



PUBLIC SERVICE DELIVERY CHARTER

**NATIONAL CENTRE FOR HYDROLOGY AND METEOROLOGY
ROYAL GOVERNMENT OF BHUTAN
THIMPHU: BHUTAN
MARCH 2024**



PUBLIC SERVICE DELIVERY CHARTER
NATIONAL CENTRE FOR HYDROLOGY AND METEOROLOGY
(Version 2.0)

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ROYAL GOVERNMENT OF BHUTAN
THIMPHU: BHUTAN
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Public Services Delivery Charter

1 Background

Mandate

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

Provide up-to-date, reliable and timely information and services on meteorology, hydrology, cryosphere science and climate-related phenomena by leveraging advancements in science and technology to support climate resilient development. Provide data and information to the government and the public to prepare for extreme hydro-met events such as heavy rainfall, snow, floods/GLOF, landslides, cyclones among others, to save lives and property.

Provide science and technology-driven assessments pertinent to decision-making in critical areas including disaster risk reduction, climate change adaptation and integrated water resources management. Ensure that the country fulfils its commitments and obligations to international agreements in climate change, aviation, meteorology and hydrology.

Mission

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

Vision

Centre 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 communication 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 meteorology, agro-meteorological services, and climate change information and services;
- d. Research and water resources assessment, hydrological forecasting, data management, dissemination of hydrological data and information and provide early warning services for 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 products and services;

- 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. No.	Products and Services
A	Weather and Climate Services
	24-hour weather forecast
	3 days weather forecast
	Weekly Weather Outlook
	Special weather forecasts for specific areas based on request
	Aviation Meteorological Services for flight operations
	Cyclone advisories/warning
	Snowfall advisories/ warning
	Climate data
	Climate Change Projection Data for the Bhutan
	Basic Meteorological and climate change Training Course
	Technical backstopping for the installation and operation of Weather Station and Automatic Weather stations
	Medium range forecast (3-10 days)
	Seasonal outlook (summer and winter monsoon)
B	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 measurements
	Basic Operation Hydrology training course
C	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
	Information on the potentially dangerous glacial lakes (PDGLs) in Bhutan.
	Bathymetry data and information (depth, bottom topography, surface area) on selected glacial lakes (potentially dangerous glacial lakes) in Bhutan
	Information on the dominant source (glacier melt, snow, rain, ground water)

	contribution 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 Meteorological Services Division (MSD) is responsible for providing public weather services, aviation, climate services and the operation of the national meteorological observation network. Weather and climate information and services support climate resilient development and decision making. Climate data and services help society to adapt to climate variability and change.

3.1 Public Weather Services

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

Classification:		Public		
Type of Services:		G2G – Government to Government G2C – Government to Citizen/ G2B – Government to Business		
Contact point:		<i>Weather and Climate Services Division (WCSD), NCHM, Email: hod@nchm.gov.bt</i>		
SN	Services	TAT (Processing time)	Unit	Access/Source
1	Daily (24-hr) Public Weather Forecasts	Updated 16:00 (daily)	hour	NCHM website: www.nchm.gov.bt Facebook page: https://www.facebook.com/BhutanWeather/ BBS TV/Radio (after 18:00)
2	3 days Weather Outlook	Update at 12:00 noon (daily)	Hour	NCHM website: www.nchm.gov.bt Facebook page: https://www.facebook.com/BhutanWeather/ BBS TV/Radio (after 18:00)
3	Snowfall advisories and warning	Based on event		NCHM website: www.nchm.gov.bt Facebook page: https://www.facebook.com/BhutanWeather/ BBS TV/Radio (after 18:00)
4	Cyclone Advisories and Warnings	Based on event		NCHM website: www.nchm.gov.bt Facebook page: https://www.facebook.com/BhutanWeather/

				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/BhutanWeather/ WhatsApp group_Agromet Advisory Group
9	10 days weather forecast	Update weekly	Weekly	NCHM website: www.nchm.gov.bt Facebook page: https://www.facebook.com/BhutanWeather/
10	Extended forecast (month)	Updated every Thursday		NCHM website: www.nchm.gov.bt Facebook page: https://www.facebook.com/BhutanWeather/
11	Seasonal Outlook (summer and winter monsoon)	6 months		NCHM website: www.nchm.gov.bt

3.2 National Climate Outlook Forum

The Centre organises National Climate Forum (NCOF) before the monsoon primarily to inform on the expected Monsoon (Below, Normal or Above) and climate variability (El Niño/La Niña, Indian ocean dipole, westerlies) for planning of agriculture and other sectors. It also aims at communicating climate and forecast information to diverse users for better use and interpretation of climate information in decision-making for 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, lecturers 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).

