



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

(2018-2019)

Mausam Bhawan, Lodhi Road, New Delhi-110003

www.imd.gov.in

Date of Issue : July, 2018

Next Review : June 2019

Vision/Mission

Vision

The vision of India Meteorological Department is to provide efficient Weather and Climate Services for safety of life and property and to contribute towards the National development.

Mission

- To take meteorological observations for current weather information and to issue timely weather forecasts / meteorological information for optimum operation of weather sensitive sectors like agriculture, irrigation, shipping, aviation, offshore oil explorations, tourism, surface transport, power generation and distribution, etc.
- To warn against severe weather phenomena like tropical cyclones, thunderstorms, dust storms, wind squall, heavy rains, snow, cold and heat waves, etc., which cause destruction of life, property, agriculture etc.
- To issue Quantitative precipitation forecast for flood management to Central Water Commission and other agencies.
- To provide Climatological information for planning agriculture, water resource management, industries, oil exploration and other nation building activities.
- To conduct and promote research in meteorology and allied disciplines.

Main Services / Transactions

S. No.	Services / Transaction	Contact details of the responsible officer	Process	Document Required	Fees		
					Category	Mode	Amount (Rs.)
1.	Weather Forecast and Warning	Dr.(Ms.) K. Sathi Devi Scientist 'F' ksathi.devi@imd.gov.in, ksdm.imd@gmail.com 011-24629798	SOP	Request Letter to Head of concerned SWFC/ RWFC/ CRS Pune/ NWFC	Real time forecasts & warnings	N/A	N/A
2.	Agro-Meteorological advisories at district Level	Dr. K. K. Singh, Scientist 'G' kk.singh@nic.in 011-24361710	SOP	N/A	N/A	N/A	N/A
3.	Meteorological support for Civil Aviation purpose	Shri Vivek Sinha, Scientist 'F' vivek.sinha@imd.gov.in 011-24626015	SOP	Requisition through letter/ email to CRS, Pune as per prescribed procedure	N/A	N/A	N/A
4.	Rainfall Monitoring	Shri B.P.Yadav, Scientist 'F/ DDGM(H) bp.yadav@imd.gov.in 011-24619167	SOP	N/A	N/A	N/A	N/A
5.	Environment Monitoring	Dr.V. K. Soni, Scientist 'E' soni_vk@yahoo.com vijay.soni@imd.gov.in 011-43824440	SOP	N/A	N/A	N/A	N/A
6.	Supply of Meteorological / Climatological information	Dr. P. Guhathakurta (Scientist 'F') ndcsupply@imd.gov.in p.guhathakurta@imd.gov.in pguathakurta@rediffmail.com 020-25530992 Fax: 020-25535435	SOP	Requisition through letter/ email as per prescribed procedure	Surface, Maritime & Autographic	Non-Tax Receipt Portal (NTRP)	5.25
					RS/RW		41.00
					Pilot Balloon		20.50
					Radiation (Global & Diffuse)		9.25
					Rainfall		2.00
					Agromet		6.85
					Atmospheric Turbidity		10.00
					Precipitation Chemistry		234.00
					*excluding computer charges & Service Tax		

Main Services / Transactions

S. No.	Services / Transaction	Contact details of the responsible officer	Process	Document Required	Fees		
					Category	Mode	Amount (Rs.)
7.	Supply of Indian Astronomical Ephemeris & Rashtriya Panchang. (Printed version)	Shri Sanjib Sen, (Scientist 'F') pac_kol@bsnl.in pac.kolkata@imd.gov.in 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
8.	Grievance Redress	Shri Kuldeep Srivastava, Scientist-'E' pg.dgm@imd.gov.in 011-43824316	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	Success Indicators	Service Standards	Unit	Data Source
1.	Weather Forecast and Warning	Timely release of Weather Forecast and Warning	6	Hours	IMD Website - www.imd.gov.in , Toll Free number 1800 220161, Radio, Television, Mobile Services, FAX, E-mail, Twitter & Facebook.
2.	Agro-meteorological Advisories at District Level	Issue of Agro-meteorological Advisories at District Level	Twice a week	Tuesday Friday	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 observations, forecasts and warning for Civil Aviation purpose	Meteorological support for Civil Aviation purpose	60	Minutes	IMD Website - www.imd.gov.in , www.olbs.amsschennai.gov.in , www.olbs.amssdelhi.gov.in , Observational network at airports, Global Telecommunication System (GTS), Automatic message Switching System (AMSS).
4.	Rainfall Monitoring	Rainfall Monitoring (District/ sub-division /State/ Region/ Country)	1	Days	IMD Website - www.imd.gov.in Hydromet Portal - hydro.imd.gov.in/hydrometweb/ , E-mail.
5.	Environment Monitoring	Reporting of Air Quality, Aerosols etc.	60	Minutes	Mobile Services, IVRS, Email, Twitter & Facebook.
6.	Supply of Meteorological/ Climatological Information	Supply of data after receiving the payment	4	Weeks	IMD Website - www.imd.gov.in and National Data Centre, Pune Website: www.imdpune.gov.in

