



# Citizen's / Client's Charter for (Ministry of Earth Sciences) (2013-2014)

Address	Ministry of Earth Sciences, Prithvi Bhavan, Lodi Road, New Delhi 110 003
Website ID	<a href="http://www.moes.gov.in">www.moes.gov.in</a>
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## Vision Mission

### Vision

To excel as knowledge and technology enterprise in the earth system science realm towards socio-economic benefit of the society

### Mission

To conduct scientific and technical activities related Earth System Science for improving forecasting of weather, monsoon, climate and hazard, exploration of polar regions, seas around India and develop technology for exploration and exploitation of ocean resources (living and ocean and non-living), ensuring their sustainable utilization.

## Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Weather Forecasts and warnings	10	Shri B.K. Bandopadhyay(Scientist F)	bkbando1705@yahoo.co.in	43824334 (24635664)	Standard Operational Procedures	N/A	N/A	N/A	N/A
2	Providing Agro-meteorological advisories at district Level	10	Dr. K.K. Singh,(Scientist'F')	kksingh2022@gmail.com	23824513 (24611710)	Standard Operational Procedures	N/A	N/A	N/A	N/A
3	Meteorological support for Civil Aviation purpose	10	Shri M.K. Bhatnagar,(Scientist'F')	bhatnagarmk1@gmail.com	43824301 (24619196)	Standard Operational Procedures	Yes. Document available with IMD	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
4	Rainfall Monitoring	10	Dr.(Mrs.) Surinder Kaur,(Sc: F)	skaurg@gmail.com	(24619167)	Standard Operational Procedures	N/A	N/A	N/A	N/A
5	Ocean Forecast	15	Dr. S S C Sheno(Director)	shenoi@incois.gov.in	9441013377	No specific process as these services provided on continual basis.	NA	N/A	N/A	N/A
6	Early warning of natural hazards.	15	Tsunamis Bulletin Dr.S S C Sheno(Director) Earthquake Bulletin Dr. R. S. Dattatrayam, Sc: F Cyclone Warning Bulletin Shri B.K. Bandopadhyay, Sc: F()	director@incois.gov.in dattatrayam_rs@hotmail.com bkbando1705@yahoo.co.in	9441013377 (43824405)	No specific process as these services are provided on continual basis. Standard Operational Procedures Standard Operational Procedures	NA	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
7	Processing of proposals of holding of Seminars / Symposia on the matters relating to Earth Sciences	5	Dr. M Sudhakar(Advisor())	m.sudhakar@nic.in	9650806776	Submission of complete proposal at least two months before the date of the seminar/symposium. Examination of the proposal in the Ministry and communication of the decision.	Yes. Available at MOES website. Complete proposal together with the necessary supporting	N/A	N/A	N/A
8	Processing of extra-mural proposals in the field of Earth Sciences	5	Dr. Parvinder Maini, Dr. K Somasundar, Dr. Vijay Kumar, Dr. Sumer()	parvinder.maini@moes.gov.in, soma-dod@nic.in, vijay.moes@nic.in, sumer.chopra@nic.in	(24669525)	Submission of complete proposal. Examination of the proposal in the Ministry and communication of the decision. (*) subject to receipt of external evaluations and cost of the project	Yes. Document available on MoES website Soft and Hard copies in prescribed is required	N/A	N/A	N/A
9	Payment to vendors	5	Shri. Rishi Kumar()	Kumar.rishi@nic.in	9212007685 (24669509)	Submission of bills. Processing of the bill and issue of sanction order.	Original Bills/Invoices etc.	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
10	Processing of requests for filling of scientific positions received from various centres	5	Dr. Vasudha Gupta()	vasudha.gupta@nic.in	(24669510)	Receipt of the proposals and compilation for centralized screening	Original proposal	N/A	N/A	N/A
11	Grievance redressal	5	Shri Anil Kumar Madan()	Anil.madan@nic.in	(24669515)	Submission of grievances through various channels. Examination/response as per prescribed procedure	Documents in support of the grievance.	N/A	N/A	N/A
12	Release of funds to the responsibility Centers under the control o	5	Shri. R.S.Kaim()	rskaim@yahoo.com	(24669531)	Receipt of the proposals for release of funds	Proposals with UC/SOE, Progress Report, Assets acquired	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	10.0	Timely release of weather forecast and warning to General Public and Meteorological support for Pilgrimage ,tourism ,mountain expedition ,sports etc.	6	hrs	10.00	Records of IMD Website, Radios, Television, Mobile services, etc.
2	Providing Agro-meteorological advisories at district Level	10.0	Agro-meteorological advisories at district Level	5	Days	10.00	Records of IMD Website, Radios, Television, Mobile services etc.
3	Meteorological support for Civil Aviation purpose	10.0	Meteorological support for Civil Aviation purpose	30	Minutes	10.00	Records of IMD Website, IMD's observational network at airports, Global Telecommunication Services (GTS),
4	Rainfall Monitoring	10.0	Rainfall Monitoring	1	Days	10.00	Records of IMD Website, Radios, Television, Global Telecommunication Services (GTS) etc.
5	Ocean Forecast	15.0	Timely release of (a) Fishing advisory	24	Hrs	5.00	Records of INCOIS Website, Electronic Display Boards, FM and Radios, Television, Mobile services, etc.
			Ocean State Forecast (i) General Public	6	Hrs	3.00	Records of INCOIS Website, Electronic Display Boards, FM and Radios, Television, Mobile services, etc services, etc.
			(ii) Fishing	6	Hrs	3.00	Records of INCOIS Website, Electronic Display Boards, FM and Radios, Television, Mobile services, etc
			(iii) Industry	6	Hrs	2.00	Records of INCOIS Website, Electronic Display Boards, FM and Radios, Television, Mobile services, etc
			(iv) Defense / Security / Researchers	6	Hrs	2.00	Records of INCOIS Website, Electronic Display Boards, FM and Radios, Television, Mobile services, etc
6	Early warning of natural hazards.	15.0	Timely release of (a) Tsunamis Bulletin	10	Minutes	5.00	Records of INCOIS Website, Electronic Display Boards, FM and Radios, Television, Mobile services, etc

## Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			Earthquake Bulletin (after)	10	Minutes	5.00	Records of IMD Website, Radios, Television, Mobile services etc
			Cyclone Warning Bulletin	3	Hrs	5.00	Records of IMD Website, Radios, Television, Mobile services, Global Telecommunication Services (GTS) etc.
7	Processing of proposals of holding of Seminars / Symposia on the matters relating to Earth Sciences	5.0	Approval of Seminars / Symposia proposals	2	months	5.00	Section Diary( subject receipt of external evaluation as well as cost of the project)
8	Processing of extra-mural proposals in the field of Earth Sciences	5.0	Timely processing of proposals from scientists / scientific institutions	6	Months	5.00	Section Diary
9	Payment to vendors	5.0	Timely payment to vendors on submission of bills	4	weeks	5.00	Section Diary
10	Processing of requests for filling of scientific positions received from various centres	5.0	Timely processing of proposals received from various centres	2	months	5.00	Section Diary
11	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
12	Release of funds to the responsibility Centers under the control o	5.0	Timely processing of proposals received from	30	days	5.00	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. Anil Kumar Madan	24669515	Anil.madan@nic.in	9968279569

## List of Stakeholders/Clients

S.No.	Stakeholders / Clients
1	Agricultural university / Farmers / KVKS/ ICAR
2	Central, State and UT Administration
3	Fishermen
4	Ports and Harbour Managers
5	Media (Electronic & Print)
6	Town Planners and Civic Authorities
7	Disaster Management (NDMA and State DMA) Authorities
8	Civil Aviation (AIRPORT Authority, Airline Operators)
9	Academic Institutes
10	Federation of Indian Chambers of Commerce and Industry
11	Ministry of Water Resources (Water Resources Planning & Management)
12	Ministry of Defence
13	Indian Railways
14	Power Sector (Generation & Distribution Companies)

## List of Stakeholders/Clients

S.No.	Stakeholders / Clients
15	Central & State Pollution Control Boards
16	Shipping Companies
17	General Public
18	Insurance Industry(LIC and other Insurance companies)
19	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 Coastal Disaster Management Officials
27	Marine Police Departments

**Citizen's / Client's Charter for Ministry of Earth Sciences -(2013-2014)**

**Responsibility Centers and Subordinate Organizations**

S.No.	Responsibility Centers and Subordinate Orgnizations	Landline Number	Email	Mobile Number	Address
1	National Institute of Ocean Technology	(044)22460275	<a href="mailto:postmaster@niot.res.in">postmaster@niot.res.in</a>	9444399825	NIOT, Velacherry-Tambaram Main Road, Pallikaranai, Narayanapuram Post, Chennai-601302
2	Indian National Centre for Ocean Information Services	(040)23895000	<a href="mailto:webmaster@incois.gov.in">webmaster@incois.gov.in</a>	9441013377	INCOIS, 'Ocean Valley', Pragathi Nagar BO, Nizampet SO, Hyderabad - 500090
3	National Centre for Antarctic & Ocean Research	(0832)2525600	<a href="mailto:director@ncaor.org">director@ncaor.org</a>	9890970876	NCAOR, Headland Sada, Goa-403804
4	Centre for Marine Living Resources & Ecology	(0484)2427790	<a href="mailto:vnsanjeewan@gmail.com">vnsanjeewan@gmail.com</a>	9747551967	Centre for Marine Living Resources & Ecology, 6 <sup>th</sup> Floor, Block C, Kendriya Bhawan, Kochi-682037
5	Integrated Coastal and Marine Area Management Project Directorate	(044)22460276	<a href="mailto:atma@niot.res.in">atma@niot.res.in</a>	09444399825	Integrated Coastal and Marine Area Management Project Directorate, NIOT New Campus, Valacherry, Tambaram, Pallikaranai village, Chennai-601302
6	Indian Institute of Tropical Meteorology	(020)25893924	<a href="mailto:goswami@tropmet.res.in">goswami@tropmet.res.in</a>	9860201144	Indian Institute of Tropical Homi Bhabha Road, Pashan,
7	Indian Metrological Department	(011)24611842	<a href="mailto:lrathore@gmail.com">lrathore@gmail.com</a>	9313982396	Indian Metrological, Department, Mausam Bhawan, Lodhi Road, New Delhi-110003
8	National Centre for Medium Range Weather Forecasting	(120)2403622	<a href="mailto:swati.basu@nic.in">swati.basu@nic.in</a>	9811511802	National Centre for Medium Range Weather Forecasting , A-50, Sector -62, NOIDA-201309

## Indicative Expectations from Service Recipients

S.No.	Indicative Expectations from Service Recipients
1	Submit duly completed application forms in all respects
2	State Governments / UT Administrations should properly use the central financial assistance released to them for the tourism projects and make efforts for the timely completion of these projects
3	Please show courtesy to Ministry's Officers
4	Always keep proper records of your letters and communications with Ministry
5	If you have an appointment with an officer in the Ministry, please arrive 15 min prior to the appointments
6	If you want to cancel an appointment, please give a written notice via Fax or email at least 2 days in advance
7	Send reports in the prescribed format as per prescribed timelines
8	To check the Website regularly for updates on policies, programs and procedure
9	Give their suggestions/ inputs on drafts placed on Ministry's website/ those circulated to them
10	State representatives should attend the conference with complete information