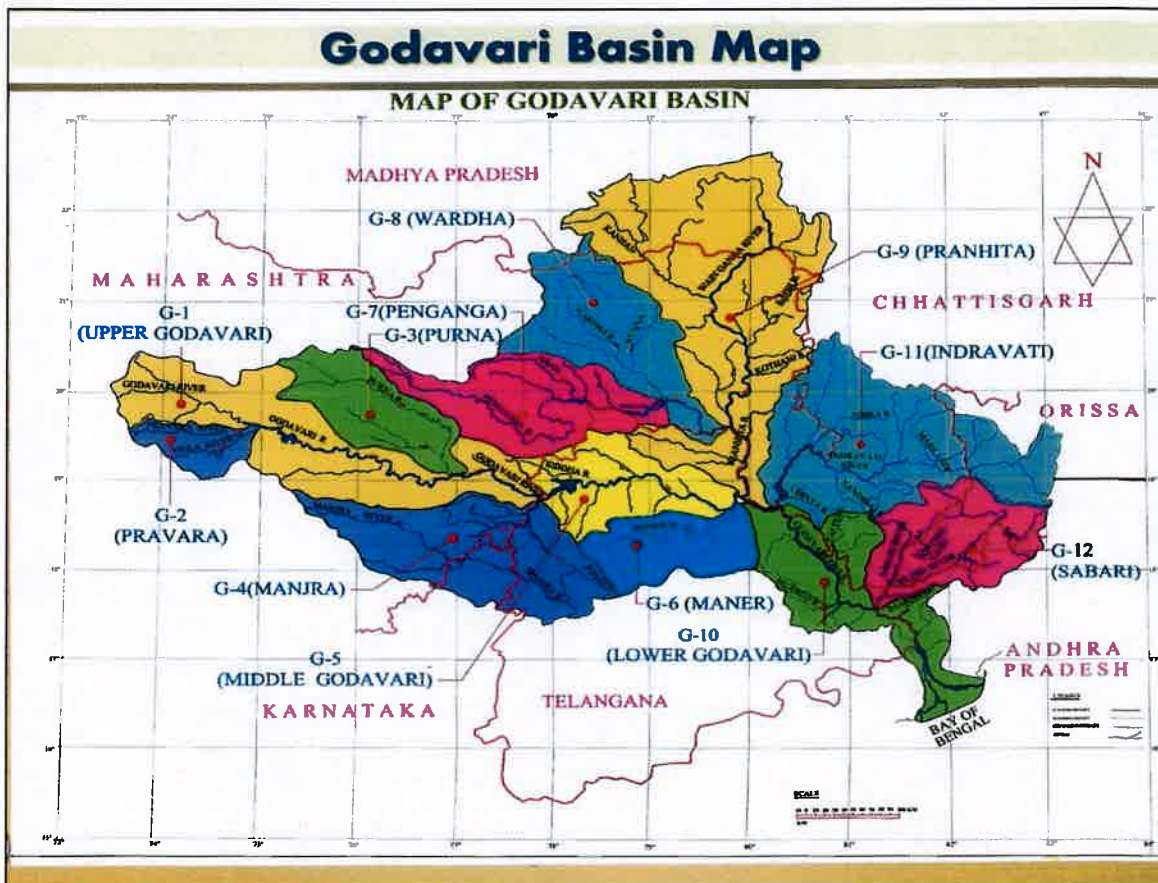




सत्यमेव जयते

Government of India  
Ministry of Jal Shakti

Department of Water Resources,  
Rural Development & Ganga Rejuvenation  
**GODAVARI RIVER MANAGEMENT BOARD**



# Citizens'/ Clients' Charter (CCC)

(Updated as on 24<sup>th</sup> August 2022)

## **PREAMBLE**

The Gazette of India Extraordinary Part–II, Section 1, No. 6 dated 1<sup>st</sup> 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 28<sup>th</sup> 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 Riverwaters 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**

- Collection and compilation of river water availability and utilisation data from Godavari basin States and other sources for decision making.
- Regulating supply of water from storages and barrages of erstwhile AP to successor states.
- Regulating supply of power generated from Hydro Power Projects in GRMB Jurisdiction.
- Appraisal of proposals for construction of new projects in AP & TS on Godavari river basin and giving technical clearance.
- Acquiring Real time water availability and utilisation data for water accounting in Godavari basin in the states of AP & TS.
- 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.

## **JURISDICTION OF GRMB**

Central Government vide Gazette Notification S.O. 2843 (E) dated 15.07.2021 notified the Jurisdiction of GRMB over Irrigation/ Hydrel/ Projects and Components thereof in the States of Andhra Pradesh and Telangana in Godavari basin. Further 16 Projects/ components of

Projects have been notified under Schedule-2 of the Notification over which GRMB shall exercise direct control.

### **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 Chairperson, 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 an 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 from the Central Water Engineering( Group A) Services.

The organisation of the Board is divided into three units namely Administration and Finance Unit (A & F Unit) headed by Member Secretary, Technical Unit headed by Member and Power Unit headed by Expert Members of the GRMB. Allied functions are grouped under respective units. In the discharge of the functions, the above head of the units are assisted by officers i.e., Superintending Engineer, Dep uty Director/ Executive Engineers, Assistant Director/ Deputy Executive Engineers, Assistant Director-II/ Assistant Executive Engineers 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 Jal Shakti, DoWR, 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 AP & TS.
- To resolve inter-State issues related to sharing of Godavari waters in accordance with the GWDT Award/ Agreement amongst states of AP & TS.

## **EXPECTATIONS FROM CLIENTS/ CITIZENS**

- Timely Administrative support is expected from MoJS, DoWR, RD & GR and Ministry of Power.
- Expected to provide requisite data on water sharing/ utilization and timely financial support and assured water supply for irrigation and other purpose.

