



नागरिक चार्टर CITIZEN'S CHARTER

भारत सरकार
जल संसाधन मंत्रालय
Government of India
Ministry of Water Resources

MINISTRY OF WATER RESOURCES

CITIZEN'S CHARTER

OUR VISION

- To develop policies and encourage practices, which would enable the efficient and effective use of the country's water resources in an equitable and economic sustainable and environmentally benign manner.
- To develop policies, programmes and practices, which will enable mitigation of the ill effects and if feasible, the control of floods and erosion of coastal areas.
- To actively engage with the neighbouring countries and the international community, in general, for the harmonious development and utilization of water resources in an environmentally sensitive, sustainable and socially equitable manner.
- To put into place systems and practices, which will result in sustained increase in the efficiency of water use consistent with equity and environmental sustainability.
- To disseminate information, skills and knowledge, which will assist in the above process.

OUR MISSION

Our mission is to enable the sustainable and efficient use of country's water resources for the accelerated and equitable economic development of the country: while maintaining the quality of water.

OFFICIAL MACHINERY

In order to realize the mission, this Ministry has under its umbrella two Attached and seven Subordinate Offices, two PSUs, two Registered Societies and four Statutory Bodies. Since water related issues have inter-State and cross border ramifications, this Ministry provides forum for mediation and disputes resolution as and when they arise.

DETAILS OF BUSINESS TRANSACTED BY THE MINISTRY

- (i) We provide Policy support with regard to the utilization of the water resources of the country.
- (ii) We draft and administer Central Legislations in as much as they relate to water resources and disputes over utilization of water resources.
- (iii) We administer various National Institutions of strategic importance in the field of water resources and related engineering.
- (iv) We provide requisite financial assistance to the State Governments and Government of Union Territories for the construction of irrigation sources, for undertaking activities for improving water use efficiency.
- (v) We administer the governance of the ground water resources of the country and develop policies to enable its sustainable use.
- (vi) We provide administrative and policy support to the Government of India with regard to issues relating to water in the international field.

DETAILS OF OUR CLIENTS

- (i) Central Government Ministries/ Departments and Organizations
- (ii) State Governments/ UT Administrations
- (iii) Autonomous bodies and R & D Institutions dealing with water management and Agriculture

- (iv) Multilateral and Bilateral Donor Agencies
- (v) Public Institutions
- (vi) Citizens concerned with the water resources development.

DETAILS OF SERVICES PROVIDED TO CLIENTS

The National Water Policy, 2002 along with the Guidelines for implementation of Research & Development programmes of Ministry of Water Resources is available on the Website of the Ministry for information of all it's clients.

The Ministry of Water Resources promotes research and development on specialized subjects of water resources through its research institutions and autonomous bodies namely, Central Soil and Material Research Station, New Delhi; Central Water & Power Research Station, Pune and National Institute of Hydrology, Roorkee. Also, the Indian National Committee on Hydrology is the apex body under the Ministry of Water Resources with the responsibility of coordinating activities concerning hydrology in the country. Research Stations primarily function as an advisor and consultant to the various Departments of the Government of India, State Governments, State & Central Government Undertakings/Enterprises and Public Institutions.

The Ministry of Water Resources assists the State Governments in tying up external assistance from different funding agencies to fill up the resources gaps both in terms of funds and technological update for rapid development of country's water resources. The requests of the multilateral and bilateral donor agencies are considered on a case to case basis.

The Ministry of Water Resources also assists the States in resolving their water disputes. The Ministry also sets up River Boards/ Management Boards. It also deals with Inter-linking of Rivers.

The Ministry also provides technical advice on matters concerned with ground water.

GRIEVANCE REDRESSAL MECHANISM OUT OF THE ACTIVITIES OF THE MINISTRY

The requests/ queries as and when received from various Citizens concerned with regard to water resources development are attended to in time on a case to case basis.

