



Citizen's/Client's Charter
for
India Meteorological Department
(Government of India)

(2016-2017)

Mausam Bhawan, Lodhi Road, New Delhi-110003

www.imd.gov.in

Date of Issue: September, 2016

Next Review: February, 2017

Vision/Mission

Vision

The vision of India Meteorological Department is to nurture the science and technology of meteorology to provide increasingly more efficient Weather and Climate Services for safety of life and property and to contribute to the cause of national development.

Mission

- To take meteorological observations and to provide current weather and weather forecasts / meteorological information for optimum operation of weather-sensitive activities like agriculture, irrigation, shipping, aviation, offshore oil explorations, etc.
- To warn against severe weather phenomena like tropical cyclones, norwesters, dust storms, heavy rains and snow, cold and heat waves, etc., which cause destruction of life and property, agriculture etc.
- To provide Climatological information required for agriculture, water resource management, industries, oil exploration and other nation-building activities.
- To conduct and promote research in meteorology and allied disciplines.
- To detect and locate earthquakes and to evaluate seismicity in different parts of the country for development projects.

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount (Rs.)
1.	Weather Forecasts and Warnings	25	Dr.(Ms.) K. Sathi Devi (Scientist 'F')	ksathi.devi@imd.gov.in	9820128060 011-24629798	SOP	Request letter to Head of concerned SWFC/RWFC/WF (Pune)/NWFC	Meteorological Data	DD	As per IMD instruction manual for data supply
2.	Agro-meteorological advisories at district Level	10	Dr. K. K. Singh, (Scientist 'F')	kk.singh@nic.in	9868110771 011-24361710	SOP	N/A	N/A	N/A	N/A
3.	Meteorological support for Civil Aviation purpose	10	Dr. R. Suresh, (Scientist 'F')	r58.suresh@imd.gov.in	9445021763 011-24626015	SOP	Requisition through letter/email to ADGM(R) Pune as per prescribed procedure	Aviation Data	DD	As per IMD instruction manual for data supply
4.	Rainfall Monitoring	10	Dr. (Mrs) Surinder Kaur, (Scientist 'F')/ DDGM(H)	surinderkaur.imd@gmail.com surinder57.kaur@imd.gov.in	9868251901 011-24619167	SOP	N/A	N/A	N/A	N/A

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount (Rs.)
5.	Monitoring of Earthquakes	10	Dr. V.K. Gahalaut (Scientist 'G')	vk.gahalaut@nic.in	9849598161 011-24611305	SOP	Request letter to Director, National Centre for Seismology, O/o DGM, New Delhi	Consolidated certificate on occurrence of earthquake for one earthquake or one claim	DD in favour of DDO, DGM New Delhi	1,200/- plus applicable taxes
								Earthquake data in 4°X4° Grid		6,000/- plus applicable taxes
								Technical Report on Seismic history and seismicity of a particular place in India along with listing of earthquake in 4°X4° Grid		8,000/- plus applicable taxes
								Earthquake data to Educational Research Institutes for promoting research in Seismology		N/A
6.	Environment Monitoring	10	Dr.V.K. Soni, (Scientist 'E')	Soni_vk@yahoo.com Vijay.soni@imd.gov.in	9868120241 011-43824440	SOP	N/A	N/A	N/A	N/A

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount (Rs.)
7.	Supply of Meteorological/ Climatological information	15	Dr. G. Krishna Kumar (Scientist 'E')	ndcsupply@imd.gov.in gk.kumar@imd.gov.in krisndc@yahoo.com	9422009085 020-25535281 Fax: 020-255535211	SOP	Requisition through letter/email as per prescribed procedure	Surface, Maritime & Autographic	DD in favour of ADG M (R), Pune	5.25 per record*
								RS/RW		41.00 per record*
								Pilot Balloon		20.50 per record*
								Radiation (Global & Diffuse)		9.25 per record*
								Rainfall		2.00 per record*
								Agromet		6.85 per record*
								Atmospheric Turbidity		10.00 per record*
								Precipitation Chemistry		234.00 per record*
								*excluding computer charges & Service Tax		

