



सत्यमेव जयते

Government of India

MINISTRY OF JAL SHAKTI

DEPARTMENT OF WATER RESOURCES, RIVER  
DEVELOPMENT & GANGA REJUVENATION

## CITIZEN'S CHARTER

SHRAM SHAKTI BHAWAN, RAFI MARG, NEW DELHI-110001

Website: [www.mowr.gov.in](http://www.mowr.gov.in)

March 2020

स्वच्छ सुरक्षित जल - सुन्दर खुशहाल कल

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**CONSERVE WATER - SAVE LIFE**

DEPARTMENT OF WATER RESOURCES, RIVER DEVELOPMENT & GANGA REJUVENATION

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), Surface Minor Irrigation (SMI) and Repair, Renovation & Restoration (RRR) of Water Bodies, Impact evaluation of AIBP/PMKSY programme/plan.
2. Financial assistance to States for implementation of Surface Minor Irrigation (SMI) and Repair, Renovation & Restoration (RRR) of Water Bodies Schemes.
3. Financial assistance to States for implementation of Flood Management and Border Area Programme (FMBAP).
4. Financial assistance to States/UTs for conducting Minor Irrigation Census.
5. National Water Policy, 2012.
6. Conservation of water, minimizing wastage and increasing water use efficiency through integrated water resources development and management under 'National Water Mission' Action Plan.
7. Launching of National Aquifer Mapping and Management Programme & Participatory Ground Water Management.
8. 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 for implementation of PMKSY – AIBP	5	Shri Ashwini Kumar Shukla, 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	<a href="mailto:sicpr-mowr@nic.in">sicpr-mowr@nic.in</a>	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 Rahul Kumar Singh, Sr. JC (MI): Minor Irrigation, PMKSY  Shri Vijay Saran, Sr. JC(CAD-I) : CADWM of the states of Rajasthan, Gujrat, Punjab, Haryana, Jammu & Kashmir, Himachal Pradesh, North-Eastern Region, Maharashtra and Goa.	<a href="mailto:sicmi-mowr@nic.in">sicmi-mowr@nic.in</a>  <a href="mailto:vijaisaran-cwc@gov.in">vijaisaran-cwc@gov.in</a>	23387834  23383090	State Budget Provision, Budget Release, Concurrent Evaluation Report, 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 Puneet Kumar Mittal, Sr. JC (SPR-III): CADWM Of the states of Rajasthan, Gujarat, Punjab, Haryana, Jammu & Kashmir, Himachal Pradesh, North-Eastern Region, Maharashtra and Goa.  Shri Reading Shimray, Director (CAD), CADWM of the states of UP, Bihar, Jharkhand, West Bengal, Odisha, MP, Chhattisgarh, Tamil Nadu, Kerala, Karnataka, Andhra Pradesh and Telangana	<a href="mailto:cadwmwm-mowr@nic.in">cadwmwm-mowr@nic.in</a>  <a href="mailto:readingshimray-cwc@nic.in">readingshimray-cwc@nic.in</a>	23383090  23382481		N.A.	N.A.	N.A.
4.	Timely release of financial assistance to States for implementation of PMKSY – GW Component	5	Shri K. C. Naik, Chairman (CGWB)	<a href="mailto:chmn-cgwb@nic.in">chmn-cgwb@nic.in</a>	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 of water bodies	5	Shri Rahul Kumar Singh, Sr. JC (MI) : RRR of Water Bodies Scheme, PMKSY	<a href="mailto:sicmi-mowr@nic.in">sicmi-mowr@nic.in</a>	23387834	State Budget Provision, Budget Release, Concurrent Evaluation Report, Financial progress, Physical Progress, Audited Statement, Utilization Certificate etc. Encroachment free boundaries, general order for water user association etc.	N.A.	N.A.	N.A.
6.	Timely release of financial assistance under Flood Management and Border Areas Programme (FMBAP)	10	Shri Rakesh Toteja, Sr.JC (FM)	<a href="mailto:sicer2-mowr@nic.in">sicer2-mowr@nic.in</a>	24360611	Approval of IMC-FMP/Recommendation of CWC/GFCC/Br. Board/State Budget allocation		N.A.	N.A.
7.	Flood Forecast	15	Shri Sharad Chandra, Director(FFM), Dte	<a href="mailto:fmcte@nic.in">fmcte@nic.in</a>	26182836/ 9868534451		N.A.	N.A.	N.A.
8.	Recommendation to DEA for posing for loan assistance / technical assistance for Externally Aided Projects (EAP)	5	Shri Mukesh Kumar, Deputy Secretary (PSU, EA&IC)	<a href="mailto:dsea-mowr@nic.in">dsea-mowr@nic.in</a>	23382448	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 Anuj Kanwal, Dir. (R&D)	<a href="mailto:watrnd-mowr@nic.in">watrnd-mowr@nic.in</a>	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.	Timely release of financial assistance to States/UTs for conducting Minor Irrigation Census	15	Sh. A. Nandakumar, Deputy Director General (Stat.)	<a href="mailto:a.nandakumar@gov.in">a.nandakumar@gov.in</a>	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 N. P. Joshi, Deputy Secretary (Admn./GA)	<a href="mailto:np.joshi@nic.in">np.joshi@nic.in</a>	23714734		N.A.	N.A.	N.A.
12.	Redressal of Public / Staff Grievances	10	Shri Inderjit Hadda, Director (PG/SG)	<a href="mailto:dircoord-mowr@nic.in">dircoord-mowr@nic.in</a>	23074005		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 for 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	Accurate Forecast / Seasonal Accuracy of Forecast	96	%	15	Files	100	96	94	90	85
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	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:-**

