



**PUBLIC WORKS DEPARTMENT
WATER RESOURCES DEPARTMENT**

**CITIZENS' CHARTER
2016**

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**Government of Tamil Nadu
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1.0. INTRODUCTION

Water Resources are vital for the economic development of the country. Agriculture is the main occupation in the country. Water is essential for various sectors such as Agriculture, Industries, Domestic, Aquaculture, Horticulture and various other uses. Therefore, equitable distribution of available water amongst all the sectors is an important task.

The Government is implementing various schemes and works to harness, impound and put to effective use all the available water resources through an Integrated Water Resources Management approach. The Government is also striving hard to increase the water use efficiency constantly. Participatory Irrigation Management is also given a special thrust to ensure the participation of water users in maintenance of systems and distribution of water at the grass root level.

1.1. Objectives of Water Resources Department

The Water Resources Department of the Public Works Department is taking up Construction, Rehabilitation and Maintenance of the Dams, Anicuts, Checkdams, Canals and Channels, Tanks, Ponds, Artificial Ground Water Recharge Structures and Inter-linking of Rivers within the State.

Formulation and implementation of the Major, Medium and Minor Irrigation Schemes and proper upkeep of all the Dams of the State are taken up by this Department. In addition, operation and maintenance of irrigation systems to ensure effective management of the available surface and groundwater potential are also continuously taken up by this Department.

1.2. Status of Irrigation in Tamil Nadu

There are 34 Rivers in the State, which have been grouped into 17 major river basins comprising of 127 sub-basins. The total surface water potential of the State has been estimated as 885 T.M.Cft. This includes 264 T.M.Cft. of water received from the neighbouring States as per the Inter-State agreements. The Water Resources Department is controlling and maintaining 89 Dams. The total storage capacity of these Dams is 238.58 T.M.Cft. There are 39,202 Tanks in the State. Out of which 14,098 Major Tanks are maintained by the Water Resources Department.

It has been estimated that about 77% of the available ground water resources of the State are under utilisation. Out of the total 1129 Firkas in the State, 374 Firkas have been classified as Over-exploited Firkas, 48 Firkas as Critical Firkas, 235 Firkas as Semi-critical Firkas, 35 Firkas as Saline Firkas and 437 Firkas as Safe Firkas. This Department is taking up various artificial recharge schemes to improve the ground water potential and the quality of ground water.

2.0. ORGANISATIONAL ARRANGEMENT

The Engineer-in-Chief, Water Resources Department and the Engineer-in-Chief, Buildings are functioning as the two Technical heads of the Public Works Department. The Chief Engineer (General) performs the establishment and administrative works of the Department. At present, the Engineer-in-Chief, Water Resources Department is holding the post of the Chief Engineer (General). The Water Resources Department of the Public Works Department is functioning on River Basin frame work. The functional area of the Water Resources Department has been divided into four Regions viz., Chennai, Tiruchirappalli, Madurai and

Coimbatore. Each Region is headed by a Chief Engineer who acts as the Basin Manager of the River Basins in his jurisdiction. In addition, 6 Chief Engineers are taking up specialised functions such as, Plan Formulation, Design Research and Construction Support, Collection and sharing of Ground and Surface Water Data, Operation and Maintenance, Water Studies and imparting Training. Further, the Director of Boilers in the cadre of Superintending Engineer is functioning as the Authority in the field of production, installation and proper upkeep of boilers and related ancillary equipments and accessories.