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

- Mass awareness programme through information, education, communication.
- Observing water resources day and world water 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 by adopting more crop per drop.
- 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.
- To harvest rain water where it falls & when it falls.
- To avoid any mean which may pollute water bodies.

## **WOMEN CELL / INTERNAL COMPLAINTS COMMITTEE (ICC)**

GRMB has constituted Women Cell / Internal Complaints Committee (ICC) to address the complaints of women employees of GRMB against sexual harassment in the office of GRMB as provided under Section 4 of the “Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013” (Act No. 14 of 2013). The composition of the Committee is as follows

<b>Name (Shri/ Smt.)</b>	<b>Designation</b>	<b>Contact Details</b>
Smt .T. Sreedevi, DD(F), GRMB	Presiding Officer/ Chairperson	Deputy Director(Finance), GRMB, 5th Floor, Jalasoudha, Errum Manzil, Hyderabad- 500082, email:ee2techcivil-grmb@gov.in
Shri. B. Venkata Swamy, EE(Admin), GRMB	Member	Executive Engineer, Admin, GRMB, 5th Floor, Jalasoudha, Errum Manzil, Hyderabad- 500082, email:ee1-grmb@gov.in
Smt. T. Uma, AD II, CWC	Member	Assistant Director-II, O/o.the Superintending Engineer, Krishna & Coordination Circle, Hyderabad-500004, email: <a href="mailto:cekgbo-cwc@nic.in">cekgbo-cwc@nic.in</a>
Smt. T. Preethi, AEE, GRMB	Member Secretary	Assistant Executive Engineer, , GRMB, 5th Floor, Jalasoudha, Errum Manzil, Hyderabad-500082, email:aee2admindiv-grmb@gov.in

The Committee is deemed to be the inquiring authority appointed by the disciplinary authority for the purpose of CSS (CCA) rules, 1965. The Committee will examine the complaints made by women employees against sexual harassment.

## **REDRESSAL OF GRIEVANCES**

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

Grievances may be addressed to: Member Secretary, GRMB, 5<sup>th</sup> Floor, Jalasoudha, Errum Manzil, Hyderabad- 500082, Telangana State. Phone:040-23313164, Fax: 040-23313162, email: [membersecy-grmb@gov.in](mailto:membersecy-grmb@gov.in) .

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

All public grievances petitions received in GRMB office 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 GRMB office.

## **RIGHT TO INFORMATION**

All requests received under RTI Act are processed promptly and the requisite information are supplied to the applicant within prescribed time 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 Central Public Information Officer and the First Appellate Authority of GRMB are as under:

**CENTRAL PUBLIC INFORMATION OFFICER:**

Shri K.Prasad, Superintending Engineer, Godavari River Management Board, 5<sup>th</sup> Floor, Jalasoudha, Errum Manzil, Hyderabad-500082, Telangana State. Phone: 040-29700612, Fax: 040-23313162/ 65, email: [se-grmb@gov.in](mailto:se-grmb@gov.in) .

**FIRST APPELLATE AUTHORITY:**

Shri R. Azhagesan, Member Secretary, Godavari River Management Board, 5<sup>th</sup> Floor, Jalasoudha, Errum Manzil, Hyderabad-500082, Telangana State. Phone: 040-23313164, Fax: 040-23313162/ 65.

**IMPORTANT ADDRESSES AND TELEPHONE NUMBERS**

Name (Shri/ Smt.)	Designation	Telephone	Fax	E-mail
Dr. Mukesh Kumar Sinha	Chairperson	040-23313163	040-23313162	<a href="mailto:chairman-grmb@gov.in">chairman-grmb@gov.in</a>
R. Azhagesan	Member Secretary	09489727371 040-23313164	-do -	<a href="mailto:membersecy-grmb@gov.in">membersecy-grmb@gov.in</a>
C. Venkata Subbaiah	Expert Member	09873387129 040-29700608	-do -	<a href="mailto:expertmem-grmb-mowr@gov.in">expertmem-grmb-mowr@gov.in</a>
P. S. Kutiyal	Member	09868120681 040-29700609	-do -	<a href="mailto:member-grmb@gov.in">member-grmb@gov.in</a>
K. Prasad	Superintending Engineer	09989056375 040-29700612	-do -	<a href="mailto:se-grmb@gov.in">se-grmb@gov.in</a>
T.Naga Lakshmi	Executive Engineer (Admin)	8639704294 040-23313165	-do -	<a href="mailto:ee1-grmb@gov.in">ee1-grmb@gov.in</a>
T.Naga Lakshmi	Executive Engineer(TC1)	8639704294	-do -	<a href="mailto:ee1techcivil-grmb@gov.in">ee1techcivil-grmb@gov.in</a>
C.Padmini	Executive Engineer(TC2)	9440822832	-do -	<a href="mailto:ee2techcivil-grmb@gov.in">ee2techcivil-grmb@gov.in</a>

**POSTAL ADDRESS**

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

**WEB ADDRESS**

<http://grmb.gov.in>

**SOCIAL MEDIA**

Twitter id: [www.instagram.com/godavariboard1/](https://www.instagram.com/godavariboard1/)

Instagram id: [www.twitter.com/BoardGodavari/](https://www.twitter.com/BoardGodavari/)

Facebook id: [www.facebook.com/godavarivermanagementboard/](https://www.facebook.com/godavarivermanagementboard/)

  
24/08/22  
सदस्य सचिव/MEMBER SECRETARY  
गोदावरी नदी प्रबंधन बोर्ड  
GODAVARI RIVER MANAGEMENT BOARD  
भारत सरकार / Government of India  
हैदराबाद /HYDERABAD: