000 for a maximum of 1-year period and PHP 30 per month in excess thereof	3-15 Days, 16 Minutes	
END OF TRANSACTION				

Service is covered under R.A. 10692



4. Provision of Customized Climate Data

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:	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		
Online request (walk-in applicants are asked to fill-up online request using the kiosk)		PAGASA website		
Any Valid Identification Card (1 soft copy, scanned or photo captured; for online applicants)		Citizen or Client's Company/Office, LTO, SSS, GSIS, Post Office, BIR		
Brief description of research of the applicant (if the purpose of use is for academic research)		Citizen or Client, Client's School/University		
Formal request letter addressed to PAGASA Administrator (if the purpose of use is for academic research)		Citizen or Client, Client's School/University		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit online request 1.1. For walk-in applicants, submit online request using the kiosk 1.2. For online applicants, fill-out the online request form which can be accessed from the PAGASA's official Website at: https://bagong.pag	1. Receive and log the request 1.1. Conduct preliminary evaluation of request 1.2. Ask for Valid ID 1.3. Forward request to Data Processing Officer	None	5 Minutes	CADS <i>Receiving Officer</i>

asa.dost.gov.ph/climate/climate-data				
2 Wait for the notice of release	<p>2. Process the requested climate data</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</p>	None	<p>3-5 days for data up to the previous year of the current year</p> <p>5-15 days for data up to the current year</p>	<p>CADS Data Processor</p> <p>CADS SWS or WSII</p> <p>CADS Releasing Officer</p> <p>CADS Releasing Officer</p>
3. Pay the necessary fees to the cashier (applicable for private agencies only)	<p>3. Issue Order of Payment to client</p> <p>3.1. Instruct client to proceed to the cashier for the payment</p>	None	5 Minutes	<p>CADS Releasing Officer</p> <p>CADS Releasing Officer</p> <p>Unit Chief Cashier Unit, 3F PAGASA Central Office</p>
4. Present the Official Receipt to the Releasing Officer	4. Record the OR # to the logbook then release the requested data via email	None	2 Minutes	CADS Releasing Officer
5. Accomplish feedback form	5. Thank the Client	None	2 Minutes	CADS Releasing Officer
TOTAL		Varying (depends on the requested data and the purpose of use)	3-15 Days, 14 Minutes	
END OF TRANSACTION				

Service 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. Climate Change Projections for the Philippines

Climate change projections are information of potential changes in rainfall, temperature, and a number of climate extreme indices derived from dynamically downscaled global climate models. These are based on prescribed scenarios relevant for long-term planning horizons. Climate change projections are provided both in GIS mapping-ready vector format and spreadsheet files at provincial scale, which are readily downloadable from the PAGASA's official website.

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		
Computer with internet access		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the PAGASA's Official Website at: https://www.pagasa.dost.gov.ph/climate/climate-change/dynamic-downscaling/climap 1.1 Browse the available climate change projections and select the needed variables. 1.2 Fill-out the online request form prompted on the screen after selecting the needed variable. 1.3 Check the inbox of provided email address then, copy and paste the download link on	1. Receive and log the request (automatically being done on the online platform and database)	None	15 Minutes	<i>Chief, Impact Assessment and Applications Section</i>

the web browser.				
2. Accomplish feedback form	2. Thank the client and provide the web link to the online feedback form.	None	2 Minutes	<i>Chief, Impact Assessment and Applications Section</i>
TOTAL		None	17 Minutes	
END OF TRANSACTION				

Service is covered under R.A. 10692



6. Climate Impact Assessment for Philippine Agriculture (Rice and Corn)

The Impact Assessment and Applications Section of the Climatology and Agrometeorology Division publishes the Climate Impact Assessment for Philippine Agriculture (rice and corn) every 15th of each month. The published report contains assessment on the possible impacts of rainfall, temperature, tropical cyclones, and other meteorological phenomena that were observed in the previous month on rice and corn in the Philippines. A copy of the report for the present month can be downloaded directly from the official website of PAGASA at: <https://www.pagasa.dost.gov.ph/agri-weather/impact-assessment-for-agriculture>. Back records can also be requested thru email as follows.

Office or Division:	Climatology and Agrometeorology Division (CAD)			
Classification:	Simple			
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 (soft copy to be sent thru email)		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare the Request Letter addressed to the Chief, Impact Assessment and Applications Section, containing information of the needed time period and the purpose of use then, submit it via email at iaascad17@gmail.com	1. Receive and log the request. 1.1 Conduct preliminary evaluation of request.	None	15 Minutes	Chief, Impact Assessment and Applications Section
2. Wait and check for the email response.	2. Gather the requested reports, compose an email response, and send the requested reports	None	2 days	Chief, Impact Assessment and Applications Section

	in .pdf format via email.			
3. Accomplish Feedback Form	3. Thank the client and send the web link to the online feedback form.	None	2 Minutes	<i>Chief, Impact Assessment and Applications Section</i>
TOTAL		None	2 Days and 17 Minutes	
END OF TRANSACTION				



7. Request for Resource Person/s

Personnel of the Impact Assessment and Applications Section of the Climatology and Agrometeorology Division acts as resource person(s) to various stakeholders pertaining to climate change information. The resource person(s) can either serve as a lecturer or a workshop facilitator providing assistance on how to use the climate change projections. Requesting organizations may ask for a resource person for climate change information, subject to availability of personnel.

