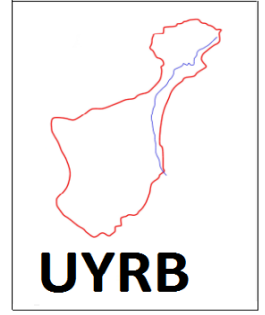




**UPPER YAMUNA RIVER BOARD**  
**Ministry of Water Resources, RD&GR**  
**Govt. of India**



**Citizens' / Clients' Charter (CCC)**

## **PREAMBLE**

The States of Uttar Pradesh, Haryana, Rajasthan, Himachal Pradesh and National Capital Territory of Delhi having their geographical areas in the Yamuna basin upto Okhla signed a Memorandum of Understanding on 12<sup>th</sup> May, 1994 regarding allocation of surface flow of Yamuna upto Okhla wherein clause 7(iii) provides that the allocation of available flows amongst the beneficiary States will be regulated by the Upper Yamuna River Board within the overall framework of the agreement.

Accordingly, Ministry of Water Resources having recognized the need for co-ordinated development and management of Yamuna river upto Okhla and with a view to achieve optimal utilization of waters of river Yamuna upto and including Okhla, maintaining the ecology of the river and supply of water to the Basin States constituted Upper Yamuna River Board (UYRB), by Resolution dated 11<sup>th</sup> March, 1995. UYRB is a subordinate office of Ministry of Water Resources (MoWR) having its Headquarters presently situated at R.K. Puram, New Delhi.

This Charter is a declaration of its responsibilities, standards and commitment to achieve excellence in formulation and implementation of policies and procedures in the field of water resources development & management.

## **VISION OF UYRB**

- To achieve optimal utilization of waters of river Yamuna upto Okhla, maintaining the ecology of the river and supply of water to the Basin States as per MoU dated 12<sup>th</sup> May, 1994. MISSION OF UYRB Co-ordinated management of river Yamuna upto and including Okhla Barrage. MAIN OBJECTIVES OF UYRB
- Accounting of water available upto Okhla and determination of the shares of water for each Basin State.
- Regulating supply of water from all storages and barrages to basin States.
- Maintaining record of minimum flow for ecological considerations. • Monitoring of return flows.
- Monitoring ground water use.

## **FUNCTIONS OF UYRB**

The main functions of the Upper Yamuna River Board presently being attended are as under:

(a) Regulation and supply of water from all storages and barrages upto and including Okhla barrage, having regard to the agreements entered into or the arrangements made between the Governments of the Basin States in pursuance of MoU dated 12.5.94.

(b) Maintenance of a minimum flow, in proportion of completion of upstream storages going upto 10 cumec downstream of Tajewala/Hathnikund and downstream of Okhla Head Works throughout the year from ecological considerations as upstream storages are built up progressively in a phased manner.

(c) Monitoring return flows from the water withdrawn by Delhi from Yamuna after allowing for the consumptive use for the municipal and drinking water purposes as agreed to.

(d) Framing of rules and regulations for water accounting and determination of the shares of water for each State for every 10- day period for purpose of regulation.

(e) Keeping concurrent records of the flow of the Yamuna at all stations considered necessary by the Board, consideration/completion of the records and determination of the volume of water flowing in river Yamuna in a water year.

(f) Keeping concurrent records of data of withdrawals for irrigation, domestic, municipal and industrial or any other purpose and of water going down the river below Okhla.

(g) Ensuring delivery of supplies to all the concerned States in accordance with their entitlements by taking all necessary measures.

(h) Monitoring of, in consultation with the Central Ground Water Board, exploitation of ground water in the Upper Yamuna Catchment and formulation of such regulations as would prevent over-exploitation of the ground water detrimental to the surface flow especially for ensuring minimum flow in the river system.

(i) Submission of Annual Report of its work done during each year to the Central Government as also to the Basin States.

