

CITIZEN'S CHARTER

NARMADA CONTROL AUTHORITY

1.0 BRIEF PROFILE :

Narmada Control Authority (NCA) :

Narmada Water Disputes Tribunal (NWDT) under Clause XIV of its Final Order and Decision of December, 1979 ordered setting up of a machinery for implementing its directions and decisions. Accordingly, the Central Government framed the Narmada Water Scheme, inter-alia, constituting the Narmada Control Authority (NCA) and the Review Committee for NCA (RCNCA) to give effect to the decisions of the Tribunal.

Narmada Control Authority (NCA) is an inter-State administrative machinery which started functioning from December, 1980 for implementing the decisions and directions of the NWDT Award. Initially the role of Authority was overall coordination and ensuring implementation of the directions of NWDT award. Subsequently, the role of NCA and RCNCA was enlarged so as to take such measures as are necessary and expedient for the protection of the environment and prepare schemes for the welfare and rehabilitation of the oustees and other affected persons.

The Authority is empowered and is under the duty to do any or all things necessary, sufficient and expedient for the implementation of the order of the Tribunal.

The Authority is headed by the Secretary, Ministry of Water Resources, Government of India, as its Chairperson, with Secretaries of the Union Ministries of Power, Environment & Forests, Social Justice & Empowerment, Tribal Affairs, Chief Secretaries of the four party States, one Executive Member and three full-time Members appointed by the Central Government, and four part-time Members in-

charge of department of Irrigation/Power/State Electricity Boards appointed by the party States, as Members

The decisions of the Authority are final and binding on all party States. All the capital and revenue expenditure incurred by the authority is borne equally by all the four party States viz. Madhya Pradesh, Maharashtra, Gujarat and Rajasthan, contribution for which is made by them directly to Authority.

The accounts of the Authority are audited by the Comptroller & Auditor General of India and its report is included in the Annual Report of the Authority.

The Annual Report of the Authority for each financial year is prepared and the approval of the Authority is obtained before it is published and placed in the Parliament.

Functional Responsibilities & Work Allocation

<p>Executive Member Narmada Control Authority, "Narmada Sadan", Scheme No.74, Sector-B, Vijaynagar, Indore-452010 Madhya Pradesh. Telephone: 0731-2557276(O) Fax : 0731-2559888 Email: exe.mem.nca@nic.in</p>	<ul style="list-style-type: none">• Full time Independent Member & Head of the Department of the Office of NCA secretariat.• Overall In-charge of Administrative works of the Authority, general supervision and under the control of Chairman, NCA.• Chairman of Hydromet Sub Group, Narmada Main Canal Sub- Committee & Sardar Sarovar Reservoir Regulation Committee of NCA.• Chairman of Permanent Standing Committee (SSCAC).
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<p>Member (Civil) Narmada Control Authority, “Narmada Sadan”, Scheme No.74, Sector-B, Vijaynagar, Indore-452010 Madhya Pradesh. Tele-fax :0731-2553344(O) E-mail: memc.nca@gmail.com</p>	<ul style="list-style-type: none"> • Full time Independent Member of NCA and functional in-charge of Civil Engineering aspects related to projects under purview of NCA as per provisions of Award. • Overall in-charge for Master Control Centre for implementation of Real Time Data Acquisition System of Narmada Basin.
<p>Member (Power) Narmada Control Authority, “Narmada Sadan”, Scheme No.74, Sector-B, Vijaynagar, Indore-452010 Madhya Pradesh. Telefax: 0731-2551144 (O) Fax : 0731-2551144 E-mail: mem.power.nca@nic.in</p>	<ul style="list-style-type: none"> • Full time Independent Member of NCA and functional in-charge of Power Wing and responsible for implementation of provisions of NWDT award related to Power. • Overall In-charge of Energy Management Centre for monitoring of Operation & Maintenance and Energy Accounting of SSP complex. • Chairman of Power Sub Committee, NCA. • In-charge of Finance Wings of NCA under overall control of Executive Member. • First Appellate Authority of NCA • under RTI Act, 2005.

<p>Member (E&R) Narmada Control Authority, “Narmada Sadan”, Scheme No.74, Sector-B, Vijaynagar, Indore-452010 Madhya Pradesh. Telephone: 0731-2554333 (O) 0731-4971435(R) Email- mem.er.nca@nic.in</p>	<ul style="list-style-type: none"> • Full time Independent Member of NCA for monitoring of Resettlement & Rehabilitation of PAFs due to construction of SSP and implementation of environmental safeguards to ensure compliance to various provisions under NWDT award, policies of State Governments and Judgment of Hon’ble Supreme Court. • Chairman of Environment Sub Committee. • Member Secretary, Environment Sub Group. • Member Secretary, R&R Sub Group.
<p>Secretary Narmada Control Authority, “Narmada Sadan”, Scheme No.74, Sector-B, Vijaynagar, Indore-452010 Madhya Pradesh. Telephone: 0731-2575753 (O) Fax :0731-2575752 E-mail: secy.nca@nic.in</p>	<ul style="list-style-type: none"> • To convene meetings of the Authority as per directions of Chairman, NCA. • To prepare agenda & minutes of meeting and to maintain permanent record of all meetings and proceedings. • To prepare Annual Report of the Authority and cause to place in both the Houses of Parliament. • In-charge of implementation of Official Language Act as per Government of India guidelines in NCA. • Liaison Officer to ensure compliance of Government of India orders for reservation of SC/ST/OBC. • Staff/Public Grievance Redressal Officer and nodal officer, citizen’s charter. • In-charge of Administrative works of NCA under overall control of Executive Member.

