



भारत सरकार
Government of India
जल शक्ति मंत्रालय
Ministry of Jal Shakti
Department of Water Resources,
River Development & Ganga Rejuvenation

Cauvery Water Management Authority

Citizen's/Clients' Charter (CCC)
(Updated on 09.01.2024)

PREAMBLE

Central Government, in exercise of the powers conferred by section 4 of the Inter-State River Water Disputes Act, 1956 (33 of 1956) had constituted the Cauvery Water Disputes Tribunal Vide notification number S.O. 437(E), dated the 2nd June, 1990 to adjudicate upon the water dispute regarding the Inter-State river Cauvery and the river valley thereof among the States of Karnataka, Kerala, Tamil Nadu and Union Territory of Puducherry. The Tribunal investigated the matters referred to it and forwarded to the Central Government a report under sub-section (2) of section 5 of the Act on the 5th February, 2007. The party States filed special leave petitions in the Hon'ble Supreme Court against the said report.

Hon'ble Supreme Court converted the said special leave petitions into Civil Appeals. Hon'ble Supreme Court pronounced its judgment and final order in Civil Appeals 2453 of 2007, 2454 of 2007 and 2456 of 2007 on the 16th February, 2018 and directed the Central Government to frame a scheme under section 6A of the Act to implement the Tribunal Award as modified by the Hon'ble Supreme Court Vide Order dated the 16th February, 2018. In exercise of the powers conferred by section 6A of the said Act, the Central Government notified the Cauvery Water Management Scheme on 1st June, 2018, inter-alia, constituting the 'Cauvery Water Management Authority' and the 'Cauvery Water Regulation Committee' to give effect to the decision of the Cauvery Water Disputes Tribunal as modified by the Hon'ble Supreme Court Vide its Order, dated 16th February, 2018.

This Charter is declaration for implementation of policies and procedures in the field of water resources development & management in Cauvery basin.

VISION OF CWMA

To give effect to the decision of the Cauvery Water Disputes Tribunal as modified by the Hon'ble Supreme Court vide its Order, dated the 16th February, 2018.

MISSION OF CWMA

The Authority shall exercise such power and shall discharge such duty to do any or all things necessary, sufficient and expedient for securing compliance and implementation of the Award of the Tribunal as modified by the Hon'ble Supreme Court vide Order dated the 16th February, 2018 including:

- (i) storage, apportionment, regulation and control of Cauvery waters;
- (ii) supervision of operation of reservoirs and with regulation of water releases therefrom with the assistance of Regulation Committee;
- (iii) regulated release by Karnataka, at the inter-State contact point presently identified as Billigundulu gauge and discharge station, located on the common border of Karnataka and Tamil Nadu.

JURISDICTION OF CWMA

The Authority shall exercise such power and shall discharge such duty to do any or all things necessary, sufficient and expedient for securing compliance and implementation of the Award of the Tribunal as modified by the Hon'ble Supreme Court vide Order dated the 16th February, 2018 pertaining to the states of Karnataka, Tamil Nadu, Kerala and UT of Puducherry.

FUNCTIONS OF CWMA

- i. The Authority at the beginning of the water year, i.e. first June each year would determine the total residual storage in the specified reservoirs. As, it is not possible to know the amount of season-wise river flows which will be available during a season, it will be assumed that the inflows will be according to 50% dependable year (yield 740 TMC). The share of each State will be determined on the basis of the flows so assumed together with the available carry-over storage in the reservoirs. The withdrawals will be allowed during the first time interval of ten days of the season on the basis of the share worked out for each party State, limited to the water requirements during the same period indicated by each party State by placing an indent of water demand with Cauvery Water Regulation Committee.
- ii. The Authority will take stock of the actual yield in the basin at the end of the previous time interval as well as the utilization or releases and storage built up during the interval and assess the

trend of inflows and authorize withdrawals to the States for the subsequent time interval accordingly. For giving effect to the aforesaid provision, the Authority may have to repeat this exercise for two or more time intervals.