In respect of inter-State River Water Disputes (ISRWD) Act, the Client Group is the State Governments/ UT Administrations. In the Constitution, 'Water' is a matter included in Entry 17 of List II i.e. the State List according to which 'water' that is to say, water supplies, irrigation and canals, drainage and embankments, water storage and water power subject to the provisions of Entry 56 of List I. Under Article 262(1), the Parliament may by law provide for adjudication of any dispute or complaint with respect to the use, distribution or control of waters of, or in any inter-State river or river valley. Under Article 262 of the Constitution, the Parliament has enacted ISWD Act, 1956. As per this Act, any State can refer the dispute to the Centre for adjudication by the Tribunal. Therefore, the role of the Ministry is to find a negotiated settlement within a period of one year failing which the Tribunal is to be constituted. The negotiation is done at the higher level, first at the Secretary (WR) level and then at the Minister (WR) level.

Narmada Control Authority, a statutory body under the Ministry and Sardar Sarovar Construction Advisory Committee, a subordinate office under the Ministry carry out the assigned functions by interaction with party States and other concerned organizations. As such, they do not have direct stakeholders. However, the implementation/ construction of the Sardar Sarovar Project is undertaken by the concerned beneficiary States and the grievances arising out of such activities are dealt directly by the State Governments.

All grievances received in the Ministry are duly acknowledged and are sent to the concerned organizations under the Ministry for their settlement within a maximum period of two months of its receipt. If however, for any reason beyond control, it is not possible to settle any grievance within the stipulated period, the concerned organizations are requested to send an interim reply to the applicant.

GRIEVANCES CELL PUBLIC AND STAFF GRIEVANCES

A grievance redressal cell has been established in the Ministry for dealing with grievances of the general public and staff of the all the Organizations under the Ministry. The Joint Secretary (Admn.) and DS (C&PPP) are in charge of Public Grievances and Staff Grievances respectively. If any member of the public wishes to take up the matter personally, he/she may contact the Public Grievance Officer Shri K.S. Ramasubban, Joint Secretary (Admn.), Room No. 403, 4th Floor, Shram Shakti Bhawan, New Delhi-110001, Telephone No. (Office) 23710343, Fax: 23710343. Any staff member having a grievance may contact Smt. Meeta Singh, Deputy Secretary, (Coordination and PPP), Director (Staff Grievances), Room No. 627, VI Floor, Shram Shakti Bhawan, New Delhi. Telephone No. (Office) 23710170, Fax: 23354649.

COMMITTEE ON COMPLAINTS OF WOMEN ON SEXUAL HARASSMENT

A Committee headed by Deputy Secretary, (Coordination and PPP) 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 contact her at Room No. 627, VI Floor, Shram Shakti Bhawan, New Delhi. Telephone No. (Office) 23710170, Fax: 23354649.

TIMEFRAME FIXED FOR COMPLETION OF CERTAIN ACTIVITIES OF CENTRAL WATER COMMISSION (CWC) AND CENTRAL GROUND WATER BOARD (CGWB)

CWC and CGWB are two major organizations under the Ministry. Timeframes fixed for completion of some of their activities are as under:

Central Water Commission

S.No.	Description	Time Schedule
1.	Techno-Economic Appraisal of Projects a.Appraisal and clearance of irrigation/ multipurpose projects submitted with certificate from Central Design Organization of State b.Appraisal and clearance of other projects, without certificate from Central Design Organization of the State	6 months 12 months
Note: However, the time taken would depend upon the response time of the State in respect of compliance of observations of CWC/ Advisory Committee, if necessary.		
2.	Central Loan assistance to the State a. Processing of Central Loan Assistance (CLA) cases under AIBP from States in CWC and submission to MoWR. b. Monitoring visits to the project under AIBP	Within one month of receipt of the clear proposal Twice a year
3.	Publication of Water and Related Statistics (full report and pocket book in alternate years)	By July
4.	Hydrological data (water year: June-May) a. Water Year Book b. Sediment Year Book	By May of the following year
5.	Water Quality Data year book	By May of the following year
6.	Annual Report of CWC	By 31 st December of the following years.
Note: Information about availability of meta data is available on the website: www.india-water.com		

Central Ground Water Board

S.No.	Description	Time Schedule for publication
1.	Annual Report of CGWB	By 30 th December of the following years
2.	Ground Water Year Book of the Regional Office of CGWB	By 30 th November of the following years