



Citizen's / Client's Charter  
for  
National Centre for Medium Range Weather Forecasting  
(2014 – 2015)



Address	National Centre for Medium Range Weather Forecasting A-50, Sector-62, NOIDA, Uttar Pradesh – 201309
Website ID	<a href="http://www.ncmrwf.gov.in">www.ncmrwf.gov.in</a>
Date of issue	June 2014
Next Review	June 2015

## Vision Mission

### Vision

Seamless prediction of weather and climate for the benefit of the society.

### Mission

Continuously develop advanced numerical weather prediction systems, with increased reliability and accuracy over India and neighboring regions through research, development and demonstration of new and novel applications, maintaining highest level of knowledge, skill and technical bases.

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Main Services/ Transactions

S. No.	Services/ Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Providing Numerical Weather Prediction (NWP) products to IMD, SASE, INCOIS, BARC, IITM, SAC-ISRO, CWET , MWPL etc.	25	Dr. Raghavendra Ashrit	raghu@ncmrwf.gov.in	0120-2419414	End to end global forecast suite	N/A	N/A	N/A	N/A
2	NWP products for African Union,RIMES and BIMSTEC countries	25	Dr. Prashanta Mali	pmali@ncmrwf.gov.in	0120-2419415	End to end global forecast suite	N/A	N/A	N/A	N/A
3	Display of NWP products in the website	25	Dr. Ashish Routray	ashishroutray@ncmrwf.gov.in	0120-2419416	Producing deterministic and probabilistic forecasts	N/A	N/A	N/A	N/A
4	Capacity building	15	Dr. Abhijit Sarkar	abhijit@ncmrwf.gov.in	0120-2419417	Imparting training and providing state of the art facilities	N/A	N/A	N/A	N/A
5	Payment to vendors	5	Shri N. K. Bhagat	nkbhagat@ncmrwf.gov.in	9818640589	Submission of bills. Processing of the bill and issue of sanction order	Original Bills/ Invoices etc.	N/A	N/A	N/A

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Main Services/ Transactions

S. No.	Services/ Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
6	Grievance redressal	5	Shri B. Athiyaman	athiya@ncmrwf.gov.in	0120-2419406	Submission of grievances through various channels. Examination/response as per prescribed procedure	Document in support of grievance	N/A	N/A	N/A

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### Service Standards

S. No.	Services/ Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Sources
1	Providing Numerical Weather Prediction (NWP) products to IMD, SASE, INCOIS, BARC, IITM, SAC-ISRO, CWET , MWPL	25	Timely generation off the specific NWP product for the client organization	24	Hrs	25	NCMRWF mail server and FTP server
2.	Providing NWP products to RIMES and BIMSTEC countries	25	Timely generation off the specific NWP product for the client organization	24	Hrs	25	NCMRWF mail server and FTP server
3.	Display of NWP products of deterministic and ensemble prediction systems	25	Timely display of the NWP products in the NCMRWF website	24	Hrs	25	Records of NCMRWF Website
4.	Capacity building	15	Feedback of the trainees	1	year	15	NCMRWF Record

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## Service Standards

S. No.	Services/ Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Sources
5.	Payment to vendors	5.0	Timely payment to vendors on submission of bills	8	weeks	5.0	Section Diary
7.	Grievance redressal	5.0	Timely redressal of 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.	Shri B. Athiyaman	0120-2419406	athiya@ncmrwf.gov.in	9818991321

## List of Stakeholders/Clients

S. No.	Stakeholders/Clients
1.	India Meteorological Department
2.	Indian National Centre for Ocean Information (INCOIS)
3.	Bhabha Atomic Research Centre (BARC)
4.	Snow and Avalanche Study Establishment (SASE)
5	Indian Institute of Tropical Meteorology (IITM)
6	Indian Air Force
7	Indian Navy
8	Centre for Wind Energy Technology (CWET), Chennai
9	Space Application Centre (SAC) – ISRO
10	Manikaran Wind Power Limited (MWPL)
11	Educational Institutes
12	Bay of Bengal Initiative for Multi-Sectoral Technical and Economical Cooperation (BIMSTEC) countries
13	Regional Integrated Multi-Hazard Early Warning System for Asia and Africa (RIMES) countries



### Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1.	Submit duly completed application forms in all respects
2.	Please show courtesy to NCMRWF officers
3.	Always keep proper records of your letters and communications with Ministry
4.	If you have an appointment with an officer in NCMRWF, please arrive 15 min prior to the appointment
5	If you want to cancel an appointment, please give a written notice via FAX or e-mail at least 2 days in advance
7	Please send a written request or an e-mail to the Director, NCMRWF for an NWP product
8	To check the website regularly for updates on programs, procedures, vacancies and NWP products