

Citizen's Charter

Central Water and Power Research Station

Vision

Service through Research

- CWPRS, as the premier hydraulic research station in the country, seeks to sustain and enhance its excellence in providing technological solutions for optimal and safe design of water resources structures
- Fulfil the needs of the nation as regards basic, specific and applied research studies in water sector
- Continuous improvement in all aspects of R&D, related tasks and administration
- Development of the competence of staff in technical, professional and personal skills
- Establish active linkages with other organisations and academic institutions for furthering R&D activities
- Effective deployment of latest technology through R&D for sustainable development and management of the country's water resources

Mission

The mandate of CWPRS, evolved in the early years of establishment of the institution to serve the applied research requirements of the water resources sector in the country and to carry out such basic research as necessary, continued to be the natural goal of the institution until 1989, when a formal mandate of the institution, as detailed below, was drafted by the CWPRS Governing Council.

- Planning, organizing and undertaking specific research studies to evaluate, alter, modify or redesign the proposals and/ or to redefine the objectives therein relating to all phases of water resources development including water-borne transport, environmental aspects with particular emphasis on the requirements of hydraulic systems and the structures associated therewith

- Carrying out basic or fundamental research necessary to support specific/ applied research and/ or aimed at furtherance of knowledge relevant to the science and technology plans/ objectives of the country and thus to advance the frontiers of knowledge pertaining to water resources and related sciences
- Rendering consultancy and/or advisory services to the Central and State Governments as may be called upon from time to time
- Disseminating research findings and building up of a technical data base in water resources
- Promoting/ assisting research activities in States and other institutions concerned with water resources, as the premier national organisation in the area of research associated with water resources development, and carrying out training of research manpower

Core Values:

- Creativity and innovation through R&D
- Integrity - We believe in conducting ourselves in honest and ethical manner with service recipients/providers and each other
- Empathy - We realise that that the best way to interact with each other is by putting ourselves into their shoes and seeing things from their perspective
- Learning - We believe that learning is a continuous process that is essential for growth as professional and as human beings
- Coordination of multidisciplinary tasks
- Staff development
- Team spirit

Details of Business Transacted

- Undertake basic, specific and applied research studies in water resources
- Offer consultancy and advisory services within its sphere of activities
- Disseminate expertise and research findings amongst hydraulic research fraternity
- Training of research personnel
- Coordinate sponsored hydraulic research at the national level

Clientele

- Central/ State Government Organisations
- Public/ Private Sector Agencies/ Organisations/ Undertakings
- Municipal Corporations and other Local Bodies
- Port Trusts

Services Provided

CWPRS, Pune, has grown from a humble beginning in 1916, dealing with the twin problems of irrigation and drainage, to an institution of international standing over the last nine decades. CWPRS is one of the few institutions of its kind in the world, dealing with the entire life cycle of water, from its occurrence to joining the ocean and dealing with various uses of water on the one hand and water-related disasters on the other.

Water-use scenario of today is centered on sustainable development and environmental issues. The mandate of CWPRS is to find and provide technical solutions to various problems associated with water resources projects, energy, water-borne transport and coastal engineering. CWPRS is the recognised regional laboratory for the Economic and Social Commission for Asia and Pacific since 1971. The institution has rendered services for a number of projects from neighbouring, Middle East and African countries.

The total, present staff strength of CWPRS is about 1,200; out of which about 450 are technical personnel, and the remaining administrative and supporting staff. The activities of CWPRS encompass varied studies that are undertaken in the major disciplines listed below.

- a) Hydrology and Water Resources Analysis
- b) Coastal Engineering including Mathematical Modelling Centre (MMC)
- c) Reservoir & Appurtenant Structures
- d) Hydraulic Machinery
- e) Applied Earth Sciences/ Foundation & Structures
- f) Instrumentation and Control Engineering including Calibration & Testing

Procedure Followed While Undertaking Studies by CWPRS

Step 1:

- Receipt of formal reference from the project authority to the Director, CWPRS, detailing nature of the problem, scope of the studies, requisite drawings, etc.

Step 2:

- Preparation of the cost-estimate by subject experts from CWPRS, giving scope of the study, duration, data requirement, methodology, etc. on a no-profit no-loss basis
- Forwarding, in duplicate, of the cost-estimate approved by the Director to the project authority for perusal and sanction

Step 3:

- On receipt of the full estimated amount and the specified data, study taken up

Step 4:

- During the conduct of the studies, the estimate is operated as per actual, and accounts maintained in accordance with the Central Public Works Account Code

Step 5:

- On completion of the studies, a Final Report is submitted to the client
- On clearing of all debits by the concerned departments, a Completion Report is sent to the client; and balance amount, if any, refunded.

Expectations from Clients

The clients of CWPRS are expected to:

- Send proposals in respect of proposed studies by following the procedure prescribed
- Prompt compliance as regards CWPRS requirements to facilitate expediently taking up of the studies
- Timely supply requisite hydraulic/ hydrological/ hydrometeorological data for the proposed R&D study
- Intimate feedback on the results/ recommendations by CWPRS, both during implementation and post-implementation stages; so as to enable making amends as needed, learning from experiences, and/ or increasing effectiveness

Grievance Redressal Mechanism

- In respect of CWPRS staff: Shri R.K. Kamble, Joint Director, Chairman, Grievance Cell, CWPRS, Pune 411024; Tel.: 020-24103411 (O)/ 020-24224375 (R); E-mail: kamble_rk@cwprs.gov.in
- *For other Complainants:* The Chief Administrative Officer, CWPRS, Pune 411024; Tel.: 020-24103233 (O)/ 020-24381068 (R)

The institution shall ensure that investigation is done on each complaint received, and a fact-based decision taken for its resolution. Further, it shall also to be ensured that decision regarding each grievance is communicated to the complainant immediately after the decision is taken, and complainant's feedback, if any, collected.

Evaluation and Monitoring of Citizen's Charter

Implementation of the Citizen's Charter at CWPRS will be monitored and evaluated periodically on a half-yearly basis; and updated as per need. Stakeholders are urged to send their suggestions/ inputs towards improving effectiveness of the Charter, to: The Additional Director, CWPRS, Khadakwasla, Pune 411024; Fax: 020 – 24381004.

Suggestions/ inputs for improving the Charter would normally be considered within a time frame of two weeks of receipt of the same; and action taken in the regard intimated to the concerned party.

For more information on CWPRS, you are invited to visit the website:

<http://www.cwprs.gov.in>