Division	Meteorological Services Division (MSD)
Classification:	Public
Type of Services:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business,
Contact point:	MSD, NCHM, Email: hod@nchm.gov.bt

Sl. No.	Services	TAT (Processing time)	Unit	Access Source
1	Seasonal outlook (Summer and winter monsoon)	Bi- annually	months	NCHM website: www.nchm.gov.bt

3.3 Meteorological Data and Climate Services

Classification:		Public		
Type of Services:		G2G – Government to Government / G2C – Government to Citizen/ G2B – Government to Business,		
Contact point:		MSD, NCHM, Email: hod@nchm.gov.bt		
Sl. No.	Services	TAT (Processing time)	Unit	Access Source
1	Supply of meteorological/ climatological data/information based on request	3	Day	MSD NCHM Email: hod@nchm.gov.bt
2	Process of the Climate Change Projection Data for the Bhutan (2022)	5	Day	MSD, NCHM Email: hod@nchm.gov.bt

3.4 Climate Change Projection Data for Bhutan

To understand the likely impacts of climate change on agriculture, human health, water resources, and forestry resources as well as to plan adaptation in each sector. NCHM carried out the climate projection of Bhutan in 2019 and information are shared with line agencies based on the requests.

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

3.5 Aeronautical Meteorological Services

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

4 Hydrology and Water Resources Information Services

Hydrology and Water Resources Services Division (HWRSD) of the Centre operates a 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.

4.1 Provision of Hydrological Data

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

Contact point:		Hydrology and Water Resources Services Division (HWRSD), NCHM Email: hod@nchm.gov.bt		
SN	Services	TAT (Processing Time)	Unit	Access Source
1	Hydrological data (daily/monthly/annual/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 by email.

4.2 Provision of Flood/GLOF Warning Services

Classification:		Public		
Type of Services:		G2G – Government to Government / G2C – Government to Citizen/ G2B – Government to Business,		
Contact point:		Hydrology and Water Resources Services Division (HWRSD), NCHM Email: hod@nchm.gov.bt		
Sl. No.	Services	TAT (Processing Time)	Unit	Access Source
1	Flood Advisories and 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)
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
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5 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 also important for understanding the health of glaciers and hazards associated with glacial lakes for disaster preparedness. Information on the cryosphere are also crucial for understanding the impact of climate change on water resources in the country.

Classification:		Public		
Type of Services:		G2G – Government to Government /G2C – Government to Citizen/ G2B – Government to Business,		
Contact point:		<i>Cryosphere Services Division (CSD), NCHM</i> <i>Email: hod@nchm.gov.bt</i>		
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 depending on the type of information requested	days	<i>Report available on website</i> <i>Submit request for data to:</i> 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 depending on the type of information requested	days	<i>Report available on website</i> <i>Submit request for data to:</i> hod@nchm.gov.bt
3	Physical information on the list of potentially dangerous glacial lakes (PDGL) in Bhutan.	1	days	<i>Report available on website</i> <i>Submit request for data to:</i> hod@nchm.gov.bt
4	Time series bathymetry data and	2 - 3	days	<i>Report available on website</i> <i>Submit request for data to:</i>

	information (depth, bottom topography, surface area) of major glacial lakes (potentially dangerous glacial lakes) in Bhutan	(Depends on the type of data and information requested)		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

6 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 carries out basic calibration for temperature and pressure sensors.