Office or Division:	Climatology and Agrometeorology Division (CAD)			
Classification:	Simple			
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		
1. Request Letter addressed to Dr. Vicente B. Malano, Administrator, PAGASA (Attention: Ms. Thelma A. Cinco, Chief, Climatology and Agrometeorology Division)		Requesting party		
2. Requesting party should provide: 2.1. Transportation of resource person from and going back to the DOST-PAGASA's office 2.2. Facilities and equipment (e.g., projector, workshop/lecture venue, etc.) 2.3. Meals and accommodation, if outside Metro Manila and requiring overnight stay				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter either hand-carry/courier or thru email at information@pagasa.dost.gov.ph at least two (2) weeks prior to the date of activity 1.1. Obtain a receiving copy (for hand-carry) or wait and check for the	1. Receive and log the request. 1.2 Conduct preliminary evaluation of request and forward request to the Office of the Administrator	None	15 Minutes	Records Section

email response (if sent thru email)				
2. Wait for the notice of confirmation (follow-up can also be done by contacting IAAS-CAD at Telephone No. 8284-0800 (Loc. 904))	<p>2. Forward the request to CAD Chief</p> <p>2.1. Forward the request to the Chief, IAAS-CAD</p> <p>2.2. Assess if the request can be accommodated</p> <p>2.3. Inform the requesting party</p>	None	2 days	<p><i>Chief Executive Staff, Office of the Administrator</i></p> <p><i>Staff, Office of the CAD Chief</i></p> <p><i>Chief, IAAS-CAD</i></p> <p><i>Chief, IAAS-CAD or Assigned Resource Person</i></p>
TOTAL		None	2 Days and 15 Minutes	
END OF TRANSACTION				



RESEARCH & DEVELOPMENT AND TRAINING DIVISION (RD TD)

External Services



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

Conduct of Planetarium lecture/ shows at PAGASA Planetarium in Quezon City and telescoping and stargazing sessions at PAGASA Astronomical Observatory in UP, Diliman Campus, to enhance the awareness of the students of all levels in the science of astronomy and provide 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		
1. Letter of Request from School/ tour coordinators (E-copy to be sent via email at astronomy@pagasa.dost.gov.ph or may be sent personally, depending on the client's preference)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare the letter of request addressed to PAGASA Administrator and shall be filed at the Office of the Chief, Space Sciences and Astronomy Section at the earliest possible time astronomy@pagasa.dost.gov.ph	1. Receive, record, and review the request for the availability of the preferred date and time of the 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	1. Requesting party, who made 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	<i>Receiving Officer, Office of the Chief, Space Sciences and Astronomy Section (SSAS)</i>

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 to 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	5. 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 thru QR Code provided	6. Acknowledge the client's response	SSAS Personnel In-Charge	5 minutes	SSAS Section Chief RDTD
TOTAL		1. Requesting party, who made a non-	25 Minutes	

		refundable admission fee of PhP 25.00/ person, but failed to come on the scheduled date, can still use such payment for future booking		
--	--	--	--	--



9. 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		
1. Letter of Request from School/ tour coordinators (E-copy to be sent thru email at astronomy@pagasa.dost.gov.ph or may be sent personally, depending on the client's preference)		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare the letter of request address to PAGASA Administrator and shall be filed at the Office of the Chief, Space Sciences and Astronomy Section at the earliest possible time astronomy@pagasa.dost.gov.ph	1. Receive, review and record 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	Mobile Planetarium Rental – Php 1,500.00 Telescope Rental – Php 500.00	20 minutes	<i>Receiving Officer, Office of the Chief, Space Sciences and Astronomy Section (SSAS)</i>
2. Follow-up the request and conform with the	3. Discuss and finalize arrangement like fees, date and time,			

arrangement discussed (personal or thru phone, email).	venue requirement, and provision of service vehicle by the requesting party			
3. Pay the required charges at the PAGASA Cashier	4. Upon approval, an order of payment shall be issued to the requesting party			
3.1 Or pay to SSAS/PAG ASA 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	5. 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 via QR Code provided	6. Acknowledge the client's response	SSAS Personnel In-Charge	5 minutes	SSAS Section Chief RDTD
TOTAL		Mobile Planetarium Rental – Php 1,500.00 Telescope Rental – Php 500.00	25 Minutes	
END OF TRANSACTION				

Service is covered under R.A. 10692.



10. 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		
1. Letter of Request from Legal Counsel or Court (E-copy may be sent thru email at astronomy@pagasa.dost.gov.ph or may be sent personally, depending on the client's preference		Requesting Party		
AGENCY ACTION	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare the letter of request address to 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) and shall be filed	1. Receive and process the letter of request from the legal Counsel 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	Php 100.00/certification	3-5 days	<i>Receiving Officer</i>

at the earliest possible time astronomy@pagasa.dost.gov.ph	6. Dry Sealing of the certification after it has been signed 7. Advise the requesting party that the certification is ready for release			
2. Pay to the PAGASA Cashier for the certification fee	8. 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	9. With the presentation of the Official Receipt, the certification will be issued and recorded in the designated logbook		5 minutes	Astronomical Publication Unit (APU)
4. Issuance of subpoena from the judiciary	10. PAGASA expert shall testify with the information stipulated in the certification issued			<i>Friends of Court from SSAS/ RDTD and PRSD</i>
5. Accomplish feedback form thru the QR Code provided	11. Acknowledge the client's response	RDTD Office/ Section Personnel In-Charge	5 minutes	SSAS Section Chief, RDTD
TOTAL		Php 100.00/ certification	3-5 days and 20 Minutes	
END OF TRANSACTION				



11. 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		
1. Incoming form (2 copies) 2. Outgoing/Billing statement form (2 copies) 3. Feedback form (1 copy)		From PAGASA Instrument Calibration Laboratory (PICL) (by email, or walk-in)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for calibration Via phone at tel. no. 8929-2121 or e-mail at irdu@pagasa.dost.gov.ph	(For online customer) 1. After receiving the request, the PICL sends Incoming Instrument Form (IIF) to the client via e-mail for filling out the specifications of the instrument/s including the company's details 2. After filling out, the customer sends back the IIF to the PICL 3. The PICL will send back the IIF with	None yet	10 min	<i>Customer Service Assistant (CSA)</i>