(j) Advertising of vacancies, processing application received and taking further steps for filling up of posts.

(k) Undertaking tours to various structures on river Yamuna to oversee releases/withdrawals made by the States.

## **ORGANISATIONAL SETUP**

The Board consists of Member, Central Water Commission as part time Chairman and one nominee each from the States of Uttar Pradesh, Haryana, Rajasthan, Himachal Pradesh and National Capital Territory of Delhi not below the rank of Chief Engineer and a Chief Engineer of Central Electricity Authority and representatives of Central Ground Water Board and Central Pollution Control Board as part time members. The Board has a full time Member-Secretary. He is appointed by the Central Government for a period of three years at a time.

## **CLIENTS**

• Government Organisations viz. Central Government Ministries/Departments/ Organisations, Upper Yamuna Basin State Governments.

## **SERVICES**

- To Central Government Ministries/Departments/Organisations
- Providing support and feedback on matters related to sharing of Yamuna waters.
- Inter-State matters related to sharing of Yamuna waters.
- Inter-State matters related to storage projects in Upper Yamuna Basin. To Upper Yamuna Basin State Governments
- To facilitate meetings of Basin States.
- To resolve Inter-State matters related to sharing of Yamuna waters.
- To expedite implementation of storage projects in Upper Yamuna Basin.

## **EXPECTATIONS FROM CLIENTS**

- Timely Administrative support is expected from MoWR.
- Basin States are expected to provide requisite data on water sharing/utilization and timely financial support. NODAL OFFICER Member Secretary West Block-I, Wing-4, Ground Floor, RK Puram, New Delhi - 110066 Phone: 26174147/26177916 Fax: 26184025

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

- Mass awareness programme.
- Observing water resources day.
- Posting/updating/maintaining data of water releases to various basin States and flow data of river Yamuna.
- Interaction with NGOs/Academic Institutions on issues related to Yamuna 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.
- 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 intuitions, promote accountability and responsibility.

## **REDRESSAL OF GRIEVANCES**

Grievances received in the Board receive prompt attention. Member Secretary, Upper Yamuna River Board is the designated officer for Redressal of Public Grievances. Grievances may be addressed to: Member Secretary West Block-I, Wing-4, Ground Floor, RK Puram, New Delhi - 110066 Phone: 26174147/26177916 Fax: 26184025

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

All public grievances petitions sent to the Board 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 Board.

## **RIGHT TO INFORMATION**

All requests received under RTI Act are processed promptly and the requisite information is supplied to the applicant within prescribed limit of 30 days. In case the applicant is not satisfied with the information given, he can appeal to the Appellate Authority as per provisions of RTI Act.

The details of Public Information Officer and the Appellate Authority are as under:

### **CENTRAL PUBLIC INFORMATION OFFICER**

ShriS.K. Saha, Executive Engineer, Upper Yamuna River Board, West Block-I, Wing-4, Ground Floor, R.K. Puram, New Delhi - 110066 Phone: 26177916 Fax: 26184025

### **APPELLATE AUTHORITY**

ShriD.P. Mathuria, Member Secretary, Upper Yamuna River Board, West Block-I, Wing-4, Ground Floor, R.K. Puram, New Delhi - 110066 Phone: 26174147 Fax: 26184025

### **IMPORTANT ADDRESSES AND TELEPHONE NUMBERS**

<b>Name</b>	<b>Designation</b>	<b>Telephone</b>	<b>Fax</b>	<b>E-mail</b>
ShriD.P. Mathuria	Member-Secretary	26174147	26184025	uyrb-mowr@nic.in
Shri Rahul Varshney	Executive Engineer	26184025	- do -	- do -
Shri S.K. Saha	Executive Engineer	-	- do -	- do -

### **Postal Address:**

Upper Yamuna River Board, West Block-I, Wing-4, Ground Floor, R.K. Puram, New Delhi – 110 066

**Web Address:** <http://uyrb.gov.in>