



सत्यमेव जयते

MINISTRY OF WATER RESOURCES, RIVER
DEVELOPMENT & GANGA REJUVENATION

Government of India

CITIZEN'S CHARTER

SHRAM SHAKTI BHAVAN, RAFI MARG, NEW DELHI-110001

Website: <http://mowr.gov.in>

March, 2017

स्वच्छ सुरक्षित जल - सुन्दर खुशहाल कल

CONSERVE WATER - SAVE LIFE

CITIZEN'S CHARTER

Vision:

Accurate assessment of water resources along with optimal and sustainable development, while ensuring adequate and quality water for all the users so as to match with the growing demands of the country.

Mission:

- **To develop and implement policies, programmes and practices, which would enable efficient and effective use of the country's water resources in an equitable and sustainable manner with active involvement of all stakeholders.**
- **To develop and implement policies, programmes and practices, which would enable management of floods and control the river bank and coastal erosions.**
- **To make an accurate assessment of water quality and to disseminate.**
- **To put into place systems and practices, which would result in sustained increase in water use efficiency.**
- **To actively engage with the neighboring countries and international community for the harmonious development and utilization of water resources.**
- **To disseminate information, skills and knowledge, which would help in capacity building and mass awareness on water conservations.**

Main Services provided:-

1. Financial assistance to States for implementation of PMKSY including Accelerated Irrigation Benefit Programme (AIBP), Command Area Development & Management Programme (CAD&WM), and Repair, Renovation & Restoration (RR&R) of Water Bodies, Impact evaluation of AIBP/PMKSY programme/plan.
2. Financial assistance to States for implementation of Flood Management Programme (FMP).
3. Financial assistance to States/UTs for conducting Minor Irrigation Census.
4. National Water Policy, 2012.
5. Conservation of water, minimizing wastage and increasing water use efficiency through integrated water resources development and management under 'National Water Mission' Action Plan.
6. Launching of National Aquifer Mapping and Management Programme & Participatory Ground Water Management.
7. Economic Appraisal of Externally Aided Projects (EAP)

S.No	Services/Transaction	Weight%	Responsible Person	Email	Contact/ Mobile No.	Document Required	Fees		
							Category	Mode	Amount
1.	Timely release of financial assistance implementation of PMKSY – AIBP	5	Shri Bhupender Singh, SJC(SPR-II): AIBP Of the states of Uttar Pradesh, Uttarakhand, Maharashtra, Goa, Chhattisgarh, Madhya Pradesh, Gujarat, Punjab, Haryana, Jammu & Kashmir, Rajasthan and Himachal Pradesh	sjcpr-mowr@nic.in	23710131		N.A.	N.A.	N.A.
2.	Timely release of financial assistance to States for implementation of PMKSY (Har khet ko pani) – MI	5	Shri Baleshwar Thakur, SJC(SPR-I): AIBP of the states of Andhra Pradesh, Assam, Bihar, Jharkhnad, Karnataka, Kerala, Manipur, Meghalaya, Odisha, Tripura, Tamil Nadu, Telangana, West Bengal and rest of N.E States.	sjcspr1@gmail.com	23385186	State Budget Provision, Financial Progress, Physical Progress, Audited Statement, Utilization Certificate, Release Order on State Share., Pari-passu implementation of CAD&WM programme etc. Land in possession appropriate action on comments of monitoring report of CWC & Details of source-wise and project-wise irrigation Potential created and utilized alongwith future planning using micro irrigation. Detailed evaluation report, rehabilitation of outsees – Implementation and environment management plan & Status of water user association.	N.A.	N.A.	N.A.
3.	Timely release of financial assistance to States for implementation of PMKSY (Har khet ko pani) – CADWM	5	Shri Kiran Pramanik, Sr. JC (MI): Minor Irrigation, PMKSY, PMAGY, SAGY, MI scheme for DONER (Development Of North-Eastern Region) Ministries and 13 th Finance Commission Grant.	sjcmi-mowr@nic.in	23387834		N.A.	N.A.	N.A.
3.	Timely release of financial assistance to States for implementation of PMKSY (Har khet ko pani) – CADWM	5	Shri J.R. Boro, Sr. JC (CAD-I): CADWM Of the states of Rajasthan, Gujrat, Punjab, Haryana, Jammu & Kashmir, Himachal Pradesh, North-Eastern Region, Maharashtra and Goa.	boro.jr@nic.in	23383090		N.A.	N.A.	N.A.
4.	Timely release of financial assistance to States for implementation of PMKSY – GW Component	5	Shri Ravi Sinha, Director (CAD), CADWM of the states of UP, Bihar, Jharkhand, West Bengal, Odisha, MP, Chattisgarh, Tamilnadu, Kerala, Karnataka, AP and Telangana	ravi.sinha83@nic.in	23382484		N.A.	N.A.	N.A.
4.	Timely release of financial assistance to States for implementation of PMKSY – GW Component	5	Shri K. Biswas, Chairman (CGWB)	chmn-cgwb@nic.in	0129-2477100		N.A.	N.A.	N.A.

