



**Central Water Commission  
Ministry of Water Resources  
Government of India**



SEWA BHAWAN, R K Puram , New Delhi

# CITIZENS' CHARTER

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### **PREAMBLE**

Central Water Commission (CWC), an apex organization in the country in the field of Water Resources came into existence as “Central Waterways, Irrigation and Navigation Commission” in 1945. In the year 1951, it was renamed as “Central Water and Power Commission” (CW&PC) after its merger with the “Central Electricity Commission”. Following the changes in the Ministry of Agriculture and Irrigation, in the year 1974, water wing of CW&PC was separated as “Central Water Commission”, which continues till date. It has attained its present distinctive place amongst the foremost technical and scientific organisations in the world through a process of gradual development of its activities over a period of six decades in all fields of water resources like planning, development and management keeping in view the growing importance for optimum and sustainable development and management of water resources. This Charter is a declaration of its responsibilities, standards and commitment to achieve excellence in formulation and implementation of policies and procedures in the field of water resources development & management.

### **ACTIVITIES of CWC**

Following are the main activities of CWC:

- The CWC is charged with the general responsibility of initiating, coordinating and furthering in consultation with the State Governments concerned, schemes for the control, conservation and utilization of water resources in the respective state for the purpose of flood management, irrigation, drinking water supply and water power generation. The Commission may, if so required, undertake the construction and execution of any such scheme;
- To undertake necessary surveys and investigations as and when so required, to prepare designs and schemes for the development of river valleys in respect of power generation, irrigation by gravity flow or lift, flood management, environmental management, rehabilitation and resettlement, soil conservation, anti-water logging measures, reclamation of alkaline and saline soils, drainage and for drinking water supply;
- To undertake construction work of any river valley development scheme on behalf of the Government of India or State Government concerned;
- To advise and assist, when so required, the State Governments (Commissions, Corporations or Boards that are set up) in the investigation, surveys and preparation of river valley and power development schemes for particular areas and regions;
- To advise the Government of India in respect of Water Resources Development, regarding rights and disputes between different States which affect any scheme for the conservation and utilization and any matter that may be referred to the Commission in connection with river valley development;

- To advise the Government of India and the concerned State Governments on the basin-wise development of water resources;
- To advise the Government of India with regard to all matters relating to the Inter-State water disputes;
- To collect, coordinate, analyse, and publish and to act as the Central Bureau of Information broadly in respect of the following:
  - hydro-meteorological data,
  - water resources availability and its utilisation.
- To initiate schemes and arrange for the training of Indian Engineers in India and abroad in all aspects of river valley development;
- To standardize instruments, methods of observation and record, construction methods, design and operation of water resources projects;
- To initiate studies on performance evaluation, socio-agro-economics, benchmarking, irrigation efficiency and ecological aspects of irrigation projects;
- To conduct and coordinate research on the various aspects of river valley development schemes such as flood management, coastal erosion, irrigation, hydro power development, etc., and the connected structural and design features;
- To promote application of remote sensing techniques for water resources development, modern data collection techniques for flood flow forecasting including development of computer software;
- To conduct studies on dam safety aspects for the existing and future dams and standardize the instruments for dam safety measures and to advise concerned State Governments accordingly;
- To initiate morphological studies to visualise river behaviour and bank erosion and advise the State Governments on all such matters;
- To advise the Governments on all matters related to coastal erosion problems; and
- To promote and create mass awareness in the progress and achievement made by the country in the water resources development, management and conservation.

## **ORGANISATIONAL SETUP**

Central Water Commission is headed by a Chairman, with the status of Ex-Officio Secretary to the Government of India. The work of the Commission is handled by 3 wings namely,

- Designs and Research Wing (D&R);
- Water Planning and Projects Wing (WP&P); and
- River Management Wing (RM).

