



सत्यमेव जयते

Government of India
MINISTRY OF JAL SHAKTI
DEPARTMENT OF WATER RESOURCES, RIVER DEVELOPMENT
& GANGA REJUVENATION



CITIZEN/CLIENT'S CHARTER
SHRAM SHAKTI BHAWAN, RAFI MARG, NEW DELHI-110001
Website: <http://jalshakti-dowr.gov.in/>

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April, 2022

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. The Vision for Ganga Rejuvenation constitutes restoring the wholesomeness of the river defined in terms of ensuring “Aviral Dhara” (Continuous Flow), “Nirmal Dhara”(“Unpolluted Flow”), Geologic and ecological integrity.

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 the information.
- To put into place systems and practices, that 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, impart skills and knowledge, which would help in capacity building and mass awareness on water conservations.
- **Namami Gange Programme to accomplish the twin objectives of effective abatement of pollution and, conservation and rejuvenation of National River Ganga and its tributaries.**

Main Services provided:-

1. Financial assistance to States for implementation of Pradhan Mantri Krishi Sinchai Yojana (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 Flood Management and Border Area Programme (FMBAP).
3. Financial assistance to States/UTs for conducting Minor Irrigation Census and Census of Water bodies.
4. Implementation of 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)
8. **Financial assistance to States/UTs for pollution abatement of rivers (Excluding Ganga and its tributaries) in the country through National River Conservation Plan (NRCP)**

S. No.	Services/Transactions	Weight %	Responsible Person	Email	Contact/ Mobile No.	Document Required	Fees		
							Category	Mode	Amount
1.	Timely release of financial assistance for implementation of PMKSY-AIBP, including National Projects (other than ILR projects), Special projects of Shahpur Kandi & Relining of Rajasthan Feeder 7 Sirhind feeder, North Koel project and Special package to Maharashtra.	5	Sh.	sjcp-mowr@nic.in	23710131	Central Assistance(CA) release request duly recommended by CWC, State Budget provision, Concurrent evaluation, SNA provisions, Audited Statement, Utilization Certificate, Release Order on State Share	N.A.	N.A.	N.A.
			Sh. Amit kumar Jha, Sr. Joint Commissioner (SPR-II):AIBP of the states of Uttar Pradesh, Uttarakhand, Maharashtra, Goa, Chhattisgarh, Madhya Pradesh, Gujarat, Punjab, Haryana, Jammu & Kashmir, Rajasthan and Himachal Pradesh	sjcspr1-mowr@mowr.nic.in	23385186				
			Sh. Puneet Kumar Mittal, SJC (SPR-III): AIBP of North East Region including Assam, Arunachal Pradesh, Manipur, Meghalaya, Tripura, Sikkim, Mizoram and Nagaland.	cadwmw-mowr@nic.in	23383090				
2.	Timely release of financial assistance to States for implementation of PMKSY (Har khet ko pani)-MI	5	Shri Pardeep Kumar Thakur, Sr. JC(MI):Minor Irrigation, PMKSY	sjcmi-mowr@nic.in	23387834	State Budget Provision, Budget Release, Concurrent Evaluation Report, Financial Progress, Physical Progress, Audited Statement, Utilization Certificate, Release Order on State Share	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 Amit kumar Jha, SJC (SPR-II):CADWM of the states of Uttar Pradesh, Uttarakhand, Maharashtra, Goa, Chhattisgarh, Madhya Pradesh, Gujarat, Punjab, Haryana, Jammu & Kashmir, Rajashtan and Himachal Pradesh	sjcpr-mowr@nic.in	23710131	Pari-passu implementation of CAD&WM programme etc. Land in possession appropriate action on comments of monitoring report of CWC & Details of source-wise irrigation Potential created and utilized along with 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.
			Sh. Anup Kumar Srivastava, SJC (SPR-I): CADWM of the states of Bihar, West Bengal, Andhra Pradesh, Telangana, Odisha, Jharkhand, Karnataka, Kerala, Tamil Nadu	sjcspr1-mowr@mowr.nic.in	23385186				
			Sh. Puneet Kumar Mittal, SJC (SPR-III): CADWM of North East Region including Assam, Arunachal Pradesh, Manipur, Meghalaya, Tripura, Sikkim, Mizoram and Nagaland.	cadwmwm-mowr@nic.in	23383090				
4.	Timely release of financial assistance to States for implementation of PMKSY-GW Component	5	Shri Ashish Kumar, Director (GW)	dirgw-mowr@nic.in	23716747	Detailed Project Report (DPR) SL SC & STAC approval, State Budget Provision, Essential Assurances, CGWB recommendation, Financial Progress, Physical Progress, Audited Statement, Utilization Certificate, Release Order on State Share. IFD suggested documents time to time.	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	5	Shri Pardeep Kumar Thakur, Sr. JC(MI) : RRR of Water Bodies Scheme, PMKSY	sjcmi-mowr@nic.in	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.

