



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

**CITIZEN'S CHARTER  
2025 (5<sup>th</sup> Edition)**



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## I. 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.

## II. Vision

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

## III. 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.

## IV. Service/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](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.



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**Central Office**  
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## OFFICE OF THE ADMINISTRATOR

### 1. Request for Resource Person/s

DOST-PAGASA, through the Office of the Administrator, accommodates requests from various stakeholders who wish to invite resource person(s) from the Agency on topics pertaining to meteorology, hydrometeorology, climatology, astronomy, and other relevant subjects.

<b>Office or Division:</b>	Office of the Administrator			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business Entity, and G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter addressed to Dr. Nathaniel T. Servando, Administrator, PAGASA		Requesting party		
2. Requesting party should provide: 2.1. Transportation of resource person from and going back to the PAGASA Office or the agreed pick-up/drop-off point 2.2. Facilities and equipment (e.g., projector, workshop/lecture venue, etc.) 2.3. Meals and accommodation for activities outside Metro Manila that would require an overnight stay				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send request letter either hand-carry/courier or through email at <a href="mailto:ao@pagasa.dost.gov.ph">ao@pagasa.dost.gov.ph</a> or via QR code  <i>(Requests must be sent at least 2 weeks before the date of activity,</i>	1. Receive and log the request.  1.1 Conduct preliminary evaluation of request	None	15 Minutes	<i>Receiving Officer</i> (for electronic letters)  or  Records Management Section (for letters that are hand-carried or sent through courier services)





<p><i>specifically for venues that would require travel beyond the 50-kilometer radius.)</i></p> <p>1.1. Obtain a receiving copy (for hand-carry) or wait and check for the email response (if sent thru email)</p>				<p>Requesting party</p>
<p>2. Wait for the notice of confirmation (follow-up can also be done by contacting the Office of the Administrator at telephone no. 8284-0800 (Loc. 1402/1403)</p>	<p>2. Determine the nature of request and indicate the necessary instruction</p> <p>2.1. Forward the request to the concerned office</p> <p>2.2. Assess if the request can be accommodated/ assign a resource person</p> <p>2.3. Coordinate with the requesting party</p>	<p>None</p>	<p>3 Working Days</p>	<p><i>Administrator</i></p> <p><i>AO Staff</i></p> <p><i>Concerned Division Chief</i></p> <p><i>Assigned Resource Person</i></p>
<p><b>TOTAL</b></p>		<p>None</p>	<p>3 Working Days and 15 Minutes</p>	
<p><b>END OF TRANSACTION</b></p>				



## HYDRO-METEOROLOGY DIVISION (HMD)

### 1. Provision of Customized Hydrometeorological Data

The Hydrometeorological Data Applications Section (HMDAS) under the Hydro-Meteorology Division (HMD) provide hydrometeorological data to the public such as the Rainfall Intensity-Duration-Frequency (RIDF), Telemetered Rainfall and Water level data, rainfall charts, and Flood Hazard maps. The aforementioned hydrometeorological data are essentially used by the client for various mathematical analysis, modeling and other applications such as water resource management, disaster preparedness, agricultural planning and infrastructure development.

<b>Division:</b>	Hydro-Meteorology Division (HMD) - Hydrometeorological Data Applications Section (HMDAS)	
<b>Classification:</b>	Simple to Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, and G2G – Government to Government	
<b>Who may avail:</b>	All	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	1. Online request (walk-in clients are asked to fill-up online request form using the kiosk or the QR code)	1.1 Online Data Request Portal website 1.2 PAGASA website
	2. Any valid ID that shows the name, address, and birthdate of the client (scanned or photo capture for online request)  Note: IDs shall be readable, untampered and contain consistent information with the documents submitted in online forms.	2. Valid IDs: Company ID, School ID, Driver's License, GSIS e-Card, Integrated Bar of the Philippines, Maritime Industry Authority (MARINA) ID, NCDA ID, Passport, Philippine Identification System (PhilSys) ID, Postal ID (PVC Plastic Card), PRC ID, Senior Citizen Card, SSS Card, Unified Multi-purpose ID, and Voter's ID
	3. Valid email address	3.1 Client 3.2 Client's School/University 3.3 Company
	4. Copy of Thesis/ Research/ Project Proposal or Abstract	4.1 Client 4.2 Client's School/University 4.3 Company



5. Terms and Conditions of Use for Hydrometeorological Data Note: The Terms and Conditions of Use for Hydrometeorological Data shall be properly signed by the client.		5.1 Online Data Request Portal website 5.2 PAGASA website		
6. Signed MOA/MOU (if applicable)		6.1 Client 6.2 Client's School/University 6.3 Company		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit online request  1.1 For online request, fill-out the online request form which can be access from the Online Data Request Portal website ( <a href="https://bit.ly/hmd-datarequestportal">https://bit.ly/hmd-datarequestportal</a> )  1.2 For walk-ins, submit online requests using the kiosk or the QR code.	1. Check the required documents submitted by the client (inform the client for incomplete documents)  1.1 Guide the client in using the kiosk  1.2 Generate Reference No. for the request  1.3 Forward request to HMDAS Data Processor	None  None  None	5 Minutes  5 Minutes  2 Minutes  2 Minutes	HMDAS <i>Receiving Officer</i>



<p>2. Wait for the data request updates</p>	<p>2. Generate the Summary of Request and Status of Request and send to client</p> <p>2.1 Generate Statement of Account (for approved requests only) and send to client</p>	<p>None</p> <p>None</p>	<p>3 Minutes</p> <p>Varying (depends on the approving officer):</p> <p>3 Minutes</p> <p>1 Working Day</p> <p>3 Working Days</p> <p>5 Working Days</p>	<p>HMDAS Data Processor</p> <p>Approving officer per volume of requested data:</p> <p>Up to ₱ 50,000.00 - Section Chief/ Officer-in-Charge</p> <p>₱ 50,000.50 to ₱ 100,000.50 - Division Chief/ Officer-in-Charge</p> <p>Above ₱ 100,000.50 to 1 Million - Deputy Administrator/ Officer-in-Charge</p> <p>Over 1 Million – Administrator</p>
<p>3. Secure Order of Payment and;</p>	<p>3. Send Statement of Account to client</p> <p>3.1 Submit transaction details to Accounting Unit</p> <p>Client's payment options:</p> <p>3.2 Send instructions/</p>	<p>None</p> <p>None</p> <p>None</p>	<p>3 Minutes</p> <p>3 Minutes</p> <p>3 Minutes</p>	<p>HMDAS Data Processor</p>



<p>3.1 Pay the requested data</p> <p>Online payment via Landbank LinkBiz (<a href="https://bit.ly/hmdpay">https://bit.ly/hmdpay</a>)</p> <p>Cash Management Unit, 3F PAGASA Central Office</p> <p>Note: The client shall bear the transaction fees/charges incurred in paying online</p>	<p>guide for online payment</p> <p>3.3 Instruct the walk-in client to proceed to PAGASA Cash Management Unit for the payment</p> <p>3.3 Monitor online payment transactions</p>	<p>None</p> <p>Fees &amp; Charges:</p> <p>Rainfall Intensity Duration Frequency (RIDF) ₱ 400/ station</p> <p>Rainfall Data ₱ 0.50/ data point</p> <p>Water Level data ₱ 0.50/ data point</p> <p>Rainfall Charts (per station) *scanned copy ₱ 0.50/ chart</p> <p>Flood Hazard Map ₱ 1,500.00/ per</p>	<p>3 Minutes</p> <p>5 Minutes (online payment)</p> <p>30 Minutes (walk-in payment)</p>	
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		province /per image		
4. Submit the Proof of Payment (if paid via online) or present the Official Receipt to the Data Processor	4. Record the O.R. No. or the Payment Reference No.	None	3 Minutes	HMDAS Data Processor
	4.1 Verify and acknowledge receipt of O.R. and Payment Reference No.	None	5 Minutes	
	4.2 Copy furnish and send Statement of Account to Cash Management Unit for documentation (for online payment transaction only)	None	3 Minutes	
	4.3 Log the O.R. No. and Payment Reference No. in the monitoring sheet	None	3 Minutes	
5. Wait for the notice of release	5. Process the requested data	None	Varying (depends on the type of requests)  3 Working Days (simple)  7 Working Days (complex)	HMDAS Data Processor



	<p>5.1 Check and review the processed data</p> <p>5.2 Inform the client that the requested data is ready for release</p>	<p>None</p> <p>None</p>	<p>20 Working Days (highly technical)</p> <p>5 Minutes</p> <p>5 Minutes</p>	<p>HMDAS Releasing Officer</p>
<p>6. Accomplish feedback form</p>	<p>6. Send Client Satisfaction Measurement (CSM) Form to client</p> <p>6.1 Release the requested data and update the monitoring sheet.</p>	<p>None</p> <p>None</p>	<p>5 Minutes</p> <p>3 Minutes</p>	<p>HMDAS Releasing Officer</p>
<p><b>TOTAL</b></p>			<p><b>Varying (depends on the approving officer, payment type, and type of requests)</b></p> <p><b>Example:</b></p> <p><b>70 Minutes</b> (simple requests, online payment)</p> <p><b>94 Minutes</b> (simple</p>	



			requests, walk-in payment	
<b>END OF TRANSACTION</b>				

*Service is covered under R.A. 10692*





## 2. Provision of Hydrometeorological Certification for Telemetered Rainfall (RR) and Water Level (WL)

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

<b>Division:</b>		Hydro-Meteorology Division (HMD) - Hydrometeorological Data Applications Section (HMDAS)		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C – Government to Citizen, G2B – Government to Business, and G2G – Government to Government		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Online request (walk-in clients are asked to fill-up online request form using the kiosk or the QR code)		1.1 Online Data Request Portal website 1.2 PAGASA website		
2. Any valid ID that shows the name, address, and birthdate of the client (scanned or photo capture for online request)  Note: IDs shall be readable, untampered and contain consistent information with the documents submitted in online forms.		2. Valid IDs: Company ID, School ID, Driver's License, GSIS e-Card, Integrated Bar of the Philippines, Maritime Industry Authority (MARINA) ID, NCDA ID, Passport, Philippine Identification System (PhilSys) ID, Postal ID (PVC Plastic Card), PRC ID, Senior Citizen Card, SSS Card, Unified Multi-purpose ID, and Voter's ID		
3. Valid email address		3.1 Client 3.2 Client's School/University 3.3 Company		
4. Research/Project Title, Purpose, and Location		4.1 Client 4.2 Client's School/University 4.3 Company		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit online request  1.1 For online request, fill-out the online request	1. Check the required documents (inform the client for	None	5 Minutes	HMDAS Receiving Officer