- iii. The Authority shall ensure the implementation of the Award of the Tribunal as modified by the Hon'ble Supreme Court vide Order dated 16th February, 2018 including the carry-over storage during good year and the water releases for environmental purposes. The Authority, through the Regulation Committee and with the help of Central Water Commission, and other Central or State organizations as necessary will identify situations of distress in the river basin. Distress caused by diminution of water flows during the period will be shared by the party States after the distress conditions and their extent is determined by the Authority, keeping in view water shares allotted to parties.
- iv. The following important reservoirs in the river basin, namely, Banasurasagar in Kerala; Hemavathy, Harangi, Kabini and Krishnarajasagara in Karnataka; and Lower Bhavani, Amaravathy and Mettur in Tamil Nadu shall be operated in an integrated manner by the concerned State under the overall guidance of the Authority for each ten days period throughout the year to meet the seasonal water requirements of the party States for irrigation, hydro-power generation, domestic and industrial uses, etc. The remaining quantities of the surplus water shall be conserved as far as possible and spillage of water shall be reduced to the minimum.
- v. The Authority shall maintain an account of cropping pattern, area cropped and area irrigated for each party State. The Authority shall also maintain an account of domestic and industrial water usage by each party State.
- vi. The Authority shall set up a well-designed communication network in the Cauvery basin for transmission of data and a computer based control room for data processing to determine the hydrological conditions including distress, if any. For this purpose, it may utilize the latest technology. For operational purposes, this work may be entrusted by the Authority to Central Water Commission or any other Central or State Government organization.
- vii. On the beginning of irrigation season which is 1st June of every year, all the party States through their representatives in the Authority shall submit an indent for the supplies required by them at each reservoir site (capacity 3 TMC and above) for the month of June broken in ten daily intervals. The Authority will examine reasonableness of the indents keeping in view the cropping pattern

and extent of area to be irrigated and order releases keeping in view the overall ceiling prescribed by the Tribunal and modified by the Hon'ble Supreme Court vide Order dated 16th February, 2018 for the month after determining the available carry-over storage and taking into consideration the likely inflows during the month. The Regulation Committee shall release water on ten daily bases as ordered by the Authority.

- viii. In case of deficiency in the water availability during any month as reported by the Regulation Committee, the Authority will consider reduction in the indent of the parties in proportion to the quantities allocated to each State by the Tribunal as modified by the Hon'ble Supreme Court vide Order dated 16th February, 2018 for the designated crops.
- ix. The Regulation Committee shall keep a watch on the actual performance of the monsoon during each ten daily interval and report position to the Authority indicating therein the extent of variation from the normal. The Authority on receipt of such information will consider any change in the release ordered by them earlier. Similar exercise will continue as the monsoon progresses during the succeeding months till the end of the water year which is 31st May of every year.
- x. The Authority shall ensure that the respective State Governments should construct proper hydraulic structures at all important anicut sites in the river basin with a provision of appropriate regulation mechanism. Besides, regular monitoring of the withdrawals at such diversion structures on the part of the State would be necessary.
- xi. The Authority may direct party States to furnish data in respect of carry-over storage in reservoirs, including inflows and outflows, rainfall data, the area irrigated and water utilized.
- xii. The Authority shall arrange collection of data for important rain gauge stations maintained by Indian Metrological Department or Central Water Commission or States in the Cauvery basin, as also inflow data measured at important nodal points on the Cauvery river system through the Cauvery Regulation Committee which will suitably compile the rainfall data for different monsoon seasons along with the inflows measured at different sites.
- xiii. The Authority or any Member or any representative thereof shall have power to enter upon any land or property upon which any hydraulic structure or any work of gauging or measuring device has been or is being constructed, operated or maintained by any agency in the Cauvery basin.
- xiv. The Authority shall have power to hold and dispose of property, enter into contracts, sue and be sued and do all such acts as may

be necessary for the proper exercise and discharge of its jurisdiction, powers and functions.

- xv. The Authority may construct or make direction to construct additional gauging stations to the States concerned with the assistance of Central Government and Central Water Commission for implementing the decision of the Tribunal.
- xvi. If the Authority finds that any Government of the party States, namely Tamil Nadu, Kerala, Karnataka and Union Territory of Puducherry do not co-operate in implementing the decision or direction of the Tribunal, it can seek the help of the Central Government for implementation of the Award of the Tribunal as modified by the Hon'ble Supreme Court vide Order of 16th February, 2018.
- xvii. If any delay or shortfall is caused in release of water on account of default of any party State, the Authority shall take appropriate action to make good the deficiency by subsequently deducting indented releases of that party State.
- xviii. The Authority shall advise the party States to take suitable measures to improve water use efficiency, by way of promoting micro-irrigation (drip and sprinkler), change in cropping pattern, improved agronomic practices, system deficiency correction, command area development, etc.
- xix. The Authority shall advise the party States to adopt efficient technologies for water conservation and preservation.
- xx. The Authority shall comply with the directions of the Central Government issued from time to time with respect to composition, establishment and administration of the Authority.
- xxi. The Authority may delegate such of its power, as it thinks fit, to Cauvery Water Regulation Committee.