Review Committee of Narmada Control Authority (RCNCA):

The Review Committee for Narmada Control Authority (RCNCA) headed by the Union Minister in charge of Water Resources comprises Union Minister for Environment & Forests and Chief Ministers of four party States as members. The Secretary, Ministry of Water Resources, Government of India is the convener of the Review Committee. RCNCA may suo-moto or on the application of any party State or Secretary to the Government of India, Ministry of Environment & Forests, review any decision of the Authority. In urgent cases, the Chairman of the Review Committee may, on the application of the Government of any party State, or Secretary to the Government of India, Ministry of Environment & Forests, grant stay on any order of the Authority pending final decision or review.

2.0 NCA's vision and mission:

Vision:

- The Narmada Control Authority shall endeavor to faithfully comply with the
- directions of Narmada Water Dispute Tribunal Award with regard to storage, apportionment, regulation and control of Narmada Water; sharing of Power from Sardar Sarovar Project and regulated releases by Madhya Pradesh.
- The NCA shall also ensure faithful compliance of the terms and conditions stipulated by the Central Govt. at the time of the clearance given to the projects including environmental protection measures and rehabilitation programmes.

Mission:

- The role of the Authority will mainly comprise overall coordination and direction of the implementation of all the projects including the engineering works, the environmental protection measures and the rehabilitation programme and to ensure the faithful compliance of the terms and conditions stipulated by the Central Govt. at the time of clearance of the aforesaid projects.
- The Authority shall be charged with the power and shall be under a duty to do any or all things necessary, sufficient and expedient for the implementation

of the order of the Tribunal with respect to :

- The storage, apportionment, regulation and control of the Narmada Waters.
- Sharing of power benefits from Sardar Sarovar Project.
- Regulated releases by Madhya Pradesh.
- Acquisition by the concerned States for Sardar Sarovar Project of lands and properties likely to be submerged under Sardar Sarovar Project.
- Compensation and rehabilitation and settlement of oustees; and
- Sharing of costs.

To facilitate accomplishment of the above mission, NCA has constituted discipline based Committees, Sub Committees and Sub Groups which are headed by officers of the rank of Secretary, Additional Secretary and Joint Secretary to Government of India and are represented by Members from beneficiary States, Government of India Departments, expert organizations and Non-Governmental persons which are stakeholders in the vision and charter of NCA.

3.0 Details of business transaction :

The Tribunal has given detailed directions in regard to disposal of business by the Authority.

The Secretariat of the Authority has its headquarters at Indore (Madhya Pradesh). Executive Member, NCA is one of the four full time independent members of Narmada Control Authority (NCA). He is also Head of the Department for the office of the NCA. He is assisted by the other three independent members viz. Member (Civil), Member (Environment & Rehabilitation), Member (Power) and also by Secretary, NCA for conducting the affairs of NCA. Secretary, NCA is not a Member of the Authority. Executive Member is in-charge of the administrative works of the Authority under the general supervision and control of Chairman, NCA who is also Secretary to the Government of India, Ministry of Water Resources. All the Independent-Members report to the Executive Member, NCA.

The Secretariat of the Authority is required to compile the data / information either by obtaining from the party States or from any other source as available. Whenever a decision is required from the Authority on any issue to ensure implementation of the directions of the Tribunal, a self-contained agenda note is prepared by NCA Secretariat based on the information / data available with it and collected from the party States and put up to the Authority. The agenda is circulated to the Members of the Authority about 10 days in advance prior to the meeting. There is also a provision to call emergency meeting of the Authority, if the situation so demands. The decisions of the Authority are recorded in the form of minutes (to be confirmed in the subsequent meetings). The Secretary, NCA is responsible for circulation of agenda & minutes after due approval.

Normally all the technical issues are discussed in the Sub-Groups / Sub-Committees for which the agenda is prepared by the Member Secretary of the respective Sub-groups. The decisions of Sub-groups are also recorded in the form of minutes which after approval of Chairman of the Sub-groups are circulated and put up to the Authority for information / ratification / approval. The administrative / financial matters are also put up to NCA for decisions. In critical cases the advice of MOWR is obtained on these matters. The agenda & minutes of the meetings of the Authority and its Sub-groups / Sub-committees and that of RCNCA form part of the permanent record of NCA which is maintained by the Secretary, NCA.

