

# **CITIZEN CHARTER**



**OF**

**INLAND WATERWAYS AUTHORITY OF  
INDIA**

**(Ministry of Shipping)**

A-13, Sector – 1, Noida, U.P. – 201301

[www.iwai.nic.in](http://www.iwai.nic.in)

**July 2016**

## CONTENTS

<b>S no</b>	<b>Particulars</b>	<b>Page no.</b>
1	Preface	2
2	Mandate	2
3	Vision	3
4	Mission	3
5	Service Standards	4
6	Grievance Redressal Mechanism	5
7	Guidance and help	5
8	List of Stakeholders	6
9	Indicative Expectations from Recipients	6
10	Month & Year for the next Review	7
11	Conclusion	7
12	Contact details of Regional & Sub-offices	8

# **INLAND WATERWAYS AUTHORITY OF INDIA**

## **Preface**

Transport sector comprises of different modes such as railways, roadways, coastal shipping, inland waterways, pipelines and airways which are the main critical infrastructure for economic development of any country. A developed transport system enables optimum cost of transportation in a multimodal network utilizing strengths of all modes on case to case basis. Inland water transport (IWT) offers cost effective, environment friendly and fuel efficient mode of transport, especially for bulk goods, hazardous cargo and over dimensional cargo.

Inland Waterways Authority of India is a statutory body duly constituted and established under Section 3 of Inland Waterways Authority of India Act, 1985, for the regulation and development of inland waterways for purposes of shipping and navigation and for matters connected therewith or incidental thereto.

## **Mandate**

As per section 14 of IWAI Act, 1975, IWAI is mandated with the development and regulation of waterways which are declared as national waterways. 111 waterways have so far been declared as National waterways (NW). Besides NWs, IWAI is developing and maintaining the Indian side of Sunderbans waterways under the Indo-Bangladesh Protocol for transit and trade under which the inland vessels of one country can transit through specified routes of the other country.

## **Vision**

To develop and maintain necessary infrastructure across national waterways in India with an aim of providing integrated logistics corridor which is efficient, safe and environment friendly.

## **Mission**

The mission of IWAI is to regulate and develop inland waterways for the purpose of shipping and navigation by:

- Providing or permitting infrastructure facilities for national waterways.
- Carrying out surveys, investigations, conservancy measures, control activities, consultancy studies and research works in relation to the development, maintenance and management national waterways and appurtenant land.
- Regulating construction or alteration of structures on or across or under the national waterways.
- Establishing and maintaining pilotage.
- Analyzing the transport requirement with a view to coordinate inland water transport with other modes of transport.
- Executing all other works necessary for the safety and convenience of shipping and navigation and improvement of the national waterways etc.
- Advising MoS on matters related to IWT development.

## Service Standards

Action	Success Indicator	Unit	Target / Criteria Value					Target achieved (upto June'16)
			Excellent	Very Good	Good	Fair	Poor	
			100%	90%	80%	70%	60%	
Maintenance of 2.5m Least Available Depth (LAD) in Haldia-Farakka stretch of National Waterway-1	Maintenance of LAD	Days	330	315	300	285	270	365 days
Maintenance of 2.5m LAD in Dhubri-Pandu stretch of National Waterway-2	Maintenance of LAD	Days	330	315	300	285	270	365 days
Maintenance of 2m LAD in Champakara & Udyogmandal canals, Cherai-Alappuzha stretch of National Waterway-3	Maintenance of LAD	Days	330	315	300	285	270	365 days
Construction of Ro-RO jetty at Dhubri on NW-2	Percentage of work completed	%	85	77	68	60	51	85%
Construction of Slipway at Pandu	Percentage of work completed	%	15%	14%	12%	11%	9%	15 % completed
Channelization of Dhubri-Hatsinghimari	Percentage of work completed	%	15%	14%	12%	11%	9%	15 % completed

## **PUBLIC REDRESSAL MECHANISM**

In case of non-compliance of the service standards, the service recipients/stakeholders can contact the following Public Grievance Officer for redressal of their grievance.

<b>Name of the Officer</b>	<b>Designation</b>	<b>Contact no.</b>	<b>Email id</b>	<b>Contact Address</b>
Mr. Umesh Kumar Sahai	Assistant Secretary, IWAI	0120-2521724	<a href="mailto:uksahai.iwai@nic.in">uksahai.iwai@nic.in</a>	Inland Waterways Authority of India A-13, Sector 1, Noida- 201301 U.P.

