



CITIZENS' CHARTER



BHUJAL BHAWAN, FARIDABAD

Central Ground Water Board

Ministry of Water Resources, River Development &
Ganga Rejuvenation
Government of India

CITIZENS' CHARTER

Central Ground Water Board (CGWB), is a multi-disciplinary scientific organization of the Ministry of Water Resources, River Development and Ganga Rejuvenation, Government of India. Central Ground Water Board is the National Apex Agency entrusted with the responsibilities of providing scientific inputs for management, exploration, monitoring, assessment, augmentation and regulation of ground water resources of the country. Central Ground Water Board was established in 1970 by renaming the Exploratory Tube wells Organization under the Ministry of Agriculture, Government of India. It was merged with the Ground Water Wing of the Geological Survey of India during 1972.

Mandate:

The mandate of Central Ground Water Board is to " Develop and disseminate technologies and monitor and implement national policies for the scientific and sustainable development and management of India's ground water resources, including their exploration, assessment, conservation, augmentation, protection from pollution, and distribution, based on principles of economic and ecological efficiency and equity".

Our Vision:

Sustainable Development and Management of Ground Water Resources of the Country.

Our Mission

- To develop ground water policies, programmes and practices to monitor and enable effective use of the country's ground water resources in a sustainable manner with active involvement of all stakeholders.
- To put into place scientific system and practices, which would result in sustained increase in ground water use efficiency.
- To disseminate information, skills and knowledge, which would help in capacity building and mass awareness in ground water sector.

Organization Setup:

The Central Ground Water Board is headed by the Chairman and has six Members. The central Headquarter is at Faridabad. The administrative and financial matters of the Board are being dealt with by the Director (Administration) and Member(Finance) respectively. For undertaking the activities in field, 18 Regional Offices, each headed by a Regional Director, have been established in the country. 11 State Unit Offices have also been established in those states having large geographical area for better management of field activities. 17 Divisional offices

handle the exploratory drilling and related activities, each headed by an Executive Engineer. Both the State Unit offices and Divisional Offices work under the overall administrative control of the respective Regional offices.

National Ground Water Training and Research Institute:

The Institute created as training wing of Central Ground Water Board, Ministry of Water Resources, River Development & Ganga Rejuvenation, Government of India in 12th Plan Period is presently a plan scheme of Human Resource Development (HRD)/ Capacity Building. It is engaged in capacity building of ground water professionals and sub-professionals in core and applied field of ground water science since 1997.

National Ground Water Training and Research Institute is envisaged to function as "Centre of Excellence" in training and research in the core and applied field of ground water. In view of the challenges posed by geological and physiographic variations in India in sustainable management of the resource, it has a national role of capacity building of ground water professionals. In 12th Plan Period efforts have been made for capacity building of grass root level stakeholders at panchayat/community development blocks level. The institute strives:

- To be an international center of excellence in Training, Research and Development in the groundwater sector
- To provide training to ground water professionals and sub-professionals in various fields of ground water
- To train NGO, PRIs and other stake holders of ground water
- To train various stake holders for taking up ground water monitoring and data collection work for Aquifer Mapping under Participatory Ground Water Management Program of National Project on Aquifer Management (NAQUIM)
- To undertake Research and development works in Ground Water Sector

Customers/ Clients of the Board:

The Board does not provide direct services to citizens or any private agency. However, the users benefitted from the Board activities are:

- Central and State Government Organizations dealing with drinking water supply, environment and pollution control and planning commission, etc.
- Students and faculty of various Universities and Research Organizations of India and other countries.
- NGOs. which are engaged in ground water profession and water pollution studies, etc.
- Individual citizens engaged in ground water profession.

Activities:

CGWB being the national apex organization is vested with the responsibilities to carry out scientific studies , exploration aided by drilling , monitoring of ground water regime, assessment, augmentation, management and regulation of country's ground water resources.

The major activities of the Board are as below:-

- Preparation of Aquifer Maps and Management Plans.
- Ground water explorations to delineate ground water worthy areas and potential aquifers.
- Geophysical surveys to delineate ground water bearing zones etc.
- Periodic assessment of the country's ground water resources
- Monitoring of Ground water levels and quality through ground Water observation wells.
- Dissemination of Ground Water Data and knowledge
- Issuance of NOC to industries/ Infrastructure/Mining through CGWA
- Regulation and control of ground water development and management in coordination with State Government Organizations.
- Coordination with State Government with a view to establish benchmark methodologies for ground water studies.
- R & D studies in ground water sector and application and operationalization of new technologies/ techniques for ground water investigation, development and management.
- Capacity building and knowledge transfer.

Implementation of Right to Information Act-2005:

CGWB has designated Appellate Authority, CPIO, ACPIO at Board's Headquarters office, Faridabad to provide the required information to the information seekers as per the provisions of the RTI Act-2005. Board has designate CPIOs at all Regional, Divisional & State Unit Offices.

Details of Appellate Authority:

Appellate Authority Designation	Dr. P Nandkumaran Member(South) & Project Director(Atal Bhujal)
Address	Central Ground Water Board, Bhujal Bhawan, NH-IV, NIT, Faridabad, Haryana-121001
Telephone	+91-129 – 2477128
Email	msouth-cgwb[at]nic[dot]in

[Please click for details of PIO/APIO/DPIO/CPIO.](#)

Time fixed for completion of certain activities of Central Ground Water Board:

Sl. No.	Activities/ Description	Time Schedule
1.	Annual Report	31 st December of the following year
2.	Ground Water Year Book of the Regional Offices	30 th September of the following year
3.	RTI Information	As per RTI ACT-2005
4.	Retirement benefits	On date of retirement
5.	Circulation of Seniority list	January of the year.

Grievances Mechanism:

A grievance redressal cell has been established in the Ministry for dealing with grievances of the general public and staff of the department. The contact details of Director (Public/Staff Grievances) are given below:-

Contact Details	Col. Rajesh Kumar Gaur, Director (Administration) Central Ground Water Board, BHUJAL BHAWAN, NH-IV, Faridabad-121001 Phone:(0129)2477105
-----------------	--

Committee on Complaints of Women on Sexual Harassment:

A committee for dealing with the cases of sexual harassment of women employees in CGWB has been constituted under the chairmanship of Mrs. Rumi Mukherjee, Senior Hydrogeologist with other four members. Besides this, there is an internal complaints committee at every regional office in the Board. Any staff member having complaints of sexual harassment or other gender related offences may contact at Central Ground Water Board, Bhujal Bhawan, NH IV , NIT, Faridabad-121001. Telephone 0129-2477129.

Active Citizen's participation in decision making:

Board involves NGO's, water users groups and private public in the workshops/ seminars, training programs and mass awareness programmes under IEC activities and HRD & capacity building activities.

Visit websites for further detail:

Department website: www.cgwb.gov.in

Ministry's website: www.mowr.gov.in

Online grievances: www.pgportal.gov.in

Way-forward:

Feedback/suggestions from the users/clients are necessary for effective improvements to implement, monitor and review citizen's charter of the Board.
