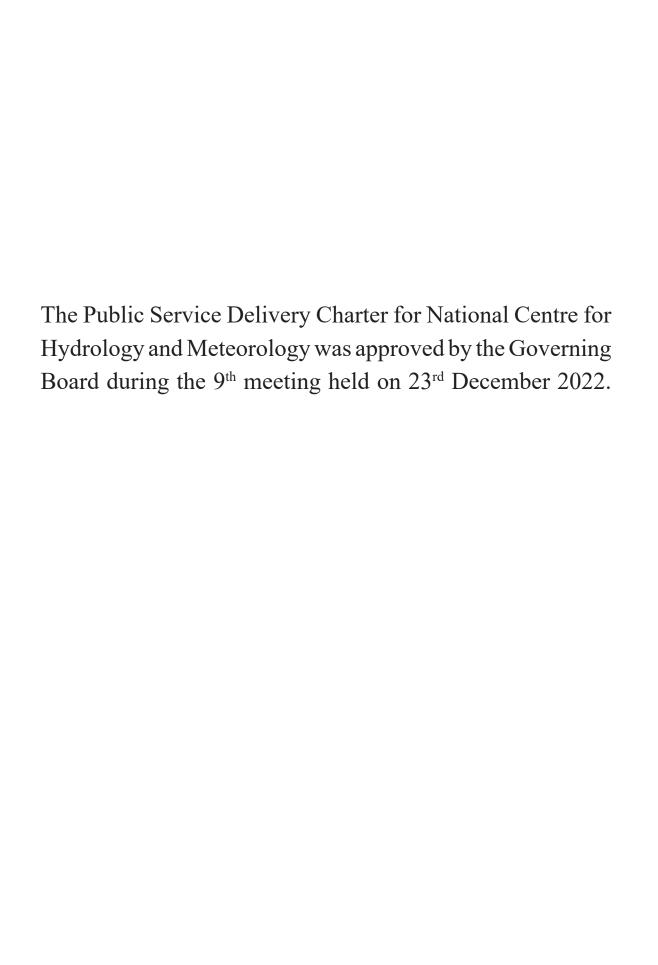




# PUBLIC SERVICE DELIVERY CHARTER NATIONAL CENTRE FOR HYDROLOGY AND METEOROLOGY

# NATIONAL CENTRE FOR HYDROLOGY AND METEOROLOGY ROYAL GOVERNMENT OF BHUTAN THIMPHU: BHUTAN 2022



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#### **Public Service Deliver Charter**

#### 1 Background Mandates

Provide scientific and technological services in hydrology, water resources, meteorology, climatology, and cryosphere to ensure the safety and socio-economic well-being of society and to support national and international needs.

Provide up-to-date data, and timely information on meteorology, hydrology and cryosphere science and other weather and climate-related phenomena using the advances in science and technology to facilitate government, public and the people prepare for calamities caused by extreme hydro-met and climatic events such have rainfall, snow, floods/GLOF, landslides, cyclone and climate change, among others, to afford greater protection to the people.

Provide science and technology-based assessments pertinent to decision- making in relevant areas of concern such as in disaster risk reduction, climate change adaptation and integrated water resources management, as well as capacity building.

Ensure that the country fulfils its commitments to international meteorological and climate change agreements.

#### Mission

Monitoring and understanding of hydrology, weather, climate and cryosphere, for timely provision of information and services to protect lives and property and support national need for ecologically balanced sustainable development.

#### Vision

Center of Excellence in Hydrology, Meteorology and Cryosphere Science and Services to build a disaster and climate resilient nation.

#### **Functions**

- a. Planning and operation of national hydrological (surface and subsurface) and meteorological (surface and upper air) observation network and its communications systems required for monitoring and data collection;
- b. Study and monitor cryosphere (snow, glaciers, glacier lakes, permafrost) and its associated risks to implement appropriate mitigation and adaptation measures
- c. Study and provide public weather services, severe weather warnings, meteorological data management, aviation and agro-meteorological services, and climate change information and services;
- d. Research and carryout water resources assessment, hydrological forecasting, hydrological data management, dissemination of hydrological data and information and provide early warning services related to flood and GLOF;
- e. Assessment and mapping of hydro-meteorological and GLOF hazards at the sub-basin and basin level;
- f. Capacity and human resources development through training and education;
- g. Research and application of science and technology in operational meteorology,

- hydrology and cryosphere for development of services and products
- h. Promote collaboration and institutional linkages with national, regional and international organisations related to weather, climate, hydrology, cryosphere, and water resources for exchange of data, research and technology transfer.