The Authority has also employed other officers and staff in various grades in the Secretariat for discharging its duties / functions assigned to it.

4.0 Mechanism evolved by the Authority to discharge its functions:

The following discipline based Sub-Groups, Sub-Committees, Committees have been constituted which are the arms of NCA to discharge various functions as per mandate of the Authority and outlined under Mission:-

- **Environment Sub-group** under the Chairmanship of Secretary, Government of India, Ministry of Environment & Forests (MOE&F).
- **Resettlement & Rehabilitation Sub-group** under the Chairmanship of

Secretary,

- Government of India, Ministry of Social Justice and Empowerment (MOSJ&E).
- **Rehabilitation Committee** under the Chairmanship of Secretary, Government of India, Ministry of Social Justice and Empowerment (MOSJ&E).
- **Narmada Main Canal Sub-Committee** under the Chairmanship of Executive Member,
- NCA.
- **Hydromet Sub-Group** under the Chairmanship of Executive Member, NCA.
- **Sardar Sarovar Reservoir Regulation Committee** under the Chairmanship of Executive Member, NCA.
- **Power Sub-Committee** under the Chairmanship of Member (Power), NCA.
- **Environment Committee** under the Chairmanship of Member (E&R), NCA.

The above discipline based Sub Committees & Sub Groups established by NCA play a vital role in undertaking the implementation of various provisions of NWDT Award. The mechanism of discharging the functions assigned by NWDT award as outlined under Mission is given below :

Storage, apportionment, regulation and control of Narmada water regulated releases by M.P.

The NWDT directions to discharge the above functions are reproduced below :

- The Authority shall cause to be established, maintained and operated by the State Governments concerned or any one or more to them such stream and other gauging stations, equipped with automatic recorders, where necessary, discharge, silt and evaporation observation stations and measuring devices as may be necessary from time to time for securing the records required for carrying out the provisions of the orders of the Tribunal. If deemed necessary, the Authority may require the installation, maintenance and operation by the State concerned of measuring devices of approved type at the head of main Canals as also at the off take of the canal for Rajasthan for measuring amount of water diverted from Narmada river system.
- Concurrent records shall be kept of the flow of the Narmada at all Stations considered necessary by the Authority and the records correlated.
- The Authority shall frame rules of regulation and water accounting as per guidelines given in Clause IX of the order of the Tribunal. It shall determine the share of water of each State for every ten-day period for purposes of

regulation and water accounting.

- The Authority shall ensure implementation of the orders of the Tribunal in respect of (a) quantum and pattern of regulated releases by Madhya Pradesh; (b) Payment for such regulated releases and sharing of costs.
- The Authority shall collect from the State concerned data of the areas irrigated by Narmada waters in each season, of power generated at each hydro-electric power station at and downstream of Narmada Sagar, of withdrawals for domestic, municipal and industrial or any other purposes and of waters going down the river from Sardar Sarovar Project.
- The Authority shall determine the volume of water flowing in the river Narmada and its tributaries in a water year (1st July of a year to the 30th June of the next year).
- The Authority shall determine from time to time the volume of water stored by each State in reservoirs and other storages and may for that purpose adopt any device or method.
- The Authority shall determine at appropriate periodic intervals the use of Narmada Water made by the States, or such of them as necessary at any place or in any areas at any time and for that purpose it may take note of all diversions or obstructions, whether natural or artificial or partly natural and partly artificial from the river Narmada and its Tributaries and measure such use by any method as it deems fit.
- The Authority shall meet as often as necessary and decide on a proper management of waters including in particular the manner and details of withdrawals of waters from the storages on the Narmada river system in accordance with the orders of the Tribunal. In particular, the Authority shall meet at the end of the filling season, and review the availability of waters in the storages on the Narmada river system and decide upon the pattern of their regulation for the next irrigation season, taking into account the carry over storage
- The Authority shall issue appropriate directions for establishment, maintenance and operation of an effective system of flood forecasting and flood control including reporting of heavy precipitation and telecommunication systems. The safety of a structure shall primarily be the responsibility of the Chief Engineer in-charge of the structure and no decision or order shall be binding on him if in his opinion the safety of the structure will be endangered thereby. The Authority shall publish annually and make available to party States the data regarding operation of reservoir during floods.

The Authority prepares the Annual Water Account of Narmada basin for each year (July to June) which comprises the information about the actual utilizable quantum of waters at different points along the river and utilization made by all party States for the purpose of irrigation and drinking water.

The Authority through Sardar Sarovar Reservoir Regulation Committee (SSRRC), Narmada Main Canal Committee (NMC) and Hydromet Sub Group ensures implementation of various decisions on the above aspects and carries out monitoring and review the status from time to time.