They are:

- i. Plan Formulation (PF)
- ii. Design, Research and Construction Support (DR & CS)
- iii. Operation and Maintenance (O & M)
- iv. State Ground and Surface Water Resources Data Centre (SG & SWRDC)
- v. Institute for Water Studies (IWS)
- vi. Irrigation Management Training Institute (IMTI)
- vii. State Water Resources Management Agency (SWARMA)
- viii. Directorate of Boilers

The functions of the Regional and Functional Chief Engineers, Director - SWARMA and Director of Boilers are as below:

A. Functions of the Regional Chief Engineers

- Overall in-charge of all irrigation systems in the Region
- Develop goals and objectives for the River Basins in the respective Region, establish priority of the works and adequate quality control measures
- Maintenance of irrigation structures and their appurtenances on priority basis

- Implement adequate quality control measures in all works
- Ensure sound environment, land acquisition and economic rehabilitation
- Co-ordinate with farmers and farmers' organisations in implementation of new schemes

B. Functions of the Functional Chief Engineers

1. Chief Engineer, WRD, Plan Formulation, Chennai – 600005. The Plan Formulation Wing is responsible for formulation of new schemes by conducting necessary survey and investigation. Designs for all the components of the schemes, based on the field data are evolved by this Wing. The Detailed Project Reports for the schemes are also prepared by this Wing.
2. Chief Engineer, WRD, Design, Research and Construction Support, Chennai – 600005. The Institute of Hydraulics and Hydrology (IHH) located at Poondi in Tiruvallur District, comes under this wing. In this Institute, Model Studies of hydraulics, hydrology and coastal structures are carried out. Further, this Institute monitors shore line changes of Tamil Nadu coast and evaluation of coastal protection works.
Watershed Management Board Division at Pollachi is engaged in undertaking sedimentation and watershed management studies in selected Reservoirs of Tamil Nadu for arriving at up-to-date reduction in storage capacity due to sedimentation.

3. Chief Engineer, WRD, Operation & Maintenance, Chennai- 600 005.
- This Wing primarily collects all the flow data particulars of the Dams of the State and furnishes the Daily Water Report throughout the year. For this purpose, a Hydro Metric Data (HMD) Cell is functioning round the clock throughout the year. This Cell functions with necessary additional staff by redeployment to collect the flood related data during the North East Monsoon period, i.e., October - December, every year. The Dam Safety Directorate functioning under this Wing, prepares the health status reports of all the Dams of the State (both WRD and TANGEDCO Dams) and furnishes the annual consolidated report to the Central Water Commission, Government of India. The Public Works Workshop and Stores is also functioning under this Wing.
4. Chief Engineer, WRD, State Ground & Surface Water Resources Data Centre, Taramani, Chennai- 600 113.
- This Wing assesses the ground water potential and quality periodically all over the State. Further, maintenance of Full Climatic Stations, Aquifer Mapping and its Management and Strengthening of Ground Water Monitoring Network in the State are carried out.

5. Chief Engineer & Director, WRD, Institute for Water Studies, Taramani, Chennai – 600113.

The Institute for Water Studies functions with the objectives of planning, assessing and managing the water resources at micro level of all the River Basins in Tamil Nadu. This Institute has a well developed Remote Sensing Centre in the State.

6. Chief Engineer & Director, WRD, Irrigation Management Training Institute (IMTI) Tiruchirappalli - 620 015.

This Institute conducts various training programmes to the officers and field officials on Irrigation Management, Ground Water Development & Management and Computer related subjects. Further, unique courses like Disaster Management, Coastal Hydrology and Prevention of sea water intrusion, Dam Safety - Dam Instrumentation, etc., are also organized by this Institute. Various training programmes and study tours are also arranged by the Institute for the benefit of farmers.

7. Director, State Water Resources Management Agency(SWaRMA) Tharamani, Chennai – 600113.

This agency advises the Government for planning water allocation, Basin water development and efficient water management.

8. Director,
Directorate of Boilers,
Chepauk,
Chennai – 600005.
- The Directorate of Boilers is the enforcing authority of the Boilers Act, 1923, for the safe operation of the Boilers and to ensure the safety of public life and property. This Directorate plays an active role in the development of Boilers and Boiler Ancillary Industries in the State.

Time limit for taking up Construction, Rehabilitation and Maintenance of Dams, Reservoirs, Anicuts, Checkdams, Canals, Tanks, Ponds etc.