<b>Wing</b>	<b>Wing Head</b>
PP, BM & Pen. Riv.	Ms. Debashree Mukherjee Additional Secretary Tel. No. 23714609 Email : <a href="mailto:aswrs-mowr@nic.in">aswrs-mowr@nic.in</a>
Administration	Shri Nitishwar Kumar Joint Secretary (Administration), Tel. No. 23725477 Email: <a href="mailto:js-mowr@nic.in">js-mowr@nic.in</a>
Ground Water & IC	Shri Subodh Yadav Joint Secretary (Ground Water & IC) Tel. No. 23710343 Email : <a href="mailto:js-mowr@nic.in">js-mowr@nic.in</a>
State Projects	Shri K. Vohra, Commissioner (State Project), Tel. No. 23710107 Email: <a href="mailto:commpr-mowr@nic.in">commpr-mowr@nic.in</a>
Flood Management	Shri Atul Jain, Commissioner (FM), Tel. No. 24368238 Email: <a href="mailto:commer-mowr@nic.in">commer-mowr@nic.in</a>
Indus	Shri P. K. Saxena Commissioner (Indus), Tel No. 24361540 Email: <a href="mailto:commindus-mowr@nic.in">commindus-mowr@nic.in</a>
Brahmaputra & Barak	Shri T.S. Mehra, Commissioner (B&B), Tel. No. 24364724 Email: <a href="mailto:commgwhp-mowr@nic.in">commgwhp-mowr@nic.in</a>
Command Area Development	Shri B. R. K. Pillai, Commissioner (CAD), Tel. No. 23382256



	Email : <a href="mailto:commcadwm-mowr@nic.in">commcadwm-mowr@nic.in</a>
Minor Irrigation (Statistics)	Shri A. Nandakumar, Deputy Director General (Stat.) Tel. No. 24699496 Email: <a href="mailto:a.nandakumar@gov.in">a.nandakumar@gov.in</a>
Economic Wing	Shri Kamkhenthang Guite, Economic Adviser, Tel. No. 23383078 Email: <a href="mailto:adviserce-mowr@nic.in">adviserce-mowr@nic.in</a>
National Mission for Clean Ganga	Shri Rajiv Ranjan Mishra, Director General, NMCG 1 <sup>st</sup> Floor, Major Dhyanchand National Stadium, Near India Gate, New Delhi – 110002 Tel. No. 23049528 Email : <a href="mailto:dg@nmcg.nic.in">dg@nmcg.nic.in</a>
National Water Mission	Shri Suneel Kumar Arora Adviser (NWM) Tel. No. 24365200 Email:- <a href="mailto:adviser-nwm@gov.in">adviser-nwm@gov.in</a>
Finance	Shri Jagmohan Gupta, Joint Secretary & Financial Adviser Tel. No. 23710297 Email:- <a href="mailto:jmg@nic.in">jmg@nic.in</a>