Sharing of power benefits from Sardar Sarovar Project:

According to provisions of Narmada Water Disputes Tribunal award, Madhya Pradesh, Maharashtra and Gujarat are entitled to get 57%, 27% and 16% of the power available at bus bar at Sardar Sarovar Power complex (1450 MW). The Authority in control of power house shall follow the directions of NCA as far as use of water is concerned. To facilitate implementation of various NWDT provisions pertaining to power, Power Sub Committee meets from time to time to review the operation and maintenance aspects of SSP complex and formulate long term energy generation programme, maintenance schedule and energy accounting in coordination with Western Regional Power Committee, Central Electricity Authority and beneficiary States and SSRRC secretariat.

To discharge these functions, NCA has established an Energy Management Centre (EMC) at Indore for day to day interaction with station authorities, Western Regional Load Dispatch Centre (WRLDC) and State Load Dispatch Centers (SLDC) of party States and formulate generation schedules, monitor the implementation of the generation schedule.

Acquisition by the concerned States for Sardar Sarovar Project of lands and properties likely to be submerged under Sardar Sarovar - Compensation and Rehabilitation & Resettlement (R&R) of oustees:

The Tribunal has given exhaustive directions with regard to acquisition of lands & properties likely to be submerged under SSP, provision of land, house plots and civic amenities for R&R sites in respect of project affected families from M.P. Gujarat and Maharashtra. In order to ensure the compliance of the directions of the Tribunal with regard to these issues, the R&R Sub-group of NCA monitors the implementation of R&R of project affected persons which is to be carried out by the party State Governments. The Rehabilitation Committee makes field visits to get the first hand information about the resettlement of the oustees. Based on the field visits and reports submitted by the State Governments the R&R Sub-group of NCA gives appropriate directions to the party states on these issues to comply with the yardsticks set by the Tribunal. The Authority ensures that the raising of the Sardar Sarovar Dam is *pari-passu* with the rehabilitation of the PAFs.

Sharing of cost

The party States of M.P. Maharashtra and Rajasthan are required to pay their share of cost on SSP to Gujarat in advance, at the beginning of each quarter based on the estimated expenditure. The Authority takes note of the expenditure incurred on the construction of SSP, the share of the four party State Governments in the expenditure incurred, the payment made by the party States and the outstanding dues to Gujarat and gives appropriate directions to the party States on these issues.

Environmental protection measures

Environment Sub-group carries out assessment of the necessary environmental safeguard measures to be planned and implemented for the Narmada basin. It ensures that environmental safeguard measures are implemented in consonance with the clearances accorded to the Indira Sagar and Sardar Sarovar Projects of the Environment Sub-group makes field visits to ascertain the *pari-passu* compliance of environmental safeguard measures to Indira Sagar Project and Sardar Sarovar

Project areas.

To grant permission for raising of Sardar Sarovar Dam in compliance with direction of Hon'ble Supreme Court/High Courts

The raising of height of Sardar Sarovar Dam will be only pari-passu with the implementation of the relief and rehabilitation act on the clearance of the Resettlement and Rehabilitation Sub-group. The Resettlement and Rehabilitation Sub-Group will give clearance of further construction after consulting the three grievance Redressal Authorities.

The Environment Sub-group will consider and give environment clearance before further construction.

The permission to raise the dam height will be given by Narmada Control Authority after it obtains the clearances from the Resettlement and Rehabilitation Sub-group and Environment Sub-group.

5.0 Details of stake holders/clients:

The primary function of NCA is to ensure implementation of the directions of NWDT Award and its role is therefore mainly of coordination, monitoring and imparting directions which is of regulatory nature. Government of MP, Maharashtra, Gujarat and Rajasthan are the beneficiary States and are considered to be the main stakeholders. Apart from the above beneficiary States, other organizations of Central/State Governments, PAFs of SSP & ISP are also stakeholders of NCA. NCA also provides secretarial support to Ministry of Water Resources (MOWR), Ministry of Social Justice & Empowerment (MOSJ&E) for implementation of various decisions of NCA and its Sub-Committees/Sub Groups with reference to NWDT award.

The main stakeholders for services rendered by Narmada Control Authority are given below :-

- Ministry of Water Resources, New Delhi
- Ministry of Social Justice & Empowerment, New Delhi
- Ministry of Environment and Forests, New Delhi

- Central Water Commission, New Delhi
- Ministry of Power, New Delhi
- Ministry of Tribal Affairs, New Delhi
- Central Electricity Authority, New Delhi
- Sardar Sarovar Narmada Nigam Limited (SSNNL), Government of Gujarat, Gandhinagar
- Narmada Valley Development Authority Government of Madhya Pradesh, Bhopal
- CADA, Government of Maharashtra, Mumbai
- Irrigation Dept., Government of Rajasthan, Jaipur
- State Electricity Boards/Power Departments of the State of MP, Maharashtra & Gujarat.
- Western Regional Power Committee, Mumbai.
- Western Regional Load Dispatch Centre, Mumbai
- Project Affected Families (PAFs) of SSP & ISP
- Grievances Redressal Authorities of Gujarat, Madhya Pradesh, Maharashtra