## 2 Summary of Hydro-met Products and Services

**Table 1: NCHM Products and Services** 

Sl.	Products and Services					
No.						
A	Weather and Climate Services					
	24-hour weather forecast					
	3 days weather forecast					
	Provision of Weekly Weather Outlook					
	Special weather forecasts for specific areas based on request					
	Aviation weather forecast for flight operations					
	Specialist weather forecast for selected areas based on the request					
	Cyclone weather advisories/warning					
	Snowfall advisories/ warning					
	Climate data from stations operated by the Centre					
	Process of the Climate Change Projection Data for the Bhutan (2018)					
	Basic Meteorological Operation Training Course					
	Technical backstopping for the installation and operation of Weather Station and					
	Automatic Weather station					
	Medium range forecast (3-10 days)					
	Extended forecast (month)					
	Seasonal outlook (summer and winter monsoon)					
В	Hydrology, Water Resources and Flood Warning Services					
	Hydrological data (daily month and mean year flow, Min and Max flow) and information of the stations operated by the Centre.					
	Flood forecasting and issue advisories and warning					
	Flow forecast for major river basin					
	GLOF and Rainstorm Flood early warning services					
	Hydrological modelling and hazard mapping					
	Technical backstopping for setting up of hydrology station (manual and Automatic					
	Water level Station)					
	Bathymetric survey of river and lakes and reservoirs					
	Aerial survey using UAV for hazard mapping					
	River flow measurement					
	Basic Operation Hydrology training course					
С	Cryosphere Services					
	Data and information on glaciers and glacial lakes in Bhutan; Glacier Inventory and Glacial lake inventory					
	Data and information on mass balance measurement and terminus status for the bench marked glaciers in Bhutan					

	Physical information on the list of potentially dangerous glacial lakes (PDGL) in			
	Bhutan.			
	Time series bathymetry data and information (depth, bottom topography, surface			
	area) of major glacial lakes (potentially dangerous glacial lakes) in Bhutan			
	Information on the dominant source (glacier melt, snow, rain, ground water) to			
	surface runoff for selected river system in the country			
	Aerial survey using UAS for generation of topography maps, DTM and DEM			
	Bathymetry survey for reservoirs (dam) to monitor siltation (bottom topography)			
D	Calibration of Basic Weather Instruments			
	Calibration of weather instruments			

#### 3 Weather and Climate Services

The Weather and Climate Services Division (WCSD)is responsible for operation of the national meteorological observation network and to provide the weather and climate services to the users.

Weather and climate information services help individuals and organisations to make climate smart decisions. Climate data and services help decision makers and climate - sensitive sectors with better information to help society adapt to climate variability and change. Role WCSD involves systematic observation, monitoring and detection of climate change as a contribution to scientific basis in the understanding of the changing climate in order to build resilience of communities and the economy against the associated adverse impacts through adaptation and mitigation.

#### 3.1 Public Weather Forecasts

Refers to the state of the atmosphere for a 24-hr period over specified area/Dzongkhags in Bhutan. This also includes a 3-day extended weather outlook for 20 Dzongkhags.

