

CITIZEN'S CHARTER



MINOR IRRIGATION DEPARTMENT, UTTARAKHAND

Minor Irrigation Campus, Lane No. 03,
Indraprasth Colony, P.O. Nathanpur, Dehradun

CITIZEN'S CHARTER

1. **Introduction:** Uttarakhand is a special state having typical geography with mix of plain and hilly area. The majority portion of the state is hilly. The 70% population of the state lives in rural area and majority of it depend on agriculture and other related activities for their employment. Agriculture plays an important role in the overall growth of state economy. It is a major source of employment for rural workers. However, a lot of area under cultivation is rain-fed. Minor Irrigation Department plays an important role for providing irrigation facility to the farmers through construction of different kind of schemes which not only increases the irrigation potential but also increases the productivity.

Minor Irrigation Schemes plays a critical role in agriculture growth and increasing farmer's income. Minor Irrigation Schemes are important as they have short gestation period, lower investments and major share in irrigation.

The Citizen's Charter aims to provide for an earlier access and delivery of services in a time bound manner to everyone for better efficiency and grievance management improvement.

2. **Vision:** Uttarakhand state having typical geography and most of the cultivated area in the hilly region is rain-fed. Minor Irrigation Department aims to provide irrigation facility through construction of different type of schemes as per geography of plain and hilly areas and to provide assured irrigation. The department aims to increase the irrigation potential of the state and decrease the rain-fed area. The department is working with as slogan "Har Khet ko Paani".

Assured irrigation facility will not only increase the productivity but also help to improve the financial status of the farmers as well as the economy of the state.

3. **Mission:** Minor Irrigation Department constructs Gule, Tank, Hydam, Artesian Wells, Weir and some other type of schemes to provide irrigation. In the hilly area, Gule, Hydam and Tank-pipeline schemes are constructed whereas artesian wells and weirs are popular in plain area of the state. Irrigation Schemes include surface water, ground water and surface lift type. Most of the schemes are community based.

District Plan, State Plan, Centrally Sponsored Schemes and deposit fund are the main source of budget for the construction of schemes.

4. **Our Beneficiaries:** Most of the farmers in the state are small and marginal types having small holding size. These are the beneficiaries of the department and it constructs the irrigation schemes for them. Schemes are constructed on the basis of proposal obtained from different source, its feasibility and availability of funds. The department assures of its best efforts for fulfilling the requirements.

5. **Organizational Structure:** Minor Irrigation Department has a well established setup having 01 Chief Engineer, 04 Superintending Engineer, 14 Executive Engineers, 38 Assistant Engineers, 145 Junior Engineers and other subordinate staff. The total strength of the department is 539. The organizational structure of the department is as follows:-

6. Services offered by the department:

- 6.1 Execution of Work:** The proposals for the construction of irrigation scheme received from different sources are collected by the department at district level. The feasibility of the schemes is checked by the Junior Engineers posted at Block Level. If the site is suitable for construction, it is proposed under different heads like District Plan, State Plan (SCSP/ TSP), and Centrally Sponsored Schemes (PMKSY). Estimates are prepared and submitted to the competent authority for administrative and financial approval. After sanction of the schemes, tenders are called by Executive Engineer/ Assistant Engineer for the execution of work.

The availability of this service will be intimated to the citizen in the following manner:-

- (i) Issuing tender notices.
- (ii) By displaying the tender notice on the notice board of Minor Irrigation Offices.
- (iii) By publishing tender notice in daily newspapers.
- (iv) E-tender invitation where it is required through website.

- 6.2 Duties of Department during Natural Calamities:** Minor Irrigation Schemes are situated near the water sources like rivers, gadhera, local source etc. and they are very prone to damage during natural calamities like flood, cloud burst, landslide etc. As soon as the district level authority receives the information about the damage of Minor Irrigation Schemes, it reports to District Disaster Management/ District Magistrate. The list of damaged schemes is prepared by the Executive Engineer and send it to the D.M./ Chief Engineer every year after the rainy season with approximate restoration cost. Demand for budget is raised in

Calamity Relief Fund (CRF) and those schemes are restored in which budget is obtained.