5.	Timely release of financial assistance to States for implementation of PMKSY (Har khet ko pani) – RRR	5	Shri Kiran Pramanik, Sr. JC (MI)	sjcmi-mowr@nic.in	23387834	State Budget Provision, Financial progress, Physical Progress, Audited Statement, Utilization Certificate etc. Encroachment free boundaries, general order for water user association.	N.A.	N.A.	N.A.
6.	Timely release of Flood Management Programme (FMP) financial assistance.	10	Shri Ajay Kumar, Sr.JC (FM)	sjcer2-mowr@nic.in	24360611			N.A.	N.A.
7.	Flood Forecast	15	Shri V.D. Roy, Director(FFM), Dte	fmde@nic.in	26182836		N.A.	N.A.	N.A.
8.	Recommendation to DEA for posing for loan assistance / technical assistance for Externally Aided Projects (EAP)	5	Shri Banarsi Ram, Deputy Secretary (EA&IC)	dsea-mowr@nic.in	23074005	Concept note / Preliminary Project Report (PPR) / Abstract of Cost Summary / DPR/ Technical Inputs etc.	N.A.	N.A.	N.A.
9.	Approval of R&D Projects	10	Shri S.K. Chaturvedi, Dir. (R&D)	watrnd-mowr@nic.in	26104082	Proposal complete in all respect as per guidelines for implementation of R&D Programme, October, 2013 in the prescribed proforma	N.A.	N.A.	N.A.
10.	Release of financial assistance to States/UTs for conducting Minor Irrigation Census	15	Ms. Bindu Sreedathan, Director(MI-Stat.)	dirmi-mowr@nic.in	24699496	Proposal Complete in all respect, State Budget Provision, Utilization Certificate, Progress report of Physical Work etc.	N.A	N.A	N.A.
11.	Payment to vendors of the department	10	Shri Surender Kumar Garg, DS(Admn/GA)	dsadmn-mowr@nic.in	23708150		N.A	N.A	N.A.
12.	Redressal of Public / Staff Grievances	10	Shri Ashish Kumar, Director (PG/SG)	dircoord-mowr@nic.in	23716747		N.A	N.A	N.A.

Timelines for provision of services/ transaction								Evaluation Criteria				
S. No	Services	Weight	Success Indicator	Service Standard	Unit	Weight	Data source	Excellent	Very Good	Good	Fair	Poor
1	Timely release of financial assistance implementation of PMKSY – AIBP	5	Average time taken for release of financial assistance to states from the date of receipt of fully completed project proposals in all respect.	60	days	5	Files	55	60	65	70	75
2	Timely release of financial assistance implementation of PMKSY (Har khet ko pani) – MI	5	Average time taken for release of financial assistance to states from the date of receipt of fully completed project proposals in all respect.	60	days	5	Files	55	60	65	70	75
3	Timely release of financial assistance implementation of PMKSY (Har khet ko pani) – CADWM	5	Average time taken for release of financial assistance to states from the date of receipt of fully completed project proposals in all respect.	60	days	5	Files	55	60	65	70	75
4	Timely release of financial assistance implementation of PMKSY – GW Component	5	Average time taken for release of financial assistance to states from the date of receipt of fully completed project proposals in all respect.	60	days	5	Files	55	60	65	70	75
5	Timely release of financial assistance implementation of PMKSY (Har khet ko pani) – RRR	5	Average time taken for release of financial assistance to states from the date of receipt of fully completed project proposals in all respect.	60	days	5	Files	55	60	65	70	75

6	Timely release of Flood Management Programme (FMP) financial assistance.	10	Average time taken for recommendation of release of financial assistance after receiving proposal complete in all respects	60	days	10	Files	55	60	65	70	75
7	Flood Forecast	15	Number of flood bulletins issued from CFCR on seasonal basis	240	Bulletins	15	Files	245 or more	244 to 230	229 to 215	214 to 200	Below 200
8	Recommendation to DEA for posing for loan assistance / technical assistance for Externally Aided Projects (EAP)	5	Average time taken for recommendation / in principle approval for posing to DEA/DONER after receiving proposal completed in all respects.	60	days	5	Files	55	60	65	70	75
9	Approval of R&D projects	10	Average time taken for issue of Sanction Order for approval of R&D projects after the recommendation of SAC.	40	days	10	Files	35	40	45	50	60
10	Timely release of financial assistance to States/UTs for conducting Minor Irrigation Census	15	Average time taken for release of Grants-in-Aid after receipt of proposal completed in all respect from States/UTs	45	days	15	Files	40	45	50	55	60
11	Payment to vendors of the department	10	Average time taken to convey deficiencies to vendors	7	days	5	Files	5	7	10	12	15
			Average time for making payment from the date of receipt	30*	days	5	Files	25	30	35	40	45
12	Redressal of Public/ Staff Grievances	10	Acknowledgment of Receipt of Grievance Petitions	3	days	5	Files	2	3	5	7	10
			Redress of Grievance	60	days	5	Files	50	60	70	80	90

*Some cases got delayed due to non-availability of funds at the end of the year.

