



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

CITIZEN'S CHARTER



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ASTRONOMICAL SERVICES ADMINISTRATION
(PAGASA)**

CITIZEN'S CHARTER



I. Mandate/Mission/Vision/Values/Functions

1. Mandate

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

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

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

2. Mission

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

3. Vision

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

4. Values

Spirituality
Patriotism
Integrity
Innovation
Commitment
Excellence

5. Functions

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

- Undertake activities relative to observation, collection, assessment and processing of atmospheric and allied data for the benefit of agriculture, commerce and industry;
- Engage in studies of geophysical and astronomical phenomena essential to the safety and welfare of the people;
- Undertake researches on the structure, development and motion of typhoons and formulate measures for their moderation; and
- Maintain effective linkages with scientific organizations here and abroad and promote exchange of scientific information and cooperation among personnel engaged in atmospheric, geophysical, astronomical and space studies.

II. Performance Pledge and Feedback and Redress Mechanisms:

1. Performance Pledge

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

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

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

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

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

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

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

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

2. Feedback and Redress Mechanisms

Please let us know how we have served you by:

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

Your written/verbal complaints shall immediately be attended to.

Thank you for helping us improve our service



LIST OF PAGASA FRONTLINE SERVICES

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HYDRO-METEOROLOGY DIVISION (HMD) FRONTLINE SERVICES

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

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

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

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

Service is covered under R.A. 10692

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

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

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

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



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

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.

Office or Division:	Climatology and Agrometeorology Division (CAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, and G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online request (walk-in applicants are asked to fill-up online request using the kiosk)		PAGASA Website		
Any Valid Identification Card (1 soft copy, scanned or photo captured; for online applicants)		Citizen or Client's Company/Office, LTO, SSS, GSIS, Post Office, BIR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit online request 1.1 For walk-in applicants, submit online request using the kiosk 1.2 For online applicants, fill-out the online request form which can be accessed from the PAGASA's official Website at: http://bagong.pagasa.dost.gov.ph/climate/climate-data	1. Receive and log the request. 1.1. Conduct preliminary evaluation of request. 1.2. Ask for valid ID 1.3. Forward request to Data Processing Officer	None	5 Minutes	CADS Receiving Officer
2. Wait for the notice of release	2. Gather the requested meteorological information and prepare	None	3-5 days for areas within Metro Manila	CADS Data Processor

	<p>the necessary documents for certification</p> <p>2.1. Check and review the processed document</p> <p>2.2. Certify the document</p> <p>2.3. Advise the client that the request is ready for release</p> <p>2.4. Issue Order of Payment to client</p>		5-15 days for areas outside Metro Manila	<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 Order of Payment to client</p> <p>3.1 Instruct the client to proceed to the cashier for the payment</p>	PHP 1,000 for a maximum of 1-year period and PHP 30 per month in excess thereof	5 Minutes	<p>CADS Releasing Officer</p> <p>CADS Releasing Officer</p> <p>Unit Chief Cashier Unit, 3F PAGASA Central Office</p>
4. Proceed to the Records Section	4. Check, record and dry seal the documents	None	2 Minutes	Section Chief Records Section, 3F PAGASA Central Office
5. Present the Official Receipt to the Releasing Officer	5. Record the OR # to the logbook and release the document	None	2 Minutes	CADS Releasing Officer
6. Accomplish feedback form	6. Thank the Client	None	2 Minutes	CADS Releasing Officer
TOTAL		PHP 1,000 for a maximum of 1-year period and PHP 30 per month in excess thereof	3-15 Days, 16 Minutes	

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.

Office or Division:	Climatology and Agrometeorology Division (CAD)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business Entity, and G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online request (walk-in applicants are asked to fill-up online request using the kiosk)		PAGASA website		
Any Valid Identification Card (1 soft copy, scanned or photo captured; for online applicants)		Citizen or Client's Company/Office, LTO, SSS, GSIS, Post Office, BIR		
Brief description of research of the applicant (if the purpose of use is for academic research)		Citizen or Client, Client's School/University		
Formal request letter addressed to PAGASA Administrator (if the purpose of use is for academic research)		Citizen or Client, Client's School/University		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit online request	1. Receive and log the request	None	5 Minutes	CADS Receiving Officer
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: https://bagong.pagasa.dost.gov.ph/climate/climate-data	1.2. Ask for Valid ID 1.3. Forward request to Data Processing Officer			