	<p>confirmed customer's schedule of visit. (in pdf format)</p> <p>(For Walk-in) 3.Customer/s will sign the visitor's logbook and fill-out the IIF</p> <p>4.The PICL will receive and sign the IIF</p>			
2. Clients bring their instrument to the PAGASA Instrument Calibration Laboratory (PICL) for calibration (with appointment or walk-in).	<p>5. Receive, inspect and check the condition of the instrument for calibration</p> <p>6. PICL will inform the customer regarding the date of payment/ pick up indicated in the IIF</p>	None yet	10 min	<i>Customer Service Assistant (CSA)</i>
3. Waiting for the pick-up date	<p>7.Calibration of the instrument</p> <p>8. Send email for Outgoing Instrument Form (OIF) to the customer and inform them that the instrument is ready for pick-up</p>	None yet	10 working days per parameter	<i>Calibration Manager/s</i> <i>Customer Service Assistant (CSA)</i>
4. Bring the OIF and pay	9. Cashier will check and	Depends on the instrument		Cashier's Office

the corresponding charges to the PAGASA Cashier	receive the OIF and process the payment. 10.PAGASA Cashier will release the Official Receipt (OR) to the customer	to calibrate; Please refer to the PAGASA website, or in the filled-up form.	5 mins.	3 rd Floor, PAGASA Central Office
5. Proceed to the PICL and present the OR	11. The PICL will check the original OR issued by the Cashier and sign the OIF 12. The PICL will ask the customer to accomplish the satisfaction survey form before releasing the instrument/s 13.Issuance of the calibrated instruments and calibration certificate/s	None	5 minutes	<i>Customer Service Assistant (CSA)</i>
TOTAL		None	10 working days per parameter and 30 Minutes (For Receiving and releasing process)	
END OF TRANSACTION				

Service is covered under R.A. 10692



12. Circulation Service (Borrowing and returning of library materials)

This service is requested by PAGASA community particularly researchers, by providing updated and relevant library resources / materials specializing in PAGASA related topics / subjects.

Division:	Research & Development and Training Division			
Classification:				
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		
Borrower's Log in- log out logbooks, Logbook for Library Queries		Library Unit - Training and Public Information Section, Research and Development and Training Division (TPIS, RDTD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Library user visits the library, calls via landline (8284-0800 loc 105) or sends email (library.pagasa@gmail.com)	1. Library staff asks the user to log-in the library log sheet.	None	5-10 min.	
2. Library user checks the list of books / materials and requests the library staff for books / materials.	2. Library staff verifies the availability of the books / materials from the book shelves and notifies the user for the availability of the books / materials.		5-10 min.	<i>Library staff / Librarian</i>
	3. Library staff lists the requested books / materials in the logbook.		10-15 min. (approx.)	
3. Library user returns books / materials borrowed from the library.	4. Library staff verifies the books / materials that is returned by the borrower.		5 min.	
	5. Library staff requests the user to		5 min.	

	logout in the log sheet.			
TOTAL		NONE	45 Minutes	
END OF TRANSACTION				



13. Provision of Technical Training (Internal and External)

This PAGASA service ensure that the technical training provided will enhance human resource capability of its personnel and other clients as per their requirements.

13.1 Long-term Training

Refers to training with a duration of 3 to 12 months.

Division:		Research & Development and Training Division		
Classification:				
Type of Transaction:		G2C – Government to Citizen, and G2G – Government to Government		
Who may avail:		Personnel who meet the training requirements		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TFSU-03 PAGASA Training Application Form TFSU-04 Course Evaluation TFSU-05 Instructor Evaluation TFSU-07 Certificate of Participation TFSU-10 Training Midterm/Final Exam Sheet TFSU-17 Training Qualifying Examination TFSU-18 Training Qualifying Examination Result TFSU-19 Training Grade Sheet TFSU-20 OJT Evaluation Sheet		Training, Fellowship and Scholarship Unit- Training and Public Information Section, Research and Development and Training Division (TFSU-TPIS, RDTD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Announce the Training (PAGASA website, bulletin board and send email to Chiefs of different divisions)	None	10 minutes	TPIS Staff
1. Submit PAGASA Training Application Form (TFSU-03) thru postal mail, e-mail (tfsu.tpisa.pagasa@gmail.com) or personal filing	2. Accept and screen the submitted application form	None	10 minutes	TPIS Staff/ Chief TPIS
	- Make a profile of applicants		2 days (after the deadline for submission of applications)	TPIS Staff/ Chief TPIS

	- Evaluate the submitted document if met the training requirements		3 days (>100 applications) 5 days (≥100 applications)	TPIS Staff/ Chief TPIS
	3. Inform the applicants	None		TPIS Staff
	- Post the names of applicants who will take the qualifying examination		10 minutes	
	- Send email to those who qualified and not qualified		10 minutes	
2. Undertake the Qualifying Examination	4. Conduct Qualifying examination	None		
	- Prepare Qualifying Examination using TFSU-17		1 day	Chief TPIS
	- Administer and Check the Qualifying examination		1 week	Chief/Staff TPIS
	5. Prepare List of Passers	None		
	- Prepare the Training Qualifying Examination Result using TFSU-18		1 hour	Chief/Staff TPIS
	- Review and recommend for approval of the list of passers		1-3 days (includes scheduling of PPDC meeting)	PPDC Chairperson and Members
	6. Issue PAGASA Special Order (S.O.)	None		
	- Prepare PAGASA S.O. from the list reviewed by PPDC		1 hour	TPIS Staff
	- Review and recommend for approval of S.O.		1-2 days	Chief TPIS Chief RDTD Deputy Administrator for R&D
	- Approve and sign the S.O.		1-2 days	Administrator
	7. Notify the passers	None		
	- Post list of passers to the PAGASA		10 minutes	TPIS Staff

	website upon after issuance of S.O.			
	- Inform all concerned personnel and supervisors (via email)		10 minutes	TPIS Staff
3. Participate in the training	8. Implement the training	None	12 months	TPIS Staff
	- Conduct Midterm and Final examination (Use TPIS-06-01, Training Evaluation)			
4. Evaluate the Instructors	- Provide TFSU-05 Instructor's Evaluation			TFSU Staff
	9. Award certificate of completion	None		
	- Use TFSU-07, Certificate of Participation/Completion/Appreciation			Chief/Staff TPIS
	- Enroll the name of successful trainees and control number of certificates to Logbook for Control Number of Certificates.			Staff TPIS
5. Evaluate the Course	- Provide TFSU-04 Course Evaluation	None		TFSU Staff
	- Prepare Terminal Report (TFSU-20)	None		TFSU Staff
	- Conduct Post Evaluation Impact of Training (TFSU-06)	None	TFSU Staff	
TOTAL		None	1 Year, 25 days and 3 hours	
END OF TRANSACTION				



13.2 Medium-term and Short-term Training

Refers to medium-term trainings with a period of 15 days to less than three months and short-term trainings that last from two (2) to 14 days.