<p>form which can be access from the Online Data Request Portal website (<a href="https://bit.ly/hmd-datarequestportal">https://bit.ly/hmd-datarequestportal</a>)</p> <p>1.2 For walk-ins, submit online request using the kiosk or the QR code.</p>	<p>incomplete documents)</p> <p>1.1 Guide the client in using the kiosk</p>	None	5 Minutes	
	<p>1.2 Generate Reference No. for the request</p>	None	2 Minutes	
	<p>1.3 Forward request to HMDAS Data Processor</p>	None	2 Minutes	
<p>2. Wait for the request updates</p>	<p>2. Generate the Summary of Request and Status of Request and send to client</p>	None	3 Minutes	HMDAS <i>Data Processor</i>
	<p>2.1 Generate Statement of Account (for approved requests only)</p>	None	3 Minutes	Approved by the HMDAS <i>Chief</i>
<p>3. Secure Order of payment and;</p>	<p>3. Send Statement of Account to client Client's payment options:</p>	None	3 Minutes	HMDAS <i>Data Processor</i>
	<p>3.1 Send instructions/guide for online payment</p>	None	3 Minutes	
	<p>3.2 Instruct the walk-in client to proceed to PAGASA Cash Management</p>	None	3 Minutes	



<p>3.1 Pay the requested data certification</p> <p>Online payment via Landbank LinkBiz (<a href="https://bit.ly/hmdp ay">https://bit.ly/hmdp ay</a>)</p> <p>Cash Management Unit, 3F PAGASA Central Office</p> <p>Note: The client shall bear the transaction fees/charges incurred in paying online</p>	<p>Unit for the payment</p> <p>3.3 Monitor online payment transactions</p>	<p>Fees &amp; Charges:</p> <p>Hydrometeorological Certification for Telemetered Rainfall (RR) and Water Level (WL) ₱ 1, 000.00/ certification</p>	<p>5 Minutes (for online payment)</p> <p>30 Minutes (for walk-in payment)</p>	
<p>4. Submit the Proof of Payment (if paid via online) or present the Official Receipt to the Data Processor</p>	<p>4. Record the O.R. No. or the Payment Reference No.</p> <p>4.1 Verify and acknowledge receipt of O.R. and Payment Reference No.</p> <p>4.2 Copy furnish and send Statement of Account to Cash Management Unit (for documentation)</p>	<p>None</p> <p>None</p> <p>None</p>	<p>3 Minutes</p> <p>5 Minutes</p> <p>3 Minutes</p>	<p>HMDAS Data Processor</p>



	of the online payment transaction  4.3 Log the O.R. No. and Payment Reference No. in the monitoring sheet	None	3 Minutes	
5. Wait for the notice of release	5. Process the requested data certification	None	5 Minutes	HMDAS <i>Data Processor</i>
	5.1 Check and review the certification for approval. Affix signature and DRY SEAL	None	5 Working Days	Approved by HMD <i>Chief /Officer-in-Charge</i>
	5.2 Inform the client that the requested data is ready for release	None	3 Minutes	HMDAS <i>Releasing Officer</i>
6. Accomplish feedback form	6. Send Client Satisfaction Measurement (CSM) Form to client	None	5 Minutes	HMDAS <i>Releasing Officer</i>
	6.1 Release the requested data certification and update the monitoring sheet.	None	3 Minutes	
<b>TOTAL</b>		₱ 1, 000.00/ certification	<b>5 Working Days, 64 Minutes</b>	



			(online payment) <b>5 Working Days, 89 Minutes</b> (walk-in payment)	
<b>END OF TRANSACTION</b>				

*Service is covered under R.A. 10692*



## CLIMATOLOGY AND AGROMETEOROLOGY DIVISION (CAD)

### 1. 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.

<b>Office or Division:</b>	Climatology and Agrometeorology Division (CAD)			
<b>Classification:</b>	Simple to Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, and G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Online request (walk-in applicants are asked to fill-up online request using the kiosk or the QR codes)		PAGASA Website		
Any Valid Identification Card (1 soft copy, scanned or photo captured; for online applicants)		PhilID (aka National ID), Unified Multi-Purpose ID (UMID), Voter's ID, Driver's License, Office ID, BIR (Tin), Passport and other valid Government-issued IDs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit online request	1. Receive and log the request.	None	5 Minutes	<i>CADS Receiving Officer</i>
1.1 For walk-in applicants, submit online request using the kiosk or the QR codes	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:	1.2. Ask for valid ID 1.3. Forward request to Data Processing Officer			<i>CADS Data Processor</i>



<a href="http://bagong.pagaasa.dost.gov.ph/climate/climate-data">http://bagong.pagaasa.dost.gov.ph/climate/climate-data</a> or access the QR Code				
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	N/A	Varying (depends on the type of requests)  Simple requests up to 3 Working Days  Complex request up to 7 Working Days  Highly Technical up to 20 Working Days	CADS Data Processor    CADS SWS or WSII  CADS Chief and CAD Chief  CADS Releasing Officer  CADS Releasing Officer
3. Pay the necessary fees to the cashier (applicable for private agencies only)	3. Issue Statement of Account to client  3.1 Instruct the client to proceed to the cashier for the payment	PHP 1,000 / 1-year period and PHP 0.50/ succeeding data pt. and PHP 50.00 succeeding tropical cyclone	5 Minutes	CADS Releasing Officer   Unit Chief Cashier Unit, 3F PAGASA Central Office



	3.2 Refer to the online payment guide if preferred mode of payment is via online Link.BizPortal			3.2 Land Bank Link.BizPortal
4. Proceed to the Records Section	4. Check, record and dry seal the documents	N/A	2 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	N/A	2 Minutes	<i>CADS Releasing Officer</i>
6. Accomplish feedback form	6. Thank the Client	N/A	2 Minutes	<i>CADS Releasing Officer</i>
<b>TOTAL</b>		PHP 1,000 / 1-year period and PHP 0.50/ succeeding data pt. and PHP 50.00 succeeding tropical cyclone	<b>Varying (depends on the approving officer, payment type, and type of requests)</b>  20 Working Days, 16 Minutes	
<b>END OF TRANSACTION</b>				

Service is covered under R.A. 10692





## 2. 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.

<b>Office or Division:</b>	Climatology and Agrometeorology Division (CAD)			
<b>Classification:</b>	Simple to Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business Entity, and G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Online request (walk-in applicants are asked to fill-up online request using the kiosk or QR codes)		PAGASA website		
Any Valid Identification Card (1 soft copy, scanned or photo captured; for online applicants)		PhilID (aka National ID), Unified Multi-Purpose ID (UMID), Voter's ID, Driver's License, Office ID, BIR (Tin), Passport and other valid Government-issued IDs		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit online request	1. Receive and log the request	N/A	5 Minutes	<i>CADS 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: <a href="https://bagong.pag">https://bagong.pag</a>	1.2. Ask for Valid ID 1.3. Forward request to Data Processing Officer			<i>CADS Data Processor</i>



asa.dost.gov.ph/climate/climate-data				
2 Wait for the notice of release	<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 Statement of Account to client</p>	N/A	<p>Varying (depends on the type of requests)</p> <p>Simple requests up to 3 Working Days</p> <p>Complex request up to 7 Working Days</p> <p>Highly Technical up to 20 Working Days</p>	<p>CADS Data Processor</p> <p>CADS SWS or WSII</p> <p>CADS Chief and CAD Chief</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 Statement of Account to client</p> <p>3.1. Instruct client to proceed to the cashier for the payment</p> <p>3.2. Refer to the online payment guide if preferred mode of</p>	<p>PHP 1,000 / 1-year period and PHP 0.50/ succeeding data pt. and PHP 50.00 succeeding tropical cyclone</p>	5 Minutes	<p>CADS Releasing Officer</p> <p>Unit Chief Cashier Unit, 3F PAGASA Central Office</p> <p>Land Bank Link.BizPortal</p>



	payment is via online LinkBizPortal			
4. Present the Official Receipt to the Releasing Officer	4. Record the OR # to the logbook then release the requested data via email	N/A	2 Minutes	CADS Releasing Officer
5. Accomplish feedback form	5. Thank the Client	N/A	2 Minutes	CADS Releasing Officer
<b>TOTAL</b>		Varying (depends on the requested data, purpose of use and payment type)	<b>Varying (depends on the approving officer, and type of requests)</b>  20 Working Days, 14 Minutes	
<b>END OF TRANSACTION</b>				

Service is covered under R.A. 10692.