2 Wait for the notice of release	2. Process the requested climate data 2.1. Check and review the processed data 2.2. Advise the client that the request is ready for release 2.3. Issue Order of Payment to client	None	3-5 days for data up to the previous year of the current year 5-15 days for data up to the current year	CADS Data Processor CADS SWS or WSII CADS Releasing Officer CADS Releasing Officer
3. Pay the necessary fees to the cashier (applicable for private agencies only)	3. Issue Order of Payment to client 3.1. Instruct client to proceed to the cashier for the payment	None	5 Minutes	CADS Releasing Officer CADS Releasing Officer Unit Chief Cashier Unit, 3F PAGASA Central Office
4. Present the Official Receipt to the Releasing Officer	4. Record the OR # to the logbook then release the requested data via email	None	2 Minutes	CADS Releasing Officer
5. Accomplish feedback form	5. Thank the Client	None	2 Minutes	CADS Releasing Officer
TOTAL		Varying (depends on the requested data and the purpose of use)	3-15 Days, 14 Minutes	

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Schedule of Fees

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

3. Provision of 10-day forecasts per Municipality

This product is based from the forecast of Global Ensemble Forecast System (GEFS) produced by National Centers for Environmental Prediction (NCEP) and details of its prediction system are available on <https://www.ncdc.noaa.gov/data-access/model-data/model-datasets/global-forecast-system-gfs>.

The 10-day forecast could provide advance notice of potential hazards related to weather, climate and hydrological events for farmers and other socio-economic sectors and could serve as inputs/basis to formulate local climate advisory for farmers, fisher folks and disaster preparedness.

- a. Rainfall (descriptive)
- b. Average Temperature (Max/Min/Mean)
- c. Wind (Direction/Speed)
- d. Cloud Cover
- e. Relative Humidity

Office or Division:	Climatology and Agrometeorology Division (CAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business Entity, and G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request thru telephone, email and walk in		CLIMPS/CAD CAD Bldg. Agham Road Diliman, QC Tel. No. 8284-0800 Local 906		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Automatically available at PAGASA website, clients have an option to simply browse and download it.	Automatically updates and upload the 10-day forecast at PAGASA website (daily)	none	available (if no internet downtime)	CLIMPS/CAD ICT
1. Request for the 10-day forecast per municipality can be made thru the following mediums: a. Telephone b. Email c. walk-in	1. Receive and log the request. • Inquiry • Send by email or send the website link of the products	None	10 minutes – 1 day, depending on the availability of the latest forecast products from GEFs	CLIMPS/CAD
2. Accomplish feedback form	2. Thank the client and provide the	None	2 Minutes	CLIMPS/CAD

	web link to the online feedback form or at the reply email.			
TOTAL		None	12 mins – 1 day	

Service is covered under R.A. 10692.

4. Provision of Warnings and Climate Advisories

A. Seasonal Outlooks

Seasonal Outlooks are prepared to give end-users an overview of what is expected during the next six month or so in terms of temperature, rainfall characteristics including the onset of rainy season, and tropical cyclone occurrences. Basis for the seasonal outlook are the analyses of the prevailing large-scale patterns, advisories / information from advanced global climate prediction centers and the climatology (statistical analysis) of the country and recent ENSO conditions. Seasonal climate outlook is being issued twice a year (during January for January-June seasonal outlook and during July covering the outlook for July-December).

Office or Division:	Climatology and Agrometeorology Division (CAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, and G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request thru telephone, email and walk in and Fax		CLIMPS/CAD CAD Bldg. Agham Road Diliman, QC Tel. No. 8284-0800 Local 906		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Automatically available at PAGASA website, and clients have an option to simply browse and download it.	Automatically upload the Seasonal Outlook Advisory at PAGASA website before the 15 th January and 15 th of July	none	available (if no internet downtime)	CLIMPS/CAD /ICT
1. Request for Seasonal outlooks can be made thru the following mediums: a. Telephone b. Email c. walk-in d. Fax	1. Receive and log the request. a. Inquiry b. Send by email or send the website link of the products	None	10 minutes or depending on the availability of the latest seasonal outlooks	CLIMPS/CAD
2. Accomplish feedback form	2. Thank the client and provide the web link to the online feedback form or at the reply email.	None	2 Minutes	CLIMPS/CAD
TOTAL		None	12 minutes	

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B. Monthly Climate Assessment and Outlook (MCAO)

MCAO consist of two parts: the weather situation during the past and the climate outlook for the next month. The weather situation contains the recent conditions of the central and eastern equatorial Pacific (CEEP) that relates to ENSO, weather systems that prevailed last month, rainfall distribution and the average maximum and minimum temperatures; while climate outlook comprises forecast on the following: weather systems and number of tropical cyclones, rainfall forecast and forecast ranges of temperature on major areas.

MCAO is being disseminated every month to all PAGASA’s clientele.

C. La Niña Advisories (ENSO Advisories)

El Niño/La Niña advisories replaces the Monthly Weather Situation and Outlook and are also disseminated to all stakeholders during El Niño/La Niña event.

