



World Meteorological Organization
Organisation météorologique mondiale

Secrétariat
7 bis, avenue de la Paix – Case postale 2300 – CH 1211 Genève 2 – Suisse
Tél.: +41 (0) 22 730 81 11 – Fax: +41 (0) 22 730 81 81
wmo@wmo.int – www.wmo.int

Weather • Climate • Water
Temps • Climat • Eau

Our ref.: WDS/PWS/SD-QUESTIONNAIRE

GENEVA, 28 November 2014

Subject: Questionnaire to assess Members' current level of service delivery

Action required: To fill and submit above-mentioned questionnaire, **as soon as possible but preferably not later than 22 December 2014**

Dear Sir/Madam,

As you may be aware, the sixty-fourth session of the WMO Executive Council (EC-64, Geneva, Switzerland, 25 June - 3 July 2012) gave the Executive Council Working Group on Service Delivery (ECWG-SD) the oversight responsibility for the implementation of “The WMO Strategy for Service Delivery” (herein referred to as “The Strategy”). For ease of reference, you may access “The Strategy”, available in English only, via the following web link:

http://library.wmo.int/opac/index.php?lvl=notice_display&id=16002#.VHglzjHF_yE

You might also be aware that “The Strategy” requires that, within three months of its approval, a questionnaire to help Members assess their current level of service delivery be developed and distributed.

In this context, the Public Weather Services (PWS) Programme assisted the members of the ECWG-SD in the development of the questionnaire. The questionnaire, which can be easily filled in, is online and can be found at the following links:

Arabic:	http://www.surveymonkey.com/s/SSD_Arabic	WMO SSD Survey_ar
English:	http://www.surveymonkey.com/s/SSD_English	WMO SSD Survey_en
French:	http://www.surveymonkey.com/s/SSD_French	WMO SSD Survey_fr
Spanish:	http://www.surveymonkey.com/s/SSD_Spanish	WMO SSD Survey_es
Russian:	http://www.surveymonkey.com/s/SSD_Russian	WMO SSD Survey_ru

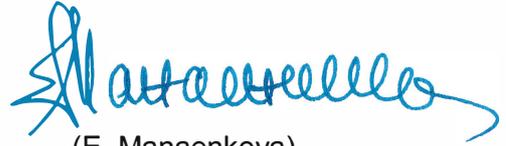
To: Permanent Representatives (or Directors of Meteorological or Hydrometeorological Services) of Members of WMO (PR-6802)

cc: Hydrological Advisers to Permanent Representatives

You are kindly requested to complete and submit the questionnaire, **as soon as possible, but preferably not later than 22 December 2014.**

I would like to take this opportunity to express my personal gratitude to you and your Service for your continued support in promoting the Programmes and activities of WMO.

Yours faithfully,

A handwritten signature in blue ink, appearing to read 'E. Manaenkova', with a stylized flourish at the end.

(E. Manaenkova)
for the Secretary-General