### Schedule of Fees

Climate Data Products	Applicable Fees
<b>I. Climate Data / Publications</b>	
Climatological Normals (Average of all-weather parameters for 30 years period)	Free
Climatological Extremes (Extreme values of selected weather parameters)	Free
Monthly Total/Mean and Annual Climatic Data (per parameter/per station) *Available for all weather parameters	P 18.00
Daily/Hourly Climatic Data (per parameter per station) *Available for all weather parameters	P 0.50/data pt.
Wind Rose and Analysis 30-year period (per station)	P 2,000.00
<b>II. Tropical Cyclone Information</b>	



Tropical Cyclone Summary	P 50.00/tropical cyclone
Information on Tropical Cyclones by Locality (TC that passes through a certain locality in 50, 100 and 200 kilometers)	P 1,500.00
Storm Surge in the Philippines (per province/per image)	P 1,500.00
Severe Winds in the Philippines (per province/per image)	P 1,500.00
Hazard/Risk Map (per province/per map)	P 1,500.00
<b>IV. Weather Certification</b>	P 1,000.00/ 1-year period P 0.50/ succeeding data pt. and P50.00/ succeeding tropical cyclone
Daily Rainfall	
Prevailing weather condition for a particular place and time	
Total cyclone occurrence in the Philippine Area of Responsibility	
Certified True Copy	P 250.00/ weather certification
<b>V. Station Profile</b>	
Climate Profile (with maps and analysis)	P 2,000.00/ station
<b>VI. Solar Radiation Data</b>	
Global radiation (per station)	P 360.00/ year
Daily Sunshine duration (per station)	P 360.00/ year
Solar cards (365 pcs)	P 2,500.00



### 3. 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.

<b>Office or Division:</b>	Climatology and Agrometeorology Division (CAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business, and G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Computer with internet access		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit the PAGASA's Official Website at: <a href="https://www.pagasa.dost.gov.ph/climate/climate-change/dynamic-downscaling/climapv2.0">https://www.pagasa.dost.gov.ph/climate/climate-change/dynamic-downscaling/climapv2.0</a>  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	1. Receive and log the request (automatically being done on the online platform and database)	None	15 Minutes	Chief, Impact Assessment and Applications Section



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

*Service is covered under R.A. 10692*



#### 4. 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 15<sup>th</sup> 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.

<b>Office or Division:</b>	Climatology and Agrometeorology Division (CAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business Entity, and G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter (soft copy to be sent thru email)		Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 <a href="mailto:iaascad17@gmail.com">iaascad17@gmail.com</a>	1. Receive and log the request.  1.2 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 in .pdf format via email.	None	2 Working Days	Chief, Impact Assessment and Applications Section



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>
<b>TOTAL</b>		None	2 Working Days and 17 Minutes	
<b>END OF TRANSACTION</b>				





## RESEARCH & DEVELOPMENT AND TRAINING DIVISION (RDTD)

### 1. 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.

<b>Division:</b>	Research & Development and Training Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Request from School/ tour coordinators (E-copy to be sent via email at <a href="mailto:astronomy@pagasa.dost.gov.ph">astronomy@pagasa.dost.gov.ph</a> or may be sent personally, depending on the client's preference)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 or to be emailed at <a href="mailto:astronomy@pagasa.dost.gov.ph">astronomy@pagasa.dost.gov.ph</a>	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,</i> Office of the Chief, Space Sciences and Astronomy Section (SSAS)



<p>2. Pay to the PAGASA Cashier for the required partial payment</p>	<p>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)</p>			
<p>3. Present the Official Receipt of payment made to the Booking Officer</p>	<p>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</p>			
<p>4. Confirmation of the scheduled Planetarium visit</p>	<p>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</p>			
<p>5. Accomplish feedback form thru QR Code provided</p>	<p>6. Acknowledge the client's response</p>	<p>SSAS Personnel In- Charge</p>	<p>5 Minutes</p>	<p>SSAS Section Chief and staff RDTD</p>



<b>TOTAL</b>			25 Minutes	
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## 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

<b>Division:</b>	Research & Development and Training Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of Request from School/ tour coordinators (E-copy to be sent thru email at <a href="mailto:astronomy@pagasa.dost.gov.ph">astronomy@pagasa.dost.gov.ph</a> or may be sent personally, depending on the client's preference)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 or to be sent at <a href="mailto:astronomy@pagasa.dost.gov.ph">astronomy@pagasa.dost.gov.ph</a>	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>
1. 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			
2. 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			
3.2 Or pay at the LBP LinkBizz	A statement of account will be sent to the requesting party to pay for the rental fees. The proof of payment should be sent to SSAS and will be forwarded to the PAGASA Cashier with the Payment Acceptance Order for the issuance of Official Receipt if required.			
3. Confirmation of the scheduled outreach activity	5. Advise the tour coordinator/ requesting party to confirm their scheduled outreach activity. Confirmation of the approved request shall be done two (2) days before the scheduled date.			
4. Accomplish feedback form via QR Code provided	6. Acknowledge the client's response	SSAS Personnel In-Charge	5 Minutes	SSAS Section Chief and Staff, RDTD



<b>TOTAL</b>		Mobile Planetarium Rental – Php 1,500.00 Telescope Rental – Php 500.00	25 Minutes	
<b>END OF TRANSACTION</b>				

*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.

<b>Division:</b>	Research & Development and Training Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>AGENCY ACTION</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepare the letter of request addressed 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 at the earliest possible time or to be sent at	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	4 Working Days	<i>Receiving Officer</i>



<a href="mailto:astronomy@pagasa.dost.gov.ph">astronomy@pagasa.dost.gov.ph</a>	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	
2.1 Or pay at the LBP LinkBizz	9. A statement of account will be sent to the requesting party for the certification fee. The proof of payment should be sent to SSAS and forwarded to the PAGASA Cashier with the Payment Acceptance Order for the issuance of Official Receipt if required.			
3. Present the Official Receipt of payment made to the Releasing Officer	10. 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	11. PAGASA expert shall testify with the information stipulated in the certification issued			<i>Friends of Court</i> from SSAS/ RDTD and PRSD
5. Accomplish feedback form	12. Acknowledge the client's response	RDTD Office/		SSAS Section Chief, RDTD





thru the QR Code provided		Section Personnel In-Charge	5 Minutes	
<b>TOTAL</b>		Php 100.00/ certification	4 Days and 20 Minutes	
<b>END OF TRANSACTION</b>				



## 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.

<b>Division:</b>	Research & Development and Training Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B, G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Incoming form (2 copies) 2. Outgoing/Billing statement form (2 copies)		From PAGASA Instrument Calibration Laboratory (PICL) (by email, or walk-in)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for calibration via phone at tel. no. 8929-2121, 8284-0800 local 3050 or e-mail at <a href="mailto:picl_cust@pagsa.dost.gov.ph">picl_cust@pagsa.dost.gov.ph</a>	<b>(For online customer)</b> 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 confirmed customer's	None yet	10 Minutes	<i>Customer Service Assistant (CSA)</i>



	<p>schedule of visit. (in pdf format)</p> <p><b>(For Walk-in)</b></p> <p>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	8 Minutes	<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	<p><i>Calibration Manager/s</i></p> <p><i>Customer Service Assistant (CSA)</i></p>



<p>4. Bring the OIF and pay the corresponding charges to the PAGASA Cashier</p>	<p>9. Cashier will check and receive the OIF and process the payment.</p> <p>10. PAGASA Cashier will release the Official Receipt (OR) to the customer</p>	<p>Depends on the instrument to calibrate; Please refer to the PAGASA website, or in the filled-up form.</p>	<p>5 Minutes</p>	<p>Cashier's Office 3<sup>rd</sup> Floor, PAGASA Central Office</p>
<p>5. Proceed to the PICL and present the OR</p>	<p>11. The PICL will check the original OR issued by the Cashier and sign the OIF</p> <p>12. The PICL will ask the customer to accomplish the satisfaction survey form before releasing the instrument/s</p> <p>13. Issuance of the calibrated instruments and calibration certificate/s</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Customer Service Assistant (CSA)</i></p>
<p><b>TOTAL</b></p>		<p>None</p>	<p>10 working days per parameter and 28 Minutes (For Receiving and releasing process)</p>	
<p><b>END OF TRANSACTION</b></p>				

Service is covered under R.A. 10692



## 5. Borrowing and Returning of PAGASA Library Books/Materials

This service is requested by the PAGASA community and its stakeholders, particularly researchers, instructors, trainees and information officers, by providing updated and relevant library resources specializing in PAGASA related topics/ subjects.

<b>Division:</b>	Research & Development and Training Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business and G2G-Government to Government			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. PAGASA eLibrary account		<a href="http://www.pagasadost.onstrike.com.ph">www.pagasadost.onstrike.com.ph</a>		
2. PAGASA ID; Valid ID (if non-PAGASA)		% Library Unit (LU)		
3. Referral letter from agency/ institution (if non-PAGASA)		% Patron		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log in to the PAGASA eLibrary to search and reserve item(s) from the online catalog of books/ materials.	1. Verify the availability of the reserved item(s) and check if patron has overdue books/ materials.	None	10 Minutes (if onsite)  1 Working Day (if online)	<i>Circulation Librarian</i> LU
2. Agree to the advised borrowing schedule and proceed to the PAGASA Library if reserved online.	2. Advise patron regarding the borrowing schedule and procedure.	None	5 Minutes	<i>Circulation Librarian</i> LU
3. Receive item(s).	3. Check out the item(s) in the PAGASA eLibrary system.	None	5 Minutes	<i>Circulation Librarian or Library Staff</i> LU
<b>TOTAL</b>		<b>NONE</b>	20 Minutes	
Patron uses the book(s)/ material(s) * <i>Kindly note that most items are for room use only</i>				
4. Return borrowed item(s).	4. Examine condition of the item(s), assess fees (if any) and encode/ check in in	Amount incurred for overdue/ damaged item(s)	10 Minutes	<i>Circulation Librarian or Library Staff</i> LU



	the PAGASA eLibrary system.			
<b>TOTAL</b>		NONE	10 Minutes	
<b>END OF TRANSACTION</b>				



## 6. Application to PAGASA Long-term Technical Training Courses

This service facilitates the selection of both current and prospective technical personnel to technical training courses with duration of six (6) months or longer; or in courses where the PAGASA Personnel Development Committee (PPDC) deems the information from the applications as integral in the body's selection process.

