



**WATER RESOURCES DEPARTMENT  
PUBLIC WORKS DEPARTMENT**

**CITIZEN'S CHARTER  
2011**

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Government of Tamil Nadu  
2011

# **WATER RESOURCES DEPARTMENT**

## **PUBLIC WORKS DEPARTMENT**

### **CITIZEN'S CHARTER**

#### **1. INTRODUCTION:**

Citizen's charter represents the commitment of Water Resources Department of Public Works Department towards accountability of this department in water sector to the people of Tamil Nadu.

#### **2 . COMMITMENT:**

Assuring better service delivery for maximising the production and productivity of all the sectors requiring water, by proper management and distribution of surface and groundwater to achieve optimum utilisation in a rational and scientific way. Formulation and implementation of the major, medium and minor irrigation schemes, operation and maintenance of irrigation systems.

#### **3. VISION:**

Improve irrigation service delivery and productivity of Irrigated Agriculture with effective Water Resources Management in river basin / sub basin frame work in Tamil Nadu. And to improve water use efficiency by adopting better Water planning and management and improving storage capacity of all water bodies.

#### **4. MISSION:**

- Effective service delivery in time in terms of Quantity in the field of water sector.
- Co-ordinate with farmers and farmer's organisation on implementation of new schemes to enhance livelihood of poor farmers.
- Preventive action to safe guard against Sea water intrusion and pollution.
- Develop policies, regulations and standards for operation of reservoirs and delivery systems, ensure safety of dams and other structures.
- Promote the integrity of the process of tenders by ensuring transparency in the procedure relating to procurement.
- Preventive Maintenance of irrigation structures and appurtenance on priority basis.
- Develop goals and objectives for the basins.
- Ensure adequate quality control measures.
- Ensure sound environment.

#### **5. ORGANISATION:**

The Engineer-in-Chief, Water Resources Department assists the Government as the technical and administrative head of the department, monitors and co-ordinates the functions of all the Chief Engineers.

- For administrative reasons, Water Resources Department has been divided into the following four regions along basin lines for effective control under Engineer in Chief, Water Resources Department at Chennai.
- Regional Chief Engineer, Chennai.

- Regional Chief Engineer, Trichy.
- Regional Chief Engineer, Madurai.
- Regional Chief Engineer, Coimbatore.
- The Engineer-in-Chief, Water Resources Department is assisted Technically by following specialized Chief Engineers in overall planning and execution of irrigation projects.
- Chief Engineer, Water Resources Department, Plan Formulation, Chennai.
- Chief Engineer, Water Resources Department, Design, Research and Construction Support, Chennai.
- Chief Engineer, Water Resources Department, Operation & Maintenance, Chennai.
- Chief Engineer, Water Resources Department, State Ground and Surface Water Resources Data Centre, Taramani, Chennai.
- Chief Engineer / Director, Water Resources Department, Institute for Water Studies, Taramani, Chennai.

## **6.0. SERVICES OF WATER RESOURCES DEPARTMENT**

### **6.1. Registration of Contractors**

**6.1.1. Registration of contractors in appropriate class for executing works on contract in WRD will be done by the Superintending Engineer/Executive Engineer.**

#### **6.1.2. Prescribed qualifications for Contractors**

- ◆ Financial capacity.
- ◆ Experience in the Building activities
- ◆ Solvency Certificate for the immovable property
- ◆ Charges for Registration