Classification: Public						
Type of Services:		G2G – Governm	G2G – Government to Government			
		G2C – Governm	ent to Citizer	n/		
		G2B – Governm	ent to Busine	ess		
Cont	ract point:	Weather and Cli	mate Service.	s Division (WCSD), NCHM,		
	-	Email: <u>hod@nch</u>	<u>hm.gov.bt</u>			
Sl.	Services	TAT	Unit	Access/Source		
No.		(Processing				
		time)				
1	Daily (24-hr)	Updated 16:00	hour	NCHM website:		
	Public Weather	(daily)		www.nchm.gov.bt		
	Forecasts			Facebook page:		
				https://www.facebook.com/Bhut		
				anWeather/		
				BBS TV/Radio (after 18:00)		

3	3 days Weather Outlook	Update at 12:00 noon (daily)  Based on	Hour	NCHM website:  www.nchm.gov.bt Facebook page: https://www.facebook.com/Bhut anWeather/ BBS TV/Radio (after 18:00) NCHM website:
3	advisories and warning	events		www.nchm.gov.bt Facebook page: https://www.facebook.com/Bhut anWeather/ BBS TV/Radio (after 18:00)
4	Cyclone Advisories and Warnings	Based on events		NCHM website:  www.nchm.gov.bt Facebook page: https://www.facebook.com/Bhut anWeather/  BBS TV/Radio (after news)
5	Special Weather Forecasts for specific areas based on request	30	Minutes	Weather Forecasting Control Room, National Weather and Flood Warning Centre (NWFWC) Email: wfcr@nchm.gov.bt Telephone: 02335578/02339673/77452632 Hot line: 1030
7	Aviation Weather Forecasts Services	30		Aviation Meteorological Section, WCSD, Paro International Airport, Paro
8	Agro- meteorological services	Updated daily	daily	NCHM website:  www.nchm.gov.bt Facebook page:  https://www.facebook.com/Bhut anWeather/ BBS TV/Radio (after 18:00)
9	10 days weather forecast	Update weekly	weekly	NCHM website:  www.nchm.gov.bt Facebook page:  https://www.facebook.com/Bhut anWeather/
10	Medium range forecast (3-10 days)	Updated daily	Daily	NCHM website:  www.nchm.gov.bt Facebook page:  https://www.facebook.com/Bhut anWeather/
11	Extended forecast	Updated every		NCHM website:

	(month)	Thursday	www.nchm.gov.bt
			Facebook page:
			https://www.facebook.com/Bhut
			anWeather/
12	Seasonal Outlook	6 months	NCHM website:
	(summer and		www.nchm.gov.bt
	winter monsoon)		
13	1-month weather	weekly update	NCHM website:
	outlook (weekly)		www.nchm.gov.bt

#### 3.2 National Climate Outlook Forum

The Centre organize National Climate Forum (NCOF) with stakeholders before the monsoon primarily to make understand and give updates on the status of Monsoon (El Niño/La Niña, Indian ocean dipole, westerlies) and its consequences and recognize the need for precise mitigation strategies and interventions, considering current forecast and its early warning capabilities. It also aims at communicating climate information and useful forecasts to diverse users and decision makers and in order to build the capacity of professionals at the local level to better use climate information in decision-making related to agriculture, water resource management, public health and disaster management. The target audience of the forum includes line agencies and local government officials, agricultural officers, disaster management offices and other interested weather/climate information users i.e., farmers, etc.

The forum is being implemented by the Centre in collaboration with line agencies and Local Governments (LGs) as a part of planned activities and also seek feedback.

Division	1	Weather and Climate Services					
Classific	cation:	Public					
Type of	Services:	G2G – Government t	o Governm	ent			
• •		G2C – Government t	o Citizen				
		G2B – Government t	o Business,				
Contract point:		Weather and Climate	Weather and Climate Services Division (WCSD),				
	-	NCHM	NCHM				
		Email: hod@nchm.gov.bt					
Sl. No.	Services	TAT	Unit	Access Source			
		(Processing time)					
1	Seasonal outlook	Bi- annually	months	NCHM website:			
	(Summer and winter	·		www.nchm.gov.bt			
	monsoon)						

#### 3.3 Meteorological Data and Climate Services

Classification:	Public
Type of Services:	G2G – Government to Government /
	G2C – Government to Citizen/
	G2B – Government to Business,