<b>Division:</b>	Research & Development and Training Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Training Application Form		Training, Fellowships, and Scholarships Unit (TFSU)		
2. Division Nomination Form (if PAGASA employee)		Division chief/planning officer		
3. University records (TOR, diploma)		% Applicant		
4. 1x1 ID Photo		% Applicant		
5. CSC Eligibility (if required)		% Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out online application form.  <i>* Application window may range from one (1) to two (2) weeks.</i>	1.1. Screen applications (with division nomination forms) according to course requirements and prepare Profile List of Applicants.	None	2 Working Days (from end of application deadline)	<i>Training Staff</i> TFSU
	2. If qualifying exam is required, deliberate applicants and identify examinees.	None	2 Working Days	<i>Members</i> PAGASA Personnel Development Committee
2. Acknowledge exam details.	3. Inform examinees of the date, venue and other relevant details of the exam via email.	None		<i>Training Staff</i> TFSU
3. Prepare for qualifying exam and make travel	4. Prepare qualifying exam and facilities.	None	7 Working Days	<i>Chief</i> TPIS



arrangements, if necessary.				
4. Attend pre-exam orientation.	5. Conduct pre-exam orientation.	None		<i>Training Staff</i> TFSU
5. Take qualifying exam.	6. Administer qualifying examination at designated venues.	None	1 Working Day	<i>Training Staff</i> TFSU
	7. Check/ grade exams anonymously and submit results to PPDC.	None	2 Working Days	<i>Chief</i> TPIS
	8. Deliberate examinees and recommend List of Trainees to PAGASA Administrator.	None	3 Working Days	<i>Members</i> PAGASA Personnel Development Committee
	9. Approve List of Trainees.	None	3 Working Days	<i>Administrator</i> PAGASA
6. Acknowledge PAGASA decision.  If selected, confirm attendance to the technical training course. If not attending, submit a letter of withdrawal.	10. Inform all examinees of the decision via email.	None		<i>Training Staff</i> TFSU
	11. If examinee is selected, provide course details and attach a template of the PAGASA Training/ Scholarship Contract.	None		<i>Training Staff</i> TFSU
<b>TOTAL</b>		NONE	20 Working Days	
<b>END OF TRANSACTION</b>				

*\*This service also caters internal clients*





## 7. Provision of PAGASA Technical Training

This service ensures effective implementation of technical training for all in-house courses or those conducted in PAGASA and facilitated by the Training, Fellowships and Scholarships Unit (TFSU). This is limited to the actual implementation of the course and does not include processing of requests for division/ project-initiated courses, which is outlined as a separate service.

<b>Division:</b>	Research & Development and Training Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2G – Government to Government			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Copy of PAGASA Special Order 2. Evaluation Forms 3. PAGASA Training/ Scholarship Contract (if required)		Respective Divisions or TFSU TFSU		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present/ submit requirements. <i>* Note: PAGASA does not accept digitally-signed or scanned contracts.</i>	1. Enroll trainee in the Unified Learning Advancement Platform (ULAP) course module(s).	None	1 Working Day	<i>Training Staff</i> TFSU
2. Attend course orientation.	2. Conduct pre-course orientation.	None		<i>Training Staff</i> TFSU
<b>TOTAL</b>		<b>NONE</b>	<b>1 Working Day</b>	
Trainee attends course/ classes <i>* Course length/ duration varies depending on design of training</i>				
3. Complete all training course activities/ requirements.	3. Assess trainee performance.	None	7 Working Days	<i>Instructor</i> External Service Provider or PAGASA
4. Fill out course evaluation forms.	4. Inform trainee of the assessment of their course/ class performance and advise if they passed/ failed the course.	None	1 Working Day	<i>Training Staff</i> TFSU



5. Receive technical training certificate.	5. Distribute course certificates.	None		<i>Training Staff</i> TFSU
<b>TOTAL</b>		NONE	8 Working Days	
<b>END OF TRANSACTION</b>				

*\*This service also caters internal clients*



**Central Office**  
**Internal Services**



## ENGINEERING AND TECHNICAL SERVICES DIVISION (ETSD)

### 1. Request for Repair and Maintenance in Central Office

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.

<b>Office or Division:</b>	Engineering and Technical Services Division (ETSD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All PAGASA Division			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Job/Service Request Form, 2 Original copies (soft copy to be sent thru email at etsd@pagasa.dost.gov.ph)		Office of the <b>Chief</b> Engineering and Technical Services Division (ETSD), DOST-PAGASA Central Office, BIR Rd., Brgy. Central, Quezon City		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	TEV	10 Working Days  1 Working Day	<i>Engineer(s) and Technician(s)</i> ETSD



	<p>concerns for maintenance</p> <p>2.2 Prepare tools and equipment needed for travel</p> <p>2.3 Prepare IPP</p> <p>2.4 Conduct repair</p>		<p>30 Minutes</p> <p>1 Working Day</p> <p>1 Working Day</p> <p>5 Working Days</p>	
3. Accomplish Feedback Form	3. Acknowledge the client's response	None	2 Minutes	<i>Responsible personnel</i> ETSD
<b>TOTAL</b>		None	18 working days and 35 minutes	
<b>END OF TRANSACTION</b>				



## 2. Request for Repair and Maintenance in 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.

<b>Office or Division:</b>	Engineering and Technical Services Division (ETSD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All PAGASA Division			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 Working Day	<i>Engineer(s) and Technician(s)</i> ETSD



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



## FINANCIAL PLANNING & MANAGEMENT DIVISION(FPMD)

### 1. Processing of Certification of Remittance

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

<b>Office or Division:</b>	Financial Planning & Management Division)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All PAGASA employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Personal request (Inform the assigned employee for the needed Remittance Certification)			Employee or requesting party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 (asfpmdpagsa@gmail.com)	1. Receive and log the request	None	5 Minutes	<i>Receiving Officer, Accounting Section</i>
2. Wait for the advice in claiming the request	2. Retrieves file from data bank & updates the needed data  1.3 Prepares certification	None	25 minutes (For requests with a period starting 2000 to current year)	<i>Data Processing Officers, Accounting Section</i>





	<p>1.4 Reviews the document</p> <p>1.5 Forwards the Remittance Certification to the Accountant for his signature</p> <p>1.6 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, Accounting Section</i>
<b>TOTAL</b>		None	32 minutes	



## ADMINISTRATIVE DIVISION

### 1. 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.

<b>Office or Division:</b>	Records Retention and Disposal Unit, Records Management Section (RMS) Administrative Division (AD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PAGASA Officials and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request for Official Records <ol style="list-style-type: none"> <li>Duly accomplished Request Form, which can be submitted through:               <ul style="list-style-type: none"> <li>Google form (google link)</li> <li>Email Request letter at <a href="mailto:rms.request@gmail.com">rms.request@gmail.com</a></li> </ul> </li> <li>Request for certification/Authentication Form               <ul style="list-style-type: none"> <li>Original document/s must be presented for authenticity review</li> </ul> </li> <li>Photocopy/ies of document/s to be certified               <ul style="list-style-type: none"> <li>Specify the number of copies to be requested</li> </ul> </li> </ol>		Records Management Section office  <a href="http://bit.ly/4eGX6d5">http://bit.ly/4eGX6d5</a>  Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the accomplished Request Form: <ol style="list-style-type: none"> <li>in person;</li> <li>thru an authorized representative;</li> <li>or</li> <li>thru email <a href="mailto:rms.request@gmail.com">rms.request@gmail.com</a></li> </ol>	1. Receives and screens the request for certification	None	5 Minutes	<i>Administrative Officer III, RMS</i>



2. Present the original copy of the document for CTC <b>if not</b> filed in the RMS, provided that it is for official use	2. Validate the presented original copy versus photocopies	None	20 Minutes	Administrative Officer III / Administrative Officer V, RMS
	3. Checks availability and authenticity of record on file	None	30 Minutes	Administrative Officer III / Administrative Officer V, RMS
	4. Stamp "Certified True/Photocopy" on every page of the photocopies; and affix signature;	None	25 Minutes	Administrative Officer III / Administrative Officer V, RMS
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	Administrative Officer III / Administrative Officer V, RMS
4. Accomplish Feedback Form  <a href="https://bit.ly/4elkUUd">https://bit.ly/4elkUUd</a>	6. Acknowledge the client's response	None	2 Minutes	Responsible personnel  AD
<b>TOTAL</b>		None	1 Hour, 27 Minutes	
<b>END OF TRANSACTION</b>				

*Note: Depending on the number of documents requested. Client's feedback is already included in the Google Request Form; thus, the RMS only generate the reports into goggle sheet for monitoring purposes.*



## RESEARCH & DEVELOPMENT AND TRAINING DIVISION (RDTD)

### 1. Acquisition of Books/Materials

This service is requested by PAGASA employees for the immediate purchase of library resources, which were not included in the annual Library Acquisition Plan. The expedited procurement is subject to approval of the RDTD and available funds.