## **ESCALATION OF GRIEVANCE**

In case the grievance is not redressed finally, the same can be taken up at higher level to the following nodal authority:

<b>Name of the Officer</b>	<b>Designation</b>	<b>Contact no.</b>	<b>Email id</b>	<b>Contact Address</b>
Ms. D Sai Amutha Devi	Secretary & CVO (Public Grievance), IWAI	0120-2544036	<a href="mailto:secy.iwai@nic.in">secy.iwai@nic.in</a>	Inland Waterways Authority of India A-13, Sector 1, Noida- 201301 U.P.

## **FEEDBACK/SUGGESTIONS FROM USERS**

The suggestions from the users and stakeholders are always welcome. Any suggestion for the development, maintenance and management of waterways will be given due consideration.

## **GUIDANCE AND HELP**

In addition to the above, dissemination of information on policies, major decisions taken and procedures followed are placed in our website at the following address: <http://www.iwai.nic.in>

## **LIST OF STAKEHOLDERS**

<b>S no</b>	<b>Stakeholders</b>
1	General Public at large
2	All Contractors of waterway related projects
3	All Consultants
4	State Governments (including Maritime Boards)
5	Financial Institutions
6	Ports
7	Other Vendors/Service Providers (viz. barge operators, housekeeping, stevedoring, security, catering, printing agencies etc.)

## **INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS**

- Applications/suggestions are to be submitted to the concerned division/or via email.
- Relevant documents/enclosures if any, are to be submitted along with the application/suggestion;
- Cross-checking of information/latest position in the matter with
- concerned officials before raising a query/grievance;
- Service recipient are welcome to meet the officers of IWAI, however, they should seek appointment from the officer concerned at least prior to three working days of the meeting.
- Service recipient should first seek to access the relevant information from the public domain.
- Any query asked by service recipient should be clear and specific.

## **MONTH AND YEAR FOR THE NEXT REVIEW OF THE CHARTER**

September 2016

### **CONCLUSION**

As part of the Performance Monitoring and Evaluation System (PMES) for Government Departments and Autonomous organizations under various Ministries, IWAI in its first endeavor, has formulated the Citizen's Charter for the Organization. Constant feedback/suggestions from the recipients/stakeholders regarding services delivered are most welcome as this would enable us to improve the service delivery mechanism and make us more responsive to your needs. Feedback/suggestions on the Charter can be sent to

Sh. Umesh Kumar Sahai,  
Assistant Secretary,  
IWAI, A-13, Sector-1, Noida  
U.P-201301.  
Tel No.0120-2521724/2527667,  
E-mail: uksahai.iwai@nic.in



**CONTACT DETAILS OF IWAI (REGIONAL AND SUB OFFICES)**

<b>S No.</b>	<b>Location</b>	<b>Contact no.</b>	<b>Contact Address</b>
1	PATNA	0612-2310026/17/27/57	IWAI, IWT Terminal, Gaighat, PO-Gulzarbagh, Patna - 800 007
2	GUWAHATI	0361-2676929/925/2570099	Pandu Port Complex, Pandu, Guwahati-781012
3	KOLKATA	033-24390393/24395570/77	P-78, Garden Reach Road, Kolkata 700 043
4	KOCHI	0484-2395064/2389804	National Waterways Road, Kannadikkadu, Behind Nair's Hospital, NH-47, Bypass, Maradu, Kochi-682304
5	FARAKKA	03485-255809	Office Building No.1, FBP Office Complex, Distt. Murshidabad (West Bengal)-742212
6	ALLAHABAD	0532-2561151, 2561152	360F/44, Nawab Yusuf Road, Civil lines, Allahabad -211006, U. P.
7	VARANASI	0542-2505329	52, Patel Nagar, II Floor, Nadesar, Varanasi-221002, U. P.
8	BHAGALPUR	0641-2400651	Navin Ganguli Road, Durga Asthan (Mandir Ghat), Badi Khanjarpur Bhagalpur (Bihar) - 812001
9	SWAROOPGANJ	09830508079	Village-Fakirtala, P.O.-Maheshganj, Nadia-741315 (W.B.)
10	DIBRUGARH	0373-2302540	Durgabari Road Tiniali, A.T. Road, Naliapool, Dibrugarh - 786001 (Assam)
11	DHUBRI	0366-2298111	Sub-Office, Dhubri Terminal, Free India Ghat, Dhubri-786005 (Assam)
12	KOLLAM	0474-2766460	IWT Terminal Cam. Office Complex, Ashramam, Near ESI Hospital, Kollam - 691002
13	VIJAYAWADA	0866-2575123	Sub Office, Ground Floor, Block-I, Irrigation Office Complex, Governorpet, Vijayawada - 520002, Andhra Pradesh-520002

14	BHUBANESWAR	09437034763	Premises No.-191, 1st Floor, Baya Baba Math Lane, Unit No. 9, Near to Radhe Krishna Temple, Bhubaneswar - 751022
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