**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.

**Advice 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:

Department's website: [www.mowr.gov.in](http://www.mowr.gov.in)

Online grievances: [www.pgportal.gov.in](http://www.pgportal.gov.in)

**GRIEVANCE REDRESSAL MECHANISM/RTI****(A) Grievance Cell (Public & Staff Grievances)**

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

Contact Details	Shri Inderjit Hadda, Director (Public/Staff Grievances), Ministry of Jal Shakti, Department of Water Resources, RD&GR, Room No.- 1, 'B' Wing, Shastri Bhawan, Dr. Rajendra Prasad Road, New Delhi – 110001 Tel.: 011-23074005
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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 Department of Water Resources, RD&GR, Ministry of Jal Shakti. 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
Shalini Juneja, Under Secretary (E-IV)	Chairperson	Room No. 421, A Wing, Shram Shakti Bhawan, New Delhi Tel : 23766944
Rajan Bhasin, Under Secretary (Coordination)	Member	Room No. 5, B Wing, Ground Floor, Shastri Bhawan, New Delhi Tel : 23074033
Shalini Gupta, Section Officer (E-I)	Member	Room No. 435, Shram Shakti Bhawan, New Delhi Tel : 23708365
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.

### (D) Applications received under RTI Act, 2005

The RTI Application received from the general public as well as from the staff of any Organization under Right to Information Act, 2005 are dealt in the Department. The contact details of Nodal CPIO/Appellate Authority are given below:-

Nodal CPIO	Shri Rajan Bhasin, Under Secretary (Coordination), Department of Water Resources, RD&GR, Ministry of Jal Shakti, Room No.- 5, 'B' Wing, Shastri Bhawan, Dr. Rajendra Prasad Road, New Delhi – 110001 Tel.: 011-23074033
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Nodal Appellate Authority	Shri Inderjit Hadda, Director (Coordination), Department of Water Resources, RD&GR, Ministry of Jal Shakti, Room No.- 1, 'B' Wing, Shastri Bhawan, Dr. Rajendra Prasad Road, New Delhi – 110001 Tel.: 011-23074005
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**Organizations/Attached/Subordinate Offices and their websites**

<b><u>Attached Offices</u></b>		<b><u>Website</u></b>
1.	Central Water Commission, Sewa Bhavan, R.K. Puram, New Delhi- 110066. Tel. No. 011-26108855	<a href="http://www.cwc.gov.in">www.cwc.gov.in</a>
2.	Central Soil and Materials Research Station, Olof Palme Marg, Hauz Khas, New Delhi – 110 016. Tel. No. 011-26961894, Fax-011-26967985	<a href="http://www.csmrs.gov.in">www.csmrs.gov.in</a>
3.	National River Conservation Directorate 1 <sup>st</sup> Floor, Pt. Deendayal Antyodaya Bhawan, CGO Complex, Lodhi Road, New Delhi – 110003 Tel. No. 011-24361057	<a href="http://www.nrcd.nic.in">www.nrcd.nic.in</a>
<b><u>Subordinate Offices</u></b>		
4.	Ganga Flood Control Commission, Sinchai Bhavan, 3 <sup>rd</sup> Floor, Patna – 800 015, Tel. No. 0612-2217294	<a href="http://www.gfcc.bih.nic.in">www.gfcc.bih.nic.in</a>
5.	Central Water and Power Research Station, P.O. Khadakwasla Research Station, Pune -411 024. Tel. No. 020-24380552, Fax-020-24381004	<a href="http://www.cwprs.gov.in">www.cwprs.gov.in</a>
6.	Central Ground Water Board, Bhujal Bhawan, NH-4, Faridabad, Haryana-121001. Tel. No. 011-23383561	<a href="http://www.cgwb.gov.in">www.cgwb.gov.in</a>
7.	Sardar Sarovar Construction Advisory Committee, Narmada Bhavan, A Block, 4 <sup>th</sup> Floor, Indira Avenue, Vadodara - 390 001. Tel. No.-0265-2421438	<a href="http://www.sscac.gov.in">www.sscac.gov.in</a>
8.	Farakka Barrage Project, P.O. Farakka Barrage, Distt. Murshidabad-742212 (W.B.) Tel.No.-03485-253285, Fax No.03485-253608	<a href="http://www.fbp.gov.in">www.fbp.gov.in</a>
9.	Bansagar Control Board, Bansagar Colony, Rewa (M.P.) Tel.No. 07662-226318, Fax No. 07662-242433.	<a href="http://www.bcb.nic.in">www.bcb.nic.in</a>
10.	Upper Yamuna River Board, Wing No. 4, Ground Floor, West Block-I, R.K.Puram, New Delhi 110066 Tel. No. 011-26174147, 26177916	<a href="http://www.uyrb.gov.in">www.uyrb.gov.in</a>