As prescribed in the **Memorandum Order No. 38, s. of 2019 on Reactivating and Reconstituting the El Nino Task Force** (issued August 13, 2019), the **PAGASA ENSO Alert and Warning System** was adopted to provide guidance and preparation of sectoral contingency plans which will serve as basis for actions before, during and after an ENSO event. The ENSO Alert and Warning System will serve as input of PAGASA to Chapter 4: Preparedness Actions on the formulation guide for El Nino Contingency Planning. The ENSO Alert and Warning System also aims to increase understanding among concerned national and local government agencies, the private sector, academia, research and the general public; and to heighten awareness in the user community when El Nino / La Nina event exists or might developed so preparedness measures should be initiated.

ENSO Advisories also consist of the weather situation during the past and the climate outlook for the next month. The weather situation contains the recent conditions of the central and eastern equatorial Pacific (CEEP) that relates to ENSO, weather systems that prevailed last month, rainfall distribution, the average maximum and minimum temperatures and assessment of dry spell/drought; while climate outlook comprises forecast on the following: persistence of El Nino/La Nina, weather systems, number of tropical cyclones, rainfall forecast, forecast ranges of temperature on major areas and dry spell/drought outlook.

Office or Division:	Climatology and Agrometeorology Division (CAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, and G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request thru telephone, email and walk in and Fax MCAO, EL Nino/ La Nina Advisories		CLIMPS/CAD CAD Bldg. Agham Road Diliman, QC Tel. No. 8284-0800 Local 906		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

Automatically available at PAGASA website, and clients have an option to simply browse and download it.	Automatically upload MCAO, La Nina Advisories at PAGASA website before the 10th of every month	none	available (if no internet downtime)	CLIMPS/CAD /ICT
1. Request for MCAO, La Nina Advisories can be made thru the following mediums: a. Telephone b. Email c. walk-in d. Fax	1. Receive and log the request. a. Inquiry b. Send by email or send the website link of the products	None	10 minutes or depending on the availability of the latest seasonal outlooks	CLIMPS/CAD
2. Accomplish feedback form	2. Thank the client and provide the web link to the online feedback form or at the reply email.	None	2 Minutes	CLIMPS/CAD
TOTAL		None	12 mins	

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5. Climate Change Projections for the Philippines

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

Office or Division:	Climatology and Agrometeorology Division (CAD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business, and G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Computer with internet access.		Requesting party.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the PAGASA's Official Website at: https://www.pagasa.dost.gov.ph/climate/climate-change/dynamic-downscaling/climap 1.3 Browse the available climate change projections and select the needed variables. 1.4 Fill-out the online request form prompted on the screen after selecting the needed variable. 1.5 Check the inbox of provided email address then, copy and paste the download link on the web browser.	1. Receive and log the request (automatically being done on the online platform and database)	None	15 Minutes	Chief, Impact Assessment and Applications Section

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
TOTAL		None	17 Minutes	

Service is covered under R.A. 10692



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

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

Conduct of Planetarium lecture/ shows at PAGASA Planetarium in Quezon City and telescoping and stargazing sessions at PAGASA Astronomical Observatory in UP, Diliman Campus, to enhance the awareness of the students of all levels in the science of astronomy and provide the latest astronomical information.

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

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

Service is covered under R.A. 10692

2. Mobile Planetarium on Tour

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

Division:	Research & Development and Training Division			
Classification:				
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		PAGASA Planetarium, PAGASA Science Garden, BIR Road, Barangay Central, Quezon City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request address to PAGASA Administrator and shall be filed at the Office of the Chief, Space Sciences and Astronomy Section at the earliest possible time.	1. Receive and review the request for the availability of the preferred date and time of educational tour. Letter of request received through fax or email must be confirmed by the requesting party right after sending their communication. 2. Approval of the request shall be done once the preferred slot is available.	Mobile Planetarium Rental – Php 1,500.00 Telescope Rental – Php 500.00	20 minutes	Receiving Officer, Office of the Chief, Space Sciences and Astronomy Section (SSAS)
2. Follow-up the request and conform with the arrangement discussed (personal or thru phone).	3. Discuss and finalize arrangement like fees, date and time, venue requirement, and provision of service vehicle by the requesting party.			
3. Pay the required	4. Upon approval, an order of			

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

Service is covered under R.A. 10692.