Contract point:		Weather and Climate Services Division (WCSD), NCHM Email: <u>hod@nchm.gov.bt</u>			
Sl. No.	Services	TAT (Processing time)	Unit	Access Source	
1	Supply of meteorological/climatological data/information based on request	3	Day	Weather and Climate Services Division (WCSD), NCHM Email: hod@nchm.gov.bt	
2	Process of the Climate Change Projection Data for the Bhutan (2022)	5	Day	Weather and Climate Services Division (WCSD), NCHM Email: hod@nchm.gov.bt	

# 4 Climate Change Projection Data for the Bhutan

To understand the likely impacts of climate change on agriculture, human health, water resources, and forestry resources as well as adaptation efforts in each sector. NCHM carried out climate projection study of Bhutan in 2019 and information are shared with line agencies based on the requested that can be used for climate impact and vulnerability assessments for various socio-economic sectors.

Division		WCSD		
Classification: Public				
Type of	Services:	G2G – Government	to Govern	ment
		G2C – Government	to Citizen	
		G2B – Government	to Busines	SS,
Contrac	et point:	Weather and Climate Services Division (WCSD), NCHM,		
		Email: hod@nchm.gov.bt		
Sl. No.	Services	TAT	Unit	Access/Source
		(Processing time)		
1 Climate Projection		5	Days	Shared based on the request.
	data and information		Days	Submit request to Head of
				Agency.

# 4.1 Aeronautical Meteorological Services

Classification:		Public			
Type of Services:		G2G – Government to Government / G2C – Government to Citizen/ G2B – Government to Business,			
Contract point:		Weather and Climate Services Division (WCSD), NCHM Email: hod@nchm.gov.bt			
Sl. No.			Unit	Access Source	
1	METAR/SPECI	30	minutes	Aviation Meteorological Services, Weather and Climate Services Division (WCSD), NCHM Email: aviationmet@nchm.gov.bt	
2	TAF	1	daily	Weather and Climate Services Division (WCSD), NCHM Email: aviationmet@nchm.gov.bt	
3	Aeronautical Climatological Summary		Monthly	Aviation Meteorological Services, Weather and Climate Services Division (WCSD), NCHM Email: aviationmet@nchm.gov.bt	
4	Pilot Briefing	a la carte	_	Aviation Meteorological Services, Weather and Climate Services Division (WCSD), NCHM Email: aviationmet@nchm.gov.bt	
5	Aerodrome/ Wind shear Warnings	a la carte	_	Aviation Meteorological Services, Weather and Climate Services Division (WCSD), NCHM Email: aviationmet@nchm.gov.bt	

## 5 Hydrology and Water Resources Information Services

Hydrology and Water Resources Services Division (HWRSD) of the Centre operates national hydrological/flood/GLOF warning network of telemetering stations composed of rainfall and river water level monitoring equipment. Data are observed manually as well in real-time for archiving and quality control. The Division is responsible for delivery of services and products related to hydrology and water resources including flood early warning services.

## 5.1 Provision of Hydrological Data

Classi	fication:	Public				
Type of Services:		G2G – Government to Government/				
		G2C – Government	G2C – Government to Citizen/			
		G2B – Government to Business,				
Contr	act point:	, O	er Resou	rces Services Division		
		(HWRSD), NCHM				
		Email: <u>hod@nchm.s</u>	gov.bt			
Sl.	Services	TAT	Unit	Access Source		
No.		(Processing Time)				
1	Hydrological data (daily/monthly/annu al/Min and Max flow) of the stations operated by the Centre.	1-3	days	Download Data Request Form from NCHM website and submit by email to: hod@nchm.gov.bt  Data will be sent back my email.		

## 5.2 Provision of Flood/GLOF Warning Services

Class	sification:	Public				
<b>Type of Services:</b> G2G – Government to Government /				nt /		
		G2C – Government t	o Citizen/			
		G2B – Government to Business,				
Cont	ract point:	Hydrology and Water	r Resources S	Services Division		
		(HWRSD), NCHM				
		Email: <u>hod@nchm.g</u> e	ov.bt			
Sl.	Services	TAT	Unit	Access Source		
No.		(Processing Time)				
1	Flood Advisories and	Updated based on	Events	NCHM website:		
	Warning	the events		www.nchm.gov.bt		
				Facebook page:		
				https://www.facebook.com/		
				BhutanWeather/		
				BBS TV/Radio		
				Social Media groups		
				(WhatsApp)		