<b>Division:</b>	Research & Development and Training Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PAGASA personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of request signed by Division chief 2. Details of the book/ material (title, author, edition/ year, etc.)		% Patron % Patron		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements.	1. Review request with Library Unit.	None	2 Working Days	Chief TPIS
	2. Price-check requested book/ material; estimate possible expenses and schedule of shipping.	None		Acquisitions Officer or Library Staff LU
	3. Endorse review of request to RDTD Chief.	None		Chief TPIS
	4. Approve request.	None	2 Working Days	Chief RDTD
	5. Submit Purchase Request and Purchase Order to Procurement Unit.	None		Acquisitions Officer or Library Staff LU
<b>TOTAL</b>		NONE	4 Working Days	
* Procurement Unit to process bids (may take between 14 to 28 days) * Shipping time may vary especially if from overseas				
	6. Receive, label, stamp and accession book/ material.	None	3 Working Days	Acquisitions Officer LU
2. Acknowledge email and	7. Encode book/ material in PAGASA eLibrary and notify patron via email.	None		Acquisitions Officer LU



proceed to borrowing of book/ material.				
<b>TOTAL</b>		NONE	3 Working Days	
<b>END OF TRANSACTION</b>				



## 2. Applications to External Learning and Development Programs

This service facilitates the selection of PAGASA personnel to prioritize fellowship and scholarship programs, including training and other non-degree courses.

<b>Division:</b>	Research & Development and Training Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PAGASA Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. CUMULS Online Application Form 2. 1x1 ID Photo 3. Training/ Scholarship Nomination Form signed by supervisors		<a href="http://bit.ly/CUMULS">bit.ly/CUMULS</a> % Applicant * Applicant to receive draft of nomination form via email after submission of application		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out online application form and submit nomination form via email. * <i>Application window depends on organizer deadline.</i>	1. Screen applicants according to the program/ course requirements and prepare Profile List of Applicants.	None	1 Working Day (from end of application deadline)	<i>Fellowship Officer TFSU</i>
	2. Deliberate qualified applicants and recommend PAGASA nominee.	None	3 Working Days	<i>Members PAGASA Personnel Development Committee</i>
	3. Approve PAGASA nominee and sign PAGASA nomination letter.	None	3 Working Days	<i>Administrator PAGASA</i>
2. Acknowledge PAGASA nomination/ decision.	4. Inform nominee and other applicants of the decision via email.	None		<i>Fellowship Officer TFSU</i>
	5. Transmit PAGASA nomination letter to organizing agency/ institution via email.	None	1 Working Day	<i>Fellowship Officer TFSU</i>
	6. If externally-funded, provide checklist of sponsor	None		<i>Fellowship Officer TFSU</i>



	requirements to PAGASA nominee.			
<b>TOTAL</b>		NONE	8 Working Days	
<b>END OF TRANSACTION</b>				



### 3. Coordination of Fellowship / Scholarship Applications

This service ensures effective correspondence with local and international agencies/ institutions and other external partners for funding/ sponsorship of PAGASA personnel to learning and development programs, including training and other non-degree courses.

<b>Division:</b>		Research & Development and Training Division		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		PAGASA Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Sponsor requirements (may vary): medical certificate, university endorsement/ acceptance, research publications, <i>etc.</i>		% PAGASA Nominee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit sponsor requirements and fill out forms, if required.	1. Check submitted requirements.	None	1 Working Day	<i>Fellowship Officer</i> TFSU
	2. Prepare other official documents required by sponsor agency/ institution.	None		<i>Fellowship Officer</i> TFSU
	3. Sign official documents.	None	3 Working Days	<i>Administrator</i> PAGASA
	4. Transmit requirements and documents to sponsor agency/ institution via email.	None		<i>Fellowship Officer</i> TFSU
<b>TOTAL</b>		NONE	4 Working Days	
<i>* Sponsor agency/ institution to process nomination (processing time may vary)</i>				
2. Acknowledge sponsor acceptance/ decision.	5. Receive decision and inform the PAGASA nominee via email. If accepted to the program, attach a copy of the acceptance letter.	None	10 Minutes	<i>Fellowship Officer</i> TFSU
	6. If venue is overseas, provide	None		<i>Fellowship Officer</i> TFSU





	checklist of travel requirements.			
<b>TOTAL</b>		NONE	10 Minutes	
<b>END OF TRANSACTION</b>				



#### 4. Assistance in Travel Authority Applications for Official Foreign Travels

This service is requested by PAGASA employees who will participate in learning and development courses and/ or represent the Agency in official activities overseas, which requires authorization from the DOST. This excludes processing of personal foreign trips.

<b>Division:</b>	Research & Development and Training Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PAGASA Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. PAGASA Training/ Scholarship Contract (if applicable)		TFSU		
2. Duties and Responsibilities		% PAGASA Fellow/ Scholar		
3. Approved Line-Item-Budget (if GIA)		% PAGASA Fellow/ Scholar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Travel Authority requirements.	1. Check submitted requirements.	None	1 Day	<i>Fellowship Officer</i> TFSU
	2. Prepare other official documents required by DOST.	None		<i>Fellowship Officer</i> TFSU
	3. Sign official documents.	None	3 Working Days	<i>Administrator</i> PAGASA
	4. Transmit requirements and documents to DOST.	None		<i>Liaison Officer</i> TFSU
<b>TOTAL</b>		NONE	4 Working Days	
* DOST-ITCU to process approval of Travel Authority (processing time may vary)				
2. Receive Travel Authority.	5. Retrieve Travel Authority from DOST and provide a copy to fellow/ scholar.	None	4 Hours	<i>Liaison Officer</i> TFSU
	6. Advise fellow/ scholar re application for official passport and/ or visa.	None		<i>Fellowship Officer</i> TFSU
<b>TOTAL</b>		NONE	4 Hours	
<b>END OF TRANSACTION</b>				



## 5. Assistance in Official Passport and Visa (Note Verbale) Applications

This service is requested by PAGASA employees who will participate in learning and development courses and/ or represent the Agency in official activities overseas. The Note Verbale is a requirement for visa applications. This excludes processing of personal foreign trips.

<b>Division:</b>	Research & Development and Training Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	PAGASA Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Travel Authority 2. Letter of Invitation 3. PAGASA ID 4. Duties and Responsibilities 5. Official Passport (if any)		DOST (* TFSU-assisted) Organizing agency/ institution % PAGASA Fellow/ Scholar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit application requirements.	1. Check submitted requirements and prepare official documents required by DFA.	None	1 Working Day	<i>Fellowship Officer</i> TFSU
	2. Sign official documents.	None	3 Working Days	<i>Administrator</i> PAGASA
	3. Transmit requirements and documents to DFA.	None		<i>Liaison Officer</i> TFSU
<b>TOTAL</b>		NONE	4 Working Days	
<i>* Schedule of appearance may take 1 week depending on DFA advice</i>				
2. If new applicant, appear at the DFA.	4. Present fellow/ scholar to DFA passport office.	None	3 Hours	<i>Liaison Officer</i> TFSU
<b>TOTAL</b>		NONE	3 Hours	
<i>* DFA to process Official Passport application (releasing time may take 1 week)</i>				
	5. Retrieve Official Passport and Note Verbale (if needed) from DFA.	None	3 Hours	<i>Liaison Officer</i> TFSU



3. Receive Official Passport and Note Verbale (if needed).	6. Endorse Official Passport and Note Verbale to fellow/scholar.	None		<i>Fellowship Officer</i> TFSU
<b>TOTAL</b>		NONE	3 hours	
<b>END OF TRANSACTION</b>				



## 6. Assistance in PAGASA Division/Project-initiated Technical Training

This service is requested by PAGASA Divisions or Projects for the implementation of technical courses, which are not identified in the annual Training Plan. The scope of work/ assistance is subject to approval of the RDTD and available resources.

<b>Division:</b>	Research & Development and Training Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of request, signed by Division chief or Project/ Program leader, addressed to RDTD chief		% Requesting Party		
2. Rationale (brief background of course, objectives and target participants)		% Requesting Party		
3. Course Map Template		TFSU		
4. PAGASA Special Order (List of Participants)		% Requesting Party		
5. Course Evaluations (overall reaction and learning, instruction, design, materials, support, facilities, etc.)		TFSU		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Letter of request and Rationale	1. Review request with TFSU and discuss feasible scope of work/ assistance according to complexity of the training and unit's available personnel and/ or resources.	None	2 Working Days	Chief TPIS
	2. Endorse review of request and recommended scope of work/ assistance to RDTD Chief.	None		Chief TPIS
	3. Approve endorsed scope of work/ assistance.	None	1 Working Day	Chief RDTD
2. Agree to scope of work/ assistance.	4. Assign Training Specialist to handle	None		Chief TPIS



	and coordinate the request.			
<b>TOTAL</b>		NONE	3 Working Days	
<b>Scope of work/ assistance: Review course design</b>				
3. Fill out Course Map with learning outcomes and required topics; provide other relevant information.	5. Assist in identifying suitable modality, pedagogy, activities, and learning assessment.	None	2 Working Days	<i>Training Specialist TFSU</i>
	6. Assist in aligning design with PAGASA technical competencies.	None		<i>Training Specialist TFSU</i>
	7. Review Course Map and endorse to RDTD chief.	None	2 Working Days	<i>Chief TPIS</i>
	8. Approve Course Map.	None		<i>Chief RDTD</i>
4. Receive Course Map (design).	9. Endorse Course Map to division or project/ program representative.	None		<i>Training Staff TFSU</i>
<b>TOTAL</b>		NONE	4 Working Days	
<b>Scope of work/ assistance: Processing of certificates</b>				
5. Provide List of Participants to the course.	10. Prepare certificates of appreciation, participation and/ or completion.	None	1 Working Day	<i>Training Staff TFSU</i>
	11. Sign certificates.	None	2 Working Days	<i>Division Chief or Project/Program Leader, Chief RDTD, Administrator PAGASA</i>
6. Receive certificates.	12. Endorse certificates to division or project/ program representative.	None		<i>Training Staff TFSU</i>
<b>TOTAL</b>		NONE	3 Working Days	



