



Our ref.: 6742559/2026/ESDP/HMF

15 September 2026

Annexes: 1 (available in English only)

- Subject: Support needed for the ongoing update of "[Guidelines on the Role, Operation and Management of NHSs \(WMO-No. 1003\)](#)"
- Action required: (1) Identify and share suitable case studies related to Guidelines on the Role, Operation and Management of National Hydrological Services (NHSs) according to the Annex
- (2) Nominate a focal point to liaise with the WMO Secretariat regarding your potential contribution of case studies

Dear Sir/Madam,

[The Standing Committee on Hydrological Services \(SC-HYD\)](#) of the Commission for Weather, Climate, Hydrological, Marine and Related Environmental Services and Applications (SERCOM) leads the activities of the World Meteorological Organization (WMO) in the services aspects of operational hydrology and water resources management. The committee supports National Meteorological and Hydrological Services (NMHSs) and National Hydrological Services (NHSs) in enhancing their services.

As part of its work programme, SC-HYD is implementing 36 milestones adopted by the third session of SERCOM in March 2024 through [Decision 7 \(SERCOM-3\)](#) – Hydrological Services. One of these milestones (**Milestone 3**) **focuses on updating and further developing the [Guidelines on the Role, Operation and Management of National Hydrological Services \(WMO-No. 1003\)](#)**.

The current edition of the Guidelines was published in 2006 and includes case studies illustrating different institutional and operational approaches to hydrological services. Over the past two decades, however, National Hydrological Services (NHSs) and other institutions responsible for operational hydrology and water resources management have had to evolve considerably in response to emerging challenges and opportunities. These include, among others, increasing hydrological extremes and climate variability, advances in monitoring and forecasting technologies, digital transformation, growing demands for timely and user-oriented hydrological services, evolving institutional and governance arrangements, and increasing needs for cooperation and stakeholder engagement.

The updated Guidelines therefore seek to capture recent experiences and practical lessons from WMO Members. Well-documented case studies will form an important part of the publication, complementing the technical guidance with practical examples of how hydrological institutions have addressed specific challenges, adapted their operations and institutional arrangements, introduced innovative approaches, or strengthened the delivery and use of hydrological services. The case studies are intended to facilitate knowledge exchange among Members and provide practical experiences that may be useful to other institutions facing similar challenges.

To: Permanent Representatives of Members with WMO

cc: Hydrological Advisers

The active contributions of WMO Members are essential to the successful development of these Guidelines. In this regard, Members are kindly invited to:

- **Identify and submit case studies** that illustrate good practices and successful experiences relevant to the chapters of the Guidelines, particularly examples demonstrating effective management, governance, operations, service delivery, institutional arrangements, capacity development, or stakeholder engagement.
- **Nominate a focal point** who would be willing to work with the WMO Secretariat in reviewing and finalizing the case study template and supporting the development of the Guidelines, as appropriate.

The list of topics for which case studies are requested is provided in the annex to this letter. The WMO Secretariat will compile the submitted information and provide support to Members throughout the preparation process.

Members are kindly requested to submit the proposed case studies, together with the contact details of the nominated focal point, to Mr Abdelrehim Yehya (a.yehya@wmo.int), with a copy to Dr Hwirin Kim, Chief, Hydrological Modelling and Forecasting Section (hkim@wmo.int), by **2 October 2026**.

The Secretariat greatly appreciates your valuable support and cooperation in this important initiative and looks forward to your contributions, which will help ensure that the Guidelines reflect the diverse experiences and best practices of WMO Members.

I would like to take this opportunity to thank you for your continued support to WMO activities.

Yours faithfully,



Ms Ko Barrett
for the Secretary-General

Case Studies for WMO-No. 1003

The following table provides the proposed topics for which case studies are being sought, together with an indication of the types of experiences and practices that would be particularly relevant under each topic. Members are not expected to address all topics and are encouraged to propose case studies in areas where they have particularly relevant experience or good practices to share.

Members are invited to indicate their interest and identify the proposed case study and focal point. Following receipt of expressions of interest, the WMO Secretariat will share the relevant draft sections of the updated Guidelines and the case study template with the nominated focal points and will provide guidance and support for the preparation and finalization of the contributions.

CHAPTER	TITLE	CASE STUDIES NEEDED	GUIDANCE ON THE CASE STUDY SOUGHT
2	Roles, Responsibilities, and Functions	Legal basis for operation	Examples illustrating the legal or regulatory framework underpinning the mandate and operation of a National Hydrological Service (NHS), including how responsibilities for hydrological monitoring, data management, forecasting, service delivery and/or water resources management are defined and assigned. Cases may also demonstrate how legal frameworks have evolved in response to changing national needs or emerging challenges.
2	Roles, Responsibilities, and Functions	Organization structure	Examples of institutional and organizational structures used to deliver national hydrological services, including the distribution of roles and responsibilities across national and subnational levels and coordination between hydrological, meteorological, water management and other relevant institutions. Cases illustrating organizational reforms or integration of functions are particularly welcome.
4	Human Resources Management	Job description examples	Examples demonstrating how NHSs define roles, responsibilities and required qualifications for key hydrological functions, including operational, technical, scientific and managerial positions. Examples may illustrate approaches used to keep job profiles aligned with evolving technologies, services and institutional responsibilities.
4	Human Resources Management	Personnel appraisal systems	Examples of staff performance appraisal and professional development systems used within NHSs, include approaches linking individual performance, institutional objectives, training needs and career development.
4	Human Resources Management	Competency Model	Examples of competency frameworks or models for hydrological personnel, including the identification, assessment and development of technical, managerial and/or service-delivery competencies required for different functions and levels of responsibility.

CHAPTER	TITLE	CASE STUDIES NEEDED	GUIDANCE ON THE CASE STUDY SOUGHT
7	Marketing	Market segmentation example	Examples demonstrate how NHSs identify, categorize and understand different users of hydrological information and services, assess their needs, and tailor products, services, communication or engagement approaches accordingly. Examples may cover public authorities, disaster risk management agencies, water managers, economic sectors, communities or other user groups.
8	Quality Management	Two case studies on application of data quality management	Examples demonstrate the practical application of quality management to hydrological data and information, from data collection and transmission through processing, validation, storage and dissemination. Cases could illustrate quality-control procedures, standards, automation, traceability, institutional responsibilities, or improvements introduced to address identified data-quality challenges.
9	Management of Relationships	Example on regional cooperation	Examples of successful regional or transboundary cooperation related to operational hydrology, including arrangements for data and information exchange, joint monitoring or forecasting, capacity development, technical cooperation, shared systems or platforms, and coordination among NHSs and other relevant institutions. Cases should preferably highlight the enabling arrangements, practical benefits and lessons learned from the cooperation.