Service Standards

S. No.	Services / Transaction	Success Indicators	Service Standards	Unit	Data Source
7.	Indian Astronomical Ephemeris and Rashtriya Panchang	Supply of Indian Astronomical Ephemeris (printed version) after receiving the payment	4	weeks	Printed publication in the form of book & Electronic version from website - www.packolkata.gov.in (free of cost)
		Supply of Rashtriya Panchang (14 language editions, (printed version)) after receiving the payment	4	weeks	Printed publication in the form of book & Electronic version from website - www.packolkata.gov.in (free of cost)
8.	Grievance Redress	Timely redress of public grievance			PG Portal online / manual.
		(a) Acknowledgement	7	Days	Section Diary
		(b) Final Response	60	Days	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
1.	Shri Kuldeep Srivastava	011-43824316	pg.dgm@imd.gov.in

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
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.	Union Public Service Commission (UPSC)

Responsibility Centres and Subordinate Organizations

S. No.	Responsibility Centres and Subordinate Organisations	Contact details of the responsible officer	Address
1.	Regional Meteorological Centre, New Delhi	Shri B.P.Yadav, Scientist 'F' rnc.delhi@imd.gov.in 011-24690279	Old Building, India Meteorological Complex, Lodhi Road, New Delhi-110003
2.	Regional Meteorological Centre, Chennai	Dr. S.Balachandran, Scientist 'F' rnc.chennai@imd.gov.in 044-28230091	New 6 (Old 50), College Road, Chennai, Tamilnadu- 60006.
3.	Regional Meteorological Centre, Mumbai	Shri K.S. Hosalikar, Scientist 'F' 022-22150517 rnc.mumbai@imd.gov.in	Colaba, Mumbai, Maharashtra - 400089
4.	Regional Meteorological Centre, Kolkata	Dr. Sanjib Bandyopadhyay, Scientist 'F' 033-24793782 ddgm.rmckolkata@imd.gov.in, rnc.kolkata@imd.gov.in	4, Duel Avenue, Alipore, Kolkata, West Bengal - 700027.
5.	Regional Meteorological Centre, Nagpur	Shri M.L. Sahu, Scientist 'F' 0712-2288554 rnc.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 ddgm-rmc-guw@nic.in	LGBI Airport, Guwahati, Assam – 781015.
7.	Positional Astronomical Centre, Kolkata	Shri Sanjib Sen, Scientist 'F' 033-23671200 pac_kol@bsnl.in pac.kolkata@imd.gov.in	Plot No.-8, Block-AQ, Sector-V, Salt Lake, Mahish Bathan, Kolkata, West Bengal - 700091.
8.	Climate Research & Services, Pune	Dr. D.S. Pai, Scientist 'F' 020-25535877 adgm.r@imd.gov.in	Shivaji Nagar, Ganesh Khind Road, Pune, Maharashtra - 411005.
9.	Surface Instruments Division, Office of CRS, Pune	Dr. D.S. Pai, Scientist 'F' 020-25535411 ddgm.si@imd.gov.in	Shivaji Nagar, Ganesh Khind Road, Pune, Maharashtra-411005.
10.	Upper Air Instrument Division, Office of DGM, New Delhi	Shri Sai Krishnan, Scientist 'F' 011-43824245 sai.krishnan@imd.gov.in	Old Building, India Meteorological Complex, Lodhi Road, New Delhi-110003
11.	Meteorological Centre, Bangalore	Dr. (Ms.) Geeta Agnihotri, Scientist 'E' 080-22244419 mc.bng@imd.gov.in	Meteorological Centre, Palace Road, Bangalore, Karnataka-560001
12.	Meteorological Centre, Hyderabad	Shri Y.K. Reddy, Scientist 'F' 040-27908507 mc.hyd@imd.gov.in	Meteorological Centre, Airport Colony, Begumpet,, Hyderabad, Telangana-500016
13.	Meteorological Centre, Thiruvananthapuram	Shri K. Santosh, Scientist 'F' 0471-2322894 mc.trv@imd.gov.in	Meteorological Centre, Observatory Hills, Vikas Bhavan PO, Nandavanam, Thiruvananthapuram, Kerala - 695033