	bodies								
6.	Timely release of financial assistance under Flood Management and Border Area Programme (FMBAP)	10	Shri Rakesh Toteja, Sr. JC (FM)	sjcer2-mowr@nic.in	24360611	Approval of IMC-FMP/Recommendation of CWC/GFCC/Brahmaputra Board/State Budget allocation, Utilisation Certificate, Audited statement of Expenditure, Monitoring Report		N.A.	N.A.
7.	Flood Forecast	15	Shri Sharad Chandra, Director (FFM), Directorate	fmde@nic.in	29583829 / 98682323 98		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 (EA&IC)	dsea-mowr@nic.in	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 Ravi Bhushan Kumar, Director (R&D)	watrnd-mowr@nic.in	29583482	Proposal complete in all respect as per guidelines for implementation of R&D Programme, October 2013 in the prescribed proforma duly approved by concerned INC	N.A.	N.A.	N.A.
10.	Timely release of financial assistance to States/UTs for conducting Minor Irrigation Census and Census of Water bodies	15	Priyanka Kulshreshtha, Deputy Director General, Minor Irrigation (Stat.) Wing	priyanka.kulshreshta@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 N. P. Joshi, Deputy Secretary (Admn./GA)	np.joshi@nic.in	23714734		N.A.	N.A.	N.A.

12.	Redressal of Public/Staff Grievances	10	Shri A.C.Mallick, Deputy Secretary(PG/SG)	dscoord-downr@gov.in	23074005		N.A.	N.A.	N.A.
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Timelines for provision of services/transaction

S. No.	Services	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source	Evaluation Criteria				
								Excellent	Very Good	Good	Fair	Poor
1.	Timely release of financial assistance for implementation of PMKSY-AIBP including National Projects (other than ILR projects), Special projects of Shahpur Kandi & Relining of Rajasthan Feeder 7 Sirhind feeder and Special package to Maharashtra.	5	Average time taken for release of financial assistance to states from the date of receipt of fully completed project proposal 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 proposal 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 proposal in all respect	60	Days	5	Files	55	60	65	70	75
4.	Timely release of financial assistance	5	Average time taken for release of financial assistance to states from	60	Days	5	Files	55	60	65	70	75

	implementation of PMKSY-GW component		the date of receipt of fully completed project proposal in all respect									
5.	Timely release of financial assistance implementation of PMKSY(Hark het ko pani)-RRR	5	Average time taken for release of financial assistance to states from the date of receipt of fully completed project proposal 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 release of financial assistance to states from the date of receipt of fully completed project proposal in all respect	60	Days	10	Files	55	60	65	70	75
7.	Flood Forecast	15	No. of Flood Bulletins issued from Central Flood Control Room (CFCR) on seasonal basis	245	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 principal approval for posting 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 and Census of Water bodies	15	Average time taken for release of Grants-in-Aid after receipt of proposal completed in all respect from States/UTs	25	Days	15	Files	25	30	35	40	45

