

## **FEEDBACK**

Dear users, thank you for using the Meteoalarm webpage of the Republic Hydrometeorological Service of Serbia (RHMS of Serbia). We hope that you can easily find and use the meteorological and hydrological information, forecasts, warnings and alerts about the meteorological and hydrological conditions, unfavourable and dangerous phenomena and extreme meteorological and hydrological events. Your feedback is very important for further development of the Meteoalarm and Hydroalarm electronic early warning and alert systems, and what we are particularly interested in is:

- Who are our users?
- Your opinion of this website;
- Your understanding of the information and products that are available;
- To better understand your needs and
- To solve the problems you encountered in the process of using the Meteoalarm webpage of the RHMS of Serbia.

This information is of fundamental importance from the aspect of monitoring the reactions of the population to the official meteorological and hydrological information and warnings of the RHMS of Serbia, as well as from the aspect of analyzing the received comments and suggestions with the view of enhancing certain components of the early warning and alert system. Good practice and the experiences of the national hydrometeorological services of the EU member states and other countries have shown that in some countries, post-disaster analyses of the effectiveness of the early warning and alert systems in the context of achieved preventive care results, have found important shortcomings in the prognostic systems and the early warning and alert systems. The reasons for this are numerous and vary from country to country. Deficiencies have been identified in the technological equipment used in the process of detection and forecast of dangerous phenomena, in the communication system for disseminating/distributing information towards the endangered areas and so on.

The effect of the common goal largely depends on the ability of responsible people and organizations in the affected areas, as well as on the confidence in the institutions that distribute official information, warnings and advice on preventive care measures. An important factor in that segment is the permanent service for meteorological and hydrological forecasts, warnings and alerts of the RHMS of Serbia, and confidence in the forecasters who permanently, in 24-hour shifts, monitor the conditions and forecast the changes of the atmospheric and hydrological processes.

Please send us your comments and suggestions related to the contents of the Meteoalarm webpage of the RHMS of Serbia, to the search for information on the web, to the understanding of our information, to your subjective feeling of timeliness and accuracy of information, your suggestions or other views that we have overlooked. The following grades are available: bad, unsatisfactory, satisfactory, good and excellent.

On the website [http://www.meteoalarm.rs/ciril/povratna\\_informacija.php](http://www.meteoalarm.rs/ciril/povratna_informacija.php), there is a simple procedure for your participation. The RHMS of Serbia guarantees that your feedback will be used only for the purpose of better understanding of user needs, for improving service quality and for strengthening mutual trust.

If you have a question for us, please send us the question, your first and last name and your e-mail address. We will try to respond as soon as possible, and your personal data will be used exclusively for this purpose.

Thank you for your time, effort and feedback.

Yours Meteoalarm team.