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount (Rs.)
8.	Supply of Indian Astronomical Ephemeris & Rashtriya Panchang.	5	Shri Sanjib Sen, (Scientist 'E')	pac_kol@bsnl.in	9830028705 033-23671200 033-23671202	SOP	Requisition through letter/email as per prescribed procedure	Rates for Indian Astronomical Ephemeris excluding Postal Charges	DD in Rs. in favour of Controller of Publication, Delhi payable at Delhi	600.00
								Rates for Rashtriya Panchang excluding Postal Charges	DD in Rs. in favour of Director Positional Astronomy Centre, Kolkata payable at Kolkata	225.00

Main Services / Transactions

S. No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount (Rs.)
9.	Grievance Redressal	5	Dr.(Ms.) Soma Sen Roy (Scientist 'D')	pg.dgm@imd.gov.in	9868362441 011-43824241	Submission of grievances through various channels. Examination /response as per prescribed procedure	Documents in support of grievance	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1.	Weather Forecasts and Warnings	25.0	Timely release of Weather Forecast Warnings	6	Hours	25.00	IMD Website www.imd.gov.in , Toll Free number 1800 180 1717, Radio, Television, Mobile Services, Global Telecommunication System (GTS) etc., DDGM (Services), FAX, E-mail, Twitter & Facebook.
2.	Agro-meteorological Advisories at District Level	10.0	Issue of Agro-meteorological Advisories at District Level	Twice a week	Tuesday Friday	10.00	IMD Website www.imd.gov.in , Agrimet Division Website (www.imdagrimet.gov.in), Farmer's Portal (http://farmer.gov.in) and websites of State Agriculture Universities, Radio, Television, Mobile Services under PPP mode, Alert message under extreme weather condition, Print and Electronic Media, Extension Services, Global Telecommunication System (GTS) etc.
3.	Meteorological support for Civil Aviation purpose	10.0	Meteorological support for Civil Aviation purpose	60	Minutes	10.00	www.imd.gov.in , www.olbs.amsschennai.gov.in , www.olbs.amssdelhi.gov.in , Observational network at airports, Global Telecommunication System (GTS), Aviation.
4.	Rainfall Monitoring	10.0	Rainfall Monitoring (District/sub-division /State/ Region/ Country)	1	Days	10.00	IMD Website http://imd.gov.in / Hydromet Portal http://hydro.imd.gov.in/hydrometweb/ , E-mail.

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
5.	Monitoring of Earthquakes	10.0	Reporting of Earthquakes of magnitude 6.5 and above of Tsunami-genic potential in Indian Ocean region.	10	Minutes	5.00	IMD Website www.imd.gov.in, Fax, SMS, e-mails etc.
			Reporting of Earthquakes of magnitude less than 6.5 within the country and neighbourhood.	20	Minutes	5.00	IMD Website www.imd.gov.in, Fax, SMS, e-mails etc.
6.	Environment Monitoring	10.0	Reporting of Air Quality, Aerosols etc.	60	Minutes	10.00	Records of IMD Website www.imd.gov.in, Radio, Television, Mobile Services etc.
7.	Supply of Meteorological/Climatological Information	15.0	Supply of data after receiving the payment	4	Weeks	15.00	IMD Website: www.imd.gov.in and National Data Centre, Pune Website: www.imdpune.gov.in
8.	Supply of Indian Astronomical Ephemeris and Rashtriya Panchang	5.0	Supply of Indian Astronomical Ephemeris after receiving the payment	4	weeks	2.50	Printed publication in the form of book.
			Supply of Rashtriya Panchang (14 language editions) after receiving the payment	4	weeks	2.50	Printed publication in the form of book.
9.	Grievance Redressal	5.0	Timely redressal of public grievance (a) Acknowledgement	7	Days	1.00	Section Diary
			(b) Final Response	60	Days	4.00	Section Diary