- 6.3 **Service under RTI Act:** Public Information Officers (PIO) and Appellate Officers have been nominated by the department at different levels (**Annexure-1**). The people who apply for getting the information under the Right to Information Act 2005 may approach to appropriate P.I.O. and may also approach the appellate authority in case of grievances. The intimation of such information to the applicant, as found appropriate under the Act, shall be done in accordance of the RTI Act.
- 6.4 **Minor Irrigation Census:** Being a Nodal Department in the state, the census of Minor Irrigation work is done by the Minor Irrigation Department with the help of district and block level officers under the guidance of Ministry of Water Resources, River Development and Ganga Rejuvenation, Government of India after a time period. Recently, 5th MI Census with reference year 2013-14 had been completed.
- 6.5 **Enlistment of Contractors:** The people interested to perform construction work in department may apply for enlistment to the competent authority with requisite fee and other formalities given in the Contract Registration Rules and other Government Orders and Circulars issued from time to time.

Enlistment of contractors in Minor Irrigation Department is being done under following categories:

Class	Competent Authority
Class B and above	Chief Engineer & HOD, Minor Irrigation Department, Dehradun, Uttarakhand
Class C	Concerned Superintending Engineer, Minor Irrigation Circle on the recommendation of designated committee
Class D	Concerned Executive Engineer, Minor Irrigation Division

6.6 **Public Grievances:** In case of grievances, the citizens should approach first to the concerned officers for getting the problem sorted out. They may opt for taking up the matter further to the higher authorities in case the grievance is not addressed to or sorted out properly. List of Officers under Grievances Redressal System is mentioned in **Annexure – 2**.

7. **Timeline for various services:**

S. No.	Name of Service	Office	Examining Officers	Time limit for disposal of request	Remarks
1	Registration of Contractors				
	Class B and above	C.E. Office	Concerned AO/ SAO/ CAO	03 months	Incomplete application to be returned within 07 days (Notified in Right to Service Act)
	Class C	Concerned Circle Office	Concerned AO/ SAO/ CAO	03 months	Incomplete application to be returned within 07 days (Notified in Right to Service Act)
	Class D	Concerned Division Office	Concerned AO/ SAO/ CAO	03 months	Incomplete application to be returned within 07 days (Notified in Right to Service Act)

8. **Expectations from Citizens:**

- (a) The procedures stipulated by the department are to be followed to have the full benefit of the services and the citizens may avoid claims, which do not match with the working procedures of the department.
- (b) Any feedback on the working procedures can be suggested by the citizens for improving the efficiency and the activities of Minor Irrigation Department for the benefit of the people at large.
- (c) The beneficiaries are requested to clean the silt, debris etc. from the channels, tanks, and other schemes.
- (d) The beneficiaries are requested to take care of irrigation schemes during ploughing as the schemes may damage during this.
- (e) The beneficiaries are requested to follow the roster for water uses for irrigation.
- (f) The beneficiaries are requested to repair and maintain small damages in schemes from the funds available with Gram Panchayat by putting proposal in Gram Panchayat meetings and including it in the work plan.
- (g) People are requested not to damage the schemes as they are public assets.
- (h) People are requested to inform immediately to the department in case damages in the scheme due to flood, cloud burst, landslide or any other natural calamities.

9. **Grievance Redressal Mechanism:** Any citizen can have access to the Grievance Redressal Mechanism as under:-

- (a) If grievance is related to concerned division/ sub-division of the area, then, the concerned Executive Engineer in charge should be contacted either through e-mail/ telephone in person or by post.

- (b) If the grievance is related to the circle level, then, the concerned in charge Superintending Engineer should be contacted.
- (c) If the grievance of the citizen is still not resolved, then, one can approach higher authority for the same. The phone nos. and e-mail Ids are attached at **Annexure-2**.

For any improvement in delivery of the services, citizens can send their feedback/ suggestions to the department via e-mail to **staffo-mirri-uk@gov.in**.