3. Astronomical Certification

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

Division:		Research & Development and Training Division		
Classification:				
Type of Transaction:		G2C, G2B, G2G		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request from the Legal Counsel or Court		PAGASA Planetarium, PAGASA Science Garden, BIR, Road, Barangay Central, Quezon City		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request address to PAGASA Administrator and shall be filed at the Office of the Chief, Research & Development and Training Division (RDTD) / Office the Chief, Space Sciences and Astronomy Section (SSAS) and shall be filed at the earliest possible time.	1. Receive and process the letter of request from the lawyer or Court for issuance of certification. 2. Compute the astronomical data and information requested. 3. Review and check the computation made. 4. Finalize and prepare the certification. 5. Certification shall be signed by the Chief, RDTD. 6. Dry Sealing of the certification after it has been signed. 7. Advise the requesting party that the certification is ready for release.	Php 100.00/ certification	3-5 days	Receiving Officer

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 10 minutes	
3. Present the Official Receipt of payment made to the Releasing Officer	9. With the presentation of the Official Receipt, the certification will be issued and recorded in the designated logbook.		5 minutes	Astronomical Publication Unit (APU)
4. Issuance of subpoena from the judiciary	PAGASA expert shall testify with the information stipulated in the certification issued.			Friends of Court from SSAS/ RDTD and PRSD
5. Accomplish feedback form	Acknowledge the client's response	RDTD Office/ Section Personnel In-Charge	5 minutes	SSA Section Chief, RDTD
END OF TRANSACTION				

Service is covered under R.A. 10692

4.) Calibration of Basic Meteorological Instruments

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

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



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

Service is covered under R.A. 10692

FEEDBACK AND COMPLAINTS MECHANISM

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

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

LIST OF OFFICES

Office	Address	Contact Information
CENTRAL OFFICE		
VICENTE B. MALANO, Ph.D. Administrator	Office of the Administrator	(02) 8284-0800 locals: 401/402/403 vmalano@pagasa.dost.gov.ph vmalano58@yahoo.com
NATHANIEL T. SERVANDO, Ph.D.	Office of the Deputy Administrator for Administrative and Engineering Services	(02) 8284-0800 locals: 410/411/412 ntservando@pagasa.dost.gov.ph servandomet2013@gmail.com
LANDRICO U. DALIDA, JR., Ph.D.	Office of the Deputy Administrator for Operations & Services	(02) 8284-0800 locals: 404/405/406 jundalida@pagasa.dost.gov.ph landrico_dalidajr@yahoo.com
ESPERANZA O. CAYANAN, Ph.D.	Office of the Deputy Administrator for Research & Development	(02) 8284-0800 locals: 407/408/409 eocayanan@pagasa.dost.gov.ph eocayanan@gmail.com
VICENTE P. PALCON, JR., MPA	Office of the Chief, Weather Division (WD)	(02) 8284-0800 locals: 803/804 junpalcon2@gmail.com
ROY A. BADILLA, M.Sc.	Office of the Chief, Hydro-Meteorology Division (HMD)	(02) 8284-0800 locals: 806/807 roy@pagasa.dost.gov.ph roypagasa@yahoo.com
SHARON JULIET M. ARRUEJO	Office of the Chief, Research & Development and Training Division (RDTD)	(02) 8284-0800 locals: 201/202 s_arruejo@yahoo.com
EDNA L. JUANILLO, M.Sc.	Office of the Chief, Climatology and Agrometeorology Division	(02) 8284-0800 locals: 902/903 ejuanillo@pagasa.dost.gov.ph ejuanillo@yahoo.com
JOSE DANIEL C. SUAREZ, MPA, CPA	Office of the Chief, Financial, Planning and Management Division	(02) 8284-0800 locals: 301/302 josedaniel.suarez@pagasa.dost.gov.ph josedanielsuarez2016@gmail.com

SYLVIA N. DAVIS, MPA	Office of the Chief, Administrative Division	(02) 8284-0800 locals: 333/334/335 sylvia.davis@pagasa.dost.gov.ph viaviang@yahoo.com
EDWIN F. MANRESA, M.Sc.	Office of the Chief, Engineering and Technical Services Division	(02) 8284-0800 locals: 119/120 efmanresa@yahoo.com
PAGASA Regional Services Divisions (PRSDs)		
THELMA A. CINCO, MPA	Office of the Chief, Northern Luzon – PRSD	(078) 304-1994 / (078) 377-5259 telacebes@yahoo.com
BONIFACIO G. PAJUELAS, Ph.D.	Office of the Chief National Capital Region – PRSD	(02) 8284-0800 local: 130 bgpajuelas@pagasa.dost.gov.ph bgpajuelas@gmail.com
NANCY T. LANCE, M.Sc.	Office of the Chief, Southern Luzon – PRSD	(052) 481-4472 / (052) 481-4455 nancy.lance@pagasa.dost.gov.ph nlance@yahoo.com.ph
ALFREDO QUIBLAT, JR., MPA	Office of the Chief, Visayas PRSD	(032) 340-1868 al@pagasa.dost.gov.ph
ANTHONY LUCERO, M.Sc.	Office of the Chief, Mindanao – PRSD	(088) 555-0485 anthony.lucero@pagasa.dost.gov.ph dong_lucero@yahoo.com