



Citizen's / Client's Charter for (Ministry of Earth Sciences) (2019-2020)

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|---------------|---|
| Address | Ministry of Earth Sciences, Prithvi Bhavan, Lodi Road, New Delhi 110 003 |
| Website ID | www.moes.gov.in |
| Date of Issue | May 2019 |
| Next Review | May 2020 |

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).

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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 | Weather Forecasts and warnings | 10 | Dr. Kamaljit Ray (Scientist G) | kamal.ray@nic.in | 8587894663 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 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 24669514 | Standard Operational Procedures | Yes. Document available with IMD | N/A | N/A | N/A |

Main Services / Transactions

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|-------|-----------------------------------|----------|--|---|--|--|-------------------|----------|------|--------|
| | | | | | | | | Category | Mode | Amount |
| 4 | Rainfall Monitoring | 10 | Dr. Kamaljit Ray, (Scientist G) | kamal.ray@nic.in | 8587894663 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 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 24669514 9810777248 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. Jagvir Singh (Scientist F) | jvsingh.moes@nic.in | 8939161699, 8700393891 24669536 | 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 | Shri Gopal Iyengar (Scientist G) Dr Nelay Khare (Scientist G) | gopal.iyengar@nic.in neloy.khare@nic.in | 9871251605 (24669524) 9868864111 24669519 | 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 Naveen Kumar Shah, Director | Jk099.ifs@nic.in | 9906768355 (24669510) | 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 | Shri Randhir B Patel, Deputy Secretary | randhir.patel@nic.in | 9868221108 (24669515) | Receipt of the proposals and compilation for centralized screening | Original proposal | N/A | N/A | N/A |
| 11 | Grievance redressal | 5 | Shri H L Meena, Deputy Secretary | hl.meena62@nic.in | 9873561775 (24669531) | 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 Vijay Kumar Paul, Deputy Secretary | paul.vk@nic.in | 9818954132 24669543 | Receipt of the proposals for release of funds | Proposals with UC/SOE, Progress Report, Assets acquired | N/A | N/A | N/A |
| 13 | Implementation of RTI Act 2005 | 5 | Shri Ehtasham-ul-Haque Scientist D (For RTI applications) Shri Naveen Kumar Shah Director (For Appeals under RTI) | Eu.haque@nic.in Jk099@ifs.nic.in | 011-24669521 011-24669510 | 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 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 |
| 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 Mechanism

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

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| S.No. | Name of the Public Grievance Officer | Helpline Number | Email | Mobile Number |
|-------|--------------------------------------|-----------------|--|---------------|
| 1 | Shri H L Meena, Deputy Secretary | 24669531 | hl.meena62@nic.in | 9873561775 |

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 | Shri Ehtasham-ul-Haque Scientist D | 24669521 | Eu.haque@nic.in | 9811580563 |

| S.No. | Name of the Appellate Authority | Helpline Number | Email | Mobile Number |
|-------|------------------------------------|-----------------|--|---------------|
| 1 | Shri Naveen Kumar Shah Director | 24669510 | Jk099@ifs.nic.in | 9806768355 |

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 -(2019-2020)
Responsibility Centers and Subordinate Organizations

| S.No. | Responsibility Centers and Subordinate Orgnizations | Landline Number | Email | Mobile Number | Address |
|-------|---|--------------------------------|--|--------------------------|---|
| 1 | National Institute of Ocean Technology (NIOT) | (044)66783303 | atma@niot.res.in director@niot.res.in | 9444399825 | National Institute of Ocean Technology (NIOT), Velacherry-Tambaram Main Road, Pallikaranai, Narayanapuram Post, Chennai-601302 |
| 2 | Indian National Centre for Ocean Information Services(INCOIS) | (040)23895000 | director@incois.gov.in | 9441013377 | Indian National Centre for Ocean Information Services(INCOIS), 'Ocean Valley', Pragathi Nagar BO, Nizampet SO, Hyderabad - 500090 |
| 3 | National Centre for Polar and Ocean Research (NCPOR) | (0832)2520876 | director@ncaor.gov.in | 9441229296 | National Centre for Polar and Ocean Research (NCPOR), Headland Sada, Goa-403804 |
| 4 | Centre for Marine Living Resources & Ecology (CMLRE) | (0484)2427790 | director@cmlre.gov.in | 99496525944 | Centre for Marine Living Resources & Ecology (CMLRE), 6 th Floor, Block C, Kendriya Bhawan, Kochi-682037 |
| 5 | National Centre for Coastal Research (NCCR) | (044)66783585 | mvr@nccr.gov.in | 09444399819 | National Centre for Coastal Research (NCCR), 2 nd floor, NIOT Campus, Valacherry, Tambaram, Pallikaranai, Chennai-601302 |
| 6 | Indian Institute of Tropical Meteorology(IITM) | (020)25904202 | director@tropmet.res.in | 7887858485 | Indian Institute of Tropical Meteorology(IITM)Homi Bhabha Road, Pashan, Pune – 411008. |
| 7 | Indian Metrological Department (IMD) | (011)24611842 (011)43824225 | kj.ramesh@imd.gov.in dgmnet@imd.gov.in | 8076200494 | Indian Meterological Department (IMD), Mausam Bhawan, Lodhi Road, New Delhi-110003 |
| 8 | National Centre for Medium Range Weather Forecasting(NCMRWF) | (0120)249483 (0120-2419401 | rajagopal@ncmrwf.gov.in | 9811511802 9811508503 | National Centre for Medium Range Weather Forecasting(NCMRWF), A-50, Sector -62, NOIDA-201309 |
| 9. | National Centre for Seismology (NCS) | 011-43824405 | vk.gahalaut@nic.in | 9849598161 | National Centre for Seismology (NCS), Mausam Bhavan Complex, Lodhi Road, New Delhi – 110 003. |
| 10. | National Centre for Earth Science Studies (NCESS) | 0471-2511501 | director@ncess.gov.in | 9866173494 | National Centre for Earth Science Studies (NCESS), Akkulam, Thiruvananthapuram – 695011. |

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 |