10. **Review/ Revision of Citizen's Charter:** We are committed to constantly revise and improve the services being offered under the charter. The following officers would review the citizen's charter every 06 months:-

S. No.	Reviewing Officer	Address	Contact No.	E-mail Id
1.	Chief Engineer & HOD	Minor Irrigation Department, Lane no. 03, Indraprasth Colony, P.O. Nathanpur, Dehradun	0135-2662159 0135-2672006 0135-2662157	staffo-mirri-uk@gov.in cehod-mirri@uk.gov.in

MINOR IRRIGATION DEPARTMENT, UTTARAKHAND

NUMBER OF PUBLIC INFORMATION OFFICERS IN THE DEPARTMENT: 18
 Number of Appellate Officers in the Department: 05

S. No.	Public Information Officer/ Designation	Address	Tel.(O)/ M. No.	Tel. (Fax)	E-mail Id	Appellate Officer/ Designation	Address	Tel.(O)/ M. No.	Tel. (Fax)	E-mail Id
1			4	5	6	7	8	9	10	11
Public Information Officers/ Appellate Officer at Headquarters										
1	Staff Officer (Executive Engineer)	Office of the Chief Engineer & HOD, Minor Irrigation Department, Minor Irrigation Campus, Lane no. 03, Indraprasth Colony, P. O. Nathampur, Jogiwala, Dehradun, Uttarakhand	0135-2662157	0135-2662159	staffs-miri-uk@gov.in	Chief Engineer & HOD	Minor Irrigation Department, Minor Irrigation Campus, Lane no. 03, Indraprasth Colony, P. O. Nathampur, Jogiwala, Dehradun, Uttarakhand	0135-2672006	0135-2662159	cehd-miri@uk.gov.in
Public Information Officers/ Appellate Officer at Circle Level										
1	Superintending Engineer	Minor Irrigation Circle, Sector-2G, 13-B, Vidhi Vihar, Tehri	01376-232256	01376-232256	semitehri@gmail.com					
2	Superintending Engineer	Minor Irrigation Circle, Pauri	01368-221372	01368-221372	semipauri@gmail.com	Chief Engineer & HOD	Minor Irrigation Department, Minor Irrigation Campus, Lane no. 03, Indraprasth Colony, Nathampur, Jogiwala, Dehradun, Uttarakhand	0135-2672006	0135-2662159	staffs-miri-uk@gov.in
3	Superintending Engineer	Minor Irrigation Circle, Haldwani, Opp. Nainividyapeeth, Kaladhungi Road, Post Haripur Nayak, Distt. Nainital	05946-284558	05946-284559	haldwani-semi@gmail.com					
4	Superintending Engineer	Minor Irrigation Circle, Store Bhawan Sulpata, P.O. Pithoragarh, Distt. Pithoragarh	05965-230949	05965-230949	semipithoragarh@gmail.com					
Public Information Officers/ Appellate Officer at District Level										
1	Executive Engineer	Minor Irrigation Division, Dehradun	0135-278871	0135-278871	exmirdun@gmail.com	Superintending Engineer	Minor Irrigation Circle, Sector-2G, 13-B, Vidhi Vihar, Tehri	01376-232256	01376-232256	semitehri@gmail.com
2	Executive Engineer	Minor Irrigation Division, Near Consumer Forum Court, Roshnabad, Distt. Haridwar	0135-239334	0135-239334	eeharidwar@gmail.com					
3	Executive Engineer	Minor Irrigation Division, Village Ladaadi, Joshiyaura, Uttarkashi	01374-226167	01374-226167	uki-ee@gmail.com					
4	Executive Engineer	Minor Irrigation Division, Tehri	01376-234134	01376-234134	eeindmr@gmail.com					
5	Executive Engineer	Minor Irrigation Division, Pauri	01368-222077	01368-222077	eeipauni@gmail.com					
6	Executive Engineer	Minor Irrigation Division, Chamoli	01372-251432	01372-251432	eeemichanoli@gmail.com					
7	Executive Engineer	Minor Irrigation Division, Rudrapur	01364-233062	01364-233062	eeemrpg11@gmail.com					
8	Executive Engineer	Minor Irrigation Division, Bhimtal, Distt. Nainital	05942-248429	05942-248429	eeemindl@gmail.com					
9	Executive Engineer	Minor Irrigation Division, Rudrapur, Distt. Udham Singh Nagar	05944-247688	05944-247688	eeemusrn@gmail.com					
10	Executive Engineer	Minor Irrigation Division, Almora	05962-232771	05962-232771	eeemalmora2@gmail.com					
11	Executive Engineer	Minor Irrigation Division, Bageshwar	05963-220277	05963-220277	eeembg@gmail.com					
12	Executive Engineer	Minor Irrigation Division, Champawat	05965-230949	05965-230949	eeemidcp@gmail.com					
13	Executive Engineer	Minor Irrigation Division, Pithoragarh	05964-225676	05964-225676	eeemph@gmail.com					