Grievance Redress Mechanism

Website url to lodge Grievance

<http://pgportal.gov.in/>

S. No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1.	Dr. (Ms.) Soma Sen Roy	011-43824241	pg.dgm@imd.gov.in	+91-9868362441

List of Stakeholders/Clients

S. No.	Stakeholders/clients
1.	General Public
2.	State Agricultural Universities (SAUs) / Farmers / Krishi Vigyan Kendras (KVKs) / Indian Council for Agricultural Research (ICAR)/ Indian Institute of Technologies (IITs) / Television and Radio Channels / Mobile Service Providers / Non-Governmental Organisations / Crop Growers Association / Other Stake Holders (Fisheries / Livestock / Poultry)
3.	Central, State and UT Administration
4.	Fisherman
5.	Ports and Harbour Managers
6.	Media (Electronic & Print)
7.	Town Planners and Civic Authorities
8.	Disaster Management (NDMA and State DMA) authorities
9.	Civil Aviation (Airport Authority, Airline Operators)
10.	Academic Institutes
11.	Federation of Indian Chambers of Commerce and Industry
12.	Ministry of Water Resources (Water Resources Planning & Management)
13.	Ministry of Defence
14.	Indian Railways

List of Stakeholders/Clients

S. No.	Stakeholders/clients
15.	Power Sector (Generation & Distribution Companies)
16.	Central & State Pollution Control Boards / Ministry of Environment and Forests
17.	Shipping Companies
18.	Insurance Industry (LIC and other Insurance companies)
19.	Non-Government Organisations (NGOs)
20.	Off shore Operators (Oil Exploration, Sailing etc.)
21.	Tourism, Adventure & Sports Organizers
22.	ISRO/SAC/NRSC
23.	Health Services Providers and Managers
24.	Private Meteorological Service Providers
25.	Ministry of Home Affairs (MHA)
26.	All Coast Guard Disaster Management Officials
27.	Marine Police Departments
28.	Ministry of Tourism
29.	Ministry of Road Transport and Highways
30.	Ministry of Health & Family Welfare
31.	Ministry of Youth Affairs & Sports
32.	Ministry of Agriculture
33.	Ministry of Power
34.	Ministry of Water Resources

Responsibility Centres and Subordinate Organizations

S. No.	Responsibility Centres and Subordinate Organisations	Head of Responsibility Centre	Landline/Mobile Number	Email	Address
1.	Regional Meteorological Centre, New Delhi	Dr. Devendra Pradhan, Scientist 'G'	011-24690279 +91-9968277725	rmc.delhi@imd.gov.in	Old Building, India Meteorological Complex, Lodhi Road, New Delhi-110003
2.	Regional Meteorological Centre, Chennai	Shri S. Bagulayan Thampi, Scientist 'F'	044-28230091 +91-9791035198	rmc.chennai@imd.gov.in	New 6 (Old 50), College Road, Chennai, Tamilnadu- 60006.
3.	Regional Meteorological Centre, Mumbai	Shri K.S. Hosalikar, Scientist 'F'	022-22150517 +91-9167331299	rmc.mumbai@imd.gov.in	Colaba, Mumbai, Maharashtra - 400089
4.	Regional Meteorological Centre, Kolkata	Dr. Sanjib Bandyopadhyay, Scientist 'F'	033-24793782 +91-9433426432	rmc.kolkata@imd.gov.in	4, Duel Avenue, Alipore, Kolkata, West Bengal - 700027. m
5.	Regional Meteorological Centre, Nagpur	Shri J. R. Prasad, Scientist 'E'	0712-2288554 +91-8275045862	rmc.nagpur@imd.gov.in	Dr. Babasaheb Ambedkar, International Airport, Nagpur, Maharashtra – 440005.
6.	Regional Meteorological Centre, Guwahati	Dr. Sanjay O'Neill Shaw Scientist 'E'	0361-2840206 +91-9864232832	ddgm-rmc-guw@nic.in	LGBI Airport, Guwahati, Assam – 781015.
7.	Positional Astronomical Centre, Kolkata	Shri Sanjib Sen, Scientist 'F'	033-23671200 +91-9830028705	pac_kol@bsnl.in	Plot No.-8, Block-AQ, Sector-V, Salt Lake, Mahish Bathan, Kolkata, West Bengal - 700091.