Responsibility Centres and Subordinate Organizations

S. No.	Responsibility Centres and Subordinate Organisations	Contact details of the responsible officer	Address
14.	Meteorological Centre, Agartala	Shri Dilip Saha, Scientist 'F' 0381-2342253 mc.agt@imd.gov.in	Meteorological Centre, P.O. Agartala Aerodrome, AGARARTALA – 791 110
15.	Meteorological Centre, Itanagar	Shri Sailen Saikia, A.M.-I 0360-2266190 mc.itn@imd.gov.in	Meteorological Centre, Naharlagun Helipad complex, ITANAGAR – 791 110
16.	Meteorological Centre, Shillong	Shri Sanjay Bist, Scientist 'E' sanjay.bist@imd.gov.in	Meteorological Centre, Meath House, 3 rd Mile Upper Shillong, East Khasi Hill, Shillong, Meghalaya - 793005
17.	Meteorological Centre, Bhubaneswar	Shri Habibur Rahaman Biswas, Scientist 'E' 0674-2596093 imdbbsr@nic.in	Meteorological Centre, Biju Pattnaik Airport, Bhubaneswar, Orissa-751020
18.	Meteorological Centre, Gangtok	Dr.Gopi Nath Raha, Scientist 'D' 03592-203427 mc.gtk@imd.gov.in	Meteorological Centre (Met. Qtrs), Raj Bhawan Area, Besides SIB Complex, PO Raj Bhawan, Gangtok, Sikkim-737103
19.	Meteorological Centre, Patna	Shri Soumendu Sengupta, Scientist 'E' 0612-2226556 mc.ptn@imd.gov.in	Meteorological Centre, JPNI Airport, Patna Bihar-800014
20.	Meteorological Centre, Ranchi	Shri B.K. Mandal, Scientist 'F' 0651-2501572 mc.rnc@imd.gov.in	Meteorological Centre, Birsa Munda Airport, Hinoo, Ranchi, Jharkhand-834002
21.	Meteorological Centre, Ahmedabad	Dr. Jayanta Sarkar, Scientist 'F' 079-29705011 mc.ahm@imd.gov.in	Meteorological Centre, Civil Aerodrome, Ahmedabad - 380012
22.	Meteorological Centre, Goa	Dr. K.V. Padgalwar, Scientist 'E' 0832-2425547 mc.goa@imd.gov.in	Meteorological Centre, Altinho, Panaji, Goa-403001
23.	Meteorological Centre, Raipur	Dr. Prakash Khare, Scientist 'E' 0771-2411845, 0771-4915259 mc.rpr@imd.gov.in metcentreraipur@gmail.com	Meteorological Centre, Near MMI Hospital, Lalpur, Raipur(C.G.)
24.	Meteorological Centre, Bhopal	Shri J.K.S. Yadav, Scientist 'E' 0755-2552743 mc.bhp@imd.gov.in	Meteorological Centre, Mausam Vigyan Kendra, Arera Hills, Satpura Post Office, Bhopal 462 004

Responsibility Centres and Subordinate Organizations

S. No.	Responsibility Centres and Subordinate Organisations	Contact details of the responsible officer	Address
25.	Meteorological Centre, Chandigarh	Shri Surender Paul, Scientist 'F' 0172-2688585, 2629981 mc.cng@imd.gov.in	Meteorological Centre, Sector-39-C, Chandigarh-160036
26.	Meteorological Centre, Dehradun	Shri Bikram Singh, Scientist 'E' 0135-2714143 mcdehradun@yahoo.co.in	Meteorological Centre, Survey of India Campus, 17 EC Road, Dehradun, Uttarakhand-248001
27.	Meteorological Centre, Jaipur	Shri Shiv Ganesh, Scientist 'F' 0141-2790194 mc.jpr@imd.gov.in	Meteorological Centre, Mausam Bhawan, Bhudh Singh Pura, Sanganer, Jaipur, Rajasthan-302011
28.	Meteorological Centre, Lucknow	Shri J.P. Gupta, Scientist 'F' 0522-2435406 mc.lkn@imd.gov.in, mclkn@yahoo.com	Meteorological Centre, Chaudhary Charan Singh Airport, Amausi, Lucknow, Uttar Pradesh-226009
29.	Meteorological Centre, Shimla	Shri Manmohan Singh, Scientist 'E' 0177-2629724, 2626211 mc.sml@imd.gov.in mm_sandhu@yahoo.co.in	Meteorological Centre, Bibra House, Cliff-End Estate, Shimla, Himachal Pradesh-171001
30.	Meteorological Centre, Srinagar	Shri Sonam Lotus, Scientist 'D' 0194-2430115 lotusladakh@gmail.com	Meteorological Centre, Village Shara, Leh, J & K-194101
31.	Agricultural Meteorology Division, Office of CRS, Pune	Dr. Kripan Ghosh, Scientist 'E' 020-25533420 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.
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 Redress Mechanism.

Abbreviations: **DD**-Demand Draft, **MC**: Meteorological Centre, **RMC**: Regional Meteorological Centre, **RWFC**: Regional Weather Forecasting Centre, **SOP**: Standard Operational Procedure, N/A: Not Applicable.