

IRRIGATION DEPARTMENT :: ASSAM

CITIZEN CHARTER FOR G2C SERVICE

Vision :

The Irrigation Department, Assam, was created in the year 1974 with a view to increasing agricultural production of the farmers by way of supplying irrigation water to the crops in proper quantity and at proper time as per requirement of crops and thereby bringing food security and sufficiency to the State and thus help serve the economic growth of the State.

Mission :

- Increasing Irrigation intensity for practicing multiple cropping.
- Implementation of Irrigation Schemes with supply network for adoption of improved irrigation practices through efficient use of technology.
- Providing Irrigation water to crop field of the farmers.
- Encourage farmers to practice multiple cropping where assured irrigation is necessary.
- Providing employment opportunity to citizens in Government jobs in the department and private/ contractual / daily wage employment through contractors executing irrigation structures / Schemes.
- Providing facility for transportation of local people along the approachroad and canal embankment of Irrigation structures.
- Providing scope for production of electricity by constructing mini hydro-electric projects in the Irrigation canals.
- Protective afforestation along canal embankments.
- Checking soil erosion of river bank at the upstream and downstream of Head- work structures of Irrigation Schemes.
- Collection of Irrigation service charges from the beneficiaries of Irrigation schemes and depositing the same to public exchequer.

Client :

- The Chief Engineer, Irrigation Department
 - The Chief Engineer, Minor Irrigation, Irrigation Department.
 - Contractors registered under Irrigation Department for executing Irrigation Schemes.
 - Suppliers under Irrigation Department.
 - General Citizen.
- The charter is the commitment of Irrigation Department for the services to the citizens in general and the farmers' within the command area of irrigation Schemes in particular. The charter includes any other person / institution having any relation and interest with the activities of the Irrigation Department.

BUSINESS TRANSACTION

Implementation of Irrigation Schemes:

1. The Irrigation Department, Assam executes and maintains Irrigation schemes of all types, i.e. Major, Medium and Minor Irrigation schemes.
2. Supply irrigation water to the farmer's land in proper quantity and at proper time within the command areas of Irrigation schemes of all types and all categories i.e. surface flow, surface Lift and ground water, depending upon the requirement/demand placed by beneficiary farmers and availability of potential.
3. Organize farmers to participate in the system of irrigation as a part of Participatory Irrigation Management. Water User's Association (WUA) have been formed comprising members from beneficiary farmers and departmental representatives to look after the upkeepment of concerned irrigation schemes
4. Generate Employment by way of making appointment in Government job in the Department and private/ contractual/ daily wage employment through contractors executing the Irrigation structures under the work program related to the Department.

5. Facilitate road communication system by utilising approach road and embankment constructed for Irrigation schemes in isolated location.
6. The Irrigation Department controls and regulates ground water under the premises of the relevant Act. And as a constituent of Ground Water Regulatory Authority.

AVAILABILITY OF PRESCRIBED FORMS

Sl. No.	Title of the form	Fees to be paid	Whom to contact
1.	Contractor's (Class - I) registration form	Nil	Deputy Chief Engineer, Irrigation, Chandmari, Guwahati-3.
2.	Form for application for Irrigation water	Nil	Assistant Executive Engineers, i.e. Irrigation officers at different Irrigation Sub Divisions.

Core Service G2C :

For matters regarding supply of irrigation water beneficiary farmers contact Assistant Executive Engineer, Irrigation, i.e. Irrigation officer of concerned Irrigation Sub-Divisions at field level. The Department provide service in this regard during both crop season – 1. Kharif season and 2. Rabi and Pre-Kharif season as per requirement on the basis of availability of resources. Necessary relevant water scheduling is prepared and published in due time in advance.

Complaint redressal System

In respect of breach of conduct to make delivery of the above standards, complaints may be lodged with the following officers.

