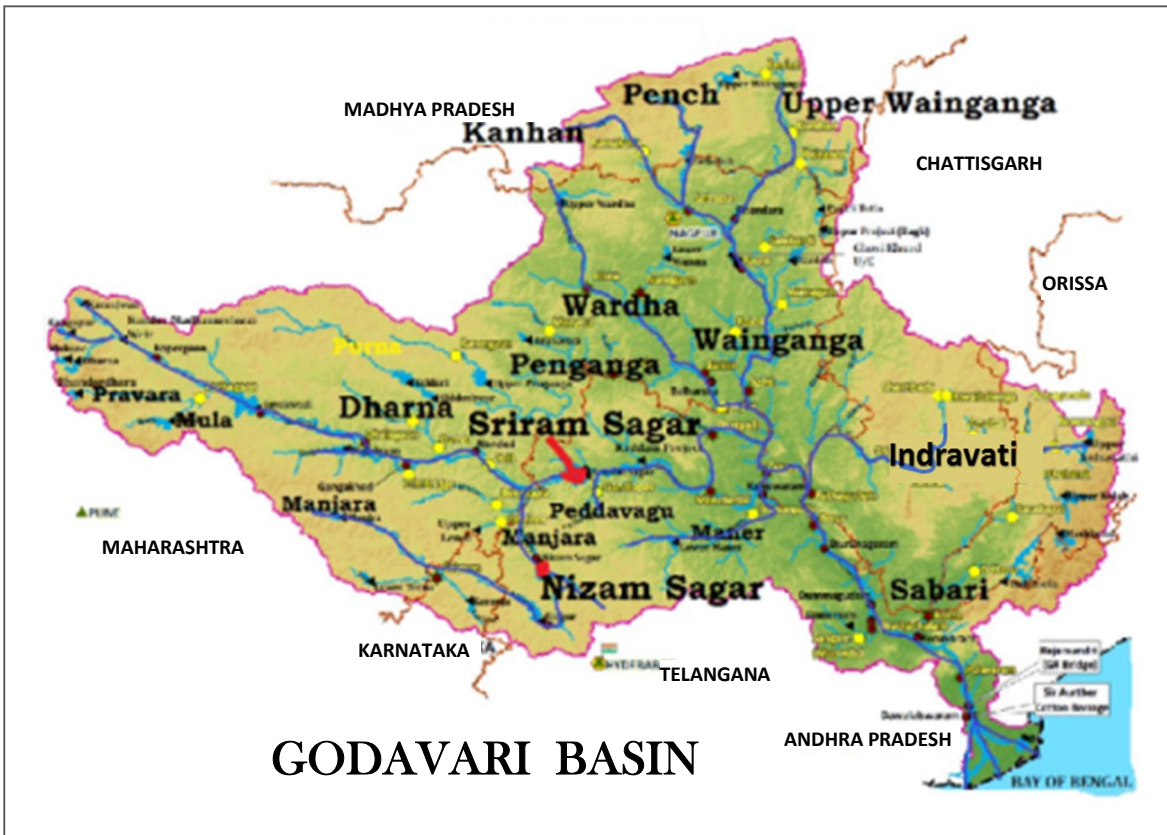




GODAVARI RIVER MANAGEMENT BOARD
Ministry of Water Resources, RD & GR
Government of India



Citizens'/ Clients' Charter (CCC)

PREAMBLE

The Gazette of India Extraordinary Part –II, Section 1, No. 6 dated 1st March 2014 notified the Andhra Pradesh Reorganisation Act, 2014 (No. 6 of 2014).

In exercise of the powers conferred by Sub-Sections (1), (4) and (5) of the Section 85 of Andhra Pradesh Reorganisation Act, 2014 (part IX), the Central Government constituted Godavari River Management Board (GRMB) with autonomous status under the administrative control of the Central Government vide Ministry of Water Resources Notification dated 28th May, 2014, for the administration, regulation, maintenance and operation of such projects, as may be notified by the Central Government from time to time, having its headquarters at Hyderabad.

This Charter is a declaration of its responsibilities, standards and commitments to achieve excellence in formulation and implementation of policies and procedures in the field of water resources development & management in Godavari basin.

VISION OF GRMB

To achieve equitable sharing of Godavari waters under the jurisdiction of the Board, to the basin States based on relevant Awards/ Agreements entered into and by facilitating resolution of disputes, if any, amicably through consensus.