<b>Scope of work/ assistance: Analysis of course evaluations</b>				
7. Distribute course evaluation forms to participants.	13. Summarize evaluation responses; provide graphical representations, data interpretation and insights.	None	3 Working Days	<i>Training Specialists TFSU</i>
	14. Review analysis of evaluations and endorse to RDTD chief.	None	2 Working Days	<i>Chief TPIS</i>
	15. Approve analysis of evaluations.	None		<i>Chief RDTD</i>
8. Receive analysis of course evaluations.	16. Endorse analysis of evaluations.	None		
<b>TOTAL</b>		NONE	5 Working Days	
<b>END OF TRANSACTION</b>				



## **Regional / Field Office**

### **External Services**





## NATIONAL CAPITAL REGION PAGASA REGIONAL SERVICE DIVISION (NCRPRSD)

### 1. 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.

<b>Office or Division:</b>	National Capital Region PAGASA Regional Services Division (NCRPRSD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business Entity, and G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter (1 Original or soft copy) or Any Government Issued Identification Card (1 soft copy, scanned or photo captured)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Apply online thru PAGASA website (Climatological Data/Climate Data Request)	CADS to acknowledge receipt of data request	None	5 Minutes	CADS <i>Receiving Officer</i>
2. CADS will email the station concerned and give the reference number for the processing of data	Upon receipt of email from CADS, concerned station will process the request and inform the client for the pick-up date and amount to be paid Advise the client to go the nearest Post Office for the payment  Client will give the Postal Money Order to the	PHP 1,000 for a maximum of 1-year period and PHP 30 per	3 working days	CADS <i>Receiving Officer</i>



	<p>personnel of station concerned</p> <p>Personnel from the station concerned will receive PMO, release the document, and thank the client.</p> <p>Create a Money Order Transmittal and complete it on the 1<sup>st</sup> day of the following month.</p>	<p>month in excess thereof</p>	<p>30 minutes</p>	<p><i>Station Personnel</i></p>
<b>TOTAL</b>		<p>PHP 1,000 for a maximum of 1-year period and PHP 30 per month in excess thereof</p>	<p>3 Working Days and 35 minutes</p>	
<b>END OF TRANSACTION</b>				



## NORTHERN LUZON PAGASA REGIONAL SERVICE DIVISION (NLPRSD)

### 1. 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.

<b>Office or Division:</b>	NL PAGASA Regional Services Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B – Government to Business Entity, and G2G- Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter 2 Original or soft copy thru email		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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  <u><a href="mailto:nlpagasarsd@yahoo.com">nlpagasarsd@yahoo.com</a></u> <u><a href="mailto:nlpagasarsd@gmail.com">nlpagasarsd@gmail.com</a></u>	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	<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 through SMS that the request is ready for release</p>	None	2 Working Days	<i>Concerned personnel</i>
3. Pay the Money Order at any Post Office and secure PMO	None	<p>Daily rainfall, Prevailing weather condition for a particular place and time</p> <p><b>P1,000 /1-year period</b></p> <p><b>P0.50/ succeeding data pt and P0.50/succeeding tropical cyclone</b></p>	Not applicable	<i>Postal Office personnel</i>
4. Give the PMO to the concerned personnel	3. Receive and check the PMO,	None	3 minutes	<i>Personnel from section concerned</i>



	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 3.3 Submit PMO to PAGASA Records for the processing of OR			
5. Accomplish feedback form	4. Acknowledge and thank the client	None	3 Minutes	<i>Personnel Concerned</i>
<b>TOTAL</b>		Daily rainfall, Prevailing weather condition for a particular place and time <b>P1,000 /1-year period</b> <b>P0.50/ succeeding data pt</b> <b>and P0.50/succeeding tropical cyclone</b>	2 Working Days and 11 minutes	
<b>END OF TRANSACTION</b>				



## 2. Calibration of Basic Meteorological Instruments

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.

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.

<b>Office or Division:</b>	Local Instrument Center Tuguegarao-NL PAGASA Regional Service Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B – Government to Business Entity, and G2G- Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Incoming form (2 copies) 2. Outgoing /Billing Statement form (3 copies) 3. Feedback form (1 copy)		Local Instrument Center Tuguegarao (LICT)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Seek assistance from the personnel of the Section concerned 2.1 Submit request letter addressed to the Chief of NLPPRSD/ Chief Calibration Officer through walk in or through LICT official email: <a href="mailto:picltuguegarao@gmail.com">picltuguegarao@gmail.com</a>	1. Attend to the in queries/ needs of the client 1.1 Receive and record the request letter 1.2 Send back incoming form with clients confirm schedule of delivery of instruments	None	15 Minutes	<i>Customer Service Assistant, LICT</i>



Fill out incoming form and submit through email				
2. Delivery of the instruments to be calibrated at LICT	2. Receive, inspect and check the condition of the instruments for calibration	None	15 Minutes during reception (for fast reception, secure forms to fill via email)	<i>Customer Service Assistant, LICT</i>
3.Wait for the notice for claiming the instruments	3. Calibration of the instruments 3.1 Processing of Calibration Certificate	None	10 working days per parameter	<i>LICT Calibration technician in charge</i>
4.Conform with the arrangements discussed	4.Inform the client that the instrument is calibrated and ready for release 4.1 Fill out the outgoing form	None		<i>Customer Service Assistant, LICT</i>
5.Processing of payment corresponding to the incoming form	5. Receive and confirm and record the payment 5.1 Submit payment to PAGASA Record for the processing of OR	Pressure measuring instruments (Barometer, Barograph, Electronics)- <b>P700.00/6 test pts</b> <b>P250.00/su cceeding test pts</b> -Mercurial Barometer <b>P850.00/6 test pts</b> <b>P300.00/su cceeding test pts</b> -Surveying Altimeter <b>-P700.00/6 test pts</b>	5 Minutes	<i>Postal Office Personnel</i>



		<p><b>P300.00/succeeding test pts</b>          -Hygrograph  <b>P650.00 /6 test pts</b>          -Electronic/ Dial Type Hygrometer  <b>P700.00/6 test pts</b>          -Tipping bucket Recorder  <b>P800.00/4 test pts</b>  <b>P 300.00 /succeeding test pts</b>          -          Thermometers (Room, Max, Min, Liquid, Thermograph, Dial Type and Electronics  <b>850.00/6 test pts</b>          -          Anemometer (Analog or Digital)  <b>P1,755.00/6 test pts</b>  <b>P 500.00/succeeding test pts</b></p>		
6.Pick-up Calibrated Instruments and Calibration Certificates	4. Release the Calibrated Instrument and Calibration Certificate	None	15 Minutes	<i>Customer Service Assistant, LICT</i>





7. Accomplish Feedback Form	4. Acknowledge the client's response	None	5 Minutes	Client
<b>TOTAL</b>		Pressure measuring instruments (Barometer, Barograph, Electronics)- <b>P700.00/6 test pts</b> <b>P250.00/succeeding test pts</b> -Mercurial Barometer <b>P850.00/6 test pts</b> <b>P300.00/succeeding test pts</b> -Surveying Altimeter <b>-P700.00/6 test pts</b> <b>P300.00/succeeding test pts</b> -Hygrograph <b>P650.00 /6 test pts</b> -Electronic/ Dial Type Hygrometer <b>P700.00/6 test pts</b> -Tipping bucket Recorder <b>P800.00/4 test pts</b> <b>P 300.00 /succeeding test pts</b> - Thermomet	10 working days & 55 Minutes	



		ers (Room, Max, Min, Liquid, Thermograph, Dial Type and Electronics <b>850.00/6 test pts</b> - Anemometer (Analog or Digital) <b>P1,755.00/6 test pts</b> <b>P</b> <b>500.00/succeeding test pts</b>		
<b>END OF TRANSACTION</b>				

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



## SOUTHERN LUZON PAGASA REGIONAL SERVICE DIVISION (SLPRSD)

### 1. 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.

<b>Division:</b>	Southern Luzon PAGASA Regional Services Division (SLPRSD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business Entity, and G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 <a href="mailto:pagasalegazpi@yahoo.com.ph">pagasalegazpi@yahoo.com.ph</a>	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	For weather certification:  Php1,000 /1-year period  P0.50/succeeding data pt.  P50.00 / succeeding tropical cyclone	3 Minutes	CMO, Legazpi Station or the <i>duty observer</i>



	Oder (PMO) at any Postal Office			
2. Wait for the notice of release.	<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 through SMS that the request is ready for release</p>	None	<p>1 Hour (weather data from Legazpi Station) depending on the month requested</p> <p>6 working days (weather data from other stations)</p>	<p><i>CMO, Legazpi Station and the duty observer</i></p>
3. Release the weather data/certification	<p>3. Receive and check the PMO and issue acknowledgment receipt</p> <p><i>*Clients will be informed through SMS as soon the Official Receipt is received at the station from the Central Office)</i></p> <p>3.1 Keep the completed TSR</p>		3 Minutes	<p><i>Postal Office personnel</i></p> <p><i>CMO, Legazpi Station and the duty observer</i></p>
4. Accomplish feedback	4. Thank the Client	None	10 Minutes	Duty Observer
<b>TOTAL</b>		For weather certification:	6 Working Days, 1 hour and 6 Minutes	



		Php 1,000 /1-year period P0.50/succeeding data pt. P50.00 / succeeding tropical cyclone		
<b>END OF TRANSACTION</b>				