Allied functions are grouped under respective wings and each wing is placed under the charge of a full-time Member with the status of an Ex-Officio Additional Secretary to the Government of India. Each wing comprising of a number of Organizations, is

responsible for the disposal of tasks and duties falling within the scope of functions assigned to it. In the discharge of these responsibilities, the Members are assisted by officers of the rank of Chief Engineer, Director/Superintending Engineer, Deputy Director/Executive Engineer, Assistant Director/Assistant Executive Engineer and other Engineering and Non-Engineering officers and supporting staff working in the various field organizations and at HQ. There is a separate Human Resources Management Unit headed by a Chief Engineer, to deal with Human Resources Management & Development, Financial Management, Training and Administrative matters of the Central Water Commission. National Water Academy, headed by a Chief Engineer, is located at Pune for training of Central and State in-service engineers, which functions directly under the guidance of the Chairman.

## REGIONAL OFFICES

In order to achieve better management in the Water Resources Sector and to have better coordination with State Government departments, CWC has established regional offices. It has 13 regional offices, each headed by a Chief Engineer. The organisations with their location are as follows:

S. No.	Location	Organisation
1.	Bangalore	Monitoring (South)
2.	Bhopal	Narmada Basin (NBO)
3.	Bhubaneswar	Mahanadi and Eastern Rivers (M&ERO)
4.	Chandigarh	Indus Basin (IBO)
5.	Coimbatore	Cauvery and Southern Rivers (C&SRO)
6.	Delhi	Yamuna Basin (YBO)
7.	Gandhi Nagar	Narmada and Tapi Basin (N&TBO)
8.	Hyderabad	Krishna and Godavari Basin (K&GBO)
9.	Lucknow	Upper Ganga Basin (UGBO)
10.	Nagpur	Monitoring (Central)
11.	Patna	Lower Ganga Basin (LGBO)
12.	Shillong	Brahmaputra and Barak Basin (B&BBO)
13.	Siliguri	Teesta Basin (TBO)

## CLIENTS

- **Government Organisations** viz. Central Government Ministries/ Departments/Organisations, State Governments, UT Administration
- **Central/State Public Sector Undertakings**

## SERVICES

### To Government Organisations

- Policy support to all Ministries/Departments of Government of India and, where necessary, to State Governments/UT administration and coordination with these

organizations on issues relating to water resources planning, development and management

- Inter-state matters related to sharing of water resources
- Trainings of in-service engineers of Central and State Govts.
- Monitoring of Projects under Centrally sponsored schemes (AIBP, CAD, Restoration of water bodies etc.)
- Techno-Economic Appraisal of Projects
- Consultancy
  - o Planning and Design of water resources structures
  - o Surveys, investigations and preparation of Detailed Project Report (DPR)
  - o Hydrological Studies
  - o Dam safety and Rehabilitation
- Documenting and sharing hydrological information and data (Information about availability of meta data is available on the web site: [www.india-water.com](http://www.india-water.com))
- Taking specific studies and advising on selected cases

Following time schedule has been fixed for some of the important activities:

Sl. No.	Description	Time schedule
1	Techno-Economic Appraisal of Projects for submission to Technical Advisory Committee (TAC)	
	a. For irrigation/multipurpose projects submitted with certificate from Central Design Organisation of the State	6 months
	b. For other projects, without certificate from Central Design Organisation of the State.	12 months
	<b>Note:</b> 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.	Within one month of receipt of the clear proposal
	b. Monitoring visits to the project under AIBP	Twice a year
3	Publication of Water and Related Statistics (full report and pocket book in alternate years)	By July

### To Central/State Public Sector Undertakings

- Consultancy
  - o Planning and Design of water resources structures
  - o Surveys, investigations and preparation of DPRs
- Training of in-service engineers
- Taking up specific studies and advising on selected cases

## **EXPECTATIONS FROM CLIENTS**

Central/State Governments/UT Administrations, Public Sector Undertakings, NGOs, Professional Bodies and Other Concerned Organizations to:

- Follow the guidelines issued and advice given by CWC/MoWR in matters related to Water Resources Development and management;
- Send timely proposals of their schemes in the prescribed format;
- Complete the prescribed formalities before forwarding the proposals;
- Prompt compliance of observations of CWC to facilitate quick appraisal of projects; and
- Furnish data pertaining to water resources development & management such as hydrological data, details regarding projects, water utilisation, land use etc. for creation of database at National level.