Sl. No.	Name and Designation of the officers	Address for Correspondence	Telephone/ Fax/ e- mail.
1	Sri Brajen Malakar, Chief Engineer, Irrigation.	O/o the Chief Engineer, Chandmari, Guwahati-3.	0361-2667305
2	Sri Brajen Malakar, Chief Engineer, Minor Irrigation.	O/o the Chief Engineer, Chandmari, Guwahati-3.	0361-2667305
3	Sri Mukta Barman, Public Relations Officer, Irrigation Department.	O/o the Chief Engineer, Chandmari, Guwahati-3.	0361-2667305
4	Executive Engineer, respective Irrigation Division, in respect of supply of irrigation water.	In all the District Head quarters and in some other places.	

Other information regarding lodging complaint

We have a public relations office in Irrigation Department headed by Sri Mukta Barman, Public Relations Officer, who has been designated as Nodal Officer, Public grievance.

All complaints will be acknowledged by us within 7(seven) days and final reply on the action taken will be communicated within 14(fourteen) days. If not satisfied with the reply, the person/persons may lodge complaint to the Chief Engineer, Irrigation or to the Commissioner & Secretary to the Government of Assam, Irrigation Department.

Guidebook/ Handbook/ Consumer helpline

The Department is contemplating to install a consumer helpline with a toll free number which is already applied for and installation is expected very shortly.

Review of Citizen Charter

The Citizen charter will be reviewed annually. Any suggestion in this regard may be submitted to Sri Brajen Malakar, Chief Engineer, Irrigation Department, Assam, Chandmari, Guwahati- 3.

SERVICE DELIVERY

Sl. No.	Service	Timeline /Flow	Conditions	Officers	Fees	Remarks
1.	Supply of Irrigation Water	As per requirement crop/demand by the farmers.	Assistant Executive Engineer, i.e. Irrigation officers.	Nil	

Information on the following subjects can be obtained from our officers listed below

Sl. No.	Detailed information	Name and Designation of the officer	Address/Location of the office	Telephone/Fax/ e-mail
1.	Statistical data/information relating to the Department	Ms. Mina Deka, Senior Research Officer, Irrigation	O/o the Chief Engineer, Irrigation Deptt., Chandmari, Guwahati-03.	0361-2667305
2.	Contractor's registration, Class-I	Sri Brajen Malakar Chief Engineer, Irrigation	O/o the Chief Engineer, Irrigation Deptt., Chandmari, Guwahati-03.	0361-2667305
3.	Budget	Sri Binod Deka, Nodal Officer, Budget, Irrigation	O/o the Chief Engineer, Irrigation Deptt., Chandmari, Guwahati-03.	0361-2667305
4.	Appointment and transfer (Grade-III and IV)	Sri Brajen Malakar, Chief Engineer, Irrigation	O/o the Chief Engineer, Irrigation Deptt., Chandmari, Guwahati-03.	0361-2667305
5.	Land Acquisition	Sri M. Barbhuyan, ACS, Land Acquisition Officer	O/o the Chief Engineer, Irrigation Deptt., Chandmari, Guwahati-03.	0361-2667305

6.	Supply of irrigation water	Assistant Executive Engineers (Irrigation Sub-divisional Officer)	All Sub-divisions of Irrigation Deptt. located in Districts/Civil Sub-divisions and other places.	0361-2667305
7.	R.T.I. matters	1. Sri Ajit Kumar Sarkar, (Nodal officer, R.T.I.), Director, Design, Irrigation 2. Sri Sanjoy Mahanta, (State Public Information Officer, R.T.I.), Additional Chief Engineer (Monitoring & Investigation), Irrigation. 3. Sri Brajen Malakar, (Appellate Authority, R.T.I.) Chief Engineer, Irrigation.	O/o the Chief Engineer, Irrigation Deptt., Chandmari, Guwahati-03.	0361-2667305

Chief Engineer,
Irrigation Deptt., Assam,
Chandmari, Guwahati-03.

Kumar