MISSION OF GRMB

- Collecting water availability and utilisation data from basin States and other sources for compilation.
- Regulating supply of water from all storages and barrages to successor states.
- Regulating supply of power generated.
- Appraisal of proposals for construction of new projects on Godavari river and giving technical clearance.
- Acquiring Real time water availability and utilisation data for water accounting in Godavari basin.
- Preparing policy document on water/power, programmes and practices to monitor and enable effective use of the Godavari water in a sustainable manner with active involvement of all stakeholders.

FUNCTIONS OF GRMB

The functions of the Board laid down under Section 85(8) of the AP Reorganisation Act, 2014 are: -

- (a) the regulation of supply of water from the projects to the successor States having regard to —
 - (i) Awards granted by the Tribunals constituted under the Inter-State River Water Disputes Act, 1956;
 - (ii) Any agreement entered into or arrangement made covering the Government of existing State of Andhra Pradesh and any other State or Union territory;
- (b) the regulation of supply of power generated to the authority in-charge of the distribution of power having regard to any agreement entered into or

arrangement made covering the Government of the existing State of Andhra Pradesh and any other State or Union territory;

- (c) the construction of such of the remaining on-going or new works connected with the development of the water resources projects relating to the rivers or their tributaries through the successor States as the Central Government may specify by notification in the Official Gazette;
- (d) making an appraisal of any proposal for construction of new projects on Godavari river and giving technical clearance, after satisfying that such projects do not negatively impact the availability of water as per the awards of the Tribunals constituted under the Inter-State River Water Disputes Act, 1956 for the projects already completed or taken up before the appointed day;
- (e) such other functions as the Central Government may entrust to it on the basis of the principles specified in the Eleventh Schedule of AP Reorganisation Act, 2014.

Principles governing the functioning of the Board, as applicable to GRMB, as per the Eleventh Schedule are:

1. In the event of conflicting demand of water for irrigation and power, the requirement of water for irrigation shall take precedence.
2. In the event of conflicting demand of water for irrigation and drinking water, the requirement of water for drinking water purpose shall take precedence.
3. The allocations made by the River Water Tribunals with regard to various projects on Godavari River or for the regions of the existing State of Andhra Pradesh, in respect of assured water shall remain the same.
4. Allocations, if any, to be made on excess flows by any Tribunal in future shall be binding on both the States of Telangana and Andhra Pradesh.
5. While the Governments of Telangana and Andhra Pradesh shall be responsible for managing natural calamities, the Board shall advise the two State Governments on the management of disaster or drought or flood in the river of Godavari, particularly in reference to the release of water for the management and mitigation of the natural calamities. The Boards shall have the full authority to get their orders implemented by the two State Governments promptly and effectively in respect of operation of the head works of the dams, reservoirs or head works of canals and works appurtenant thereto including the hydel power projects, as notified by the Central Government, on Godavari Rivers.
6. No new projects based on water resources arrived at based on appropriate dependability criteria on Godavari River can be taken up by the State of Telangana or the State of Andhra Pradesh without obtaining sanction from the Apex Council on River water resources. All such proposals shall be first appraised and technically cleared by the Board, before sanction by the said Apex Council.

7. Execution of ongoing projects and future new projects on Godavari River shall be the responsibility of the State Government concerned where the project is located.
8. In case of non-implementation of the decision by either of the States, the defaulting State shall bear the responsibility and shall face financial and other penalties imposed by the Central Government.

In the discharge of its assigned functions, the Board exercises the powers conferred by the Section 88 of the A. P. Reorganisation Act, 2014 to make regulations consistent with the Act for the smooth conduct of its business.

ORGANISATIONAL SETUP

GRMB is headed by a Chairman, at the level of Additional Secretary to the Government of India from the Central Water Engineering (Group 'A') Service, consists of two Members nominated by each of the successor States of Telangana and Andhra Pradesh, of which one is the Technical member; not below the rank of Chief Engineer and other administrative member and one Expert Member from the Central Power Engineering (Group 'A') Service. The Board has a full time Member-Secretary, at the level of Chief Engineer in the Central Water Commission.

The organisation of the Board is divided into three units namely Administration and Finance Unit (A & F Unit), Technical Unit and Power Unit headed by Members of the Board. Allied functions are grouped under respective units. In the discharge of the functions, the Members are assisted by officers i.e., Director/Superintending Engineer, Deputy Director/Executive Engineer, Assistant Director/Assistant Executive Engineer and Ministerial staff.