2	GLOF EWS Warning	Updated based on the events	Events	NCHM website: www.nchm.gov.bt Facebook page: https://www.facebook.com/ BhutanWeather/  BBS TV/Radio Social Media groups (WhatsApp)
3	Inflow forecasting for Hydropower Plants	Daily		On request Or Shared credential for direct access to the NCHM Flood Decision Support System (FDSS) based on MoU/Agreement

## 6 Cryosphere Services

The Cryosphere Services Division (CSD) is mandated to monitor, carryout research and inventory on cryosphere (snow, glaciers, glacial lakes) and hazard assessment to generate science-based information for understanding of climate change, mitigation and adaptation planning. The update of glaciers and glacial lakes inventory and cryosphere observations and the monitoring can improve flood/GLOF forecasts and warnings. Past and present cryosphere information is necessary to enable better understanding of water resources management and associated hazard and risk in the downstream. Cryosphere data and information are required for understanding the health of glaciers and hazard associated for disaster preparedness.

Classifi	cation:	Public				
Type of	f Services:	G2G – Government to Government /G2C – Government to Citizen/ G2B – Government to Business,				
Contac	t point:	Cryosphere Services Division (CSD), NCHM Email: hod@nchm.gov.bt				
Sl. No.	Services	TAT (Processing time)	Unit	Access Source		
1	Data and information on glaciers and glacial lakes in Bhutan; Glacier Inventory and Glacial lake inventory	1 to 2	days	Report available on website Submit request for data to: hod@nchm.gov.bt		
2	Data and information on mass balance measurement and terminus status for the bench marked glaciers in Bhutan	1 to 2	days	Report available on website Submit request for data to: hod@nchm.gov.bt		

3	Physical information on the list of potentially dangerous glacial lakes (PDGL) in Bhutan.	1	days	Report available on website Submit request for data to: hod@nchm.gov.bt
4	Time series bathymetry data and information (depth, bottom topography, surface area) of major glacial lakes (potentially dangerous glacial lakes) in Bhutan	2 - 3 (Depends on the type of data and information requested)	days	Report available on website Submit request for data to: hod@nchm.gov.bt
5	Information on the dominant source (glacier melt, snow, rain, ground water) to surface runoff for selected river system in the country	1-2	day	Report available on website Submit request for data to: hod@nchm.gov.bt

# 7 Calibration of Basic Meteorological Instruments

Calibration of Meteorological Instruments is very important to ensure accuracy and uniformity of their measurements. Standardisation including its traceability in the comparisons will be observed and followed. Centre currently carryout basic calibration for temperature and pressure sensors.

Division	n	TSRD				
Classifi	cation:	Public				
Type of	Services:	G2G – Government to Government /G2C – Government to				
		Citizen/				
		G2B – Government t	o Busines	s,		
Contac	t point:	TSRD, NCHM				
		Email: hod@nchm.gov.bt				
Sl. No.	Services	TAT Unit Access Source				
		(Processing time)				
1	Calibration of	1 per instrument	day	Submit request to the		
	Instruments at the	(depends on fixed		Head/Director NCHM by		
	calibration lab	calibration		email at hod@nchm.gov.bt		
		schedule)				
2	Field review of the	1-3	day	Submit request to the		
	installed instrument	(depends on diurnal		Head/Director NCHM by		
	using travelling	cycle. for instance,		email at <a href="mailto:hod@nchm.gov.bt">hod@nchm.gov.bt</a>		
	standard for	for air temperature)				
	possible calibration					
	at lab					