In case of Deviations, the following may be contacted:-

Wing	Wing Head
Administration	Shri Akhil Kumar, Joint Secretary (Administration & GW), Tel. No. 23710343 Email: js-mowr@nic.in
Policy & Planning	Shri Sanjay Kundu, Joint Secretary(PP), Tel. No. 23711946 Email: jspp-mowr@nic.in
State Projects	Shri K. Vohra, Commissioner (State Project), Tel. No. 23710107 Email: commpr-mowr@nic.in
Flood Management	Shri J. Chandrashekhar Iyer, Commissioner (FM), Tel. No. 24368238 Email: commer-mowr@nic.in
Indus	Shri P. K. Saxena Commissioner (Indus), Tel No. 24361540 Email: commindus-mowr@nic.in
Brahmaputra & Barak	Shri T.S. Mehra, Commissioner (B&B), Tel. No. 24364724 Email: commgwph-mowr@nic.in
Command Area Development	Shri B.R.K. Pillai, Commissioner (CAD), Tel. No. 23382256 Email: commcadwm-mowr@nic.in
Peninsular River	Shri Sanjay Kundu, Joint Secretary(PP), Tel. No. 23711946 Email: jspp-mowr@nic.in

Statistics	Shri A. Nendakumar, DDG (Stat.) Te. No. 24691080 Email: a.nendakumar@nic.in
Economic Wing	Shri K.M.M. Alimalmigothi, Economic Adviser, Tel. No. 23383078 Email: adviserce-mowr@nic.in
National Water Mission	Shri Ariz Ahammed, MD, NWM Tel. No. 24365200 Email:- md.nwm@gov.in

Stakeholders:-

- **All Central Government Ministries/ Departments and Organizations dealing with issues related to water resources.**
- **All State Government Departments dealing with Water Resources/ Irrigation/ Flood Control/Command Area Development.**
- **Autonomous bodies and R & D Institutions dealing with Water Management and Agriculture**
- **Public Institutions, NGOs, Water Users' Associations and Citizens concerned with the water resources development.**
- **All State/UT Govt. dealing with Minor Irrigation Census Work.**

Advise to Stakeholders

- **Contact our Wing/ Divisional Heads for obtaining our services.**
- **Submit proposals for our schemes as per the terms and conditions specified thereto.**
- **Timely executions of schemes as per approved policies and guidelines.**
- **Proactive participation from State Governments/ UT Administrations.**
- **Timely submission of utilization certificate for release of funds.**
- **To bring to the notice of Ministry the inadequacies of services.**
- **Visit our websites for further detail:**

Ministry's website: mowr.gov.in

Online grievances: www.pgportal.gov.in

GRIEVANCE REDRESSAL MECHANISM

(A) Grievance Cell (Public & Staff Grievances)

A grievance redressal cell has been established in the Ministry for dealing with grievances of the general public and staff of all the Organizations under the Ministry. The contact details of Director (Public/Staff Grievances) are given below:-

Contact Details	Shri Ashish Kumar, Director (Public/Staff Grievances), Ministry of Water Resources, River Development & Ganga Rejuvenation, Room No.-421, 4th Floor, Shram Shakti Bhawan, Rafi Marg, New Delhi-110001 Tel.: 011-23716747
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(B) Committee on Complaints of Women on Sexual Harassment

A Committee has been constituted to address the complaints of women working in the Ministry of Water Resources. Any staff member having complaints of sexual harassment or other gender related offences may address his/ her petition to the Committee. The details are as below:

Name	Designation in the Committee	Contact Details
Smt. Bindu Sreedathan, Director (Stat)	Chairperson	Room No. 2, 2nd floor, B – Wing, Lok Nayak Bhawan, New Delhi. Tel.: 24699496
Shri S.N. Pal, Under Secretary (NWM)	Member	CGO Complex, New Delhi. Tel.: 24364460
Smt. Mamta Sharma, Section Officer (PSU)	Member	Room No. 622, Shram Shakti Bhawan, New Delhi. Tel.: 23711261
Representative of Nari Raksha Samiti, NGO	Member	2, Raj Marg, civil Lines, Delhi-54

(C) TIME FRAME FOR REDRESSAL OF THE GRIEVANCES:

