

GOVERNMENT OF ASSAM
WATER RESOURCES DEPARTMENT
CITIZENS' CHARTER

INTRODUCTION:

The flood control activities in Assam started mainly after the announcement of National Water Policy in 1954. Subsequently, "Outlined plan for flood control in Assam" along with various comprehensive plans were prepared and the priority areas, which need immediate and urgent attention were identified. The Department performed works as a wing of the State Public Works Department (PWD) till 1970 when the Department along with Irrigation Department bifurcated from the parent P.W.D. Department. Again in the year 1974 the Irrigation Department was separated out from the Flood Control Department. Subsequently, the Flood Control Department was renamed as Water Resources Department in the year 2002. Till date, the Water Resources Department has taken up works primarily for the general development of the rural sector and for the protection of major townships in both the Brahmaputra and Barak valley of Assam. Schemes have also been taken up to relieve the drainage congestion in the cities and other important areas. The main objectives of the Citizens' Charter of Water Resources Department are to improve the quality of public service. The Citizens' Charter does not by itself create new legal rights but it surely helps in enforcing existing rights.

VISION STATEMENT:

Optimal sustainable protection of the State of Assam against flood and river bank erosion including providing relief to the drainage congested areas of the State.

MISSION STATEMENT:

1. To develop policies, programs and practices, formulation and execution of schemes/projects which would enable optimum management of flood and control the river bank erosion including providing optimum relief to the drainage congested areas of the state with active involvement of all stakeholders for reducing the damages due to flood to minimum level.
2. To put into place systems and practices, which would result in sustainable increase in flood and erosion protected areas of the State for all round development.
3. To actively engage with the neighboring countries and states for evaluation and execution of effective measures for flood management in the State.
4. To disseminate information, skills and knowledge, which would help in capacity building and mass awareness.

BUSINESS TRANSACTED :

- 1) Preparation of Budget for Water Resources Department, Assam.
- 2) Centre – State relationships are maintained.
- 3) Implementation of Externally Aided Projects under Water Resources Department.
- 4) Formulations of Policies for Water Resources Development & Management.
- 5) Organising Assam Water Conference, foreign tours for brainstorming and review meetings.
- 6) Land acquisition.
- 7) Matters related to Hydro Power Development.
- 8) Integrated water resources development and management under 'Assam Water Mission' in the line of 'National Water Mission'.
- 9) To disseminate information, skills and knowledge, which would help in capacity building and mass awareness on flood, erosion & water conservations.

CLIENTS :

- O/O the Chief Engineer, Water Resources Department
- All Water Resources Zone/ Circles/Divisions Offices
- Flood and River Erosion Management Agency of Assam(FREMAA)
- AWRMIS (Assam Water Research and Management Institute Society)
- Public Intitutions, NGOs and Citizens concerned with the Water Resources Department.
- All suppliers/ contractors.

DETAILS OF SERVICES:

Sl. No.	Services provided	Responsible Person	Timeline / Flow	Documents/Concurrence required to provide service	Fees
1.	Issuing Administrative Approval of Flood Management Schemes	Shri Ranjeeb Ray Barua, Deputy Secretary (II), Water Resources Department, Dispur, Guwahati-06 Contact No. : 9435305012 wrd.assam@hotmail.com	21 days	1. Budget provision. 2. Detailed Project Report. 3. Planning & Development format. 4. Recommendation of Technical Advisory Committee (TAC). 5. Investment clearance from Government of India. 6. Approval of Government of India. 7. Approval of concerned Flood Control Board.	Nil
2.	Issuing Administrative Approval of Chief Minister's Special Package Schemes		21 days	1. Budget provision. 2. Detailed Project Report. 3. Planning & Development format. 4. Recommendation of TAC. 5. Approval of concerned Flood Control Board.	Nil
3.	Issuing Administrative Approval of Non Lapsable Central Pool Resources (NLCPR)/NEC Schemes.		21 days	1. Concept paper. 2. Detailed Project Report 3. TAC recommendation. 4. Sanction of DoNER. 5. Approval of concerned Flood Control Board.	Nil
4.	Issuing Administrative Approval of NABARD (RIDF) Schemes.		21 days	1. Budget provision. 2. Detailed Project Report. 3. Planning & Development format. 4. Recommendation of TAC. 5. Approval of concerned Flood Control Board. 6. Sanction of NABARD.	Nil
5.	Issuing Administrative Approval of State Specific Schemes / Additional Central Assistance / Special Plan Assistance.		21 days	1. Budget provision. 2. Detailed Project Report. 3. Planning & Development format. 4. Recommendation of TAC. 5. Approval of concerned Flood Control Board. 6. Concurrence of Govt. of India.	Nil