While formulating schemes for Construction and Rehabilitation of Dams, Reservoirs, Anicuts, Check dams, Canals, Tanks, Ponds, etc., various components of the works to be taken up are listed in the estimates specifying the quantum of works, specifications to be adopted and the financial requirement. A programme of execution is also evolved, based on which agreement is drawn with the contracted agency. Through effective continuous monitoring of the progress and the quality of works implemented, cost and time over runs are avoided. The period of execution is also decided based on the irrigation season in the project area. Maintenance works are periodically taken up as per norms, on a time bound basis to ensure that the irrigation needs are fulfilled right up to the tail end of the system.

List of officers for contact

The list of officers for contact in the Chief Engineers' offices is appended in **Annexure I**. Further details on all irrigation

related subjects may be obtained from the offices of the Chief Engineers of the Department.

3.0. SERVICES OF THE WATER RESOURCES DEPARTMENT

3.1. Technical Consultancy Services offered by the Soil Mechanics and Research Division, Chennai

The Soil Mechanics and Research Division functioning under the Plan Formulation Wing of this Department is offering Technical Consultancy Services on chargeable basis in analysing the soil characteristics, testing of concrete and analysing the chemical properties of construction materials. The details of the tests carried out, the charges and duration are appended in **Annexure –II**.

3.2. State Ground and Surface Water Resources Data Centre

The State Ground and Surface Water Resources Data Centre of this Department is providing the following Consultancy Services to Farmers and Public on cost basis:

1. Conducting Geophysical Survey for selection of suitable sites for drilling Bore Well / Dug Well.
2. Surface and Ground Water Quality related Testing.

Water samples are being analysed and the following parameters are furnished with reference to the permissible limits:

- Calcium
- Sodium

- Magnesium
- Potassium
- Total Dissolved Solids (TDS)
- Total Hardness (TH)
- Hydrogen Ion concentration (pH value)

The details of the charges collected and the duration taken for the tests are furnished in **Annexure – III**.

3.3. Participatory Irrigation Management (PIM) Programme

The Tamil Nadu Farmers' Management of Irrigation Systems Act, 2000 (Tamil Nadu Act 7/2001) was enacted and brought into force from 01.10.2002. This Act envisages constitution of Farmers' Organisations in the entire command area of all the irrigation systems under the management of Water Resources Department, as follows:

- a. "Water Users' Association"(WUA) at the Primary level consisting of all the water users.
- b. "Distributory Committee" at Secondary level
- c. "Project Committee" at the Project level

The Participatory Irrigation Management programme has ensured the participation of the farmers in Irrigation Management and Operation & Maintenance of Irrigation systems and positive changes are taking place.

3.4. Participation of Farmers in Maintenance Works

Irrigation systems are classified as Major, Medium and Minor Irrigation Systems. Maintenance of systems mainly comprising of Dams, Canal network, System Tanks are taken

care of under System Maintenance Grant. All other irrigation systems comprising Anicuts, Non-system Tanks, Rain-fed Tanks and Minor diversion works are classified as Non-system works and maintained by WRD under a separate Lumpsum Grant.

To protect the irrigation structures from damages during flood times, patrolling round the clock is arranged with the help of the Public. The Public, especially, Farmers can render their co-operation in evicting the encroachments in water bodies.

3.5. Weekly Water Shandy (Irrigation Assessment and Action Programme)

The Irrigation Assessment and Action Programme is essentially based on the premise that, for the irrigation management to be effective, good rapport must be built up between the irrigation managers and the farmers with mutual trust and willingness to share the information available and take joint decisions. Hence, Weekly Water Shandy is being conducted by Territorial Assistant Engineer/ Junior Engineer to achieve this objective.

3.6. The Tamil Nadu Protection of Tanks and Eviction of Encroachment Act, 2007

It has become imperative to protect the water bodies from encroachments and for proper use. Awareness is being created among the general public especially at Village level on the need to keep the tanks in original shape through hand bills, wall posters, print media and "tom-tom". Works such as delineation of tank boundaries, eviction of encroachments and fixing stones along the boundaries are being executed for preventing encroachments.

