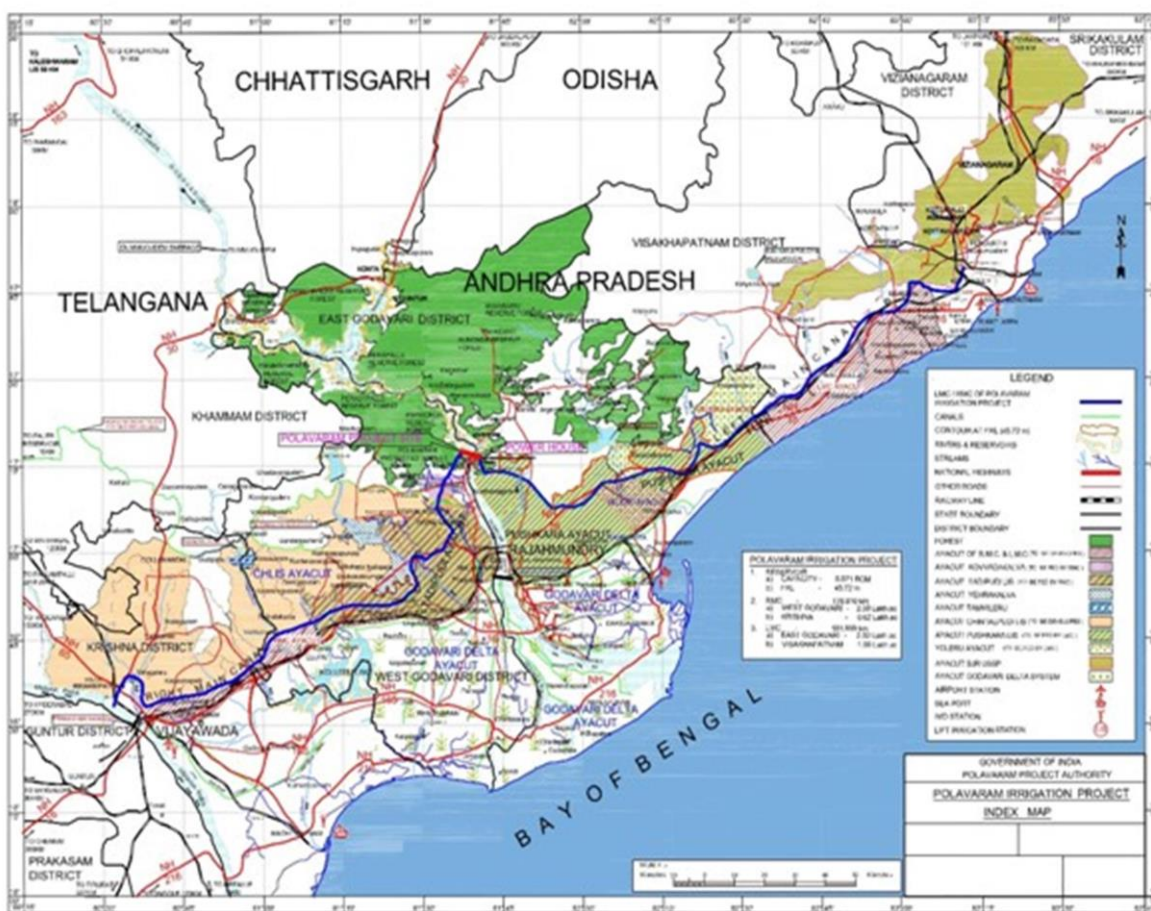
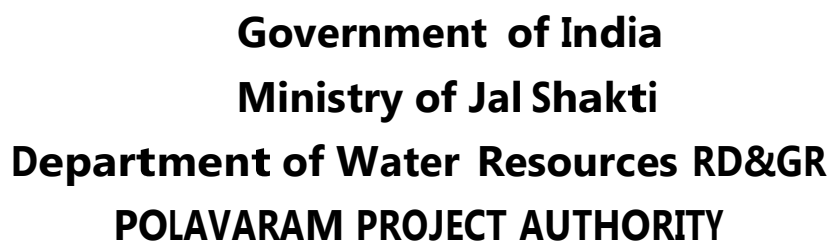




CITIZEN'S/CLIENT'S CHARTER

PREAMBLE

The Andhra Pradesh State Reorganization Act (APRA), 2014 under Section 90 declared the Polavaram Irrigation Project as a National Project and it is also declared that it is expedient in the public interest that the Union should take under its control the regulation and development of the Polavaram Irrigation Project for the purposes of irrigation.