Sl.No.	Subject	Time
1.	Issue of acknowledgement / Forwarding of the grievances / petition to the concerned authority	Within 3 working days
2.	Final disposal of grievance petitions/ referred cases by attached/subordinate offices/organizations.	2 months
3.	Cases referred to Complaint Committee on "Sexual Harassment of Women at workplace"	2 months

Expectation from complainant:

- **Approach first the concerned Ministry/Department/Organization directly for redress.**
- **Provide a clear statement of grievance, indicating the background and officials/channels previously approached for redress.**
- **Clarity of grievance with all relevant details and contact details.**

Organizations/Attached/Subordinate Offices and their websites

Attached Offices		Website
1.	Central Water Commission, Sewa Bhavan, R.K. Puram, New Delhi- 110066. Tel. No. 011-26108855	www.cwc.gov.in
2.	Central Soil and Materials Research Station, Olof Palme Marg, Hauz Khas, New Delhi – 110 016. Tel. No. 011-26961894, Fax-011-26965307	www.csmrs.gov.in
Subordinate Offices		
3.	Ganga Flood Control Commission, Sinchai Bhavan, 3 rd Floor, Patna – 800 015, Tel. No. 0612-2217294	www.gfcc.bih.nic.in
4.	Central Water and Power Research Station, P.O. Khadakwasla Research Station, Pune -411 024. Tel. No. 020-24380552, Fax-020-24381004	www.cwprs.gov.in
5.	Central Ground Water Board, Bhujal Bhawan, NH-4, Faridabad, Haryana-121001. Tel. No. 011-23383561	www.cgwb.gov.in
6.	Sardar Sarovar Construction Advisory Committee, Narmada Bhavan, A Block, 4 th Floor, Indira Avenue, Vadodara - 390 001. Tel. No.-0265-2421438	www.sscac.gov.in
7.	Farakka Barrage Project, P.O. Farakka Barrage, Distt. Murshidabad-742212 (W.B.) Tel.No.-03485-253285, Fax No.03485-253608	fbp.gov.in
8.	Bansagar Control Board, Bansagar Colony, Rewa (M.P.) Tel.No. 07662-226318, Fax No. 07662-242433.	www.bcb.nic.in
9.	Upper Yamuna River Board, Wing No. 4, Ground Floor, West Block-I, Sewa Bhawan, R.K.Puram, New Delhi 110066 Tel. No. 011-26174147, 26177916 Fax- 26184025	www.uymb.gov.in
Registered Societies		
10.	National Institute of Hydrology, Jal Vigyan Bhavan, Roorkee- 247 667 (Uttaranchal). Tel. No. 01332-272106, 272909 Fax. No. 01332-272123, 273976	www.nihroorkee.gov.in
11.	National Mission for Clean Ganga Major Dhyanchand Hockey Stadium, New Delhi - 110002 Tel. No. +91-011-23072900-901 Email Id: admn.nmcg@nic.in	www.nmcg.nic.in

12.	National Water Development Agency, 18-20, Community Centre, Saket, New Delhi - 110017. Tel. No. 011-26519164	www.nwda.gov.in
13.	North Eastern Regional Institute of Water & Land Management, Dolabari, Tezpur, Assam	www.neriwalm.gov.in
<u>Statutory Bodies</u>		
14.	Narmada Control Authority, Narmada Sadan, Sector-B, Scheme No. 74, Vijay Nagar, Indore -452010 (M.P.) Tel. No.-0731-2557276	www.nca.gov.in
15.	Brahmaputra Board, Basistha, Guwahati-781029. Tel. No. 0361-2301099, Fax- 0361-2301099	www.brahmaputraboard.gov.in
16.	Betwa River Board, Nandanpura, Jhansi- 284003 Tel. No.- 0510-2480210., Fax- 0510-2480237	brb.nic.in
17.	Tungabhadra Board, Tungabhadra Dam, Taluk:Hospet, Distt: Bellary, Karnataka State, Pin: 583225. Tel. No.- 08394-259113. Fax-08394-259112	www.tbboard.in
18.	Krishna River Management Board, 3 rd Floor, Jalasoudha, Errumanzil, Hyderabad - 500082 Tel No. 040-23301649	mowr.gov.in
19.	Krishna River Management Board, 3 rd Floor, Jalasoudha, Errumanzil, Hyderabad – 500082 Tel No. 040-23322452	mowr.gov.in
<u>Public Sector Undertakings</u>		
20.	WAPCOS Ltd., 76-C, Institutional Area, Sector – 18, Gurgaon – 122015 (Haryana). Tel. No.- 011-23313881, 23313502, Fax-23314924	www.wapcos.gov.in
21.	National Projects Construction Corporation Ltd. Plot No. 67-68, Sector 25, Faridabad-121004 (Haryana) Tel. No.-0129-2231269	www.npcc.gov.in

Next Date for Review of the Charter: October, 2017.