

फरक्का बैराज परियोजना
Farakka Barrage Project



जल संसाधन, नदी विकास एवं गंगा संरक्षण मंत्रालय
Ministry of Water Resources, River Development
& Ganga Rejuvenation

भारत सरकार
Government of India

नागरिक चार्टर
CITIZENS' CHARTER

डाक घर: फरक्का बैराज, जिला मुर्शिदाबाद, पश्चिम बंगाल, पिन कोड: 742 212
Post Office: Farakka Barrage, District: Murshidabad, West Bengal, PIN Code: 742 212
टेलीफोन/Telephone: 03485 253644, टेलीफैक्स/TeleFax: 03485 253608 / 253293

CITIZENS' CHARTER

PREAMBLE

Farakka Barrage Project with headquarters at Farakka in Murshidabad district of West Bengal is a subordinate office under the Union Ministry of Water Resources, River Development & Ganga Rejuvenation. The Farakka Barrage Project Authority was set up in 1961 with the mandate to execute and thereafter operate and maintain the Farakka Barrage Project and its appurtenants.

This Charter is a declaration of the Farakka Barrage Project's responsibilities and commitment to operate & maintain Farakka Barrage Project Complex efficiently.

OUR STAKEHOLDERS

- 1) Ministry of Water Resources, River Development & Ganga Rejuvenation
- 2) Central Water Commission
- 3) State Government of West Bengal

OUR CLIENTS

- 1) State Governments of West Bengal
- 2) Central Water Commission
- 3) Ministry of External Affairs
- 4) Ministry of Railways
- 5) Ministry of Road Transport & Highways
- 6) Ministry of Shipping
- 7) Central Water & Power Research Station
- 8) Kolkata Port Trust
- 9) Inland Waterway Authority of India
- 10) NTPC Farakka Super Thermal Plant
- 11) NGOs and other Organizations
- 12) Civil Society

SERVICES

Main services of the Farakka Barrage Project complex is to divert adequate quantity of Ganga waters to Bhagirathi - Hoogly river system through 38.38 km long feeder canal for preservation and maintenance of Kolkata Port by improving the regime and navigability of the Bhagirathi - Hoogly river system. The diversion of water is made in accordance with 'Sharing of Ganga Waters Treaty 1996 of India & Bangladesh'. The increased upland supply from Ganga at Farakka into Bhagirathi reduces salinity and ensures sweet water supply to Kolkata and surrounding areas. The rail-cum-road bridge built across the river Ganga at Farakka establishes direct road and rail communication link to the North-Eastern States with rest of the country. The Hoogly-Bhagirathi river system, the Feeder Canal and the Navigation Lock at Farakka form part of the Haldia-Allahabad Inland Waterway (National Waterway No:1). The Feeder Canal also supplies water to 2100 MW Farakka Super Thermal Power Project (FSTPP) of NTPC Ltd. at Farakka.

EXPECTATIONS FROM CLIENTS

Government Organizations viz. Central Water Commission, Kolkata Port Trust, IWAI and Irrigation & Waterways Department, Govt. of West Bengal have to participate in Technical Advisory Committee meetings of Farakka Barrage Project to draw its annual work plan and also oversee functioning of the project in an efficient manner.

NODAL OFFICER

Contact the under-mentioned Nodal Officer, if need arises :-

Superintending Engineer (Coordination),
Farakka Barrage Project,
Post Office: Farakka Barrage, District: Murshidabad,
West Bengal, PIN Code: 742 212.
Telephone: (03485) 253335
TeleFax: (03485) 253608 / 253293
E-mail: sec-fbp@gov.in

GENERAL SCHEMES / SERVICES MEANT FOR CITIZENS

To divert adequate quantity of Ganga waters to Bhagirathi - Hoogly river system through 38.38 km long feeder canal for preservation and maintenance of Kolkata Port by improving the regime and navigability of the Bhagirathi - Hoogly river system.

REQUEST TO CLIENTS / CITIZENS

Every organization, public or private and all citizens may:

- Imbibe the spirit of conservation of natural resources, and improve efficiency in all areas of water use;
- Offer suggestions to streamline the functioning of the Farakka Barrage Project to promote accountability and responsibility; and
- Adopt the various policies and methods of "Water Conservation"; and
- Where necessary Interact with this Project on matters pertaining to efficient Water Resources Development and Management of Ganga Waters.

REDRESSAL OF GRIEVANCES

Grievances received in the Farakka Barrage Project receive prompt attention. Superintending Engineer (Coordination), Farakka Barrage Project is the designated officer for redressal of Public Grievances. Grievances can be addressed to:

Superintending Engineer (Coordination),
Farakka Barrage Project,
Post Office: Farakka Barrage, District: Murshidabad,
West Bengal, Pin Code: 742 212
Telephone: (03485) 253335
TeleFax: (03485) 253608 /253293.
E-mail: sec-fbp@gov.in

TIME FRAME FOR REDRESSAL OF THE GRIEVANCES

A wooden box in which members of public can place their grievance / petitions has been provided in the office of Farakka Barrage Project, P.O. Farakka Barrage, Dist. Murshidabad. All public grievance petitions sent to the FBP are acknowledged and forwarded to the officer concerned within 15 days. Time limit of 90 days from the date of receipt of the grievance has been laid down for settling the grievance in this Board.

IMPORTANT ADDRESSES AND TELEPHONE NUMBERS

Designation	Telephone No.	Address
General Manager, Farakka Barrage Project	+91 3485 253644 (O) +91 3485 253645 (R)	O/o General Manager, Farakka Barrage Project P.O. Farakka Barrage, Dist. Murshidabad West Bengal, PIN 742212
Superintending Engineer (Coord), Farakka Barrage Project	+91 3485 253335	O/o General Manager, Farakka Barrage Project P.O. Farakka Barrage, Dist. Murshidabad West Bengal, PIN 742212
Superintending Engineer Circle No. I, Farakka Barrage Project	+91 3485 253280	O/o the Superintending Engineer Circle No. I, Farakka Barrage Project P.O. Farakka Barrage, Dist. Murshidabad West Bengal, PIN 742212
Superintending Engineer Circle No. II, Farakka Barrage Project	+91 3485 253286	O/o the Superintending Engineer Circle No. II, Farakka Barrage Project P.O. Farakka Barrage, Dist. Murshidabad West Bengal, PIN 742212
Superintending Engineer Circle No. III, Farakka Barrage Project	+91 3485 253287	O/o the Superintending Engineer Circle No. III, Farakka Barrage Project P.O. Farakka Barrage, Dist. Murshidabad West Bengal, PIN 742212

PERFORMANCE AUDIT BY AN OUTSIDE AGENCY

The Farakka Barrage Project is subject to regular audit by Government auditors. Performance audit of the project by an outside agency is to be carried out by the Ministry of Water Resources, River Development & Ganga Rejuvenation, Govt. of India.

SUGGESTIONS

Feedback / suggestions from the users / clients are welcome and may be mailed to goffice-fbp@gov.in or sec-fbp@gov.in. The performance of charter, to meet the

requirement of ever changing environment shall be reviewed as and when necessary, but in any case at least once a year.