Sl. No.	Services provided	Responsible Person	Timeline / Flow	Documents/Concurrence required to provide service	Fees
6.	Issuing Incumbency List	Shri Arun Dev Sarma, Deputy Secretary (I), Water Resources Department, Dispur, Guwahati-06, Contact No. : 9435171116 wrd.assam@hotmail.com	15 days	<ol style="list-style-type: none"> 1. Formal application from officer concerned. 2. Handing over and taking over charge reports. 3. House rent annexure (if applicable). 4. Option Form (if applicable). 5. Sanction of retention of the post (if temporary). 6. Transfer order/ promotion order/ appointment order/joining report (where applicable). 	Nil
7.	Sanction of leave		20 days.	<ol style="list-style-type: none"> 1. Formal leave application with standard format as prescribed by Government forwarded by concerned authority. 2. Medical certificate (if applicable). 3. Handing over charge (if applicable.) 4. Up to date Leave accounts of the officer duly countersigned by concerned authority (if applicable). 5. Leave admissibility report from O/o the Pr. Accountant General, Assam (if applicable). 	Nil
8.	Sanction of temporary retention		20 days	<ol style="list-style-type: none"> 1. Proposal from Chief Engineer, Water Resources Department. 2. Full and complete statement duly verified and countersigned by concerned authority. 3. Copy of last retention sanctioned. 4. Concurrence of Finance Department (if necessary). 5. Transfer order/ promotion order/ appointment order/joining report (where applicable). 	Nil
9.	Sanction of Group Insurance Scheme (G.I.S.)		15 days	<ol style="list-style-type: none"> 1. Formal application. 2. Form 3 or Form 5 (as applicable). 3. Statement of contribution towards the G.I. S. from beginning duly countersigned. 4. Legal heir Certificate(if applicable). 5. Death certificate(if applicable). 	Nil

Sl. No.	Services provided	Responsible Person	Timeline / Flow	Documents/Concurrence required to provide service	Fees
10.	Sanction of Leave Encashment benefit	Shri Arun Dev Sarma, Deputy Secretary (I), Water Resources Department, Dispur, Guwahati-06 Contact No. : 9435171116 wrd.assam@hotmail.com	12 days	<ol style="list-style-type: none"> 1. Formal application. 2. Handing over charge (if applicable). 3. Up to date Leave accounts of the officer duly countersigned by concerned authority (if applicable). 4. Leave admissibility report from O/o the Pr. Accountant General, Assam (if applicable). 5. Legal heir Certificate(if applicable). 6. Death certificate(if applicable). 	Nil
11.	Sanction of Provisional pension / DCRG		20 days (subject to no departmental proceedings against the concerned retired person)	<ol style="list-style-type: none"> 1. Formal application. 2. Form No. 19. 3. Form No. 1 (Annexure II). 4. Form No. 2 (Annexure I). 5. Form 1A. 6. Form No. 12 (if applicable). 7. Form No. 16(if applicable). 8. Descriptive Roll of family(3 copies). 9. Specimen signature duly attested(3 copies). 10. LPC. 11. Last 10 months pay drawn statement. 12. 3 joint passport size photographs. 13. No liability certificates for last 10 years. 14. No liability certificate of long term advance from the Chief Engineer, Water Resources Department. 	Nil
12.	Sanction of Technical Allowance		15 days	<ol style="list-style-type: none"> 1. Formal application forwarded by immediate higher authority. 2. Certificate of working in technical branch. 	Nil

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15.	Issue of Fixation of Ceiling (FOC)	Shri Arun Dev Sarma, Deputy Secretary (I), Water Resources Department, Dispur, Guwahati-06 Contact No. : 9435171116 wrd.assam@hotmail.com	30 days	<ol style="list-style-type: none"> 1. Budget provision. 2. Priority list. 3. P &D Department's concurrence, if required 4. Finance Department's concurrence, if required. 5. Administrative Approval. 6. Technical Sanction. 7. Financial Sanction. 8. Progress Report/ Completion Report 9. Utilization Certificate. 10. Photographic evidence. 11. Government of India or other Funding Agency Sanction letter if required. 	Nil
16.	General Provident Fund (GPF) for all retired subscribers		20 days	<ol style="list-style-type: none"> 1. Budget provision. 2. Form1. 3. GPF statement. 4. Specimen signature. 5. Descriptive Roll. 6. Last GPF deduction statement showing Bill No., T.V. No. with date. 7. Missing credits if any . 	Nil
17.	General Provident Fund (GPF) for deceased subscribers		20 days	<ol style="list-style-type: none"> 1. Budget Provision. 2. Form 2. 3. Affidavit. 4. Legal heir certificate. 5. Death certificate. 6. GPF statement. 7. Specimen signature. 8. Descriptive Roll. 9. Last GPF deduction statement showing Bill No., T.V. No. with date. 10. Missing credits if any. 	Nil