Division:		Research & Development and Training Division		
Classification:				
Type of Transaction:		G2G – Government to Government		
Who may avail:		PAGASA technical personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PAGASA in-house nomination form		Training, Fellowship and Scholarship Unit- Training and Public Information Section, Research and Development and Training Division (TFSU-TPIS, RDTD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Announce the conduct of Short-term Training (invite all concerned technical divisions)	None	10 minutes	TFSU Staff
1. Submit Nomination Form (PAGASA in-house short-term training) thru postal mail, e-mail (tfsu.tpis.pagasa@gmail.com) or personal filing	2. Accept the nomination form	None	10 minutes	TFSU Staff/ Chief TPIS
	- Make a profile of applicants		30 minutes	TFSU Staff/ Chief TPIS
	3. Issue PAGASA Special Order (S.O.) for the Resource Persons (RPs) and Participants	None		
	- Prepare PAGASA S.O.		1 hour	TFSU Staff

	- Review and recommend for approval of S.O.		1-2 days	Chief TPIS Chief RD TD DA for R&D
	- Approve and sign the S.O.		1-2 days	Administrator
	4. Notify the participants	None	10 minutes	
	5. Provide the following information to the RPs and participants:		10 minutes	TFSU Staff
	- Special Order - Course Details		10 minutes	TFSU Staff
2. Participate in the training	6. Implement the training	None	<6 months	TPIS Staff
Comply with the required attendance and submission of requirements	-Facilitate the program of activities			
3. Evaluate the Course and Instructors	- Provide Instructor's and Course Evaluation forms		5 minutes	TFSU Staff
	7. Award certificate of completion	None		
	-Prepare Certificate of Participation/Completion /Appreciation		30 minutes	Chief/Staff TPIS
	-Enroll the name of successful trainees and control number of certificates to Logbook for Control Number of Certificates		30 minutes	Staff TPIS
TOTAL		None	<6 months, 4 days and 3 hours 25 minutes	
END OF TRANSACTION				



CENTRAL OFFICE
INTERNAL SERVICES



ENGINEERING AND TECHNICAL SERVICES DIVISION (ETSD)

Internal Services



14. Request for Repair and Maintenance (Central Station)

Repair and maintenance of equipment, facilities and instrument are addressed through a Job/Service request sent by requesting PAGASA Central Offices. It contains information pertaining to the complaints or request, location, including requesting person, date and time, particulars of work done and technicians' finding, technician(s) assigned, materials/supplies needed, equipment needed and feedback after job completion.

Office or Division:	Engineering and Technical Services Division (ETSD)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All PAGASA Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job/Service Request Form, 2 Original copies (soft copy to be sent thru email at etsd@pagasa.dost.gov.ph)		Office of the Chief Engineering and Technical Services Division (ETSD), DOST-PAGASA Central Office, BIR Rd., Brgy. Central, Quezon City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request letter addressed to the ETSD Chief etsd@pagasa.dost.gov.ph	1. Receive and log the request. 1.1 Chief ETSD will conduct preliminary evaluation of the request 1.2 Forward the request to concerned section/unit	None	3 Minutes	<i>Receiving Officer</i> ETSD
2. Wait for the advice of technical personnel who will handle the repair	2. Prepare Travel Order for the conduct of repair 2.1 Contact field station to confirm and verify other concerns for maintenance 2.2 Prepare tools and equipment	TEV	3 - 10 Days 1 Day 30 Minutes 1 Day	<i>Engineer(s) and Technician(s)</i> ETSD

	needed for travel 2.3 Prepare IPP 2.4 Conduct repair		1 Day 3-5 Days	
3. Accomplish Feedback Form	3. Acknowledge the client's response	None	2 Minutes	<i>Responsible personnel</i> ETSD
TOTAL		None	18 days and 35 minutes	
END OF TRANSACTION				



15. Request for Repair and Maintenance (Field Office)

Repair and maintenance of equipment, facilities and instrument are addressed through a Job/Service request sent by requesting PAGASA Regional Offices. It contains information pertaining to the complaints or request, location, requesting person, date and time, particulars of work done and technicians' finding, technician(s) assigned, materials/supplies needed, equipment needed and feedback after job completion.

Office or Division:	Engineering and Technical Services Division (ETSD)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All PAGASA Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job/Service Request Form, 2 Original copies (soft copy to be sent thru email at etsd@pagasa.dost.gov.ph)		Office of the Chief Engineering and Technical Services Division (ETSD), DOST-PAGASA Central Office, BIR Rd., Brgy. Central, Quezon City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Job Order Request Form addressed to the ETSD Chief (etsd@pagasa.dost.gov.ph)	1. Receive and log the request. 1.1 Chief ETSD will conduct preliminary evaluation of the request 1.2 Forward the request to concerned section/unit	None	3 Minutes	<i>Receiving Officer</i> ETSD
2. Wait for the advice of technical personnel who will handle the repair	2. Conduct ocular inspection/evaluation 2.1. Check for the materials needed for the repair 2.2. Prepare IPP	None	15 Minutes 30 Minutes 1 Day 1 Day	<i>Engineer(s) and Technician(s)</i> ETSD

	2.3. Conduct Canvass		1 Day	
	2.4. Purchase materials needed		1 Day	
	2.5. Conduct repair		3 – 5 Days	
3. Accomplish Feedback Form	3. Acknowledge the client's response	None	2 Minutes	<i>Responsible personnel ETSD</i>
TOTAL		None	9 days and 50 minutes	
END OF TRANSACTION				



FINANCIAL PLANNING & MANAGEMENT DIVISION(FPMD)

Internal Services



16. Processing of Certification of Remittance

Certification of remittance is issued to confirm payment transactions made by the employer to other agencies (ie. PAGIBIG, GSIS, SSS, PHILHEALTH etc.) for the information of the requesting employee.