# Technical Backstopping and Training Services

Class	sification:	Public				
Type	of Services:	G2G – Government to Government/ G2C – Government to Citizen/ G2B – Government to Business,				
Cont	ract Point:	NCHM		Services Division (HWRSD),		
Sl. No.	Services	TAT (Processing Time)				
1	Hydrological modelling and hazard mapping	2-5	days	<ul> <li>a. Submit request to the Head/Director NCHM by email at hod@nchm.gov.bt</li> <li>b. All the expenses have to be borne by the requesting agency</li> <li>c. Duration will depend on the quality and amount field as well processing work.</li> </ul>		
2	Installation and Setting up of hydrology station (manual and Automatic Water level Station, AWLS)	2-5	days	<ul> <li>a. Submit request to the Head/Director NCHM by email at hod@nchm.gov.bt</li> <li>b. All the expenses have to be borne by the requesting agency</li> <li>c. Duration will depend on the quality and amount field as well processing work.</li> </ul>		
3	Installation and Setting up of weather station (manual and Automatic Weather (AWS)	2-5	Days	<ul> <li>a. Submit request to the Head/Director NCHM by email at hod@nchm.gov.bt</li> <li>b. All the expenses have to be borne by the requesting agency</li> <li>c. Duration will depend on the quality and amount field as well processing work.</li> </ul>		
4	River flow measurement	2-5	Days	<ul> <li>a. Submit request to the Head/Director NCHM by email at hod@nchm.gov.bt</li> <li>b. All the expenses have to be borne by the requesting agency</li> <li>c. Duration will depend on the quality and amount field as well processing work.</li> </ul>		

5	Basic Operation Hydrology training course	2-5	Days	<ul> <li>a. Submit request to the Head/Director NCHM by email at hod@nchm.gov.bt</li> <li>b. All the expenses have to be borne by the requesting agency/Individual</li> <li>c. Duration will depend on the quality and amount field as well processing work.</li> </ul>
6	Aerial survey using UAS for generation of topography maps, DTM and DEM	2-5	days	<ul> <li>a. Submit request to the Head/Director NCHM by email at hod@nchm.gov.bt</li> <li>b. All the expenses have to be borne by the requesting agency/Individual</li> <li>c. Duration will depend on the quality of product requested and size/location of site and amount of data to be processed.</li> </ul>
7	Bathymetry survey for reservoirs (dam) to monitor siltation (bottom topography)	2-5	days	<ul> <li>a. Submit request to the Head/Director NCHM by email at hod@nchm.gov.bt</li> <li>b. All the expenses have to be borne by the requesting agency/Individual</li> <li>c. Duration will depend on the quality of the product requested, size/location of site and amount of data to be processed.</li> </ul>

# 9 Internship and On-the-Job Trainings

Based on the request of Colleges (CNR, CST and Sherubtse, others) limited numbers of college students are provided internship in the Centre and other interested graduates with relevant field on-the-job training (OJT). Interns are exposed to various general office procedures, hydro-met data collection, processing and analysis, analytical tools, writing reports and articles, and presentation skills.

Division		All				
<b>Classification:</b>		Students/S	Sectors			
Type of Transact	ion:	G2C, G2B, G2G				
Who may avail?		School/University				
Process		AT sing time)	Person Responsible	Remarks		

Submit request to	2-5 days		
the Head/Director	•	HRO, NCHM	a. Conduct orientation, and
NCHM.			distribution of interns to
		Review and put	Divisions and identification of
		up in the	supervisor.
		Management	b. Actual OJT
		meeting for	c. Presentation of works to
		approval.	NCHM Management
			d. Evaluation issue completion
			Certificate

#### 10 Study Visit to Hydro-met Observation Station

The NCHM operates a national hydrological and meteorological observation network including flood/GLOF warning stations across the country. Station instrument and observations offers an ideal setting for educational and study for understating instruments, observation and data collection for the general public and to the students of all levels. NCHM facilitate study visits and provide basic operation lecture on hydrology and meteorology and related applications.

Division		All				
Classification:		Student/ Sectors				
Type of Transact	ion:	G2C, G2B	G2B, G2G			
Who may avail?		School/Un	niversity			
Process	$\mathbf{T}_{A}$	AT	Person Responsible	Remarks		
	(Process	ing time)				
Submit request to		ys	Perspective Divisions			
the Head/Director				Take		
NCHM.			a. Receive and review the	participants/students		
			request for the availability	to the site with		
			of the preferred date and	NCHM Experts		
			time of educational and			
			study tour.			
			b. Put up on the			
			Management meeting for			
			approval.			