6.0 Statement of services provided to stakeholders :

The NWDT has given detailed directions for the construction of the Sardar Sarovar Project (SSP) in Gujarat, which is an inter-state project in which the States of Gujarat, Madhya Pradesh, Maharashtra and Rajasthan are the beneficiaries and are sharing the cost of implementation of SSP in the proportion / manner fixed by the NWDT/NCA. The main function of the Narmada Control Authority (NCA) is to ensure the implementation of the decisions of Narmada Water Disputes Tribunal (NWDT). In discharge of its duties, the Authority takes decisions in its regular meetings held from time to time. The Secretariat of the Authority has to convene the meetings of NCA and its Sub-groups as and when required for review of the progress of the Sardar Sarovar Project (SSP) and other related activities and to take appropriate decisions. The Secretariat of NCA is required to ensure the compliance of the decisions of the Authority and its Sub-groups by the party State Governments which are actually the executing agencies of the projects. In this process, it monitors the action taken by each party State with regard to decisions taken and reports the status to the Authority / Sub-groups etc. for review and further

directions. In addition, the monitoring of the construction of Indira Sagar Project (ISP) and its reservoir regulation to ensure regulated releases to SSP from upstream projects, flood forecasting in the Narmada basin, maintaining Annual Water Account of Narmada basin, monitoring of the generation & distribution of power from Sardar Sarovar power complex are the other activities being looked after by the Authority. The Authority in control of power houses shall also follow the directions of the NCA in so far as the use of water is concerned.

The monitoring of the generation of power at SSP complex and its distribution is done through Energy Management Center (EMC) of NCA. SE (EMC) is overall in charge of O&M of EMC and works under the overall guidance of Member (Power), NCA. All the other matters related to the operation & maintenance of power houses at Sardar Sarovar Project and the coordination of power related matters to ensure the implementation of provisions under NWDT Award are also undertaken by Power Wing of NCA secretariat.

The main thrust of NCA is to ensure the implementation of the decisions of the NWDT in regard to SSP. The services being provided by NCA secretariat with regard to implementation of NWDT provisions are outlined below :-

- To monitor reservoir regulation of Indira Sagar Project (ISP) to ensure regulated releases to SSP.
- Flood forecasting in the Narmada basin.
- To maintain Annual Water Account of Narmada basin and ensure distribution of water as per allocation given by NWDT.
- To monitor the generation & transmission of power from Sardar Sarovar Power complex and sharing of the benefits in the prescribed ratio, among Madhya Pradesh, Maharashtra and Gujarat.
- To monitor Sardar Sarovar Project (Unit-II) Canals and Indira Sagar Projects.
- Short term, long term generation planning at Sardar Sarovar Power Complex.
- To impart directions to Sardar Sarovar power station authorities on O&M aspects of SSP complex.
- To grant permission for raising of dam height of Sardar Sarovar Dam beyond EL 90 m after obtaining the clearance from Resettlement and Rehabilitation Sub-Group and Environment Sub-Group.

- To monitor the progress of R&R and review of objectives of R&R policy being implemented by States.
- Monitoring of Environmental safeguards measures.
- Carry out field study and apprise the GRA with grievances of the affected persons of Indira Sagar Project

As explained under Sl.No.2 Vision & Mission and Sl.No.3 Details of Business Transaction, the Sub Committees, Sub Groups constituted by NCA are the arms of NCA secretariat to discharge the functions assigned to the Authority. These Committees have representatives of various stakeholders either as Members or as Invitees. The compliance of decisions/recommendations of the Committees/Sub Groups are reviewed from time to time and brought to the notice of Narmada Control Authority.

The vertical level of operation to carryout above objectives is through various regional and Sub-regional offices headed by the Chief Engineer, Superintending Engineer, Dy. Director and Assistant Director which has been shown in organization chart of NCA.

The Authority gets its decisions implemented through its Members who represents various stake holders and party States. As per rules of business of NCA, these organizations/members send their proposal/communication to Executive Member,NCA who is the head of Secretariat.

Following time frame has been fixed for some of the important activities

S.No.	Description	Time schedule
1.	Holding of meeting of NCA	Once in 2 months
2.	Holding of meeting of reviewcommittee of NCA	Once in every quarter depending on exigencies but at least once in three months
3.	Environment Sub-group	As per requirement
4.	Resettlement & Rehabilitation Sub-group	As per requirement
5.	Hydromet Sub-group	As per requirement
6.	Rehabilitation Committee	As per requirement
7.	Narmada Main Canal Sub-committee	As per requirement

8.	Power Sub-committee	As per requirement
9.	Environment Committee	As per requirement
10.	Sardar Sarovar Reservoir Regulation Committee	Three meetings in a year

7.0 Service delivery standards:

The Narmada Control Authority is under duty to do any or all things necessary, sufficient and expedient for the implementation of the order of the Narmada Water Dispute Tribunal.