Division		TSRD		
Classification:		Public		
Type of Services:		G2G – Government to Government /G2C – Government to Citizen/ G2B – Government to Business,		
Contact point:		TSRD, NCHM Email: hod@nchm.gov.bt		
Sl. No.	Services	TAT (Processing time)	Unit	Access Source
1	Calibration of Instruments at the calibration lab	1 per instrument (depends on fixed calibration schedule)	day	Submit request to the Head/Director NCHM by email at hod@nchm.gov.bt
2	Field review of the installed instrument using travelling standard for possible calibration at lab	1-3 (depends on diurnal cycle. for instance, for air temperature)	day	Submit request to the Head/Director NCHM by email at hod@nchm.gov.bt

7 Technical Backstopping and Training Services

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

Contract Point:		<i>Hydrology and Water Resources Services Division (HWRSD), NCHM, Email: hod@nchm.gov.bt</i>		
Sl. No.	Services	TAT (Processing Time)	Unit	Process
1	Hydrological modelling and hazard mapping	2-5	days	a. Submit request to the Head/Director NCHM by email at hod@nchm.gov.bt b. All the expenses have to be borne by the requesting agency c. Duration will depend on the quality and amount of the field as well processing work.
2	Installation and Setting up of hydrology station (manual and Automatic Water level Station, AWLS)	2-5	days	a. Submit request to the Head/Director NCHM by email at hod@nchm.gov.bt b. All the expenses have to be borne by the requesting agency; c. Duration will depend on the quality and amount of the field and processing works.
3	Installation and Setting up of weather station (manual and Automatic Weather (AWS))	2-5	Days	a. Submit request to the Head/Director NCHM by email at hod@nchm.gov.bt b. All the expenses have to be borne by the requesting agency c. Duration will depend on the quality and amount of the field and processing works.
4	River flow measurement	2-5	Days	a. Submit request to the Head/Director NCHM by email at hod@nchm.gov.bt b. All the expenses have to be borne by the requesting agency c. Duration will depend on the quality and amount of the field work processing.
5	Basic Operation Hydrology training course	2-5	Days	a. Submit request to the Head/Director NCHM by email at hod@nchm.gov.bt b. All the expenses have to be borne by the requesting agency/Individual c. Duration will depend on the quality and amount of the field as well processing work.
6	Aerial survey using	2-5	days	a. Submit request to the

	UAS for generation of topography maps, DTM and DEM			Head/Director NCHM by email at hod@nchm.gov.bt b. All the expenses have to be borne by the requesting agency/Individual c. Duration will depend on the quality of product requested and size/location of site and amount of data to be processed.
7	Bathymetry survey for reservoirs (dam) to monitor siltation (bottom topography)	2-5	days	a. Submit request to the Head/Director NCHM by email at hod@nchm.gov.bt b. All the expenses have to be borne by the requesting agency/Individual c. Duration will depend on the quality of the product requested, size/location of site and amount of data to be processed.

8 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		
Classification:	Students/Sectors		
Type of Transaction:	G2C, G2B, G2G		
Who may avail?	School/University		
Process	TAT (Processing time)	Person Responsible	Remarks
Submit request to the Head/Director NCHM.	2-5 days	HRO, NCHM Review and put up in the Management meeting for approval.	a. Conduct orientation, and distribution of interns to Divisions and identification of supervisor. b. Actual OJT c. Presentation of works to NCHM Management d. Evaluation issue completion Certificate

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9. 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 facilitates study visits and provides basic operation lectures on hydrology and meteorology and related applications.

Division	All		
Classification:	Student/ Sectors		
Type of Transaction:	G2C, G2B, G2G		
Who may avail?	School/University		
Process	TAT (Processing time)	Person Responsible	Remarks
Submit request to the Head/Director NCHM.	2-5 days	Perspective Divisions a. Receive and review the request for the availability of the preferred date and time of educational and study tour. b. Put up at the Management meeting for approval.	Take participants/students to the site with NCHM Experts

10 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:	Student/ Sectors

Type of Transaction:		G2C, G2B, G2G	
Who may avail?		School/University	
Process	TAT (Processing time)	Person Responsible	Remarks
Submit request to the Head/Director NCHM.	2-5 days	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 at the Management meeting for approval.	Take participants/students to the site with NCHM Experts

11 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, and vulnerable communities.

Division		All	
Classification:		Complex	
Type of Transaction:		G2C, G2B, G2G	
Who may avail?		School/University	
Process	TAT (Processing time)	Person Responsible	Remarks
Submit request to the Head/Director NCHM.	2-5 days	Perspective Divisions a. Receive and review the request for the availability of the preferred date and time of educational and study tour. b. Put up at the Management meeting for approval.	Depute team to conduct education and awareness based on the theme and subjects.