FUNCTIONS OF CWRC

- a) to collect daily water levels, inflows and storage position at each of the following reservoirs – Hemavathy, Harangi, Krishnarajasagara, Kabini, Mettur, Bhavanisagar, Amaravathy and Banasurasagar;
- b) to ensure ten daily releases of water on monthly basis from the reservoirs as directed by the Authority;
- c) to collect data of water released from the aforesaid reservoirs on twelve hourly basis;
- d) the Authority's representatives at each of the reservoirs shall monitor proper implementation of the regulation instruction issued by the Committee and in the event of any variation, the

- representative shall immediately inform the Member Secretary of the Committee for appropriate action;
- e) to collect daily water flows passing through presently identified inter- State contact point Billigundulu gauge and discharge site and keep the Authority suitably informed;
 - f) to compile and reconcile monthly water account for each reservoir;
 - g) to collect and compile weekly information about important rain gauge stations of the India Meteorological Department in order to be able to broadly assess the position of monsoon and keep the Authority informed about the status of the monsoon;
 - h) the State representative, in-charge of the major projects will keep the Committee regularly informed about the occurrence of the rainfall in the commands and whether any change in the releases is required;
 - i) to prepare seasonal and annual report of the water account and submit the same to the Authority as indicated below:—
 - j) (a) South-West monsoon season
(inclusive of fortnight of October) — 1st June to 15th October;
 - k) (b) North-East monsoon season — 16th October to 31st January;
 - l) (c) Hot weather season — 1st February to 31st May

ORGANISATIONAL SETUP

The Authority in its 1st and 2nd meetings held on 02nd July, 2018 and 03rd December, 2018 respectively finalized the organizational structure of CWMA/CWRC.

CWMA is headed by the Chairman who is the Head of Department and vested with the administrative and financial powers for smooth functioning of the Authority.

As per the organizational structure of CWMA at Headquarters (New Delhi), the Member (WR), CWMA handles “Water Resources and Hydromet Unit” and Member (Agri.), CWMA, handles “Agriculture Wing”, while Secretary, CWMA handles Administration Unit and Finance Unit.

The supporting officers/ staff from the level of Director & below are deployed on deputation basis from the Central Govt., State Governments of Karnataka, Tamil Nadu, Kerala & UT of Puducherry. Member (WR), CWMA is the Chairman of CWRC.

CLIENTS/CITIZENS

The main clients for services rendered by CWMA are:

- Government Organizations viz. Central Government Ministries/ Departments/ Organisations.
- Cauvery basin States and U.T. of Puducherry pertaining to Cauvery basin.

The Authority does not provide direct services to citizens or any private agency.

SERVICES

Broadly, the following services are performed:

- To provide secretarial support to Department of Water Resources, RD & GR, Ministry of Jal Shakti (MoJS).
- To facilitate meetings of successor States namely Karnataka, Tamil Nadu, Kerala and U.T of Puducherry on Cauvery Waters.
- To maintain Annual Water Account of Cauvery basin and distribution of water as per allocation given by CWDT Award to Karnataka, Tamil Nadu, Kerala and U.T. of Puducherry.
- To discuss and resolve issues related to regulation of Cauvery waters in accordance with the CWDT Award/ Agreement/ Resolutions amongst Karnataka, Tamil Nadu, Kerala and U.T. of Puducherry.

EXPECTATIONS FROM CLIENTS/ CITIZENS

- Administrative support is expected from MoJS, DoWR, RD & GR.
- Party States/U.T are expected to provide requisite data on water sharing/ utilization and timely financial support and assured water supply for irrigation and other purposes.

GENERAL SCHEMES / SERVICES MEANT FOR CLIENTS/CITIZENS

Broadly, the following services are performed which may be useful for citizens for their awareness in Cauvery Basin:

- to collect daily water levels, inflows and storage position at each of the following reservoir-Hemavathy, Harangi, Krishnarajasagara, Kabini, Mettur, Bhavani sagar, Amaravthy and Banasurasagar by CWRC;
- to collect data of water release from the aforesaid reservoirs on twelve hourly basis, by CWRC;
- to collect daily water flows passing through presently identified inter-state contact point Billigundulu gauge and discharge site and keep the Authority suitably informed, by CWRC;
- Interaction with State Governments on issues related to Cauvery waters.
- Observing Water Resources Day and World Water Day.

