

GOVERNMENT OF PAKISTAN  
CABINET SECRETARIAT (AVIATION DIVISION)  
PAKISTAN METEOROLOGICAL DEPARTMENT  
MET. HEADQUARTERS, ISLAMABAD

29/8/19

*[Signature]*

No. E-29(101)2015/3648

Islamabad, the 29 August, 2019.

**CIRCULAR**

Subject: **INSTRUCTIONS FOR ATTENDING OFFICIAL TELEPHONE CALLS**

The Director General Met. Services has observed with grave concern that the values of decency, courtesy and good mannerism are not observed by some PMD employees while interacting with the members of general public. A complaint in this regard has also been received from Wafaqi Mohtasib's Secretariat wherein an honorable citizen has complained about rude behavior of some PMD employee while responding to telephonic call.

2. In view of above, the D.G. Met. Services has directed that no telephone call at official numbers may be attended by any irrelevant person or class-iv employee. Only the concerned officer, his P.A. or the concerned designated official / operator is required to attend the calls. In case the phone number called is unrelated to the service /area about which information is asked by a caller, the call may be gently transferred to concerned section of PMD or caller be courteously informed about the relevant phone number. Any instance of misbehavior with general public in any manner, be it telephonic or oral, shall lead to prompt initiation of meaningful disciplinary proceedings against errant officer/official.

3. Furthermore, for the benefit/facilitation of general public, following official land line telephone numbers are publicized:

Sr. No.	Kind of Information	Concerned Office	Contact No.
1.	Weather Forecasting	NWFC, Islamabad	051-111-638-638 051-9250595
2.	Agro-Meteorology	NAMC, Islamabad	051-9250592
3.	Earthquake / Seismic	NSMC, Islamabad	051-9250597
4.	Drought related Information	NDMC, Islamabad	051-9250365
5.	Flood Warning / Forecasting	FFD, Lahore	042-99200208
6.	Punjab Region	RMC, Lahore	042-99205591
7.	Sindh Region	RMC, Karachi	021-99248281
8.	Balochistan Region	RMC, Quetta	081-9213379
9.	Khyber Pakhtoonkhwa Region	RMC, Peshawar	091-9210190
10.	Gilgit Baltistan Region	RMC, Gilgit	058119-22464

*[Signature]*

(ZAKIR HUSSAIN)  
Chief Administrative Officer  
for Director General  
Meteorological Services

Distribution:

- 1) Chief Meteorologists NDMC and R&D Division, Islamabad.
- 2) Chief Meteorologists, Flood Forecasting Division, Lahore.
- 3) Chief Meteorologist Met. Complex Karachi.
- 4) Directors, NWFC / NAMC / NDMC / NSMC / Planning / FFWS (Lai Nullah), Islamabad.
- 5) Directors, RMC Lahore / Peshawar / Karachi / Quetta / Gilgit.
- 6) Directors IMG / Maintenance / F & C / CDPC / Karachi.
- 7) SPS to D.G. Met. Services, Islamabad.
- 8) DCAO Budget / General Admin, Met. HQs, Islamabad.
- 9) Dy. Director / DDO, Met. HQs, Islamabad.
- 10) Met. (Co.), Coordination Section, Met. HQs Office, Islamabad.
- 11) Webmaster to upload on PMD website.
- 12) PA to CAO / PA to DCAO (E), Met. Hqrs. Islamabad.