## VISAYAS PAGASA REGIONAL SERVICE DIVISION (VPRSD)

### 1. 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.

<b>Office or Division:</b>	Visayas PAGASA Regional Services Division (VPRSD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business Entity, and G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter (1 Original or soft copy) or Any Government Issued Identification Card (1 soft copy, scanned or photo captured)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Request Letter addressed to the VPRSD Chief  a. For online applicants, fill-out the online request form: <a href="https://bit.ly/VP RSDcertification">https://bit.ly/VP RSDcertification</a>  b. For walk-in applicants, submit online using the QR code provided	1. Acknowledge the receipt of the request.  1.1 Conduct preliminary evaluation of request.  a. Requests will be forwarded to the appropriate division for data not within the division's repository.  1.2 Ask the client to provide any additional details needed	None	5 Minutes	<i>Receiving Officer</i> VPRSD



	for the requests. 1.3 Forward the request to Data Processing Officer			
2.Wait for the notice in claiming the request	2. Gather the requested meteorological information and prepare the necessary documents for certification  a. Check and review the processed document  b. Certify the document  c. Advise the client that the request is ready for release  d. Inform client of the amount of Postal Money Order (PMO) to be secured.	None	5 Working Days	<i>Data Processing Officer</i> VPRSD
3. Pay the necessary fees in any Post Office and secure PMO.	None	PHP 1,000/ 1-year period PHP 0.5/succeeding data pt and PHP 50/ succeeding	Not Applicable	Not Applicable



		tropical cyclone		
4. Give the PMO to the Releasing Officer	<p>4. Receive PMO, release the document, and thank the client.</p> <p>4.1 Advise client to accomplish the satisfaction survey form before releasing the document.</p> <p>4.2 Advise the client to sign the logbook</p> <p>4.3 Record the amount, date and OR number of the PMO.</p> <p>4.4 Create a Money Order Transmittal and complete it on the 1st day of the following month.</p>	None	5 Minutes	<i>Releasing Officer</i> VPRSD
<b>TOTAL</b>		PHP 1,000/ 1-year period PHP 0.5/succeed ing data pt and PHP 50/ succeeding tropical cyclone	5 Working Days and 10 Minutes	
<b>END OF TRANSACTION</b>				





## 2. 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.

<b>Office or Division:</b>	Visayas PAGASA Regional Services Division (VPRSD)			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business Entity, and G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter (1 Original or soft copy) and Any Government Issued Identification Card (1 soft copy, scanned or photo captured)		Requesting party		
Research documents (if the purpose is for academic research)		Visayas PAGASA Regional Services Division (VPRSD), Cebu PAGASA Complex Station, Airport Rd, Lapu-lapu City		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Request Letter addressed to the VPRSD Chief	1. Acknowledge the receipt of the request and keep a record/copy of it.	None	1 Hour	<i>Receiving Officer</i> VPRSD
1.1 Email the request letter to the official email addresses of VPRSD: <a href="mailto:vprsdcertification@gmail.com">vprsdcertification@gmail.com</a>	1.1 Conduct preliminary evaluation of request.			
For students, fill-out the online form: <a href="https://bit.ly/DataRequest-Research">https://bit.ly/DataRequest-Research</a>	1.2 Ask the client to provide any additional details needed for the requests.			
1.2 For walk-in applicants, submit the request letter to the Receiving Officer	1.3 Inform the client on the necessary fees.			
	Alternatively, give the			



	<p>“Terms and Conditions of Use for Climatological Data” (TOR) document if client is a government partner and the VPRSD 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	15 Working Days	<i>Data Processing Officer</i> VPRSD



<p>3. Pay the necessary fees in any Post Office and secure PMO.</p> <p>Alternatively, fill-in and sign the TOR document and attach a Government-issued ID for government partners with approved purpose.</p>	<p>None</p>	<p>Refer to the schedule of fees (below) or TOR document, if the purpose of use is for academic research.</p>	<p>Not Applicable</p>	<p>Not Applicable</p>
<p>4. Give the PMO or TOR document to the Releasing Officer</p>	<p>4. Receive PMO or TOR document, release the document, and thank the client.</p> <p>4.1 Advise client to accomplish the satisfaction survey form before releasing the document.</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 1<sup>st</sup> day of the following month.</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Releasing Officer</i> VPRSD</p>



<b>TOTAL</b>	Varying (depends on the requested data and the purpose of use)	Refer to the schedule of fees (below) or Terms and Conditions document, if the purpose of use is for academic research.	15 Working Days and 65 Minutes	
<b>END OF TRANSACTION</b>				



### 3. Special Weather Forecasts

Special Weather Forecasts (SWF) are forecasts that provide detailed and specific weather forecast for particular events such as large public gatherings (religious activities, government & corporate events) and emergency preparedness to ensure safety, logistical planning, and the overall success of the event.

<b>Office or Division:</b>	Visayas PAGASA Regional Services Division (VPRSD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business Entity, and G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter (1 Original or soft copy)		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the online request form:  <a href="https://bit.ly/SWFrequest">https://bit.ly/SWFrequest</a>	1. Acknowledge the receipt of the request.  1.1 Conduct preliminary evaluation of request.  1.2 Ask approval from VPRSD Chief/ Forecasting Chief	None	1 Hour	VPRSD <i>Forecaster</i>
2. Check the issued SWF online on the specified dates of requests  <a href="https://bagong.pagasa.dost.gov.ph/regional-forecast/visprsd">https://bagong.pagasa.dost.gov.ph/regional-forecast/visprsd</a>	2. Generate the SWF according to the request	None	Depends on the requested period	VPRSD <i>Forecaster</i>
3. Answer the Customer Satisfaction Survey	6. Acknowledge the client's feedback	None	5 Minutes	VPRSD <i>Forecaster</i>
<b>TOTAL</b>			Depends on the	



		requested period 1 Hour and 5 minutes	
<b>END OF TRANSACTION</b>			



## 4. Calibration 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 VPRSD 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.

<b>Office or Division:</b>	Visayas PAGASA Regional Services Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B – Government to Business Entity, and G2G- Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Incoming form (2 copies) 2. Outgoing Instrument form (5 copies) 3. Feedback form (1 copy)		From Visayas Local Instrument Calibration Center (VLICC) (by email)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for calibration e-mail at <a href="mailto:vprsdcalibration@gmail.com">vprsdcalibration@gmail.com</a>  1.a For walk in, fill up incoming request form.	<b>(For online customer)</b> 1. After receiving the request, the VLICC sends Incoming Request Form (IRF) 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 IRF to the VLICC	None yet	1 Hour	<i>Receiving Officer</i>



	<p>3. The VLICC will send back the IRF with confirmed customer's schedule of visit. (in pdf format)</p> <p><b>(For Walk-in)</b>          3. Customer/s will sign the visitor's logbook and fill-out the IRF</p> <p>4. The VLICC will receive and sign the IRF</p>			
2. Clients bring their instrument to the PAGASA Instrument Calibration Laboratory (VLICC) for calibration (with appointment or walk-in).	<p>5. Receive, inspect and check the condition of the instrument for calibration</p> <p>6. VLICC will inform the customer regarding the date of payment/pick up indicated in the IRF</p>	None yet	10 Minutes	<i>Receiving Officer</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	15 working days per parameter	<i>Calibration Manager/s</i>  <i>Calibration Technician</i>
4. Pay the corresponding fees		Depends on the instrument	Not Applicable	





in any Post Office and secure PMO.		to calibrate; Please refer to the PAGASA website, or in the filled-up form.		
5. Proceed to the VLICC and OIF.	9. Receive the OIF and PMO.  10. The VLICC will ask the customer to accomplish the satisfaction survey form before releasing the instrument/s  11. Issuance of the calibrated instruments and calibration certificate/s	None	10 Minutes	<i>Receiving Officer</i>
<b>TOTAL</b>		None	15 working Days per parameter and 1 Hour & 20 Minutes (For receiving and releasing process)	
<b>END OF TRANSACTION</b>				

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



## MINDANAO PAGASA REGIONAL SERVICE DIVISION (MPRSD)

### 1. 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.

<b>Office or Division:</b>	Mindanao PAGASA Regional Services Division (MPRSD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business Entity, and G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter 2 Original or soft copy through email		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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:  <b>mprsdccdo@gmail.com</b> <b>mprsdccdo@yahoo.com</b>	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.	None	5 Minutes	<i>Receiving Officer</i> MPRSD



	1.4 Forward the request to Data Processing Officer/s			
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>e. Check and review the processed document</p> <p>f. Certify the document</p> <p>g. Advise the client that the request is ready for release</p> <p>h. Reiterate the amount of PMO.</p>	None	3 Working Days	<i>Data Processing Officer</i> MPRSD
<p>3. Pay the necessary fees in any Post Office and secure PMO.</p> <p>or pay online through <a href="https://www.lbp-eservices.com/egps/portall/Merchants.jsp">https://www.lbp-eservices.com/egps/portall/Merchants.jsp</a></p>	None	PHP 1,000 for a maximum of 1-year period and PHP 30 per month in excess thereof	Not Applicable	Not Applicable
4. Give the PMO to the Releasing Officer	4. Receive PMO, release	None	5 Minutes	<i>Releasing Officer</i> MPRSD



	<p>the document, and thank the client.</p> <p>4.1 Record the amount, date and OR number of the PMO.</p> <p>4.2 Create a Money Order Transmittal and complete it on the 1<sup>st</sup> day of the following month.</p>			
<b>TOTAL</b>	<p>PHP 1,000 for a maximum of 1-year period and PHP 30 per month in excess thereof</p>	<p>3 Working Days and 10 Minutes</p>		<b>END OF TRANSACTION</b>



## 2. 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.

<b>Office or Division:</b>	Mindanao PAGASA Regional Services Division (MPRSD)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business Entity, and G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter (1 Original or soft copy) and Any Government Issued Identification Card (1 soft copy, scanned or photo captured)		Requesting party		
Research documents (if the purpose is for academic research)		Mindanao PAGASA Regional Services Division (MPRSD), Molugan, El Salvador City, Misamis Oriental		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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:  <b>mprsdco@gmail.com</b> <b>mprsdco@yahoo.com</b>	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 "Terms and Conditions of	None	5 Minutes	<i>Receiving Officer</i> MPRSD



