

**APPENDIX B:
~~DRAFT~~ RESOLUTION**

~~Draft~~ Resolution 3.1(1)/1 (Cg-17)

IMPLEMENTATION OF THE WMO STRATEGY FOR SERVICE DELIVERY

THE WORLD METEOROLOGICAL CONGRESS,

Noting:

- (1) That the WMO Strategic Plan (2016-2019) has recognized “*Improved service quality and service delivery*” as an Expected Result of the Organization,
- (2) That the Sixteenth World Meteorological Congress had approved “The WMO Strategy for Service Delivery” (Cg-XVI, abridged final report),
- (3) That EC-65 (Geneva, May 2013) had endorsed the Implementation Plan for the Strategy through Resolution 4 (EC-65),
- (4) That the Strategy and its Implementation Plan were cross-cutting and could be applied in the development of weather and warning services, climate and hydrological services,
- (5) That the Strategy and its Implementation Plan were published in March 2014,

Noting further:

- (1) The need to identify critical areas of focus in implementing the Strategy,
- (2) The need to identify a mechanism to coordinate and guide the implementation of the Strategy as provided in its Implementation Plan,

Having considered:

- (1) That Members, through regional associations, technical commissions and various WMO activities had expressed a need for improved service delivery to the public, to the disaster community and to social and economic sectors,
- (2) That service delivery related priorities of Members are fully catered for in the Strategy and its Implementation Plan,

Decides:

- (1) To request the Commission for Basic Systems (CBS) to develop a mechanism to focus on Service Delivery to coordinate and guide the implementation of the Strategy as provided for in its Implementation Plan;
- (2) To support the further development of service delivery by Members in the area of impact-based forecasting and risk-based warning;

Requests:

- (1) The Secretary-General to provide support for the implementation of this decision within available resources;
 - (2) The Secretary-General to facilitate and monitor the implementation of the WMO Strategy for Service Delivery;
 - (3) The constituent bodies to support the implementation of the Strategy by Members;
 - (4) Members to implement the WMO Strategy for Service Delivery as provided in its Implementation Plan and to share their experiences and best practice.
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