	Fax- 26184025	
11.	National Water Informatic Centre Sewa Bhawan, R. K. Puram, New Delhi - 110066	<a href="http://www.mowr.gov.in">www.mowr.gov.in</a>
<b>Registered Societies</b>		
11.	National Institute of Hydrology, Jal Vigyan Bhavan, Roorkee- 247 667 (Uttaranchal). Tel. No. 01332-272106, 272909 Fax. No. 01332-272123, 273976	<a href="http://www.nihroorkee.gov.in">www.nihroorkee.gov.in</a>
12.	National Mission for Clean Ganga 1 <sup>st</sup> Floo, Major Dhyanchand National Stadium, India Gate, New Delhi – 110002 Tel. No. – 011-23072900-901 Email Id: <a href="mailto:adm.nmcb@nic.in">adm.nmcb@nic.in</a>	<a href="http://www.nmcb.nic.in">www.nmcb.nic.in</a>
13.	National Water Development Agency, 18-20, Community Centre, Saket, New Delhi - 110017. Tel. No. 011-26519164	<a href="http://www.nwda.gov.in">www.nwda.gov.in</a>
14.	North Eastern Regional Institute of Water & Land Management, Dolabari, Tezpur, Assam	<a href="http://www.neriwal.m.gov.in">www.neriwal.m.gov.in</a>
<b>Statutory Bodies</b>		
15.	Narmada Control Authority, Narmada Sadan, Sector-B, Scheme No. 74, Vijay Nagar, Indore -452010 (M.P.) Tel. No.-0731-2557276	<a href="http://www.nca.gov.in">www.nca.gov.in</a>
16.	Brahmaputra Board, Basistha, Guwahati-781029. Tel. No. 0361-2301099,2308590, 2300128 Fax- 0361-2301099,2308588	<a href="http://www.brahmaputraboar.d.gov.in">www.brahmaputraboar.d.gov.in</a>
17.	Betwa River Board, Nandanpura, Jhansi- 284003 Tel. No.- 0510-2480210, Fax- 0510-2480237	<a href="http://www.mowr.gov.in">www.mowr.gov.in</a>
18.	Tungabhadra Board, Tungabhadra Dam, Taluk : Hospet, Distt: Bellary, Karnataka State, Pin: 583225. Tel. No.- 08394-259113. Fax-08394-259112	<a href="http://www.tbboard.in">www.tbboard.in</a>
19.	Krishna River Management Board, 3 <sup>rd</sup> Floor, Jalasoudha, Errumanzil, Hyderabad - 500082 Tel No. 040-23301649	<a href="http://www.krmb.gov.in">www.krmb.gov.in</a>
20.	Godavari River Management Board 5 <sup>th</sup> Floor, Jalasoudha, Errum Manzil, Hyderabad – 500082 Tel. 040-23313163, 040-23313164 Fax : 040-23313162	<a href="http://www.grmb.gov.in">www.grmb.gov.in</a>
21.	Cauvery Water Management Authority CWC, Sewa Bhawan, R. K. Puram, New Delhi-110066 Tel. 011-29583444	<a href="http://www.mowr.gov.in">www.mowr.gov.in</a>
<b>Public Sector Undertakings</b>		