Office or Division:	Financial Planning & Management Division)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All PAGASA employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Personal request (Inform the assigned employee for the needed Remittance Certification)			Employee or requesting party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Informs the assigned employees for Remittance Certification 1.1 For walk-in applicants, informs the designated employee in-charge with the remittance 1.2 For requests made thru phone call/email (majigle1972@yahoo.com)	1. Receive and log the request	None	5 Minutes	Designed employee assigned for the needed remittance
2. Wait for the advice in claiming the request	2. Retrieves file from data bank & updates the needed data 2.1 Prepares certification	None	25 minutes	<i>Data Processing Officers</i>

	<p>2.2 Reviews the document</p> <p>2.3 Forwards the Remittance Certification to the Accountant for his signature</p> <p>2.4 Advise the client that the request is ready for release</p>			
3. Certification is ready for release	3. Records the name of the claimant of the certification and releases it	None	2 Minutes	<i>Releasing Officer</i>
TOTAL		None	32 minutes	



ADMINISTRATIVE DIVISION

Internal Services



17. Handling of Request for Certified True Copies of Records

This describe the process and procedures in issuance of Request for Certified True Copies of Records. The **certification of true copies of records**, include but is not limited to result of rating, training certificates, and contracts, is provided to requesting unit/ employee to check the existence of the record on file, correctness and authenticity of the details stated therein.

Office or Division:	Records Retention and Disposal Unit, Records Management Section (RMS) Administrative Division (AD)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	PAGASA Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Official Records Duly accomplished Request Form <ul style="list-style-type: none"> a. Google form (google link) or request letter sent thru rms.request@gmail.com b. Request for certification/Authentication Form c. Original document/s (present for authenticity review) 2. Photocopy/ies of document/s to certified (Number of copies depends on the need of the requesting official and employee)		Official /Employee requesting the service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Requests a. in person; b. thru an authorized representative; or c. thru email rms.request@gmail.com	1. Receives/screens the request for certification	None	5 minutes	<i>Administrative Officer III</i>

2. Present the original copy of the document for the document for CTC if not filed in the RMS, provided that it is for official use	2. Validate the presented original copy versus photocopies	None	20 minutes	<i>Administrative Officer III / Administrative Officer V</i>
	3. Checks availability and authenticity of record on file	None	30 minutes	<i>Administrative Officer III / Administrative Officer V</i>
	4. Stamp "Certified True/Photocopy" on every page of the photocopies; and affix signature;	None	25 minutes	<i>Administrative Officer III / Administrative Officer V</i>
3. Receive document via: a. personally; b. thru an authorized representative; or c. personal email (<i>subject to the preference of the requesting unit/employee</i>)	5. Release the requested/certified records to the requesting unit/employee via: a. personally; b. thru an authorized representative; or c. personal email address	None	5 minutes	<i>Administrative Officer III / Administrative Officer V</i>
TOTAL		None	1 hour, 25 minutes	
END OF TRANSACTION				



RESEARCH & DEVELOPMENT AND TRAINING DIVISION (RDTD)

Internal Services



18. Coordination of Local and International Fellowship/Scholarship

This service ensures the effective coordination with local and international agencies/organization for fellowship/scholarship for PAGASA personnel. It encompasses all activities from receipt of fellowship invitation up to the submission of travel report.

Division:	Research & Development and Training Division			
Classification:				
Type of Transaction:	G2G – Government to Government			
Who may avail:	PAGASA personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> - TFSU-08 Application for Scholarship/ Fellowship - TFSU-11 PPDC for Decision/Confirmation/ Evaluation - Official Travel Report 		Training, Fellowship and Scholarship Unit- Training and Public Information Section, Research and Development and Training Division (TFSU-TPIS, RDTD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive invitation	None	10 minutes	<i>Administrator, PPDC, RDTD Chief, TPIS Chief</i>
	2. Circulate the invitation	None	10 minutes	<i>TFSU Staff</i>
	- Post to the PAGASA Website and email to all PAGASA Division focal person		10 minutes	<i>TFSU Staff</i>
1. Apply for fellowship/scholarship (Use TFSU-08 Application for Scholarship/Fellowship) thru postal mail, e-mail (tfsu.tpis.pagasa@gmail.com) or personal filing	5. Recommend the application for scholarship/fellowship of interested personnel of their respected division	None	10 minutes	<i>Concerned Division Chief</i>
	6. Accept applications	None		
	- Prepare profile of candidates upon receipt		30 minutes	<i>TFSU Staff</i>

	of the accomplished and signed application forms			
	- Use and circulate TFSU-11 "PAGASA PPDC for Decision/Confirmation/Evaluation		1 day	TFSU Staff
	7. Nominate candidate	None		
	- Review, evaluate and cast vote on the profiled candidate that can be done thru meetings or circulation of TFSU-11 form		1-2 days	TFSU Staff
	6. Prepare nomination letter	None	60 minutes	TPIS Staff
	7. Review and put initial on the prepared nomination	None	1 day	Chief TPIS RDTD Chief PPDC Chair
	8. Sign nomination Letter	None	1 day	Administrator
	9. Transmit nomination Letter	None		TFSU Staff
	-Send the nomination letter to the sponsor agencies)/organizations via email or snail mail if organizational seal is required		30 minutes	
	-Coordinate with sponsor agencies/ organizations		1 day	
2.Submit requirements for the issuance of Travel Order	10. Receive requirements for the issuance of travel order by referring to the prepared checklist	None	1-2days	
	11.Prepare PPDC Scholarship Agreement if needed	None	1 day	
	12.Submit request to DOST for the issuance of travel order	None	1 day	
3.Participate in the training/ fellowship/ scholarship			as indicated in the invitation	Concerned PAGASA personnel
4.Submit Official Travel Report (Upon return of fellow/scholar)	13.Review and sign the official Travel Report	None	1-2 days	Concerned Division Chief and Deputy Administrator, Administrator

	14. Send the signed official Travel Report to the DOST Secretary within 30 days upon the return of the concerned PAGASA personnel	None	1-2 days	TFSU Staff
5. Provide echo seminar	15. Schedule and facilitate the conduct of echo seminar	None	1 day	TFSU Staff
TOTAL		None	15 Days and 2 Hours, 40 Minutes	
END OF TRANSACTION				



REGIONAL/FIELD OFFICE

EXTERNAL SERVICES



NORTH LUZON PAGASA REGIONAL SERVICE DIVISION (NLPRSD)

External Services



19. Weather Certification

Weather certification is an official document that contains observed meteorological data or information of specific station and period, it is being issued upon the request of the client for whatever lawful purpose it may serve.