	<p>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	3 Working Days	<i>Data Processing Officer MPRSD</i>



<p>3. Pay the necessary fees in any Post Office and secure PMO.</p> <p>or pay online through <a href="https://www.lbp-eservices.com/egps/portal/Merchants.jsp">https://www.lbp-eservices.com/egps/portal/Merchants.jsp</a></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</p> <p>“Terms and Conditions ...” document, if the purpose of use is for academic research.</p>	Not Applicable	Not Applicable
<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 1<sup>st</sup> day of the following month.</p>	None	5 Minutes	<i>Releasing Officer</i> MPRSD



<b>TOTAL</b>	Varying (depends on the requested data and the purpose of use)	Refer to the schedule of fees (below) or Terms and Conditions document, if the purpose of use is for academic research.	3 Working Days and 10 Minutes	
<b>END OF TRANSACTION</b>				





### 3. 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.

<b>Office or Division:</b>	Mindanao PAGASA Regional Services Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C - Government to Citizen G2B – Government to Business Entity, and G2G- Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter 2 original or soft copy thru email		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register with the guard and seek assistance of the personnel from the Section concerned	1. Attend to the inquiries/ needs of the client	None	30 Minutes	<i>Guard on duty / Personnel from section concerned</i>
1.1 Submit written request addressed to the Chief of MPRSD 1.2 For requesting client on- line email request letter to the official email address of MPRSD <b>mprsdplanetarium@gmail.com</b>	1.1 Received and record the request 1.2 Consult with the Division in charge of the desired services	None		<i>Personnel from Section Concerned</i>



<b>pagasacalibrationda vao@gmail.com</b>				
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	<i>Personnel from Section Concerned</i>
3. Pay the necessary fees in any Post Office and secure PMO  or pay online through <a href="https://www.lbp-eservices.com/egps/portal/Merchants.jsp">https://www.lbp-eservices.com/egps/portal/Merchants.jsp</a>	3. Provide the services agreed upon	Minimum of Php 600 - 1000 depending on the instrument calibrated -Php 25 per person for planetarium services	2 Hours	<i>Personnel from Section Concerned</i>
4. Accomplish Feedback Form	4. Acknowledge and thank the client	None	5 Minutes	<i>Personnel from Section Concerned</i>
<b>TOTAL</b>		Minimum of Php 600 - 1000 depending on the instrument calibrated -Php 25 per person for planetarium services	3 Hours and 35 Minutes	
<b>END OF TRANSACTION</b>				

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



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send a feedback?	<p><b>For walk-ins:</b> Client may convey their feedback on the Agency's service/s via Client Satisfaction Form available at the respective office/s where they availed a particular service.</p> <p>Client may also send their feedback via drop box available at the DOST-PAGASA Central Office lobby</p> <p><b>For online:</b> Client Satisfaction Form link can be access through:</p> <p><b>Central Office:</b> <a href="http://bit.ly/pagasa-csm-central">bit.ly/pagasa-csm-central</a></p> <p><b>Regional/Field Stations:</b> <a href="http://bit.ly/pagasa-csm-regional">bit.ly/pagasa-csm-regional</a></p> <p>Other concerns may be coursed through the Public Information Unit (PIU):</p> <p><b>Contact info:</b> (02) 8284-0800 local 1100-1101</p> <p><b>Email Address:</b> <a href="mailto:information@pagasa.dost.gov.ph">information@pagasa.dost.gov.ph</a></p>
How feedbacks are processed?	<p><b>For walk-ins:</b> The Administrative Officer compiles and records all feedback submitted. For feedback where response is needed, the Officer in charge shall forward the communication to the concerned office/personnel.</p> <p><b>For emails/calls:</b> The Receiving Officer verifies the nature of the feedback/complaint and shall endorse to the concerned office/personnel and/or the PAGASA Committee on Anti-Red Tape (CART) via email. The client will be informed via email or phone call once</p>



	<p>response is received from the concerned office/personnel.</p>
<p>How to file complaints?</p>	<p>Formal complaint may be filed by providing the following details:</p> <ul style="list-style-type: none"> <li>- Full name and Contact Information of the Complainant</li> <li>- Sex</li> <li>- Narrative/Details of the complaint</li> <li>- Evidence</li> <li>- Name of the person/office being complained</li> </ul> <p>Complaints shall be e-mailed at <a href="mailto:information@pagasa.dost.gov.ph">information@pagasa.dost.gov.ph</a></p> <p>Or contact us at (02) 8284-0800 local 1100-1101</p> <p>Or send them through:  <b>Presidential Complaint Center (PCC)</b>  <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>  <b>Hotline:</b> 888 or 82498310 loc. 8175 or 8182  <b>Tel Nos.</b>        8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621</p> <p><b>Contact Center ng Bayan (CCB)</b>  <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>        0908-881-6565</p>
<p>How complaints are processed</p>	<p>All complaints received against the Agency shall be evaluated by the PAGASA CART.</p> <p>The PAGASA CART shall review and evaluate the complaints received and shall coordinate with the concerned Office/s to address the complaint. After the concern is addressed or after the conduct of an investigation (if necessary), the Committee shall submit a report to the Administrator for appropriate action.</p> <p>The PAGASA-CART shall give the feedback to the clients via email.</p>



	For inquiries and follow-ups, clients may contact (02) 8284-0800 local 1100-1101
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## LIST OF OFFICES

Office	Address	Contact Information
Office of the Administrator	4 <sup>th</sup> floor, PAGASA Central Office, Science Garden Compound, Senator Miriam P. Defensor-Santiago Avenue, Brgy. Central, Quezon City, Metro Manila, Philippines 1100	(02) 8284-0800 locals: 1401/1402/1403
Office of the Deputy Administrator for Operations & Services	4 <sup>th</sup> floor, PAGASA Central Office, Science, Garden Compound, Senator Miriam P. Defensor-Santiago Avenue, Brgy. Central, Quezon City, Metro Manila, Philippines 1100	(02) 8284-0800 locals: 1406/1407
Office of the Deputy Administrator for Research & Development	4 <sup>th</sup> floor, PAGASA Central Office, Science Garden Compound, Senator Miriam P. Defensor-Santiago Avenue, Brgy. Central, Quezon City, Metro Manila, Philippines 1100	(02) 8284-0800 locals: 1411/1412
Office of the Deputy Administrator for Administration and Engineering Services	4 <sup>th</sup> floor, PAGASA Central Office, Science Garden Compound, Senator Miriam P. Defensor-Santiago Avenue, Brgy. Central, Quezon City, Metro Manila, Philippines 1100	(02) 8284-0800 locals: 1416/1417
Office of the Chief,	PAGASA DOST Weather and Flood Forecasting,	(02) 8284-0800 locals: 4820/4821



Weather Division (WD)	Science Garden Compound, Senator Miriam P. Defensor-Santiago Avenue, Brgy. Central, Quezon City, Metro Manila, Philippines 1100	
Office of the Chief, Hydro-Meteorology Division (HMD)	PAGASA DOST Weather and Flood Forecasting, Science Garden Compound, Senator Miriam P. Defensor-Santiago Avenue, Brgy. Central, Quezon City, Metro Manila, Philippines 1100	(02) 8284-0800 locals: 4826/4827
Office of the Chief, Climatology and Agrometeorology Division	PAGASA DOST Weather and Flood Forecasting, Science Garden Compound, Senator Miriam P. Defensor-Santiago Avenue, Brgy. Central, Quezon City, Metro Manila, Philippines 1100	(02) 8284-0800 locals: 4905/4906
Office of the Chief, Research & Development and Training Division (RDTD)	2 <sup>th</sup> floor, PAGASA Central Office, Science Garden Compound, Senator Miriam P. Defensor-Santiago Avenue, Brgy. Central, Quezon City, Metro Manila, Philippines 1100	(02) 8284-0800 locals: 1200/1201
Office of the Chief, Financial, Planning and	3 <sup>th</sup> floor, PAGASA Central Office, Science Garden Compound, Senator Miriam P. Defensor-	(02) 8284-0800 locals: 1300/1301



Management Division	Santiago Avenue, Brgy. Central, Quezon City, Metro Manila, Philippines 1100	
Office of the Chief, Administrative Division	3 <sup>th</sup> floor, PAGASA Central Office, Science Garden Compound, Senator Miriam P. Defensor-Santiago Avenue, Brgy. Central, Quezon City, Metro Manila, Philippines 1100	(02) 8284-0800 locals: 1360/1361/1362
Office of the Chief, Engineering and Technical Services Division	PAGASA Central Office, Science Garden Compound, Senator Miriam P. Defensor-Santiago Avenue, Brgy. Central, Quezon City, Metro Manila, Philippines 1100	(02) 8284-0800 locals: 3000/3001
Office of the Chief National Capital Region PAGASA Regional Services Division	PAGASA Central Office, Science Garden Compound, Senator Miriam P. Defensor-Santiago Avenue, Brgy. Central, Quezon City, Metro Manila, Philippines 1100	(02) 8284-0800 local: 3030/3031
Office of the Chief, Northern Luzon PAGASA Regional Services Division	Capitol Hills, Caggay, Tuguegarao City, Cagayan 3500, Philippines	0966-325-5672
Office of the Chief, Southern Luzon PAGASA Regional Services Division	Legazpi Complex Station Airport Site, Magayon Dr, Barangay Cruzada, Legazpi City, 4500 Albay, Philippines	0918-201-5517





Office of the Chief, Visayas PAGASA Regional Services Division	Cebu PAGASA Complex Station, Airport Road, Pusok, Lapu-Lapu City, 6015 Cebu, Philippines	0977-167-1270
Office of the Chief, Mindanao PAGASA Regional Services Division	Molugan, El Salvador City, Misamis Oriental 9017, Philippines	(088) 555-0485