3.7. Information Centres

Information Centres are operational in the Offices of the Executive Engineer, Superintending Engineer and Chief Engineer. Petitions are received with necessary acknowledgement. The action taken on the grievances are promptly informed to the Public.

4.0. REGISTRATION OF CONTRACTORS

Registration of Contractors in appropriate Class for executing works on contract in Water Resources Department is done by the Superintending Engineer/Executive Engineer.

Time limit for inviting and accepting tenders and matters concerned

Publication of Tenders :

- a) Works upto a value of Rs.2.00 crore : 15 days
- b) Works above the value of Rs.2.00 crore : 30 days
- c) In exceptional cases, considering the importance and urgency involved in execution of works, short term tender can be called for with prior approval of the next higher authority.

Time limit for processing of Tenders :

Within one month from the last date stipulated for receipt of Tenders.

5.0. AWARDING WORKS TO CONTRACTORS

5.1. The Tamil Nadu Transparency in Tenders Act, 1998

The Tamil Nadu Transparency in Tenders Act, 1998 came into force with effect from 11.12.1998. This Act provides transparency in the Public procurement and regulates the procedure in inviting and accepting tenders and matters

concerned therewith or incidental thereto.

This Act aims to:

- a) Maximise economy and efficiency in Government procurement.
- b) Foster and encourage effective participation by tenderers in the process of tenders.
- c) Promote healthy competition among tenderers.
- d) Provide fair and equitable treatment for all tenderers
- e) Promote the integrity of the process of tenders and to promote fairness and public confidence in the processing of tenders by ensuring transparency in the procedure relating to procurement.

5.2. E-Tendering

Electronic supply of tender documents at free of cost in respect of open tenders for works exceeding Rs.10.00 lakh, has been introduced.

6.0. DRAWAL OF WATER FROM GOVERNMENT SOURCES

6.1. Procedure for Drawal of Water

The Government accords permission for drawal of water for Industrial purpose below 1 Million Gallons per Day (MGD) in consultation with Revenue Department, subject to clearance from Tamil Nadu Pollution Control Board. For drawal of water of 1 Million Gallons per Day (MGD) and above from the Government sources for industrial or other uses, after approval of Water Utilisation Committee, the Government permission is accorded.

7.0. QUARRYING OF SAND

Water Resources Department is engaged in sand quarrying from 03.10.2003. At present, sand is sold at the rate of Rs.800/- per lorry load (2 units).

8.0. RIGHT TO INFORMATION ACT, 2005

To provide information as per the RTI Act, 2005 Public Information Officers and Appellate Authorities are available in all the Divisional offices.

EDAPPADI K. PALANISWAMI
MINISTER FOR PUBLIC WORKS, HIGHWAYS
AND MINOR PORTS

ANNEXURE I
LIST OF OFFICERS FOR CONTACT IN
CHIEF ENGINEER'S OFFICES

Sl. No.	NAME OF OFFICE	OFFICER FOR CONTACT
1.	ENGINEER -IN-CHIEF, W.R.D. & CHIEF ENGINEER (GENERAL), P.W.D.,CHEPAUK, CHENNAI - 600 005. 044 - 2852 5351	1. JOINT CHIEF ENGINEER [GENERAL] 044 - 2859 4145 2. JOINT CHIEF ENGINEER [IRRIGATION] 044 - 2859 4144
2.	CHIEF ENGINEER, W.R.D., CHENNAI REGION, CHEPAUK, CHENNAI - 600 005. 044 - 2852 3007	DEPUTY CHIEF ENGINEER CHENNAI REGION 044 - 2852 3007
3.	CHIEF ENGINEER, W.R.D., TRICHY REGION, PUDUKOTTAI ROAD, P.B.No.803, SUBRAMANIAPURAM, TIRUCHIRAPPALLI - 620 020. 0431 - 2332287	DEPUTY CHIEF ENGINEER TRICHY REGION 0431 - 2332287
4.	CHIEF ENGINEER, W.R.D., COIMBATORE REGION, COIMBATORE - 641 001. 0422 - 2381804	DEPUTY CHIEF ENGINEER COIMBATORE REGION 0422 - 2381803
5.	CHIEF ENGINEER, W.R.D., MADURAI REGION, THALLAKULAM, MADURAI - 625 002. 0452 - 2530326	DEPUTY CHIEF ENGINEER MADURAI REGION 0452 - 2530326

