

CITIZEN'S CHARTER

I. Mission/Vision

1. Mission

Protecting lives, properties and livelihoods through timely, accurate and reliable weather-related information and services.

2. Vision

Center of excellence for weather related information and services

II. Performance Pledge and Feedback and Redress Mechanisms:

1. Performance Pledge

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

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

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

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

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

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

Allow the public access to information on our programs, activities and services through our website (www.pagasa.dost.gov.ph**) or through SMS, and our hotline 927-1335 and 434-2696, FOLLOW US ON TWITTER (dost_pagasa), LIKE US ON FACEBOOK(DOST-pagasa),**

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:

- Accomplishing our Feedback Form available at the lobby and put in the drop box located at the front desk or give to the employee of the division concerned.
- Sending your feedback through our website (**www.pagasa.dost.gov.ph**) or call our hotline 927-1335 and 434-2696, FOLLOW US ON TWITTER (dost_pagasa), LIKE US ON FACEBOOK(DOST-pagasa)

Your written/verbal complaints shall immediately be attended to.

Thank you for helping us improve our services.

SERVICE STANDARDS

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

Who May Avail of the Service : General Public

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

How to Avail of the Service

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

II. Other Services (Calibration, Planetarium Services)

Who May Avail of the Service : General Public

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

How to Avail of the Service

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

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