



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

### **NATIONAL WATER DEVELOPMENT AGENCY**

**(A Govt. of India Society under the Ministry of Water Resources, River  
Development & Ganga Rejuvenation)**

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

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

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

**Updated in June, 2023**

## **NATIONAL WATER DEVELOPMENT AGENCY**

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

#### **Vision**

To become premier organization for detailed planning and facilitation of inter/ intra basin 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 Pre Feasibility Report (PFR), Feasibility Report (FR) and Detailed Project Report (DPR) of various proposals of Inter Basin Water Transfer links as envisaged under National Perspective Plan (NPP) for water resources development.
- To prepare Pre-Feasibility ,Feasibility and Detailed Project Reports of intra-state links as proposed by State Governments, with the concurrence of the concerned 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 & Intra State links.
3. Detailed project reports of Inter Basin Water Transfer links & 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); E-mail id : dg-nwda@nic.in

### **Stakeholders**

Various State Governments,

Various Central Government Ministries, namely :

Ministry of Water Resources, River Development & Ganga Rejuvenation,

Ministry of Agriculture,

Ministry of Power,

NITI Aayog,

Ministry of Finance,

Ministry of Environment, Forests and Climate Change,

Ministry of Rural Development,

Ministry of Urban Development,

Ministry of Drinking Water and Sanitation

### **Nodal Officer**

Director (Technical),

National Water Development Agency,

18-20 Community Centre, Saket,

New Delhi - 110017.

Phone/Fax : 011-26569339, E- mail id : dirtech-nwda[at]nic[dot]in

## **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.

*Sh. Baleshwar Thakur, Chief Engineer (HQ)*, NWDA, 18-20, Community Centre, Saket, Near PVR Cinema, New Delhi-110017 is designated officer for redressal of Public Grievances. Tel Nos: 011-26852735 (O) and 011-26960841-Fax, E-Mail id: [cehqnwda\[at\]rediffmail\[dot\]com](mailto:cehqnwda@rediffmail.com), [cehq-nwda\[at\]nic\[dot\]in](mailto:cehq-nwda@nic.in)

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

A Committee headed by Smt. Deepti Verma, Dy. Director, O/o CE (N), has been constituted to address the complaints of women working in the National Water Development Agency. Any staff member having complaints of sexual harassment or other gender related offences may contact her at 14/195-F, Vishal Khand, Gomit Nagar, Lucknow-226010 (U.P.) Tel No.0522-2304039 (O/Fax); Email id : [deeptiverma-cwc\[at\]gov\[dot\]in](mailto:deeptiverma-cwc@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.