- ❖ **Works are entrusted to the registered Contractors only.**
- ❖ **Registration in Circles and Divisions:** The registration can be done in the respective Circles by the Superintending Engineers (State level/ Circle level) and by the Executive Engineers in the respective Divisions in appropriate class depending on their financial capacity, experience, etc.
  - ◆ Class I - above Rs.75 lakh (State level/ Circle level)
  - ◆ Class II - upto Rs.75 lakh (State level/ Circle level)
  - ◆ Class III - upto Rs.30 lakh (State level/ Circle level)
  - ◆ Class IV - upto Rs.15 lakh (State level/ Circle level)
  - ◆ Class V - upto Rs.6 lakh (Division level)
- ❖ **Non-discrimination and accessibility:** The Superintending Engineers and the Executive Engineers act with Non - Discrimination as per the guidelines given by the Government and their offices are well spread over the state.
- ❖ **Expectations of the Organisation from citizens for the fulfillment of the above commitment:** Filled up application along with the copies of documents like, solvency for the required value, experience certificate and details in support of financial capacity, etc., and original of particulars for verification, are to be given to the Superintending Engineers or the Executive Engineer, as the case may be.

#### **Procedures for Issue of Tender Schedule:**

- ❖ **Information:** The required documents for tendering the rates for the works, on contract basis, will be issued then and there for construction or maintenance of buildings.
- ❖ **Standards of service :**The availability of this service will be intimated to the citizen in the following mode:
  - ◆ Issuing tender notices by post to the registered contractors.

- ◆ By displaying the tender notices in notice board of PWD offices.
  - ◆ By publishing tender notice in the Daily News magazines, both in Tamil & English and on Website also.
  - ◆ By publishing the tender notice in the weekly Tender Bulletin published by the Director of Information and Public Relations, Secretariat, Chennai or by weekly Tender Bulletin published by the District Collector in the Local areas according to the value of works. Calling of tenders is being done as stipulated in the Tender Transparency act.
- ❖ **Choice and Consultation:** The details of this services can be had from the Superintending Engineer or the Executive Engineer.
  - ❖ **Grievance Redress:** Problems can be solved by contacting the respective Executive Engineer or Superintending Engineer of this Department in person.
  - ❖ **Cost / Charges:** On receipt of the information of Tender notice, the contractor should give a written request for the tender schedule along with the challan / demand draft for the cost of Tenders. The tender schedule will be issued to the Contractor on receipt of the requisition. The cost / charges and mode of payment are indicated in the notice inviting tenders depending on the value of the works to be executed.

## **6.2. The Tamil Nadu Transparency in Tenders Act, 1998**

The Tamil Nadu Transparency in Tenders Act, 1998 was enacted by the Legislative Assembly of Tamil Nadu as Act No 43 of 1998 and came into force on 11.12.1998. This Act provides for transparency in the Public procurement and regulates the procedure in inviting and accepting tenders and matters concerned therewith or incidental there to:

### **6.3. River Basin Management and Development Board**

For integrated planning, monitoring, management and development of water and land resources with the active involvement of stakeholders of the river basins, two Basin Management Boards, one for Palar and the other for Tambaraparani have been set up. A committee has also been constituted in each of the above two basins to take all the decisions with the assistance of a Technical Secretariat.

### **6.4. Participatory Irrigation Management (PIM) Programme**

Participatory Irrigation Management Programme promoted by the Government of Tamil Nadu in the State encourages participation of farmers in the operation, maintenance and management of the irrigation systems under the control of Water Resources Department. Constitution of farmers' organizations (Water Users Associations, Distributory Committees and Project Committees) comprising all the agriculture water users is envisaged in the Tamil Nadu Farmers' Management Irrigation System Act, 2000 (Tamil Nadu Act 7 of 2001).

### **6.5. Irrigated Agriculture Modernisation and Water - Bodies Restoration and Management (IAMWARM) Project**

The Tamil Nadu is implementing the Tamil Nadu Irrigated Agriculture Modernisation and Water Bodies Restoration and Management Project (IAMWARM) with World Bank support at a total project cost of Rs.2547 Crore with the objective to improve irrigation service delivery and productivity of Irrigated Agriculture with effective Water Resources Management in river basin sub basin frame work in

Tamil Nadu for a period of six years from 2007-2013. The Water Resources Department component is Rs.1785.62 Crore. The project will be implemented in an integrated manner with the participation of 7 line departments viz., Agriculture, Animal Husbandry, Fisheries, Horticulture, Agricultural Engineering, Agricultural Marketing and Tamil Nadu Agricultural University. The project is proposed to be implemented in 60 sub basins. In the first four years, the project was taken up in 55 sub basins. In the year 2011-2012, works in 5 sub basins will be taken up. The total ayacut benefitted by this project is 6,16,000 hectares.