REQUEST TO CLIENTS/CITIZENS

Every organization, public or private and all citizens may:

- Imbibe the spirit of conservation of water resources and improve efficiency of water use by adapting more crop per drop.
- To honour and abide by the rules and regulations framed by Government regarding utilization/conservation of water.
- To harvest rain water where it falls & when it falls.
- To avoid any means which may pollute water bodies.

WOMEN CELL/ INTERNAL COMPLAINT COMMITTEE (ICC)

CWMA office has constituted Women Cell / Internal Complaints Committee (ICC) to address the complaints of women employees of CWMA against sexual harassment in the office of CWMA/CWRC as provided under Section 4 of the “Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013” (Act No. 14 of 2013). The present composition of Committee is as follows:-

S. No.	Name and designation	Designation	Contact Details
1.	Smt. Uma., B Deputy Director, CWRC, Bengaluru	Chairperson	Cauvery Water Regulation Committee 6 th Floor, Samparka Soudha, KRDCL, Building, Dr. Rajkumar Road, Rajaji Nagar, Bengaluru-560010 Telephone (O) 080-29905066 (M) 9811979626. Email: cwrc.blr@gmail.com/umab- cwc@nic.in
2.	Smt. Saji Samuel, Deputy Director CWRC, Bengaluru	Member Secretary	Cauvery Water Regulation Committee 6 th Floor, Samparka Soudha, KRDCL, Building, Dr. Rajkumar Road, Rajaji Nagar, Bengaluru-560010 Telephone (O) 080-29905066 (M) 9961213344.
3.	Dr. Annapurna.S. Kamath Managing Trustee, Satya Foundation, Bengaluru	Member	
4.	Shri. N.N. Keshavamurthy	Member	

	SDE, UCSD, Central Water Commission, Bengaluru		
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The committee will examine the complaints made by women employees against sexual harassment.

REDRESSAL OF GRIEVANCES

Grievances received in the Authority receive prompt attention. Presently, the Deputy Director, CWRC is the designated officer for Redressal of Public Grievances for CWMA/CWRC.

Grievances may be addressed to:

Deputy Director, CWRC

6th Floor, Samparka Soudha, KRDL, Building, Dr. Rajkumar Road, Rajaji Nagar, Bengaluru-560010 Telephone (O) 080-29905066.

Email: cwrc.blr@gmail.com

RIGHT TO INFORMATION

All requests received under RTI Act are processed promptly and the requisite information are supplied to the applicant within prescribed time 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, 2005.

The details of present Public Information Officer and the First Appellate Authority are as under:

CENTRAL PUBLIC INFORMATION OFFICER:

Shri Dinesh Kumar

Assistant Director, CWMA

Upper Ground Floor, MTNL Building, Bhikaji Cama Place, New Delhi-110066. Telephone No. (O) 011-26100254/26173280.

Email: cwmacwc@gmail.com.

FIRST APPELLATE AUTHORITY

Shri V. Mohan Murali

Director, CWRC

6th Floor, Samparka Soudha, KRDCCL, Building, Dr. Rajkumar Road,
Rajaji Nagar, Bengaluru-560010 Telephone (O) 080-29905066.

Email: cwrc.blr@gmail.com

IMPORTANT ADDRESSES AND TELEPHONE NUMBERS

Name	Designation	Telephone	Email
Shri S.K. Haldar	Chairman, CWMA	26100252	chairman- cwma@gov.in
Shri Vineet Gupta	Member (WR), CWMA	26173281	memberwr- cwma@gov.in
Dr. Gopal Lal	Member (Agri.), CWMA	26100238	memberagri- cwma@gov.in, gopal.lal@icar.gov.in
Dinesh Kumar	Assistant Director, CWMA	26100254, 26100241	dineshkumar- cwc@nic.in
Shri T.D. Sharma	Secretary, CWMA	26173280	secretary- cwma@gov.in
Shri V. Mohan Murali	Director, CWRC	08029905066, 08023375059, 08023375060	cwrc.blr@gmail.com/ dir-cwrc@gov.in
Smt. Uma B.,	Deputy Director, CWRC	08029905066, 08023375059, 08023375060	cwrc.blr@gmail.com

Smt. Saji Samuel	Deputy Director, CWRC	08029905066, 08023375059, 08023375060	cwrc.blr@gmail.com
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Postal Address

Cauvery Water Management Authority, Upper Ground Floor, MTNL Building, Bhikaji Cama Place, New Delhi-110066.