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	Acknowledgement of receipt of Grievance Petitions	3	Days	5	Files	2	3	5	7	10
			Redress of Grievances	45	Days	5	Files	40	45	50	55	60

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

In case of deviations, the following Officers may be contacted:-

Wing	Wing Head
Administration, IC & Ground Water	Shri Subodh Yadav Joint Secretary (Administration, IC&GW), Tel. No. 23710343 Email: js-mowr@nic.in , jsadmn-mowr@nic.in
River Development and Policy & Planning	Shri Sanjay Awasthi Joint Secretary (RD&PP) Tel. No. 23710619 Email : jsrd-dowr@gov.in
Finance	Ms. Richa Misra Joint Secretary & Financial Adviser Tel. No. 23710297 Email:- fawr-mowr@nic.in
State Projects(SPR)	Shri A. S. Goel, Commissioner (State Project), Tel. No. 23710107 Email: commpr-mowr@nic.in
Flood Management(FM)	Shri Atul Jain, Commissioner (FM), Tel. No. 24368238 Email: commer-mowr@nic.in
Indus	Shri. A. K. Pal Commissioner (Indus) Telephone No. 011-24360 1540 Email:- commindus-mowr@nic.in
Brahmaputra & Barak(B&B)	Shri T.S. Mehra, Commissioner (B&B), Tel. No. 24364724 Email: commgwhp-mowr@nic.in
Command Area Development(CAD)	Shri A. S. Goel, Commissioner (CAD), Tel. No. 23382256

	Email : commcadwm-mowr@nic.in
Minor Irrigation (Statistics)	<p>Shri S R Meena, Additional Director General (Stat.) Tel. No. 24691080 Email: adg-mowr@nic.in</p>
Economic Advisery Wing	<p>Dr. R. Sathish Economic Adviser, Tel. No. 24368941 Email: adviserce-mowr@nic.in</p>
National Mission for Clean Ganga(NMCG)	<p>Shri G. Asok Kumar, Director General, NMCG 1st Floor, Major Dhyanchand National Stadium, Near India Gate, New Delhi – 110002 Tel. No. 23072900 Email : dg@nmcg.nic.in, adm.nmcg@nic.in</p>
National River Conservation Directorate(NRCD)	<p>Shri B. B. Barman, Adviser, National River Conservation Dte., 1st Floor, Pt. Deendayal Antyodaya Bhawan, CGO Complex, Lodhi Road, New Delhi-110003 Tel. No. 011-24361057 Email: bidhu-mef@nic.in</p>
National Water Mission(NWM)	<p>Shri Suneel Kumar Arora Adviser (NWM) Tel. No. 24366614 Email:- adviser-nwm@gov.in</p>
National Water Informatics Centre(NWIC)	<p>Shri Sunil Kumar Garg Joint Secretary (NWIC) Tel. No. 29583273 Email : director-nwic-mowr@gov.in</p>

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: <http://jalshakti-dowr.gov.in/>

Online grievances: 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 A. C. Mallick , Deputy Secretary (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, e-mail: dscoord-dowr@gov.in
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(B) Committee on Complaints of Women on Sexual Harassment

A Committee has been constituted to protect women and prevent sexual harassment of women in work place and redressal of complaints of sexual harassment 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
Smt. Shalini Juneja, Under Secretary (E-IV)	Chairperson	Room No. 435, Shram Shakti Bhawan, New Delhi Tel : 23711946
Shri S.N.Pal , Under Secretary (Coordination)	Member	Room No. 7, B Wing, Ground Floor, Shastri Bhawan, New Delhi Tel : 23074033
Smt. 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.	45 days
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 S. N. Pal , Under Secretary (Coordination), Department of Water Resources, RD&GR, Ministry of Jal Shakti, Room No.- 7, 'B' Wing, Shastri Bhawan, Dr. Rajendra Prasad Road, New Delhi – 110001 Tel.: 011-23074033, e-mail: uscoord-mowr@nic.in
Nodal Appellate Authority	Shri A. C. Mallick , Deputy Secretary (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, e-mail: dscoord-dowr@gov.in