#### **6.6. Weekly Water Shandy (Irrigation Assessment and Action Programme)**

The Irrigation Assessment and Action Programme is essentially based on the premise that, for the irrigation management to be effective, good rapport must be built up between the irrigation managers and the farmers with mutual trust and willingness to share the information available and take joint decisions. Hence, Weekly Water Shandy is being conducted by territorial Section Officers to achieve this objective.

#### **6.7. Farmers Participation in Maintenance Works**

There are 102 irrigation systems in the State. All other rainfed tanks and minor diversion works are classified as non-system works and are maintained by Water Resources Department under a separate lumpsum grant. Whenever there is a natural calamity, separate special fund is made available by the Government to meet out the expenditure on restoration of the damaged structures.



To protect the irrigation structures from anti-social elements during flood times, patrolling round the clock is arranged with the help of the public. The Section Officer, after duly consulting the farmers, will decide the priority for taking up the maintenance works out of the budget provision allocated for such works. If the farmers themselves come forward to do the maintenance works which they need, the Section Officer will suggest them as to how to execute the work economically either with the help of machinery or with manpower. The public, especially, farmers can render their co-operation in evicting the encroachments in water bodies by individuals.

#### **6.8. Tamil Nadu Tanks Protection and Eviction of Encroachment Act, 2007**

In 2007, the Tamil Nadu Tanks Protection and Eviction of Encroachment Act was enacted to restore the original capacity of the tank and for evicting the encroachments.

#### **6.9. Irrigation Conference**

To facilitate the farmers and the officers to discuss freely about the new schemes and the distribution of irrigation water, Irrigation Conference are arranged in each district once in a year.

A souvenir covering the details of irrigation in the district and the problems of the farmers etc, are published in the conference.

The souvenir contains all details required by the farmers.

## **6.10. Information Centres**

Information counters are opened at the Offices of the Executive Engineer, Superintending Engineer and Chief Engineer. Petitions are received duly giving necessary acknowledgement.

The stage of petitions are also be informed to the public immediately.

## **6.11. Services of Irrigation Management Training Institute (I.M.T.I.)**

The Irrigation Management Training Institute (I.M.T.I.) was established in the year 1984 to strengthen institutional capabilities of Water Resources and other related organizations. The institution is imparting training to all those involved in irrigated agriculture including farmers, exposing them to modern techniques in irrigation management and also conduct action research in irrigation systems. Regular training programmes are conducted on various aspects of irrigation management including Participatory Irrigation Management (PIM), application of computer software in irrigation management, human resources development, etc.

Training programmes are organized to the field staff of Water Resources Department, Agricultural Department and Agricultural Engineering Department on irrigation management. Training programmes on specialized topics are also undertaken for the organisations on their specific requests.

## **6.12. Tamil Nadu Directorate of Boilers**

The Tamil Nadu Directorate of Boilers is a statutory body of the Tamil Nadu Public Works Department, enforcing Central Act, "Indian Boilers Act, 1923" by State machinery, through the "Director of Boilers and subordinate officers" for the purpose of ensuring safety of life and property.

Any information about the Directorate and other details can be obtained from the regional offices and district level offices located at different districts in the State.

## **7.0. RIGHT TO INFORMATION ACT**

To provide information as ordered in the RTI Act, Public Information Officers and Appellate authority are available in all the Chief Engineers office. Similarly at district level, Executive Engineers of Water Resources Department and the concerned Superintending Engineers are the PIO and Appellate authorities.