Office or Division:	NL PAGASA Regional Services Division			
Classification:	Simple			
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 2 Original or soft copy thru email		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register with the guard and seek assistance of the personnel from the section concerned 1.1 Submit the request letter addressed to the Chief of NLPRSD 1.2 Walk-in request submit the request letter to personnel concerned 1.3 For requesting client on line email the request letter to the official email of NLPRSD nlpagasarsd@yahoo.com nlpagasarsd@gmail.com	1. Attend to the inquiries / needs of the client 1.1 Received and log the request 1.2 Conduct preliminary evaluation of the request 1.3 Inform the client if there are missing details on the request 1.4 Advise the client to pay the amount through Postal Money Order (PMO) at any Postal Office	None	5 minutes	<i>Guard on duty/concerned personnel</i>
2. Wait for the notice of release	2. Gather the requested meteorological	None	1-2 days	Concerned personnel

	<p>information and prepare the necessary documents for certification</p> <p>2.1 Check and review the processed document 2.2 Certify the document 2.3 Advise the client through SMS that the request is ready for release</p>			
3. Pay the Money Order at any Post Office and secure PMO	None	PHP 1,000 for a maximum of 1-year period and PHP30 per month in excess hereof	Not applicable	<i>Postal Office personnel</i>
4. Give the PMO to the Concerned personnel	3.0 Receive and check the PMO, release the document 3.1 Record the PMO 3.2 Create an excel file for Postal Money Order Transmittal to be completed on the first day of succeeding month	None	3 minutes	<i>Personnel from section concerned</i>
5. Accomplish feedback form	4. Acknowledge and thank the client	None	3 minutes	<i>Personnel Concerned</i>
TOTAL		PHP 1,000 for	1-2 days and 11 minutes	

		a maximum of 1-year period and PHP 30 per month in excess thereof		
END OF TRANSACTION				



20. Other Services (Calibration, Planetarium Services)

Calibration is the process of configuring an instrument to provide a result within an acceptable range to minimize any measurement uncertainty by ensuring the accuracy of test equipment. The provision of Local Instrument Center at NLPPRSD –Tuguegarao which provides efficient maintenance calibration and/or checking and repair of the meteorological and hydrological instruments, and cater the needs for the calibration of the increasing number of Automatic Weather Stations (AWSs) Automatic Rain gauges (ARGs) and other meteorological instruments installed not only by PAGASA, but also for the increasing demands of other government and private agencies with similar requirements.

Planetarium on the other hand, is a theatre devoted to popular education and entertainment in astronomy and related fields especially space science and traditionally constructed with a hemisphere domed ceiling that is used as screen unto which images of stars, planets and others are projected.

Office or Division:	NL PAGASA Regional Services Division			
Classification:				
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 2 original or soft copy thru email		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register with the guard and seek assistance of the personnel from the Section concerned	1. Attend to the in queries/ needs of the client	None	30 minutes	Guard on duty / Personnel from section concerned
1.1 Submit written request addressed to the Chief of NLPPRSD 1.2 Walk-in request submits the request letter to personnel concerned 1.3 For requesting client on- line email request	1.1 Received and record the request 1.2 Consult with the Division in charge of the desired services	None		Personnel from Section Concerned

letter to the official email address of NLPRSD nlpagasarsd@yahoo.com nlpagasarssd@gmail.com				
2.Conform with the arrangements discussed	2. Discuss and finalize arrangement like fees, date services can be provided, the equipment and services needed etc.	None	1 hour	Personnel from Section Concerned
3.Pay the charges to the Cashier	3. Provide the services agreed upon	Minimum of Php 600 -1000 depending on the instrument calibrated -Php 25 per person for planetarium services	1-2 hours	Personnel from Section Concerned
4. Accomplish Feedback Form	4. Acknowledge and thank the client	None	5 minutes	Personnel from Section Concerned
TOTAL		Minimum of Php 600 -1000 depending on the instrument calibrated -Php 25 per person for planetarium services	4 hours and 10 minutes	
END OF TRANSACTION				

For weather forecast/ reports / updates proceed to the Forecasting Section located at the Forecasting Building



SOUTHERN LUZON PAGASA REGIONAL SERVICE DIVISION (SLPRSD)

External Services



21. Weather Certification

Weather Certification is an official document issued upon the request of the client for whatever legal purpose it may serve. It contains information pertaining to the observed meteorological conditions over a particular location covering the requested period.

Division:	Southern Luzon PAGASA Regional Services Division (SLPRSD)			
Classification:				
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		
Fill-out the Technical Service Request Form (TSRF)		Requesting party		
TSR		Officer of the Day / Duty Observer / Guard-on-Duty		
Acknowledgment Receipt / Temporary Receipt		Officer of the Day / Duty Observer		
Feedback Form (1 original copy or soft copy)		Officer of the Day / Duty Observer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter addressed to the Chief Meteorological Officer (CMO) of Legazpi Station to the Officer of the Day/Duty Observer and the client will fill-out the TSR, for soft copy to be sent thru email at pagasalegazpi@yahoo.com.ph	1. Receive the request and the client will fill-out the TSR. 1.1 Conduct preliminary evaluation of request. 1.2 Issue the filled-out and evaluated TSR 1.3 Advise the client to pay the amount through Postal Money Oder (PMO) at	For weather certification Php 1,000 for a maximum of 1-year period and PHP 30.00 per month in excess thereof	3 Minutes	CMO, Legazpi Station or the duty observer

	any Postal Office			
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 through SMS that the request is ready for release	None	1 hour (weather data from Legazpi Station) depending on the month requested 1 day to 7 days (weather data from other stations)	CMO, Legazpi Station and the duty observer
3. Release the weather data/certification	3. Receive and check the PMO and issue acknowledgment receipt <i>*Clients will be informed through SMS as soon the Official Receipt is received at the station from the Central Office)</i> 3.1 Keep the completed TSR		3 Minutes	<i>Postal Office personnel</i> CMO, Legazpi Station and the duty observer
4. Accomplish feedback	4. Thank the Client	None	10 Minutes	Duty Observer
TOTAL		For weather certification Php 1,000 for a maximum of 1-year period and PHP 30.00 per month in	1-7days, 1 hour and 6 minutes	

		excess thereof		
END OF TRANSACTION				

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



22. Invitation from Stakeholder/s as Resource Person

Information Education and Communication Campaigns (IEC) on DRRM of Non-Government Organizations and local government units is an essential part of the Agency's service. This has also become part of the Agency's local partner's regular activity. In this event, invited hydrologists and meteorologists act as resource persons to 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.

Division:	Southern Luzon PAGASA Regional Services Division (SLPRSD)			
Classification:	Requested by Stakeholders			
Type of Transaction:	G2B – Government to Business Entity, and G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (soft copy to be sent thru email)		Requesting entity/individual's office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request addressed to SLPRSD Chief via courier, personal delivery or electronic mail, pagasalegazpi@yahoo.com.ph 2. Closely coordinate with the concerned station/designated personnel for the IEC preparations.	1. Receive and log request. 2. If approved, request is forwarded to concerned Station/personnel 3. Transmit signed Official Reply to Requesting Party 4. Coordinate with the concerned station/designated personnel for the IEC preparations. 5. Prepare travel documents	None	3-7 days	Weather Services Chief
3. Answer the Customer Satisfaction Survey	6. Acknowledge the client's feedback	None	5 minutes	Lecturer/s
TOTAL		None	3-7 days & 5 minutes	
END OF TRANSACTION				



MINDANAO PAGASA REGIONAL SERVICE DIVISION (MPRSD)

External Services



23. Weather Certification

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

Office or Division:	Mindanao PAGASA Regional Services Division (MPRSD)			
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 or soft copy) or Any Government Issued Identification Card (1 soft copy, scanned or photo captured)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter addressed to the MPRSD Chief 1.1 For walk-in applicants, submit the request letter to the Receiving Officer 1.2 For online applicants, email the request letter to the official email addresses of MPRSD: mprsdco@gmail.com mprsdco@yahoo.com	1. Acknowledge the receipt of the request and keep a record/copy of it. 1.1 Conduct preliminary evaluation of request. 1.2 Advise the client if there are missing details on the request. 1.3 Inform the client on the amount of Postal Money Order (PMO) to be secured. 1.4 Forward the request to Data Processing Officer/s	None	5 Minutes	<i>Receiving Officer</i> MPRSD

<p>2.Wait for the advice in claiming the request</p>	<p>2. Gather the requested meteorological information and prepare the necessary documents for certification</p> <p>a. Check and review the processed document</p> <p>b. Certify the document</p> <p>c. Advise the client that the request is ready for release</p> <p>d. Reiterate the amount of PMO.</p>	<p>None</p>	<p>2-3 Days</p>	<p><i>Data Processing Officer</i> MPRSD</p>
<p>3. Pay the necessary fees in any Post Office and secure PMO.</p>	<p>None</p>	<p>PHP 1,000 for a maximum of 1-year period and PHP 30 per month in excess thereof</p>	<p><i>Not Applicable</i></p>	<p><i>Not Applicable</i></p>
<p>4. Give the PMO to the Releasing Officer</p>	<p>4. Receive PMO, release the document, and thank the client.</p> <p>4.1 Record the amount, date and OR number of the PMO.</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Releasing Officer</i> MPRSD</p>

	4.2 Create a Money Order Transmittal and complete it on the 1 st day of the following month.			
TOTAL		PHP 1,000 for a maximum of 1-year period and PHP 30 per month in excess thereof	2-3 Days and 10 minutes	
END OF TRANSACTION				



24. Customized Climate Data

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:	Mindanao PAGASA Regional Services Division (MPRSD)			
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 or soft copy) and Any Government Issued Identification Card (1 soft copy, scanned or photo captured) Research documents (if the purpose is for academic research)		Requesting party Mindanao PAGASA Regional Services Division (MPRSD), Molugan, El Salvador City, Misamis Oriental		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request Letter addressed to the MPRSD Chief 1.1 For walk-in applicants, submit the request letter to the Receiving Officer 1.2 For online applicants, email the request letter to the official email addresses of MPRSD: mprsdcco@gmail.com mprsdcco@yahoo.com	1. Acknowledge the receipt of the request and keep a record/copy of it. 1.1 Conduct preliminary evaluation of request. 1.2 Advise the client if there are missing details on the request. 1.3 Inform the client on the necessary fees. Alternatively, give the	None	5 Minutes	<i>Receiving Officer</i> MPRSD

	<p>“Terms and Conditions of Use for Climatological Data” document if client is a government partner and the MPRSD Chief approves the purpose of the request.</p> <p>1.4 Forward the request to Data Processing Officer/s.</p>			
2 Wait for the advice in claiming the request	<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 Reiterate the necessary fees or document.</p>	None	2-3 Days	<i>Data Processing Officer</i> MPRSD

<p>3. Pay the necessary fees in any Post Office and secure PMO.</p> <p>Alternatively, fill-in and sign the “Terms and Conditions...” document and attach a Government-issued ID for government partners with approved purpose.</p>	None	<p>Refer to the schedule of fees (below) or “Terms and Conditions ...” document, if the purpose of use is for academic research.</p>	<i>Not Applicable</i>	<i>Not Applicable</i>
<p>4. Give the PMO or “Terms and Conditions...” document to the Releasing Officer</p>	<p>4.1 Receive PMO or “Terms and Conditions...” document, release the document, and thank the client.</p> <p>4.2 Record the amount, date and OR number of the PMO.</p> <p>4.3 Create a Money Order Transmittal and complete it on the 1st day of the following month.</p>	None	5 Minutes	<i>Releasing Officer MPRSD</i>
TOTAL	Varying (depends on the requested data and the purpose of use)	<p>Refer to the schedule of fees (below) or Terms and Conditions document, if the purpose of use is for academic research.</p>	2-3 Days and 10 Minutes	
END OF TRANSACTION				

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



25. Other Services (Calibration, Planetarium Services)

Calibration is the process of configuring an instrument to provide a result within an acceptable range to minimize any measurement uncertainty by ensuring the accuracy of test equipment. The provision of Local Instrument Center at MPRSD which provides efficient maintenance calibration and/or checking and repair of the meteorological and hydrological instruments, and cater the needs for the calibration of the increasing number of Automatic Weather Stations (AWSs) Automatic Rain gauges (ARGs) and other meteorological instruments installed not only by PAGASA, but also for the increasing demands of other government and private agencies with similar requirements.