12 Feedback and Complaints Mechanisms

How to send feedback?	<p>Feedback can be accessed from our Centre's website www.nchm.gov.bt and Facebook page.</p> <p>Accomplish feedback form can be drop in designated drop boxes at the Centre or e-mail at hod@nchm.gov.bt</p>
How feedbacks are processed?	<p>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.</p> <p>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.</p> <p>The answer of the office is relayed to the citizen.</p>
How to file complaints?	<p>Accomplish the client Complaint Form and drop in designated drop boxes or e-mail at hod@nchm.gov.bt</p> <p>Complaints should provide information such as name of person being complained, Incident and Evidence</p> <p>For inquiries and follow-ups, clients may contact (02) 327202/328280</p>
How complaints are processed	<p>Complaint emails received are collated in a virtual folder while complaints dropped in drop boxes are opened once a week by the Complaint Officer</p> <p>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.</p> <p>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.</p> <p>The Complaint Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact (02) 3207202/328280</p>

13 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: http://www.nchm.gov.bt	Tel. No.: +975-2-327202 Fax No.: +975-2-327202 Email: dechenw@nchm.gov.bt
B. NCHM Secretariat	Director National Centre for Hydrology and Meteorology	Tel. No.: +975-2-328280 Fax No.: +975-2-327202 Email: kdupchu@nchm.gov.bt
	Director to PA	Tel No.: +975-2-327202 Fax No.: +975-2-327202 Email: dechenw@nchm.gov.bt
	For Administration and Human Resources Services	Tel. No.: +975-2-330416/330153 Fax No.: +975-2-327202 Email: utshomo@nchm.gov.bt or tgylmo@nchm.gov.bt or peeyangden@gmail.com
	For Finance and Accounts Services	Tel. No.: +975-2-330417/332984/327202 Fax No.: +975-2-327202 Email: dawadem@nchm.gov.bt
	For Procurement Services	Tel. No.: +975-2-322794 Fax No.: +975-2-327202 Email: tashidendup@nchm.gov.bt or utshewang@nchm.gov.bt
	ICT Services	Tel. No.: +975-2-322794 Fax No.: +975-2-327202 Email: styuedsel@tech.gov.bt Email: cwangmo@nchm.gov.bt
Meteorological Services Division, NCHM	Specialist/ Offtg. Chief Meteorological Services Division, NCHM	Tel. No.: +975-2-324999/327202 Fax No.: +975-2-327202 Email: sdorji@nchm.gov.bt or hod@nchm.gov.bt
	For Climate Data and Statistics	Tel. No.: +975-2-324999 Fax No.: +975-2-327202 Email: hod@nchm.gov.bt

Hydrology and Water Resources Services Division (HWRSD), NCHM	Chief Hydrology and Water Resources Services Division, NCHM	Tel. No.: +975-2-323632/327202 Fax No.: +975-2-327202 Email: jphuntshok@nchm.gov.bt or hod@nchm.gov.bt
	For Hydrology Data and Water Resources Statistics	Tel. No.: +975-2-323632/322794 Fax No.: +975-2-327202 Email: hod@nchm.gov.bt
Cryosphere Services Division (CSD), NCHM	Specialist/Offtg.Chief, Cryosphere Services Division,	Tel. No.: +975-2-330154 Fax No.: +975-2-327202 Email: karma@nchm.gov.bt or hod@nchm.gov.bt
Technical Standard and Research Division (TSRD), NCHM	Chief Technical Standard and Research Division (TSRD), NCHM	Tel. No.: +975-2-327624 Fax No.: +975-2-327202 Email: sherubp@nchm.gov.bt or hod@nchm.gov.bt
National Weather and Flood Forecasting Centre (24/7), NCHM	Weather Forecasting Center Room	Tel. No.: +975 35578/339673/77452632 Fax No.: +975-2-335578 Hot line: 1030 Email: wfc@nchm.gov.bt
	Flood Monitoring and Command Room,	Tel. No.: +975-2-338442 (Hot Line) Fax No.: +975-2-338442 Mobile No.: +975-17128052 Email: fmrc@nchm.gov.bt



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

Contact Us

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Website: www.nchm.gov.bt

Facebook Page: www.facebook.com/NationalCentreforHydrologyandMeteorology