The Act mandates that the Central Government shall execute the project and obtain all requisite clearances including environmental, forests, and rehabilitation and resettlement norms.

In pursuance of the Act, the Central Government constituted a Governing Body to Polavaram Project Authority and the Polavaram Project Authority by the Ministry of Water Resources Notification dated 28-May-2014, the Polavaram Project Authority has started functioning at Hyderabad.

In pursuance of Department of Expenditure, Ministry of Finance O.M No. 1(2)/PF-1/2014(Pt) dated 30-Sep-2016, Government of Andhra Pradesh is executing the construction of Irrigation component of PIP on behalf of Government of India.

VISION OF PPA

Ensuring sustainable development and management of Godavari River waters for prosperity of the region.

MISSION OF PPA

Construction, regulation and development of Polavaram Irrigation Project conforming to the Godavari Water Tribunal Award, 1980.

ACTIVITIES OF PPA

Vide Govt. of India, Gazette Notification No. 129 dated 28-May-2014 the powers, functions and duties of the authority are as below:

- 1) The Authority shall execute the project, preferably through the concerned State Departments and/ or any other expert agency, and obtain all requisite clearances including environmental, forests, and rehabilitation and resettlement norms and shall be charged with the regulation and development of the Polavaram Project.

- 2) The Authority shall issue appropriate directions, whenever necessary for timely and full compliance by the concerned States in the matter of acquisition for and making available to Authority lands and properties likely to be submerged under the Polavaram Project and in the matter of compensation and rehabilitation of outsees thereunder.
- 3) The Authority shall cause to be established, maintained and operated by the State Government(s) concerned or Central Water Commission, such stream and other gauging evaporation observation stations and measuring devices as may be necessary from time to time for securing the records required to implement the provisions of the orders of the Godavari Water Disputes Tribunal with regard to Polavaram Project.
- 4) The Authority shall frame rules for water accounting to implement and supplement the provisions of the Award of the Godavari Water Disputes Tribunal.
- 5) The Authority shall regulate distribution of power generated from the Polavaram project amongst the States, as notified by the Ministry of Power.
- 6) The Authority shall determine the volume of water stored, flowing in and out of the Polavaram reservoir, and the volume of water utilized through each Main or Branch head works, evaporation and seepage losses on ten daily basis in a water year (1st June of a year to 31st May of next).
- 7) The Authority or any of its duly authorized representatives shall have power to enter upon any land and property upon which any work of gauging, evaporation or other hydrological station or measuring device has been or is being constructed, operated or maintained by any State for the use of Polavaram water and each State through its appropriate departments shall render all cooperation and assistance to the Authority and its authorized representatives in this behalf.
- 8) The Authority shall meet as often as necessary and decide on a proper management of waters including in particular the manner and details of withdrawals of waters from Polavaram reservoir in accordance with the orders of the Godavari Water Disputes Tribunal.
- 9) The Authority shall issue appropriate directions for establishment, maintenance and operation of an effective system of flood forecasting and flood control including reporting of heavy precipitation and

telecommunication systems and the Authority shall publish annually and make available to party States the data regarding operation of reservoirs during floods.

The Authority shall also perform any other function as directed by the Governing Body and the Central Government from time to time.