Sl. No.	NAME OF OFFICE	OFFICER FOR CONTACT
6.	CHIEF ENGINEER, W.R.D., PLAN FORMULATION, CHEPAUK, CHENNAI – 600 005. 044 – 2852 5662	JOINT CHIEF ENGINEER (PLAN FORMULATION) 044 – 2852 5662
7.	CHIEF ENGINEER, W.R.D., DESIGN, RESEARCH AND CONSTRUCTION SUPPORT, CHEPAUK, CHENNAI – 600 005. 044 – 2841 3381	JOINT CHIEF ENGINEER (DESIGN, RESEARCH AND CONSTRUCTION SUPPORT) 044 – 2841 3381
8.	CHIEF ENGINEER, W.R.D., OPERATION & MAINTENANCE, CHEPAUK, CHENNAI – 600 005. 044 – 2851 7261	JOINT CHIEF ENGINEER (OPERATION & MAINTENANCE) 044 – 2841 5552
9.	CHIEF ENGINEER, W.R.D., STATE GROUND & SURFACE WATER RESOURCES DATA CENTRE, THARAMANI, CHENNAI – 600 113. 044-22541526	JOINT CHIEF ENGINEER (STATE GROUND & SURFACE WATER RESOURCES DATA CENTRE) 044 – 2254 1369
10.	CHIEF ENGINEER & DIRECTOR, W.R.D., INSTITUTE FOR WATER STUDIES, TARAMANI, CHENNAI – 600 113. 044 – 2254 2380	JOINT DIRECTOR (INSTITUTE FOR WATER STUDIES) 044 – 2254 2674
11.	CHIEF ENGINEER & DIRECTOR, W.R.D., IRRIGATION MANAGEMENT TRAINING INSTITUTE, THUVAKUDI, TIRUCHIRAPPALLI – 620 015. 0431 – 2500500	JOINT DIRECTOR (IRRIGATION MANAGEMENT TRAINING INSTITUTE) 0431 – 2500603

Sl. No.	NAME OF OFFICE	OFFICER FOR CONTACT
12.	DIRECTOR, STATE WATER RESOURCES MANAGEMENT AGENCY (SWARMA) TARAMANI, CHENNAI-600 113. 044 - 2254 0135	EXECUTIVE ENGINEER, STATE WATER RESOURCES MANAGEMENT AGENCY (SWARMA) 044 - 2254 0135
13.	DIRECTOR OF BOILERS, DIRECTORATE OF BOILERS CHEPAUK, CHENNAI - 600 005. 044 - 2852 2233	DEPUTY DIRECTOR OF BOILERS, CHEPAUK, CHENNAI - 600 005. 044 - 2852 2233

ANNEXURE II

Details of Tests carried out by Soil Mechanics and Research Division, Chennai

Sl. No.	Description of test	Testing Charges in Rs.	Unit	Duration
Testing of soil characteristics				
I Field Tests				
1	Conducting Boring Operation (Hand Auger) including Penetration Test (SPT) up to 10m in depth from ground level	10,000	per bore	15 days
2	Conducting Static/Dynamic Cone Penetro meter test (SCPT/DCPT) up to 10m depth from ground level	10,000	per point	15 days
3	Conducting field permeability test	2,000	per point	7 days
II Laboratory Tests				
4	Conducting Routine Lab Test (GSA, Atterberg limits)	2,000	per sample	10 days
5	Conducting Lab Shear Test (Direct Shear)	500	per sample	7 days
6	Conducting Unconfined Compressive Strength(UCC) Test	500	per sample	7 days
7	Conducting Lab Permeability Test	500	per sample	7 days
8	Conducting Lab Consolidation Test	5,000	per sample	15 days
9	Conducting Proctor Compaction Test	1,000	per sample	7 days