CLIENTS/ CITIZENS

The main clients for services rendered by GRMB are:

- Government Organisations viz. Central Government Ministries/Departments/Organisations.
- Godavari Basin States.

The Board does not provide direct services to citizens or any private agency.

SERVICES

- To provide secretarial support to Ministry of Water Resources, RD & GR and Ministry of Power.
- Providing support and feedback on matters related to sharing of Godavari waters.
- To facilitate meetings of successor States of Telangana and Andhra Pradesh on Godavari water issues.
- To advise the successor States on the management of disaster or drought or flood in the river Godavari in reference to release of water for management and mitigation of the natural calamities.
- To maintain Annual Water Account of Godavari basin and ensure distribution of water as per allocation given by GWDT Award.
- To resolve inter-State issues related to sharing of Godavari waters in accordance with the GWDT Award/ Agreement amongst basin States.

EXPECTATIONS FROM CLIENTS/ CITIZENS

- Timely Administrative support is expected from MoWR, RD & GR and Ministry of Power.
- Basin States are expected to provide requisite data on water sharing/utilization and timely financial support.

GENERAL SCHEMES / SERVICES MEANT FOR CLIENTS/CITIZENS

- Mass awareness programme.
- Observing water resources day.
- Posting/updating/maintaining data of water releases to the basin States and flow data of river Godavari.
- Interaction with State Governments on issues related to Godavari waters.

REQUEST TO CLIENTS/CITIZENS

Every organization, public or private and all citizens may:

- Imbibe the spirit of conservation of water resources and improve efficiency of water use.
- To honour and abide by the rules and regulations framed by Government regarding utilization/conservation of water.
- To offer suggestions to streamline the functioning of existing institutions, promote accountability and responsibility.

REDRESSAL OF GRIEVANCES

Grievances received in the Board receive prompt attention. Member Secretary, Godavari River Management Board is the designated officer for Redressal of Public Grievances.

Grievances may be addressed to: Member Secretary, Godavari River Management Board, 5th Floor, Jalasoudha, Errum Manzil, Hyderabad- 500082, Telangana State. Phone:040-23313164, Fax: 040-23313162.

TIME FRAME FOR REDRESSAL OF THE GRIEVANCES

All public grievances petitions sent to the Board are acknowledged and forwarded to the Grievance Officer within 15 days. The time limit of 90 days from the date of receipt of the grievance petition has been laid down for settling the grievance, in the Board.

RIGHT TO INFORMATION

All requests received under RTI Act are processed promptly and the requisite information is supplied to the applicant within prescribed limit of 30 days. In case the applicant is not satisfied with the information given, he can appeal to the First Appellate Authority as per provisions of RTI Act, 2005.

The details of Public Information Officer and the First Appellate Authority are as under:

CENTRAL PUBLIC INFORMATION OFFICER:

Shri M Ravi Kumar, Superintending Engineer, Godavari River Management Board, 5th Floor, Jalasoudha, Errum Manzil, Hyderabad- 500082, Telangana State. Phone: 040-29700610, Fax: 040-23313162/65.

FIRST APPELLATE AUTHORITY:

Dr. Samir Chatterjee, Member Secretary, Godavari River Management Board, 5th Floor, Jalasoudha, Errum Manzil, Hyderabad- 500082, Telangana State. Phone: 040-23313164, Fax: 040-23313162/65.

IMPORTANT ADDRESSES AND TELEPHONE NUMBERS

Name	Designation	Telephone	Fax	E-mail
Shri H K Sahu	Chairman	040-23313163	040-23313162/65	chairman-grmb@gov.in
Dr. Samir Chatterjee	Member Secretary	040-23313164	- do -	membersecy-grmb@gov.in
Shri C Venkata Subbaiah	Expert Member	09873387129	- do -	venka_subb_777@yahoo.com
Shri P S Kutiyal	Member	09868120681	- do -	chiefengineer-grmb@gov.in
Shri M Ravi Kumar	Superintending Engineer	040-29700610	- do -	matcharavikumar9@gmail.com

POSTAL ADDRESS

Godavari River Management Board, 5th Floor, Jalasoudha, Errum Manzil, Hyderabad- 500082, Telangana State.

WEB ADDRESS <http://grmb.gov.in>