8.0 Access to information:

The record of decisions taken during various meetings of Authority and its Sub-Groups, Committees, Sub-Committees and Annual Accounts are given in Annual Report of Authority which is also placed in both houses of Parliament. Details of information on activities/decisions of the Authority as well as other related information is available at NCA Web site <http://nca.gov.in/>. Secretary, NCA is responsible for keeping the record of all meeting and proceedings. All the documents, records, accounts and gauging data etc. are open for inspection by Central Government and Government of each of the party States or their representatives at such times and under such regulations as the Authority may determine from time to time. The annual accounts of the Authority are audited by Accountant General, MP on behalf of Comptroller & Auditor General of India. The information contained in the website is proposed to be thoroughly reviewed and would be made interactive so as to include the feedback of various visitors to the site and review of Frequently Asked Questions (FAQ). The record of various meetings of the Authority and follow up action thereon and other relevant details would also be made available in the website for monitoring the transparency in working of the Authority. The citizens would be able to get the desired information from website and also obtain the response to the feedback to their queries. A drop box for inviting suggestions from general public on expectations

from organization and views of citizens would also be provided at the reception of Narmada Sadan, Indore. The feedback thus received would be incorporated in the website and clarified by Nodal Officer of the Citizen Charter from time to time. The vision and mission of the organization under Citizens' Charter would be displayed at Narmada Sadan HQ of the Authority and Regional Offices located at Bhopal, Vadodara.

The information contained in the website would be bilingual and would be very simple which could be easily understood by general public. The Web site is interactive and provides details of Contact persons for accessing the information desired by public. Apart from the website to disseminate the information to general public an Exhibition Hall near reception of Narmada Sadan has also been established. It depicts various aspects of water resources development in Narmada Basin, NWDT award benefits accorded, Environmental safeguards, R&R policy and Rehabilitation of PAFs etc. This would be further supplemented by providing working models and making the details interactive. The follow up action for further improvement would be taken on the basis of feedback of visitors.

The Authority also brings out a quarterly journal "Narmada Ghati Vikas Patrika" which covers broad outline of various activities of Authority.

9.0 Expectation from clients:

The concerned party States, organizations are expected to comply with the decisions of the Authority, its Sub-Groups and Sub-Committees in letter and spirit and adhere to the time schedule for smooth discharge of various functions by Authority.

10.0 Grievance Redressal Mechanism:

The beneficiary States and other concerned organizations are represented in various discipline based Committees, Sub-Committees & Sub-Groups of NCA. The decisions/recommendations by these Sub-Groups/Committees are taken after consideration of the view point of beneficiary States and role of NCA secretariat is

mainly to facilitate implementation of the decision/directions of these Committees. The grievances related to compliance of various activities for raising of dam height or other issues are sent to concerned State authorities for redressal of grievance and is followed up with concerned authorities.

Secretary, NCA, is designated as Director of Grievances for staff/public. Director of Grievance could be approached at the following address:-

Dr. T.R. Nayak,Secretary,
Narmada Control Authority,
Narmada Sadan, Sector-B,Scheme No.74,
Vijay Nagar, Indore-452 010.

Telephone: 0731-2553344(O)
 0731-2575753(O)
Fax: 0731-2575752
E-mail: secy.nca@nic.in

Time frame for redressal of the grievances

- Sending of Acknowledgements - 1 week
- Redressal of grievances- 1 month

11.0 Settlement of Claim of NCA Employees

Sr No.	Claim	Fixed Time limit for Disposal of Claim		
		Administration Section (Checking and Order)	Finance Section (Re-checking and Bill Passing)	Payment by Finance Section
1	All Advance / Claim Verification	7 Days (Only LTC Advance)	7 Days	-
2	Tour / Medical Advance	7 Days	7 Days	3 Days
3	LTC / Vehicle / Computer Purchase / Salary Advance	12 - 15 Days	7 Days	3 Days
4	GPF / CPF Advance /Withdrawal	10 Days	15 Days	3 Days
5	OPD / IPD** /Education Fee Claim	30 Days	15 Days	3 Days
6	Tour Allowance / TTA** /LTC Claim	15 Days (Only LTC Claim)	15-20 Days	3 Days
7	House Building Advance	45 Days	15 Days	3 Days

** Time will be taken by the Competent Authority for disposal of claim is not included in the time limit.

12.0 CPGRAMS

Every employee/member of Public has right to approach the Director of Grievance at the above address for redressal of their grievances. Director of Grievance looks into the grievance and takes up with concerned Wing/Unit and redressal of the

grievance is generally undertaken within one month to the extent possible. The grievance redressal mechanism would be further supplemented by providing drop box for receiving grievances from staff/public.

