



Citizen's / Client's Charter

for

Ministry of Earth Sciences (2021 – 2022)

Address	Ministry of Earth Sciences, Prithvi Bhavan, Lodi Road, New Delhi 110 003
Website ID	www.moes.gov.in
Date of Issue	December 2021
Next Review	December 2022

Vision

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

Mission

To provide services for weather, climate, ocean and coastal state, hydrology, seismology, and natural hazards; to explore and harness marine living and non-living resources in a sustainable way and to explore the three poles (Arctic, Antarctic and Himalayas).

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	Dr. Kamaljit Ray (Scientist G)	kamal.ray@nic.in	8587894663 011-24669514	Standard Operational Procedures	N/A	N/A	N/A	N/A
2	Providing Agro-meteorological advisories at district Level	10	Dr. Kamaljit Ray (Scientist G)	kamal.ray@nic.in	8587894663 011-24669514	Standard Operational Procedures	N/A	N/A	N/A	N/A
3	Meteorological support for Civil Aviation purpose	10	Dr. Kamaljit Ray, (Scientist G)	kamal.ray@nic.in	8587894663 011-24669514	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. Kamaljit Ray, (Scientist G)	kamal.ray@nic.in	8587894663 011-24669514	Standard Operational Procedures	N/A	N/A	N/A	N/A
5	Ocean Forecast	15	Cdr.P.K.Srivastava (Scientist F)	srivastava.pks@gov.in	9810777248 011-24669552	No specific process as these services provided on continual basis.	NA	N/A	N/A	N/A
6	Early warning of natural hazards.	15	Dr. Kamaljit Ray, (Scientist G) Cdr.P.K.Srivastava (Scientist F)	kamal.ray@nic.in srivastava.pks@gov.in	8587894663 011-24669514 9810777248 011-24669552	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 Nelay Khare (Scientist G) Dr.Jagvir Singh, (Scientist F)	nelay.khare@nic.in jvsingh.moes@nic.in	9868864111 011-24669519 8939161699 8700393891	Submission of complete proposal at least two months before the date of the Seminar/ Symposium.	Yes. Available at MOES website. Complete proposal together with the necessary supporting documents and NITI Aayog Darpan portal registration.	N/A	N/A	N/A
8	Processing of extra-mural proposals in the field of Earth Sciences	5	Shri Gopal Iyengar (Scientist G)	gopal.lyengar@nic.in	9871251605 011-24669524	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 Randhir Patel, Director	randhir.patel@nic.in	9868221108 011-24669515	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	Smt. Dharkat R. Luikang, Under Secretary	dharkat@nic.in	011-24669529	Receipt of the proposals and compilation for centralized screening	Original proposal	N/A	N/A	N/A
11	Grievance redressal	5	Smt. Archana Srivastava Dy. Secretary	archna.63@gov.in	9899322149 011-24669544	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 of MoES	5	Shri H.L. Meena, Director	hl.meena62@nic.in	9873561775 011-24669531	Receipt of the proposals for concurrence of funds	Proposals with UC/SOE, Progress Report, Assets acquired. Proposals are to be submitted with In-Principal approval of competent authority.	N/A	N/A	N/A
13	Implementation of RTI Act 2005	5	Dr Nelay Khare (Scientist G) Transparency Officer (RTI) Dr.Bhavya Khanna Scientist D (For RTI applications)	nelay.khare@nic.in bhavya.khanna@gov.in	9868864111 011-24669519 9871787728 011-24669647	Receipt of RTI Applications/Appeals, acknowledgement and final disposal of RTI applications. Disposal of Appeals under RTI Act.	As per RTI Act	As per RTI Act	As per RTI Act	As per RTI Act

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
			(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 Warning (b) High wave alert (c) Storm surge	10 06 06	Minutes Hrs. Hrs.	10.00 5.00 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 of MoES	5.0	Timely processing of proposals received from	30	days	5.00	Section Diary
13	Disposal of applications/appeals under RTI Act 2005.	5.0	Timely disposal of applications/appeals under RTI Act 2005.				
			Acknowledgement	1	day	1.00	Section Diary
			Disposal of RTI applications	30	days	4.00	Section diary
			Disposal of RTI Appeals				

Grievance Redress MechanismWebsite url to lodge Grievance <http://pgportal.gov.in/>

S.No	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1	Smt. Archna Srivastava, Deputy Secretary	011-24669544	archna.63@gov.in	9899322149

Implementation of RTI Act 2005

Website url to file RTI applications/appeal

<https://rtionline.gov.in/login.php>

S.No.	Name of the Central Public Information Officer	Helpline Number	Email	Mobile Number
1	Dr. Bhavya Khanna Scientist D	011-24669647	bhavya.khanna@gov.in	9871787728

S.No.	Name of the Appellate Authority	Helpline Number	Email	Mobile Number
1	Smt.. Archna Srivastava Dy. Secretary	011-24669544	archna.63@gov.in	9899322149