



**Citizen's / Client's Charter**

**NATIONAL WATER DEVELOPMENT AGENCY**

**(A Govt. of India Society under the Ministry of Water Resources)**

**18-20, Community Centre, Saket, New Delhi-110017**

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

**Month & Year of issue:- February, 2011**

## **NATIONAL WATER DEVELOPMENT AGENCY**

### **Citizen's / Client's Charter**

#### **Vision**

To become premier organization for detailed planning and facilitation of Inter/Intra Basin Water Transfer for optimal use and scientific development of country's Water Resources as per National Perspective Plan with special emphasis on equity, innovation, technological development, entrepreneurship and leadership competencies, professional and human values.

#### **Our Mission**

- To prepare Feasibility Report (FR) and Detailed Project Report (DPR) of various proposals of Inter Basin Water Transfer links as envisaged under the National Perspective Plan (NPP) for Water Resources Development.
- To prepare Pre-Feasibility and Feasibility Reports of Intra-State links as proposed by various State Governments, keeping in view the national needs.

#### **Citizen's Charter/Stakeholder of NWDA**

##### **NWDA shall provide for the following:**

1. Pre-Feasibility Reports of Inter Basin Water Transfer links and Intra State links,
2. Feasibility Reports of Inter Basin Water Transfer links and Intra-State links,
3. Detailed Project Reports of Inter Basin Water Transfer links and Intra State links.

<b>Sl. No.</b>	<b>Services</b>	<b>Service Standard</b>
1.	Preparation of Pre-Feasibility Reports of Inter Basin Water Transfer links & Intra-State links	One Year
2.	Preparation of Feasibility Reports of Inter Basin Water Transfer links & Intra-State links	2-3 Years
3.	Preparation of Detailed Project Reports (DPRs) of Inter Basin Water Transfer links & Intra-State links	3-4 Years

**In case of deviations,** DG, NWDA may be contacted through phone/fax/letter/personal visit (Ph:011-26519164, Fax : 011-26960841)

### **Stakeholders :**

Various State Governments,  
Ministry of Water Resources,  
Ministry of Agriculture,  
Ministry of Power,  
Planning Commission,  
Ministry of Finance.

### **Grievances Redressal Mechanism**

#### **(A) Grievance Cell (Public & Staff Grievances)**

All public grievances/petitions sent to NWDA are duly acknowledged and prompt action is taken to address the grievances.

Shri R.K.Jain, Chief Engineer (HQ), NWDA, 18-20, Community Centre, Saket, Near PVR Cinema, New Delhi-110017 is the designated officer for redressal of Public Grievances. Tel Nos: 011-26852735 (O) and 011-27947750 (R), Fax: 011-26960841, E-Mail: [cehqnwda@rediffmail.com](mailto:cehqnwda@rediffmail.com), Website: [www.nwda.gov.in](http://www.nwda.gov.in)

#### **(B) Committee on Complaint of Women on Sexual Harassment**

A Committee headed by Mrs. Jancy Vijayan, Director (MDU) has been constituted to address the complaints of women working in the National Water Development Agency vide Office Memorandum No.17/18/2000-Vig./1347-61 dtd. 27.01.2011. Any staff member having complaints of sexual harassment or other gender related offences may inform :

Tel Nos: 011-26966831(O), 011-28535130(R), Fax: 011-26960841,  
E-mail: [dir\\_mdunwda@rediffmail.com](mailto:dir_mdunwda@rediffmail.com), website: [www.nwda.gov.in](http://www.nwda.gov.in).

#### **(C) Time frame for Redressal of Grievances**

All efforts are done to dispose the grievances in a period of one month with final disposal in three months.