



CITIZEN'S / CLIENT'S CHARTER
STATE WATER & SANITATION MISSION-U.P.

(Deptt. of Rural Development)


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Date of Issue : 12- 01- 2012

	CITIZEN CHARTER & GRIEVANCE REDRESSAL MECHANISM	Doc. No: SWSM/CC-GRM	Prepared By:	AMR <u>Hema</u>
		ISSUE NO.:01 Rev. No: 00	Reviewed By :	MR <u>Seema Gaur</u>
Ref.Clause 7.1		Eff. Date: 12-01-2012	Approved By :	ED <u>Ruchra</u>
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Introduction

This charter is declaration of our commitment to achieve excellence in delivering our services and grievance redressal mechanism for the benefit of service recipients and the rural household at large. Time norms enshrined in the Charter at Service are promissory, wherein SWSM endeavor to fulfill for itself or for its customers, however these are not justifiable.

Key Activity of SWSM

1. Implementation of water supply services and sustainability structures to provide safe and secure drinking water to rural masses.
2. Fund Receiving from GOI – State Government.
3. Allocation & disbursement of funds to Jal Nigam/ UP Agro/Jal Sansthan/DWSC
4. Information, Education & Communication (IEC) for all stakeholders.
5. Training for all stakeholders.
6. Providing Guidance to DWSM, DWSC, VWSC & other implementing agencies on Policy/ Strategy Issues under NRDWP.
7. Monitoring & Evaluation of implementation of all activities/ works.


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विजन

उत्तर प्रदेश के ग्रामीण क्षेत्र में पर्याप्त, स्वच्छ एवं सुरक्षित पेयजल तथा बेहतर स्वच्छता उपलब्ध कराना एवं समुदाय की सहभागिता से पेयजल की चिरन्तरता स्थापित करना।


मिशन

- राज्य पेयजल एवं स्वच्छता मिशन द्वारा समुदाय की सहभागिता से सभी ग्रामीण परिवारों को स्वच्छ एवं सुरक्षित पेयजल उपलब्ध कराना।
- ग्रामीण अंचलों के समस्त शौचालयों में निजी कनेक्शन उपलब्ध करवाकर निरन्त जल आपूर्ति के माध्यम से स्वच्छता बनाये रखना।
- ग्राम पेयजल सुरक्षा योजना के माध्यम से जल का पुनर्भरण करना।
- ग्रामीण समुदाय का पेयजल एवं स्वच्छता सम्बन्धी क्षमता संवर्धन एवं जागरूकता।
- ग्रामीण समुदाय को पेयजल व स्वच्छता से सम्बन्धित सरल, सुलभ तथा लागत प्रभावी तकनीकों से अवगत कराना।

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Service Standards

S. No.	Main services	Standards
1	Timely release of funds under the National Rural Drinking Water Programme (NRDWP) as per laid down criteria, to the implementing agencies.	Within 10 days of receipt of complete proposal
2	Supervision and Monitoring of Construction Works of Pipe Water Supply Schemes for Community based program	One year from the date of commencement of work
3	Institution building of DWSM/ DWSC, VWSC, Awareness generation Capacitating community for community base program	Within one month of receipt of agreement copy between DWSC and SOs .
4	Undertaking support activities 4.1 Water Quality Testing 4.2 Awareness generation for community on water related issues-Water Management, Health & Hygiene, JEE/AEs and Planning, Implementation, Operation & Maintenance of water supply structures.	In adherence to NRDWP guidelines
5	Communication with GOI, and other Departments of State Government	Within Two weeks of receipt of letter of request

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Grievance Redressal Mechanism

(A) **Name and contact details of Public Grievance Officer**

1.	Mr. G.S. Raizada, General Consultant
2.	Helpline number- <ul style="list-style-type: none"> • Tele : 0522 - 2239428 • E-mail : swsmppo@gmail.com • Fax : 0522 - 2237709 • Toll Free No: 18001025030
3.	Grievance lodging: <ul style="list-style-type: none"> • By Post/fax/entry on website/e-mail/in person
4.	Expectation from complainant <ul style="list-style-type: none"> • Specific complaint giving relevant details
5.	Timeline for response <ul style="list-style-type: none"> • Acknowledgement and communication for additional information if needed- 15 days • Grievance settlement within 30 days

B) **Process of Appeal**

The following 2 levels of responsibility and appeal is proposed. If the grievance is not replied to, at lower level, the same may be pursued with the higher office.


<u>Type</u>	<u>Level-1</u>	<u>Level-2</u>	<u>Level-3</u>	<u>Level-4</u>
All	PGO level	CGO level Ms. Seema Kumar, MR, E-mail: swsmcgo@gmail.com	Ombudsman level Mr. Rajesh Mehtani, DBA/AMR, UPHDB, LKO E-mail: rajeshmehtani@yahoo.com	Executive Director, SWSM GOUP E-mail: ed.swsmupup@rediffmail.com
Timeline	30 days	15 days	07 days	07 days

<u>S. No.</u>	<u>Type of Grievance</u>	<u>Time line for redress level-I</u>	<u>Time line for redress Level-II</u>
1	Charter Related	30 days	15 days
2	Policy Related	Forwarded to Relevant Authority within 10 days of its receipt	---
3	Personnel Related	30 days	15 days
4	Vigilance Related	Forwarded to Relevant Authority within 10 days of its receipt.	---

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Clients and Stakeholders:

- Panchayati Raj institutions
- State Governments/ Union Territory Administration & organizations
- Elected representatives
- Autonomous Bodies
- Research and training Institutions
- United Nation and International Agencies
- Non- Governmental Organizations
- Employees
- Citizens

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Expectations from Service Recipients of SWSM :

We expect :

1. Felt need for portable water .
2. Complete & timely relevant information before implementation of respective water supply scheme .
3. Readiness to participate in the programme.
4. Readiness to contribute towards capital cost of the scheme
5. Willingness to shoulder the responsibility of operation & maintenance of the scheme with their own resource.

Month & Year For Next Review: 12-07-2012