

GANGA FLOOD CONTROL COMMISSION

CITIZEN'S CHARTER

OUR VISION

Our vision is to make the Ganga Basin States and their people free from problems of floods so as to eliminate human miseries and to enable realization of optimum benefits to people through productive and remunerative utilization of their manpower and the available natural resources such as water, land and agro-climate.

OUR MISSION

1. To provide services and support for the planning, design, construction, maintenance and safety of flood management structures and facilities in Ganga Basin states and advice suitably on various engineering matters as required for suitably dealing with the problem of floods so as to minimize flood damages, protect vulnerable areas from floods, control and regulate flood flows in order to ensure optimum benefits to people commensurate with the endowment of water and related natural resources both for short term as well as long term permanent solutions to be addressed with regard to the above mentioned activity.
2. To remember at all times that services to the nation and to its citizens are our prime concern.
3. To provide prompt services consistent with scientific and technical knowledge with transparency and courtesy in dealing with clients and citizens at large.
4. To ensure development of competence of the staff in technical and professional skills in keeping with advancing knowledge in areas related to the vision.

OFFICIAL MACHINERY

The Ganga Flood Control Commission, a subordinate office of the Ministry of Water Resources with its headquarter at Patna was set up as the Secretariat and the Executive Wing of the Ganga Flood Control Board created in the year 1972 to deal with floods and its management in the Ganga Basin States. It is headed by a Chairman, two full time Members and part time Members from the Ganga Basin States.

DETAILS OF BUSINESS TRANSACTED BY THE GFCC

The details of business transacted by GFCC as originally envisaged are as under:

- (a) Preparation of comprehensive plans of flood control for Ganga Basin rivers.
- (b) Drawing out a phased and coordinated programme of implementation of the works included in the basin wise plan by the states concerned.
- (c) Ensure proper standards of works and their maintenance.

Presently the broad functions of GFCC are as under:

- To prepare Comprehensive Plans of flood management in the Ganga sub-basin. The field investigations and collection of data for the purpose are carried out by the State Governments as directed by the Ganga Flood Control Board.
- To draw out a phased and co-ordinated programme of implementation of works included in the basin wise plans.
- To advise the states concerned to follow guidelines in respect of quality control, material specifications and maintenance in order to ensure the implementation of works and the maintenance thereof to proper standards.
- To prepare the annual programme of works and allocation of cost, wherever required for consideration of the Board.
- To make an assessment of the existing ventways under the road and rail bridges and to determine additional waterways to be provided for reducing the drainage congestion to reasonable limits.
- To monitor the execution of the important flood control schemes particularly those receiving Central Assistance or being executed under the Central Sector.
- To examine all major and medium flood control, drainage, anti- water logging and anti- erosion schemes of Ganga sub-basin states except for schemes of the States of Haryana, Uttar Pradesh and Delhi on the river Yamuna in the reach of Tajewala to Okhla Barrage.
- To document and disseminate findings emerging out of special studies or investigations conducted in participation with scientific organizations for appropriate use by basin states.
- To evaluate the performance of major flood control measures executed by the States including all the Inter- State Flood Control Schemes.
- To participate in various National and International Committees set up by the Govt. of India and Ganga basin States pertaining to the subject of flood management.

- In addition to the above functions, GFCC is also represented in various technical committees constituted by the States Governments/Government of India pertaining to flood management and offers expert technical advice to these committees.

OUR STAKEHOLDERS

- 1) Ministry of Water Resources
- 2) Central Water Commission
- 3) State Government of Ganga Basin states (Bihar, West Bengal, Uttar Pradesh, Uttarakhand, Jharkhand, Madhya Pradesh, Chattisgarh, Himachal Pradesh, Rajasthan, NCT of Delhi and Haryana)

DETAILS OF OUR CLIENTS

- 1) State Governments of Ganga Basin states (Bihar, West Bengal, Uttar Pradesh, Uttarakhand, Jharkhand, Madhya Pradesh, Chattisgarh, Himachal Pradesh, Rajasthan, NCT of Delhi and Haryana)
- 2) Other Government Department/Organizations where GFCC is member of flood related committees formed
- 3) Central Water Commission
- 4) Ministry of External Affairs
- 5) Ministry of Railways
- 6) Ministry of Surface Transport
- 7) Central Water & Power Research Station
- 8) National Disaster Management Authority
- 9) Educational Institutions
- 10) NGOs and other Organizations
- 11) Civil Society

DETAILS OF SERVICES PROVIDED TO CLIENTS

GFCC is engaged in carrying out the functions assigned to it as well as works relating to participation in various committees set up by the State Governments or Government of India, monitoring of floods in Ganga Basin states and preparation of replies to VIP references and Parliament questions relating to flood management and other related matters in Ganga Basin states. GFCC is also assisting Ministry of External Affairs for flood related works in Nepal.

PUBLIC AND STAFF GRIEVANCES

The Director(MP-2) is in charge of Public Grievances and Staff Grievances. If any member of public/staff has any grievance and wishes to take up the matter personally, he can contact the Public Grievance/Staff Grievance Officer Shri Sanjay Kumar Gangwar, Director(MP-2), Ganga Flood Control Commission, 3rd Floor, Sinchai Bhawan, Patna (Telephone No. 0612-2233591)

COMMITTEE ON COMPLAINTS OF WOMEN ON SEXUAL HARASSEMENT

A Committee headed by Director(Adm) has been constituted to deal with complaints of women working in the Ganga Flood Control Commission. Any staff member having complaints of sexual harassment or other gender related offences can contact him at 3rd Floor, Sinchai Bhawan, Patna, Telephone No. 0612-2215222, Fax No. 0612-2215222.

GENERAL

The citizen's charter will be reviewed based on response from the clients and stakeholder for further improvement.

The information with regard to programmes of GFCC and activities can be accessed in the website(Address: <http://www.gfcc.bih.nic.in>).

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