Planetarium on the other hand, is a theatre devoted to popular education and entertainment in astronomy and related fields especially space science and traditionally constructed with a hemisphere domed ceiling that is used as screen unto which images of stars, planets and others are projected.

Office or Division:	Mindanao PAGASA Regional Services Division			
Classification:				
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 2 original or soft copy thru email		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Register with the guard and seek assistance of the personnel from the Section concerned	1. Attend to the in queries/ needs of the client	None	30 minutes	Guard on duty / Personnel from section concerned
1.4 Submit written request addressed to the Chief of MPRSD 1.5 Walk-in request submits the request letter to personnel concerned 1.6 For requesting client on- line email request letter to the	1.1 Received and record the request 1.2 Consult with the Division in charge of the desired services	None		Personnel from Section Concerned

official email address of MPRSD mprsdco@gmail.com mprsdco@yahoo.com				
2. Conform with the arrangements discussed	2. Discuss and finalize arrangement like fees, date services can be provided, the equipment and services needed etc.	None	1 hour	Personnel from Section Concerned
3. Pay the charges to the Cashier	3. Provide the services agreed upon	Minimum of Php 600 -1000 depending on the instrument calibrated -Php 25 per person for planetarium services	1-2 hours	Personnel from Section Concerned
4. Accomplish Feedback Form	4. Acknowledge and thank the client	None	5 minutes	Personnel from Section Concerned
TOTAL		Minimum of Php 600 -1000 depending on the instrument calibrated -Php 25 per person for planetarium services	4 hours and 10 minutes	
END OF TRANSACTION				

For weather forecast/ reports / updates proceed to the Forecasting Section located at the Forecasting Building

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send a feedback?</p>	<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>
<p>How feedbacks are processed?</p>	<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>
<p>How to file complaints?</p>	<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>
<p>How complaints are processed</p>	<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 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</p>

	<p>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
Office of the <i>Administrator</i>	4 th floor, PAGASA Science Garden Compound, BIR Road, Barangay Central, Quezon City	(02) 8284-0800 locals: 402/403/ (02) 89294865
Office of the <i>Deputy Administrator</i> for Administrative and Engineering Services	4 th floor, PAGASA Science Garden Compound, BIR Road, Barangay Central, Quezon City	(02) 8284-0800 locals: 410/411/412
Office of the <i>Deputy Administrator</i> for Operations & Services	4 th floor, PAGASA Science Garden Compound, BIR Road, Barangay Central, Quezon City	(02) 8284-0800 locals: 405/406 / (02) 34348975
Office of the <i>Deputy Administrator</i> for Research & Development	4 th floor, PAGASA Science Garden Compound, BIR Road, Barangay Central, Quezon City	(02) 8284-0800 locals: 407/408/409
Office of the <i>Chief</i> , Weather Division (WD)	PAGASA DOST Weather and Flood Forecasting, BIR Road, Barangay Central, Quezon City	(02) 8284-0800 locals: 803/804 (02) 89294570
Office of the <i>Chief</i> , Hydro-Meteorology Division (HMD)	PAGASA DOST Weather and Flood Forecasting, BIR Road, Barangay Central, Quezon City	(02) 8284-0800 locals: 806/807 (02) 89265060
Office of the <i>Chief</i> ,	2 th floor, PAGASA Science Garden Compound, BIR	(02) 8284-0800 locals: 201/202

Research & Development and Training Division (RDTD)	Road, Barangay Central, Quezon City	
Office of the <i>Chief</i> , Climatology and Agrometeorology Division	PAGASA DOST Weather and Flood Forecasting, BIR Road, Barangay Central, Quezon City	(02) 8284-0800 locals: 902/903
Office of the <i>Chief</i> , Financial, Planning and Management Division	3 th floor, PAGASA Science Garden Compound, BIR Road, Barangay Central, Quezon City	(02) 8284-0800 locals: 301/302
Office of the <i>Chief</i> , Administrative Division	3 th floor, PAGASA Science Garden Compound, BIR Road, Barangay Central, Quezon City	(02) 8284-0800 locals: 333/334/335
Office of the <i>Chief</i> , Engineering and Technical Services Division	PAGASA Science Garden Compound, BIR Road, Barangay Central, Quezon City	(02) 8284-0800 locals: 119/120
PAGASA Regional Services Divisions (PRSDs)		
Office of the <i>Chief</i> , Northern Luzon – PRSD, NLPRSD	Northern Luzon PRSD, Capitol Hills, Tuguegarao City, Cagayan	(078) 304-1994 / (078) 377-5259
Office of the <i>Chief</i> National Capital Region – PRSD	PAGASA Science Garden Compound, BIR Road, Barangay Central, Quezon City	(02) 8284-0800 local: 130
Office of the <i>Chief</i> , Southern Luzon – PRSD	Southern Luzon PRSD, Airport Compound, Legazpi City, Albay 4500	(052) 481-4472 / (052) 481-4455

Office of the <i>Chief</i> , Visayas PRSD	Visayas PRSD, Airport Road, Pusok, Lapu-Lapu City, Mactan Cebu	(032) 340-1868
Office of the <i>Chief</i> , Mindanao – PRSD	Mindanao-PRSD, Molugan, El Salvador City, Misamis Oriental	(088) 555-0485