A **Centralized Public Grievances Redress and Monitoring System (CPGRAMS)** is available at the level of Director of Grievances. The Executive Member acts as an Appellate Authority in case or complainant is not satisfied with the action taken by Director of Grievances.

13.0 Implementation of RTI Act, 2005:

All provisions of RTI act are followed in NCA. Any person can seek the desired information by making an appropriate application by enclosing a Demand Draft of Rs. 10 made in the name of Finance Officer, NCA. Persons below poverty line need not enclose such demand draft but should declare their BPL status in the submitted application.

An officer of the level of Director has been designated as Central Principal Information Officer, who is assisted by Assistant Principal Information Officer for subordinate and field offices of NCA.

The Central Public Information Officer and Assistant Public Information Officer and first Appellate Authority can be approached at the following addresses :-

Central Public Information Officer

Shri Manish Rathore
Deputy Director (Civil) Narmada Control Authority,
"Narmada Sadan",
Sector-B, Scheme No.74, Vijay Nagar,
Indore- 452 010.
Tele Fax - 0731-2575751
Email-id: manishrathore-cwc@nic.in

Assistant Public Information Officers

Rakesh Parmar

Assistant Director (Hydrology)
Narmada Sadan
Sector-B, Scheme No.74, Vijay Nagar, Indore 452010
Tele Fax- 0731-2552172

Deputy Director (Civil)
Narmada Control Authority Regional Office
H-1/2 Arvind Vihar, Behind Mahishmati West, AIIMS Road, Baag Mugaliya,
Bhopal- 462043
Phone - 0755- 2986065
Fax Office- 0755- 2986066

Deputy Director (Civil)
Room No.435-36, 4th Floor, B-Block, Narmada Naher Bhawan,
Chhani Jakat Naka,
Vadodara. 0265-2771595
Fax : 0265-2772891
Email- ncarov2007@yahoo.co.in ncavadodara@gmail.com

Junior Engineer (Civil)
Near Rani Ramgad School, Opp: Govt. Library, Mandla
07642-252733 - (Tele-fax)

Appellate Authority

Dr. T.R.Nayak Member (Civil),
Narmada Control Authority,
“Narmada Sadan”, Sector-B, Scheme No.74,
Vijaynagar, Indore-452 010.
Email - memc.nca@nic.in Phone No.(O) 0731-2553344

14.0 Committee for prevention of sexual harassment of women at working place

In accordance with the Government of India, Ministry of Personnel, P.,G and Pensions norms, a Committee is constituted in NCA secretariat for prevention of sexual harassment of women at working place.

Sr No.	Name and Designation	Status
1	Smt. Devjani Patra, Member (E&R), NCA	Chairperson
2	Shri Deepak Malviya, AD	Member Convener
3	Smt. Anita Pindari, PS	Member
4	Smt. Ranjana Chauhan, PA	Member
5	Smt. S. Ambili, UDC	Member
6	Smt. Santosh Saxena, Bahuddheshiya Seva Samiti, 53/1 -2, Kundan Nagar, Indore	Member (from outside)

15.0 Systematic review of grievances:

The pending grievances are reviewed on quarterly basis and outcome is reported to the Ministry of Water Resources

Inviting of suggestions / inputs from public

The suggestions/inputs from public are received by following means :

- Feedback / suggestion can be posted on the NCA website.
- Above can be sent by post to NCA offices or by mail to the officer concern
- The P.R. wing regularly puts up the paper cuttings regarding feedback from public.

The suggestions are processed and replies to a member of public/ organization/ newspaper is sent within one month time.

16.0 Review of Citizen's Charter:

The performance of Charter shall be regularly monitored by Member Secretary and periodically reviewed by Task Force every **six months** on experience/ feedback received from the public. The suggestions for improvement in interface with citizen groups would be considered by Task Force and incorporated by review of the Citizens Charter.