Responsibility Centres and Subordinate Organizations

S. No.	Responsibility Centres and Subordinate Organisations	Head of Responsibility Centre	Landline/ Mobile Number	Email	Address
8.	Office of Additional Director General of Meteorology (Research), Pune	Shri Bishwajit Mukhopadhyay, Scientist 'G'	020-25535877 +91-9960334388	adgm.r@imd.gov.in	Shivaji Nagar, Ganesh Khind Road, Pune, Maharashtra - 411005.
9.	Office of Deputy Director General of Meteorology (Surface Instruments), Pune	Shri Rajesh Ramdas Mali, Scientist 'F'	020-25535411 +91-9013496505	ddgm.si@imd.gov.in	Shivaji Nagar, Ganesh Khind Road, Pune, Maharashtra - 411005.
10.	Meteorological Centre, Bangalore	Shri S.M. Metri, Scientist 'E'	080-22244419 +91-9481737854	mc.bng@imd.gov.in	Meteorological Centre, Palace Road, Bangalore, Karnataka-560001
11.	Meteorological Centre, Hyderabad	Shri Y.K. Reddy, Scientist 'F'	040-27908507 +91-9440547796	mc.hyd@imd.gov.in	Meteorological Centre, Airport Colony, Begumpet,, Hyderabad, Telangana-500016
12.	Meteorological Centre, Thiruvananthapuram	Shri S. Sudevan, Scientist 'E'	0471-2322894 +91-8289896811	mc.trv@imd.gov.in	Meteorological Centre, Observatory Hills, Vikas Bhavan PO, Nandavanam, Thiruvananthapuram, Kerala - 695033
13.	Meteorological Centre, Agartala	Shri Dilip Saha, Scientist 'F'	0381-2342253 +91-9862087413	mc.agt@imd.gov.in	Meteorological Centre, P.O. Agartala Aerodrome, AGARARTALA – 791 110

Responsibility Centres and Subordinate Organizations

14.	Meteorological Centre, Itanagar	Shri Sailen Saikia, A.M.-I	0360-2266190	mc.itn@imd.gov.in	Meteorological Centre, Naharlagun Helipad complex, ITANAGAR – 791 110
15.	Meteorological Centre, Bhubaneswar	Dr. S.C. Sahu, Scientist 'F'	0674-2596093 +91-9437485328	mc.bwn@imd.gov.in	Meteorological Centre, Biju Pattnaik Airport, Bhubaneswar, Orissa-751020
16.	Meteorological Centre, Gangtok	Dr.Gopi Nath Raha Scientist 'D'	03592-203427 +91-9434077618	mc.gtk@imd.gov.in	Meteorological Centre (Met. Qtrs), Raj Bhawan Area, Besides SIB Complex, PO Raj Bhawan, Gangtok, Sikkim-737103
17.	Meteorological Centre, Patna	Shri Soumendu Sengupta, Scientist 'E'	0612-2226556 +91-9432590650	mc.ptn@imd.gov.in	Meteorological Centre, JPNI Airport, Patna Bihar-800014
18.	Meteorological Centre, Ranchi	Shri B.K. Mandal, Scientist 'E'	0651-2501572 +91-9432578015	mc.rnc@imd.gov.in	Meteorological Centre, Birsa Munda Airport, Hinoo, Ranchi, Jharkhand-834002
19.	Meteorological Centre, Ahmedabad	Dr. Jayanta Sarkar, Scientist 'F'	079-22865165	mc.ahm@imd.gov.in	Meteorological Centre, Civil Aerodrome, AHMEDABAD - 380 012
20.	Meteorological Centre, Goa	Shri M.L.Sahu Scientist 'F'	0832-2425547 +91-9425507819	mc.goa@imd.gov.in	Meteorological Centre, Altinho, Panaji, Goa-403001
21.	Meteorological Centre, Raipur	Dr. Prakash Khare Scientist 'E'	0771-2411845 +91-9890018078	mc.rpr@imd.gov.in	Meteorological Centre, Near MMI Hospital, Lalpur, Raipur(C.G.)
22.	Meteorological Centre, Bhopal	Shri Anupam Kashyapi, Scientist 'E'	0755-2552743 +91-9425016480	mc.bhp@imd.gov.in	Meteorological Centre, Mausam Vigyan Kendra, Arera Hills, Satpura Post Office, BHOPAL 462 004