## **NODAL OFFICER**

Contact the under-mentioned Nodal Officer, if need arises.

Chief Engineer (BPMO)  
Central Water Commission,  
Room no. 900 (S), Sewa Bhawan,  
RK Puram, New Delhi - 110066  
**Phone: 26103569 Fax: 26195516**

## **GENERAL SCHEMES / SERVICES MEANT FOR CITIZENS**

- Mass Awareness Programme
- Observing World Water day/Water Resources Day
- Issue of Flood forecasts and Bulletins
- Posting/updating/maintaining Water Resources Data (meta data & unclassified data) in public domain
- Promotion/interaction on issues related to water resources sector with NGOs/academic institutions
- Publishing/issuing guidelines/manuals/reports for use in the water resources sector

## **REQUEST TO CLIENTS/CITIZENS**

Every organization, public or private and all citizens may:

- Imbibe the spirit of conservation of natural resources, and improve efficiency in all areas of water use;
- To honour and abide by the Rules and Regulations framed by Central/State

- Govt. towards utilization, sharing and conservation of water;
- To offer suggestions to streamline the functioning of the existing institutions, promote accountability and responsibility; and
- To adopt the various policies and methods of "Water Conservation"; and
- Where necessary Interact with the Commission and its regional offices on matters pertaining to Water Resources Development and Management;

## **REDRESSAL OF GRIEVANCES**

Grievances received in the Commission receive prompt attention. Secretary, CWC is the designated officer for Redressal of Public Grievances. Grievances can be addressed to:

The Secretary,  
Central Water Commission,  
Room no. 313 (S), Sewa Bhawan,  
RK Puram, New Delhi - 110066  
**Phone: 26187232 Fax: 26195516**

## **TIME FRAME FOR REDRESSAL OF THE GRIEVANCES**

A wooden box in which members of public can place their grievance/petitions, without having to enter the security zone, has been provided near the Reception in the Ground Floor of the Building (Sewa Bhawan).

All public grievance petitions sent to the Commission are acknowledged and forwarded to the officer concerned within 15 days.

The time-limit of 90 days from the date of receipt of the grievance has been laid down for settling the grievance in the Commission, in consultation with the concerned office/organization.

## **IMPORTANT ADDRESSES AND TELEPHONE NUMBERS**

Sewa Bhawan, R. K. Puram, New Delhi – 110066  
Telex No.: 31-72483 Fax No.: 91-11-26195516

<b>Designation</b>	<b>Telephone</b>	<b>Room No. / Office</b>	<b>EPABX No.</b>
<b>CHAIRMAN &amp; EX-OFFICIO SECRETARY TO THE GOVT. OF INDIA</b>			
Chairman	26108855	315/SBS	3300
<b>MEMBERS &amp; EX-OFFICIO ADDITIONAL SECRETARIES TO THE GOVT. OF INDIA</b>			
Design & Research	26108150	401/SBS	3400
Water Planning & Projects	26108590	201/SBS	3201
River Management	26103221	212/SBS	3200
<b>Human Resources Management (HRM)Unit</b>			
Chief Engineer (HRM)	26100695	314/SBS	3301

## **PERFORMANCE AUDIT BY AN OUTSIDE AGENCY**

The Commission is subject to regular audit by Government auditors. Although there is no provision for performance audit committee, etc. but there are various checks and balances within the organisation to ensure timely and quality response.

## **FEED BACK FROM CLIENTS/ON-LINE SUGGESTIONS**

CWC's Web site home page contains item "CONTACT US" for getting feedback/suggestions from the users/clients. The performance of charter, to meet the requirement of ever changing environment shall be reviewed as and when necessary, but in any case at least once a year.