Organizations/Attached/Subordinate Offices and their websites

<u>Attached Offices</u>		<u>Website</u>
1.	Central Water Commission, Sewa Bhavan, R.K. Puram, New Delhi- 110066. Tel. No. 011- 26715351	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-011-26967985	http://csmrs.gov.in/
3.	National River Conservation Directorate 1 st Floor, Pt. Deendayal Antyodaya Bhawan,	https://nrcd.nic.in/

	CGO Complex, Lodhi Road, New Delhi – 110003 Tel. No. 011-24361057	
<u>Subordinate Offices</u>		
4.	Ganga Flood Control Commission, Sinchai Bhavan, 3 rd Floor, Patna – 800 015, Tel. No. 0612-2217294	www.gfcc.bih.nic.in
5.	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
6.	Central Ground Water Board, Bhujal Bhawan, NH-4, Faridabad, Haryana-121001. Tel. No. 011-2477121	http://cgwb.gov.in/
7.	Farakka Barrage Project, P.O. Farakka Barrage, Distt. Murshidabad-742212 (W.B.) Tel.No.-03485-253285, Fax No.03485-253608	www.fbp.gov.in
8.	Bansagar Control Board, Bansagar Colony, Rewa (M.P.) Tel.No. 07662-226318	www.bcb.nic.in
9.	Upper Yamuna River Board, Wing No. 4, Ground Floor, West Block-I, R.K. Puram, New Delhi 110066 Tel. No. 011-26174147, 26177916 Fax- 26184025	www.uymb.gov.in
10.	National Water Informatics Centre	www.nwic.gov.in

	Sewa Bhawan, R. K. Puram, New Delhi - 110066	
<u>Registered Societies</u>		
11.	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
12.	National Mission for Clean Ganga 1 st Floor, Major Dhyanchand National Stadium, India Gate, New Delhi – 110002 Tel. No. – 011-23072900-901 Email Id: adm.nmcg@nic.in	www.nmcg.nic.in
13.	National Water Development Agency, 18-20, Community Centre, Saket, New Delhi - 110017. Tel. No. 011-26519164 <u>A Special Purpose Vehicle, as a vertical under NWDA:</u> Ken Betwa Link Project Authority 18-20, Community Centre, Saket, New Delhi - 110017. Tel. No. 011-26519164	www.nwda.gov.in
14.	North Eastern Regional Institute of Water & Land Management, Dolabari, Tezpur, Assam-784027 Tel. No. 03712-291069	www.neriwalm.gov.in
<u>Statutory Bodies</u>		

15.	Narmada Control Authority, Narmada Sadan, Sector-B, Scheme No. 74, Vijay Nagar, Indore -452010 (M.P.) Tel. No.-0731-2557276	http://nca.gov.in/
16.	Brahmaputra Board, Basistha, Guwahati-781029, Kamrup(M), Assam Tel. No. 0361-2301099,2308590, 2300128 Email id: bbrd-ghy@nic.in or secy-bbrd@gov.in	https://brahmaputraboard.gov.in/
17.	Betwa River Board, Nandanpura, Jhansi- 284003 Tel. No.- 0510-2480210, Fax- 0510-2480237	http://brb.nic.in/
18.	Tungabhadra Board, Tungabhadra Dam, Taluk : Hospet, Distt: Bellary, Karnataka State, Pin: 583225. Tel. No.- 08394-259113. Fax-08394-259112	www.tbboard.gov.in
19.	Krishna River Management Board, 5 th Floor, Jalsoudha, Errumanzil, Hyderabad - 500082 Tel No. 040-23301659	http://krmb.gov.in
20.	Godavari River Management Board 5 th Floor, Jalsoudha, Errum Manzil, Hyderabad – 500082 Tel. 040-23313163, 040-23313164 Fax : 040-23313162	www.grmb.gov.in
21.	Cauvery Water Management Authority MTNL Building, Upper Ground Floor, Bhikaji Cama Place, New Delhi-110066	==