## **8.0. HOW CITIZENS CAN HELP US TO SERVE THEM BETTER**

- Only eligible contractors should participate even though the tender schedule is sold to every one who is willing to tender.
- The procedures stipulated by the department are to be followed to have the full benefit of the service and the citizens may avoid claims which do not match with the working procedures of the Department.
- For any grievances, the citizens may approach the concerned officers first and get the problems sorted out and can opt for taking the matter further to the higher authorities only on genuine cases.

- Any feed back on the working procedures can be suggested by the citizens for improving the efficiency and the activities of the Public Works Department for the benefit of the people at large.

## **9.0. List of officers for contact**

The list of officers for contact in Chief Engineers' offices are given in Annexure. Further details on all irrigation related subjects may be obtained from the office of the Engineer-in-Chief, Water Resources Department and the offices of the four Regional Chief Engineers located at Chennai, Tiruchirappalli, Madurai and Coimbatore.

**K.V.RAMALINGAM  
MINISTER FOR PUBLIC WORKS**

## ANNEXURE

### LIST OF OFFICERS FOR CONTACT IN CHIEF ENGINEER'S OFFICES

SI. NO.	NAME OF OFFICE	OFFICER FOR CONTACT
1.	ENGINEER-IN-CHIEF, W.R.D, P.W.D., CHEPAUK, CHENNAI-600005.	1. JOINT CHIEF ENGINEER [IRRIGATION] 2. SUPERINTENDING ENGINEER (PROCUREMENT) IAMWARM PROJECT.
2.	CHIEF ENGINEER, W.R.D., PLAN FORMULATION, CHEPAUK, CHENNAI-600005.	JOINT CHIEF ENGINEER (PLAN FORMULATION)
3.	CHIEF ENGINEER, W.R.D., OPERATION & MAINTENANCE, CHEPAUK, CHENNAI-600005.	JOINT CHIEF ENGINEER (OPERATION& MAINTENANCE)
4.	CHIEF ENGINEER, W.R.D., DESIGN, RESEARCH AND CONSTRUCTION SUPPORT, CHEPAUK, CHENNAI-600005.	JOINT CHIEF ENGINEER (DESIGN, RESEARCH AND CONSTRUCTION SUPPORT)
5.	CHIEF ENGINEER, W.R.D., STATE GROUND & SURFACE WATER RESOURCES DATA CENTRE, TARAMANI, CHENNAI-600 113.	JOINT CHIEF ENGINEER (STATE GROUND &SURFACE WATER RESOURCES DATA CENTRE),
6.	CHIEF ENGINEER, W.R.D., CHENNAI REGION, CHEPAUK, CHENNAI-600005.	DEPUTY CHIEF ENGINEER CHENNAI REGION
7.	CHIEF ENGINEER, W.R.D., TIRUCHI REGION, PUDUKOTTAI ROAD, P.B.No.803, SUBRAMANIAPURAM, TIRUCHIRAPPALLI-620 020.	DEPUTY CHIEF ENGINEER TIRUCHI REGION
8.	CHIEF ENGINEER, W.R.D., COIMBATORE REGION, TOWN HALL ROAD, COIMBATORE-641 001.	DEPUTY CHIEF ENGINEER COIMBATORE REGION

9.	CHIEF ENGINEER, W.R.D., MADURAI REGION, THALLAKULAM, MADURAI-625 002.	DEPUTY CHIEF ENGINEER MADURAI REGION
10.	CHIEF ENGINEER & DIRECTOR, W.R.D., INSTITUTE FOR WATER STUDIES, TARAMANI, CHENNAI-600 113.	JOINT DIRECTOR INSTITUTE FOR WATER STUDIES
11.	DIRECTOR, IRRIGATION MANAGEMENT TRAINING INSTITUTE, THUVAKUDI, TIRUCHIRAPPALLI-620 015.	JOINT DIRECTOR, IRRIGATION MANAGEMENT TRAINING INSTITUTE
12.	DIRECTOR OF BOILERS, PWD COMPOUND, CHEPAUK, CHENNAI - 600 005.	DEPUTY DIRECTOR OF BOILERS,