ORGANIZATIONAL SETUP

As per Gazette notification No. 129 dated 28-May-2014 there shall be constitution of an Authority called the Polavaram Project Authority (hereinafter referred to as the Authority); The Authority shall consist of a Chief Executive Officer (CEO) and eleven Members, as under;

- i) The Chief Executive Officer – Chairman
- ii) The Principal Secretary or Secretary of Irrigation or Water Resources Department of the successor State of Telangana – Member
- iii) The Principal Secretary or Secretary of Irrigation or Water Resources Department of the successor State of Andhra Pradesh – Member
- iv) Two Chief Engineers (Senior Administrative Grade), one each from Central Water Engineering (Group 'A') Service and Central Power Engineering (Group 'A') Service to be in-charge of Planning and Design and Power Wing respectively – Members
- v) Three Chief Engineers to be deputed by the State Government to be in-charge of the works for the Dam and appurtenant Structures, Power House and associated works and Canal system – Members
- vi) Commissioner in-charge of Land Acquisition and Rehabilitation of States of Andhra Pradesh and Telangana – Member
- vii) Financial Adviser, Ministry of Water Resources – Member
- viii) One Chief Engineer (Senior Administrative Grade) from Central Water Engineering (Group 'A') Service -Member Secretary

The Chief Executive Officer and Members at serial numbers (iv), (v) and (viii) shall be posted to the Authority on full time basis by the Central Government or the State Government, as the case may be.

CLIENTS/CITIZENS

The main clients for services rendered by PPA is: Government Organizations viz. Central Government, Ministries/ Departments/ Organizations and concerned State Governments. The Authority does not provide direct services to citizens or any private agency.

REQUEST TO CITIZENS

Imbibe the spirit of conservation of natural resources and improve efficiency in all areas of water use and to honor and abide by Rules and Regulations framed by Central/State Governments regarding utilization/conservation of water.

REDRESSAL OF GRIEVANCES

Grievances received in the Authority receive prompt attention. Member Secretary, PPA is the designated officer for Redressal of Public Grievances. Grievances may be addressed to Member Secretary, D.no.103-6-233/2, SV Enclave, Opposite AMG High School, Bommuru Rajavolu road, Bommuru, Rajamahendravaram - 533 124, Phone: 0883-2943182.

TIME FRAME FOR REDRESSAL OF GRIEVANCES

All public grievances/petitions sent to the Authority 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 grievances, in the Authority.

RIGHT TO INFORMATION

All requests received under RTI Act, 2005 are processed promptly and 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 First Appellate Authority as per provisions of RTI Act.

The details of Central Public Information Officer and the First Appellate Authority is as under:

CENTRAL PUBLIC INFORMATION OFFICER:

Shri. N V Satish Seemakurti, Director, D. No. 103-6-233/2, SV Enclave, Opposite AMG High School, Bommuru Rajavolu Road, Bommuru, Rajamahendravaram- 533 124, Phone: 0883-2943182

FIRST APPELLATE AUTHORITY

Shri M. Raghuram, Member Secretary, Polavaram Project Authority, D.no.103-6-233/2, SV Enclave, Opposite AMG High School, Bommuru Rajavolu Road, Bommuru, Rajamahendravaram- 533 124, Phone: 0883-2943182.

IMPORTANT ADDRESSES AND TELEPHONE NUMBERS

Name (Shri/Smt)	Designation	Telephone	E Mail
Sanjeev Vohra	Chief Executive Officer	0883-2943182	ceo.ppa-mowr@gov.in
M. Raghuram	Member Secretary	0883-2943182	polavaram-auth@gov.in
M. Ramesh Kumar	Chief Engineer (P&D)	0883-2943182	cepd.ppa-mowr@goc.in
C. Venkata Subbaiah	Chief Engineer (Power)	0883-2943182	cep-polavarammowr@gov.in
N V Satish Seemakurti	Director	0883-2943182	dirac.ppa-mowr@gov.in

POSTAL ADDRESS

Polavaram Project Authority, D. No.103-6-233/2, SV Enclave, Opposite AMG High School, Bommuru Rajavolu Road, Bommuru, Rajamahendravaram - 533 124.