Responsibility Centres and Subordinate Organizations

23.	Meteorological Centre, Chandigarh	Shri Surender Paul, Scientist 'E'	0172-2688585 +91-9417777557	mc.eng@imd.gov.in	Meteorological Centre, Sector-39-C, Chandigarh- 160036
24.	Meteorological Centre, Dehradun	Shri Bikram Singh, Scientist 'E'	0135-2714143 +91-9412056025	mcdehradun@yahoo.co.in	Meteorological Centre, Survey of India Campus, 17 EC Road, Dehradun, Uttarakhand-248001
25.	Meteorological Centre, Jaipur	Shri G.S. Nagrle, Scientist 'D'	0141-2790194 +91-9960365255	mc.jpr@imd.gov.in	Meteorological Centre, Mausam Bhawan, Bhudh Singh Pura, Sanganer, Jaipur, Rajasthan-302011
26.	Meteorological Centre, Lucknow	Shri J.P. Gupta, Scientist 'E'	0522-2435406	amo.lkn@imd.gov.in	Meteorological Centre, Chaudhary Charan Singh Airport, Amausi, Lucknow, Uttar Pradesh-226023
27.	Meteorological Centre, Shimla	Shri Manmohan Singh, Scientist 'E'	0177-2629724 +91-9816127668	mc.sml@imd.gov.in	Meteorological Centre, Bibra House, Cliff-End Estate, Shimla, Himachal Pradesh-171001
28.	Meteorological Centre, Srinagar	Shri Sonam Lotus, Scientist 'D'	0194-2430115 +91-9419242642	lotusladakh@gmail.com	Meteorological Centre, Village Shara, Leh, J & K-194101
29.	Agricultural Meteorology Division, Office of Additional Director General of Meteorology(Research), Pune	Dr. N. Chattopadhyay, Scientist 'F'	020-25533420 +91-9225569519	nabansu.nc@gmail.com nabansu_c@yahoo.co.in	Shivaji Nagar, Ganesh Khind Road, Pune, Maharashtra- 411005

Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1.	Submit duly completed application forms in all respects.
2.	Always keep proper records of your letters and communications with Department.
3.	If you have an appointment with an officer in the Department, please arrive 15 min prior to the appointments.
4.	If you want to cancel an appointment, please give a written notice via Fax or email at least 2 days in advance.
5.	To check the Website regularly for updates on policies, programs, procedure and latest information on weather forecast, warnings, Rainfall, Agro meteorological advisories & Earthquake information
6.	Submission of complete precise and factual grievances along with supporting documents.
7.	Avoid anonymous grievances. Provide identification by giving telephone no. /Email ID and postal address for communication with the complainant.
8.	Grievances related to Policy matters of the Department / Ministry, Commercial contracts, Decisions involving quasi-judicial procedure, Service matters (excluding payment of terminal benefits like gratuity and GPF), Matters which are sub-judice (pending before courts or CAT) & Frivolous complaints are not under the purview of the Grievance Redressal Mechanism.

Legends: **DD**-Demand Draft, **NCS**: National Centre for Seismology, **MC**: Meteorological Centre, **RMC**: Regional Metrological Centre, **RWFC**: Regional Weather Forecasting Centre, **SOP**: Standard Operational Procedure, N/A: Not Applicable.