NARMADA CONTROL AUTHORITY MEMBERS

- Chairman, NCA & Secretary to the Govt. of India, Ministry of Water Resources, River Development & Ganga Rejuvenation, Shram Shakti Bhawan, Rafi Marg, New Delhi. Ph. 011-23715919, 23710305 (F) 01123731553 email – secy-mowr@nic.in
- Secretary of the Govt. of India, Ministry of Environment, Forest and Climate Change, Paryavaran Bhawan, CGO, Complex, Lodi Road, New Delhi. Ph. 011-24695262. 24695265 (F) 011-24695270 email-secy-moef@nic.in
- Secretary to the Govt. of India Ministry of Power, Shram Shakti Bhawan, Rafi Marg, New Delhi. Ph. 011-23710271, 23711316 email-secy.power@nic.in
- Secretary to the Govt. of India, Ministry of Social Justice & Empowerment, Room No. 604, A-Wing, Shastri Bhawan, Dr. Rajendra Prasad Marg, New Delhi. Ph. 011-23382683, 23389184 (F) 011-23385180 email-secywel@nic.in
- Secretary to the Govt. of India, Ministry of Tribal Affairs, Room No. 603, A- wing, Shastri Bhawan, Dr. Rajendra Prasad Marg, New Delhi. Ph. 011-23381652 (F) 23073160 email-secy-tribal@nic.in
- Chief Secretary to the Govt. of Maharashtra, Mantralaya, Mumbai (Maharashtra). Ph. 022-22025042/ 8762 (F) 022-22028594 email- cs@maharashtra.gov.in
- Chief Secretary to the Govt. of Madhya Pradesh, Vallabh Bhawan, Bhopal (Madhya Pradesh). Ph. 0755-2441848, 2441370 email: cs@mp.nic.in
- Chief Secretary to the Govt. of Gujarat, New Sachivalya Complex, Gandhinagar (Gujarat). Ph. 079-23250303 (F) 079-23250305. email – chief secretary@gujarat.gov.in
- Chief Secretary to the Govt. of Rajasthan, Secretariat, Jaipur (Rajasthan). Ph. 01412227254, 2385890, 2385892 (F) 2227114 email – csraj@rajasthan.gov.in
- Managing Director, Sardar Sarovar Narmada Nigam Limited, Govt. of Gujarat, Block No. 12, 1st Floor, New Sachivalya Complex, Gandhinagar (Gujarat). email:pa2-ssnrl@gmail.com
- Executive Member, Narmada Control Authority, Indore (M.P) email: exe.mem.nca@gov.in
- Member (Power), Narmada Control Authority, Indore. (M.P) email: mem.power.nca@gov.in
- Member (Civil), Narmada Control Authority, Indore. (M.P) email: memc.nca@gov.in
- Member (E&R), Narmada Control Authority, Indore. (M.P) email: mem.er.nca@gov.in
- Secretary (CAD), Water Resources Department, Govt. of Maharashtra, Mantralaya, Mumbai (Maharashtra).
- Member (Engineering) Narmada Valley Development Authority, Narmada Bhawan, 59, Arera Hills, Bhopal (Madhya Pradesh). email: memengg@mp.nic.in
- Additional Secretary-cum-Chief Engineer, Water Resources Department, Govt. of Rajasthan, Indira Gandhi Naher Mandal Bhawan, Bhawani Singh Road, Jaipur (Rajasthan). Ph. – 0141-2227163 email: osdwrdr@gmail.com / aceiswrdr@gmail.com

NARMADA CONTROL AUTHORITY INVITEES

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- Vice-Chairman, Narmada Valley Development Authority, Narmada Bhawan, 59, Arera Hills, Bhopal (M.P.).email: vcnvda@mp.gov.in, Tel.No.0755-2526200, 2526300 Fax No.0755-2677535,2677598 email - vcnvda@mp.nic.in
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- Principal Secretary (R&R), Narmada, WR, WS & Kalpasar Department, Block No.9, 1st Floor, New Sachivalaya Complex, Gandhinagar (Gujarat). Ph. 079-23254587 email - accnarmada@gov.in
- Secretary (Relief & Rehab.), Govt. of Maharashtra, Mantralaya, Mumbai (Maharashtra).Ph. 022-22025274 email - sec.rnr@maharashtra.gov.in
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- Joint Secretary (Admn.), Ministry of Jal Shakti, Deptt. Of Water Resources, River Development & Ganga Rejuvenation, Shram Shakti Bhawan, Rafi Marg, New Delhi. Ph. 011-23710343 email-js-mowr@nic.in
- Commissioner (Rehabilitation) & Chief Executive Officer, Sardar Sarovar Punarvasavat Agency, Govt. of Gujarat, Narmada Bhawan, A-Block, 6th Floor Indira Avenue, Vadodara (Gujarat).Ph. 0265-2421723 email - ssmmlvad@gujarat.gov.in
- Secretary, Water Resources & Water Supply Department, Govt. of Gujarat, Block No.9, Sardar Bhawan, Sachivalaya, Gandhinagar (Gujarat). Ph. 079-23251701 Email - accwr@gujarat.gov.in
- Member (E&F), NVDA, Narmada Bhawan, 59, Arera Hills, Bhopal (M.P.). Ph. 0755-2677504 email - memforest_nvda@mp.nic.in
- Commissioner (R/Field), NVDA, Government of Madhya Pradesh, Narmada Bhawan, Sector BG, Scheme No. 74-C, Vijay Nagar, Indore (M.P.).email:nvda.ind@gmail.com Ph.: 0731-2574657
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- Chief Engineer, Water Resources, (Narmada Canal Project), Lal Sagar, Jodhpur (Rajasthan).Ph. 0291-2570681 email - acejdr.wr@rajasthan.gov.in