Sl. No.	Description of test	Testing Charges in Rs.	Unit	Duration
10	Conducting Differential Free Swell Test	500	per sample	3 days
11	Conducting Swell Pressure Test	5,000	per sample	15 days

Sl.No.	Description of test	Testing Charges in Rs.	Unit	Duration
Chemical Analysis				
1	Chemical analysis on Cement	5,000	per sample	7 days
2	Chemical analysis on Lime	5,000	per sample	7 days
3	Chemical analysis on Water	5,000	per sample	3 days
4	Chemical analysis on Surki/Fly ash	5,000	per sample	7 days
5	Chemical analysis on Sand	5,000	per sample	7 days
6	Chemical analysis on Soil	6,000	per sample	7 days
7	Chemical analysis on Mortar	3,000	per sample	7 days
8	Chemical analysis on Rock Sample	10,000	per sample	7 days
9	Chemical analysis on Water for construction purpose	2,000	per sample	3 days
10	Chemical analysis on water for Drinking, Domestic and Industrial purpose	3,000	per sample	3 days
11	Chemical analysis on corrosive nature of soil and sand	2,500	per sample	7 days

Sl.No.	Description of test	Testing Charges in Rs.	Unit	Duration
Test on Concrete				
I	Field Tests			
1	Rebound Hammer Test	50	per point	7 days
2	Ultrasonic Pulse Velocity Test	75	per point	7 days
3	Rebar Scanner Test	75	per point	7 days
4	Core cutting and Compression Test	900	per sample	15 days
II	Laboratory Tests			
1	Concrete Compressive Strength Test	150	per set of three cubes	2 days
2	Tests on steel viz., Tensile Strength, Specific weight, Percentage of Elongation, 0.2% of proof stress	600	per sample	2 days
3	Tests on Coarse aggregate			
a)	Sieve Analysis	1,200	per sample	3 days
b)	Specific Gravity	500	per sample	3 days
c)	Abrasion Test	1,000	per sample	3 days
d)	Crushing Test	1,000	per sample	3 days
e)	Impact Test	1,000	per sample	3 days
f)	Organic Impurities	500	per sample	3 days

4	Tests on Fine Aggregate			
a)	Sieve Analysis	1,200	per sample	3 days
b)	Specific Gravity	500	per sample	3 days
c)	Silt and Clay Content	500	per sample	3 days
d)	Organic Impurities	500	per sample	3 days
5	Tests on Cement viz., Consistency, Initial setting time and final setting time, Compressive strength, Soundness	3,000	per sample	30 days
6	Tests on Bricks viz., Efflorescence, Water absorption, Compressive strength	2,000	per sample	10 days
7	Tests on Burnt Clay Bricks viz., Water absorption, Flexural strength	2,500	per sample	10 days
8	Concrete mix design	20,000	per sample	40 days
9	Test on Mosaic and Pressed Tiles Flexural strength	2,500	per sample	7 days
10	Physical properties of Lime	3,000	per sample	30 days
11	Lime reactivity test on Fly Ash	2,000	per sample	30 days

ANNEXURE – III

Details of Tests carried out by State Ground and Surface Water Resources Data Centre

Sl. No.	Description of test	Testing Charges in Rs.	Unit	Duration
Field Tests				
1	Geophysical survey for suitable site selection for drilling Bore well for Farmers	500 /-	1	15 days
2	Geophysical survey for suitable site selection for drilling Open well for Farmers	500 /-	1	15 days
3	Geophysical survey for suitable site selection for drilling Bore well for Public	1,000 /-	1	15 days
4	Geophysical survey for suitable site selection for drilling Open well for Public	1,000 /-	1	15 days
Laboratory Tests				
5	Conducting routine lab test for water parameters for Farmers, Public and Students (Calcium, Sodium, Magnesium, Potassium, Total Dissolved Solids (TDS), Total Hardness (TH), Hydrogen Ion Concentration (pH value)	250/-	Per Water Sample	1 Week