#### 11 Study Visit to 24/7 NWFWC and GLOF EWS Control Rooms

NCHM operates 24/7 National Weather and Flood Warning Centre (NWFWC), Thimphu and GLOF EWS Control rooms along the river basins for delivery of services. NWFWC and Control Rooms offer an ideal place for educational and study visits for students for understating monitoring, data processing and dissemination users. NCHM facilitate study visits and provide lecture on hydro-met hazards and on early warning services

Division		All		
Classification:	cation: Student/ Sectors			
Type of Transaction	on:	G2C, G2B	8, G2G	
Who may avail?		School/Un	niversity	
Process	T.	AT	Person Responsible	Remarks
	(Process	sing time)		
Submit request to the Head/Director NCHM.	2-5 da	ys	Respective Divisions  a. Receive and review the request for the availability of the preferred date and time of educational and study tour.  b. Put up on the Management meeting for approval.	Take participants/students to the site with NCHM Experts

#### 12 Information and Education Awareness

Information and Education Awareness (IEA) on weather, climate, hydrology, meteorology and cryosphere sciences and services are special services conducted by NCHM in general. Forecasters, hydrologists, meteorologists, glaciologists, and climatologists take time in explaining to different sectors of the community how hydro-met related hazards and disasters affect them and what could be done to adapt and mitigate from the climate related disasters.

IEA became a regular activity gaining support from line agencies, local government, vulnerable communities.

Division		All		
Classification:	Classification: Complex			
Type of Transaction	1:	G2C, G2E	3, G2G	
Who may avail?		School/Ur	niversity	
				T
Process		AT	Person Responsible	Remarks
	(Process	sing time)		
Submit request to the	2-5 da	ys	Perspective Divisions	
Head/Director NCHM.			<ul> <li>a. Receive and review the request for the availability of the preferred date and time of educational and study tour.</li> <li>b. Put up on the Management meeting for approval.</li> </ul>	Depute team to conducted education and awareness based on the theme and subjects.

# 13 Feedback and Complaints Mechanisms

How to send feedback?	Feedback from can be accessed from our Centre's website <a href="https://www.nchm.gov.bt">www.nchm.gov.bt</a> and Facebook page.  Accomplish feedback form can be drop in designated drop boxes at the Centre or e-mail at <a href="https://www.nchm.gov.bt">hod@nchm.gov.bt</a>
How feedbacks are processed?	Once a week, feedback emails received are collated in a virtual folder while feedbacks dropped in drop boxes are opened every Friday by the Program/Information Officer.
	The Program/Information Officer records all feedback submitted. Feedback requiring answers are forwarded to relevant Office/s. Office/s are required to answer within three-five (3-5) working days upon receipt of the notice.
	The answer of the office is relayed to the citizen.
How to file complaints?	Accomplish the client Complaint Form and drop in designated drop boxes or e-mail at <a href="https://doi.org/10.2016/journal.com/html.gov.bt">https://doi.org/10.2016/journal.com/html.gov.bt</a>
	Complaints should provide information such as name of person being complained, Incident and Evidence
	For inquiries and follow-ups, clients may contact (02) 327202/328280
How complaints are processed	Complaint emails received are collated in a virtual folder while complaints dropped in drop boxes are opened once a week by the Complaint Officer
	Upon evaluation, the Complaint Officer in coordination with the Grievance Committee shall start the investigation and forward the complaint to the relevant office for their explanation.
	The Complaint Officer together with the Grievance Committee will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.
	The Complaint Officer will give the feedback to the client.
	For inquiries and follow-ups, clients may contact (02) 3207202/328280

# 14 List of Offices and Contact Information

Office	Address	Contact Information
For General Inquiries	National Centre for Hydrology and Meteorology Doeboom Lam, Thimthrom, Post Box: 207, Thimphu: Bhutan Website address: <a href="http://www.nchm.gov.bt">http://www.nchm.gov.bt</a>	Tel. No.: +975-2-327202 Fax No.: +975-2-327202 Email: dechenw@nchm.gov.bt
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