Sl. No.	Services provided	Responsible Person	Timeline / Flow	Documents/Concurrence required to provide service	Fees
18.	Sanction of LTC Advavnce	Shri Arun Dev Sarma, Deputy Secretary (I), Water Resources Department, Dispur, Guwahati-06 Contact No. : 9435171116 wr.d.assam@hotmail.com	20 days	<ol style="list-style-type: none"> 1. Proposal from Chief Engineer to be forwarded through proper channel. 2. Travelling Allowance (TA) bill. 3. Tickets. 	Nil
19.	Sanction of Final LTC		20 days	<ol style="list-style-type: none"> 1. TA bills. 2. Boarding pass. 3. Journey details. 4. Bank Account No. 5. Annexure-A. 	Nil
20.	Sanction of Medical Reimbursement		40 days	<ol style="list-style-type: none"> 1. Proposal to be forwarded through proper channel. 2. Recommendation of authorised Medical Attendant. 3. Approval of Director of Health Services, Assam. 4. Essentiality Cetificate to be issued by the authorised Medical Attendant. 5. Recommendation of referral Medical Board where necessary. 6. Records of the hospital where treated. 7. Final bill issued by the hospital authority at the time of discharge. 8. Discharge certificate from the hospital where treated. 9. Admissibility report from the Admissibility Board. 10. The bills / vouchers have to be countersigned. by AMA/ Supdt. Of the hospital/ Authorised signatory. 11. Bank Account No. of the claimant. 12. GPF No./ PPO No. of the claimant. 	Nil

Sl. No.	Services provided	Responsible Person	Timeline / Flow	Documents/Concurrence required to provide service	Fees
21	Payments to vendors of the Department	Shri Arun Dev Sarma, Deputy Secretary (I, Water Resources Department, Dispur, Guwahati-06 Contact No. : 9435171116 wrd.assam@hotmail.com	30 days	1. Budget provision. 2. Priority list. 3. Bills & invoices complete in all respect.	Nil
22.	Redressal of Public/Staff Grievances		30 days	The grievances application should in details with proper supporting documentation.	Nil
23.	Uploading of Acts/ Rules/ O.M./Circulars		60 days		Nil
24.	Updating of website		7 days		Nil
25.	Issuing order to additional services under RTPS		30 days		Nil

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

** Some cases got delayed due to non-receipt of concurrence/ approval from Finance/ P & D Department/ Govt. of India and other concerned Departments.

*** Some cases got delayed due to the engagement of concerned file in some other works.

REDESSAL MECHANISM :

The applicant can raise their grievances in two modes,

- Online: Through CPGRAMS(<http://pgportal.gov.in/cpgoffice>).
- Offline: Through application in Plain paper with proper details of the grievances to Shri Dibakar Bhattacharjee, Deputy Secretary (I) to the Government of Assam, Water Resources Department.
- If the grievances are not attended within 30(thirty) working days, then contact the following person:

Secretary to the Government of Assam,
Water Resources Department,
Assam Secretariat, Block-'B', 3rd Floor,
Dispur, Guwahati-06
Contact No. : 0361-2237029
wrd.assam@hotmail.com

Timing: 10.00 am to 5.00 pm on all working days

EXPECTATION FROM CLIENT:

- It is expected from the client to submit all relevant documents well in advance and in proper/prescribed format. The grievance application should in details with proper supporting documentation.
- Contact the concerned responsible person as mentioned above for any query relating to the services concerned.
- The Clients are requested to submit the feedback / evaluation mark of the services received.

REVIEW:

The Department declares to review the Citizens' Charter annually. This Department in its first endeavour, has formulated the Citizens'/Clients' Charter for the Department. Constant feedback/suggestions from the recipients/stakeholders regarding services delivered are most needed. Feedback/suggestions on the Charter can be sent to –

Shri Arun Dev Sarma,
Deputy Secretary (I) to the Government of Assam,
Water Resources Department,
Assam Secretariat, Block-'B', 3rd Floor,
Dispur, Guwahati-06
Contact No. : 9435171116
wrd.assam@hotmail.com