Minor Irrigation Department, Uttarakhand
Departmental Telephone Directory

S. No.	Name/ Designation	Office	Phone No.		E-mail
1	2	3	4	5	6
1	Shri Brijesh Kumar Tiwari, Chief Engineer & HOD, Minor Irrigation Department	Minor Irrigation Department, Uttarakhand	9412911156	0135-2672006 0135-2662159	cehod-mirri@uk.gov.in, cemiduk@gmail.com
2	Shri Pramod Kumar Singh, Superintending Engineer	Minor Irrigation Circle, Pauri	9410393961	01368- 221372	semipauri@gmail.com
3	Shri Rajeev Ranjan, Superintending Engineer	Minor Irrigation Circle, Haldwani	9412094571	05946-284559	haldwani.semi@gmail.com
4	Shri Sanjay Kumar Bhaskar, Superintending Engineer	Minor Irrigation Circle, Tehri	9412079103	-	semitehri@gmail.com
5	Shri Atul Kumar Pathak, Superintending Engineer	Minor Irrigation Circle, Pithoragarh	9458387937	-	semipithoragarh@gmail.com
6	Shri Suresh Chandra, Executive Engineer	Minor Irrigation Department (H.Q.), Uttarakhand, Dehradun	9411197357	0135-2662157	staffo-mirri-uk@gov.in
7	Shri Suresh Chandra, Executive Engineer	Statistical Cell, Minor Irrigation Department, Uttarakhand, Dehradun	9411197357	-	uk.mi.census@gmail.com
8	Shri Vinay Kumar Singh, Executive Engineer	Minor Irrigation Division, Dehradun	9412314929	0135-2788971	exnmiddn@gmail.com
9	Shri Brijesh Kumar Gupta, Executive Engineer	Minor Irrigation Division, Tehri	9412029879	01376-234134	eemidntt@gmail.com
10	Shri Bharat Ram, Executive Engineer	Minor Irrigation Division, Uttarkashi	9627102853	01374-226167	uki.eemi@gmail.com
11	Shri Vishnu Datt Benjwal, Executive Engineer	Minor Irrigation Division, Haridwar	7464903910	0134-239334	eemiharidwar@gmail.com
12	Shri Mukesh Dutt, Executive Engineer	Minor Irrigation Division, Pauri	9410355429	01368-222077	eemipauri@gmail.com
13	Shri Dheeraj Saini, Executive Engineer	Minor Irrigation Division, Chamoli	9411338550	01372-251432	eemichamoli@gmail.com
14	Shri Dipankar Bharti, Executive Engineer	Minor Irrigation Division, Rudraprayag	8057104560	-	eemi.rpg11@gmail.com
15	Shri G.D.Singh, Executive Engineer	Minor Irrigation Division, Nainital	9997684018	05942-248429	eemintl@gmail.com
16	Shri G.D.Singh, Executive Engineer	Minor Irrigation Division, Almora	9997684018	05962-232771	eemialmora2@gmail.com
17	Shri Sushil Kumar, Executive Engineer	Minor Irrigation Division, Udham Singh Nagar	7500791120	05944-247688	eemiusrn@gmail.com
18	Shri Abhishek Kholiya, Executive Engineer	Minor Irrigation Division, Pithoragarh	9837138795	05964-225676	eemipth@gmail.com
19	Shri Vimal Kumar Suntha, Executive Engineer	Minor Irrigation Division, Bageshwar	9012790314	05963-220277	aemi.bageshwar@gmail.com
20	Shri Prashant Kumar, Executive Engineer	Minor Irrigation Division, Champawat	9760402866	05965-230949	eemidcpt@gmail.com