



**CITIZEN'S CHARTER FOR WATERSHED MANAGEMENT DIRECTORATE,
DEPARTMENT OF WATERSHED, GOVERNMENT OF UTTARAKHAND,
DEHRADUN**



Watershed Management Directorate

Indira Nagar Forest Colony Dehradun

Uttarakhand

www.wmduk.gov.in/www.gramya.in

wmd-ua@nic.in

WATERSHED MANAGEMENT DIRECTORATE

BACKGROUND

Uttarakhand State is well endowed with Forest and Water resources. More than 12,000 glaciers and 8 major river catchments act as the lifeline for the entire hydrological system of Indo-Gangetic plain. The Himalayan Watersheds are under constant threat of mass wasting and erosion caused by depletion of forest cover, unscientific agronomic practices, hydrologic imbalances and natural calamities. The ever increasing population, the need to provide a better quality of life to the people and the pressure on natural resources is further compounding the problem. Considering the magnitude of the problems, the Uttarakhand Govt. has realized the significance of taking up watershed based planning. A total of about 8 watersheds, 116 sub watersheds and 1110 Micro Watersheds have been identified in the state which are being taken up for regeneration and sustainable development, in phased manner.

In the state, thrust has been given to integrated watershed development programmes. A separate Directorate- Watershed Management Directorate (WMD) has been established as a nodal agency for coordination, monitoring and implementation of integrated watershed development programmes in the state.

As a public service delivery organization which has to work closely for and with the community, WMD is working on the principles of good governance viz. transparency, accountability and responsiveness of administration. The citizen charter of WMD is an endeavor towards achieving the above enshrined principles of good governance in public service delivery. The object of this charter is to work towards efficient public service delivery.

VISION OF WMD

'To improve the productive potential of natural resources and increase incomes of rural inhabitants in degraded watersheds of the state through socially inclusive, institutionally and environmentally sustainable approaches.'

MISSION STATEMENT

Holistic development of the degraded and rain-fed areas of the state through integrated management of natural resources on participatory basis to achieve ecological balance, income enhancement through increased livelihood opportunities, poverty alleviation, welfare of vulnerable groups including women and landless, equity in benefit sharing and institutional strengthening through capacity building.

BUSINESS TRANSACTED BY WMD

PROJECT SURVEY AND PLANNING

- Project preparation of integrated watershed development projects following guidelines of MoA, MoRD (DLR), MoEF, Govt., of India and external agencies.
- Arrangements of financing from Govt. of India and other external / internal agencies for implementation of watershed projects.
- Coordination with other line departments (Rural Development and Agriculture) and NGOs working on watershed development projects, evaluation and submission of project proposals to the respective Ministry and Aid agency.
- Prioritization of watersheds to be taken up for treatment and project planning.

MONITORING AND EVALUATION

- Progress monitoring of all watershed development programmes / schemes being implemented by Rural Development and Agriculture Departments.
- Development of MIS for quick retrieval and analysis of captured data.
- Monitoring and Evaluation of externally aided projects through external, internal evaluators and participatory monitoring by the community.

COMMUNITY PARTICIPATION, TRAINING AND DOCUMENTATION

- Achievement of community participation through involvement of PRIs and Community Based Organizations (CBOs) for planning, implementation of integrated watershed development plans and management of assets created.
- Capacity building of communities, community based organizations (CBOs) and PRI institutions through skill development, social and technical trainings, workshops and exposure visits.
- Training and skill upgradation of staff.
- Ensuring equity by way of effective participation of vulnerable groups including women and landless in the planning, implementation and benefit sharing in the watershed project.
- Information Education and Communication (IEC) for awareness generation, transparency and impact documentation.

TECHNOLOGY DISSEMINATION

- Linkage with technical institutions and universities, technical awareness programmes for the rural community and project staff, development of technical modules for technology transfer to the end-user.
- Information dissemination as regards improved technology in the fields of agro based, minor engineering, bio technology and other suitable technology.
- Technology dissemination through grass root level demonstration, trainings and workshops.

PROJECT IMPLEMENTATION

- Facilitation of implementation of externally aided integrated watershed development projects through Multidisciplinary Teams (MDT) trained in participatory approaches.
- WMD is presently implementing three project in a decentralized institutional setup using PRIs as the main planning and implementation agencies. In these projects Gram Panchayats are the implementing units at the village level. The Project are;
 - i) **World Bank funded, Uttarakhand Decentralized Watershed Development Project Phase-II (Gramya-II)** in approximately 509 Gram Panchayats in 18 Development Blocks in 8 hilly districts of Uttarakhand.

- ii) **IFAD funded, Integrated Livelihood Support Project (ILSP)** in 187 Gram Panchayats in 7 Development Blocks in Pauri, Nainital and Champawat districts of Uttarakhand.
- iii) **Centrally Sponsored Pradhan Mantri Krishi Sichai Yojana – Watershed Development (PMKSY-WD)** in selected micro watersheds in all 13 districts of Uttarakhand.

DETAILS OF CLIENTS

Watershed Management Directorate renders services at two levels viz. Government and community.

The clients at the two levels are as follows:-

(i) Government level-

- The state govt. through Directorate for project planning and implementation of externally aided projects.
- Line Departments (Rural Development, Forest and Agriculture department) implementing Watershed Development projects.

(ii) Community level-

- Gram Panchayat
- Revenue Village Committee
- Farmers Interest Group
- User Groups
- Self Help Groups / Vulnerable Groups
- Van Panchayat
- Other community based organizations.

DETAILS OF SERVICES PROVIDED TO EACH CLIENT GROUP

| Name of the client | Services rendered |
|---|--|
| Government level - | |
| State Government through Directorate | <ul style="list-style-type: none"> • Arrangements of financing from Govt. of India and other external / internal agencies for implementation of watershed projects. • Prioritization of watersheds to be taken up for treatment and project planning. • Project planning and implementation of externally aided projects. |
| Line departments (Rural Development, Forest and Agriculture department) | <ul style="list-style-type: none"> • Preparation of watershed development projects following guidelines of MoA, MoRD (DLR), MoEF, Govt., of India. • Evaluation and submission of project proposals submitted by Rural Development, forest and Agriculture Department and NGOs etc. to the respective Ministry and Aid agency. |
| Community level | |
| <ul style="list-style-type: none"> • Gram Panchayat | <ul style="list-style-type: none"> • Provide technical and financial support in the preparation and implementation of Gram Panchayat Watershed Development Plan. • Capacity building support. • Support of assistant accountant. |
| <ul style="list-style-type: none"> • Revenue Village Committee | <ul style="list-style-type: none"> • Technical support in the preparation of RVC proposals for GPWDP preparation. • Capacity building support. • Technical support in the implementation of GPWDP |
| <ul style="list-style-type: none"> • Farmers Interest Group | <ul style="list-style-type: none"> • Group formation. • Technology dissemination through field demonstration, training and workshops. • Input and capacity building support. |

| Name of the client | Services rendered |
|--|---|
| | <ul style="list-style-type: none"> • Facilitation of market linkages. • Development of market infrastructure. |
| <ul style="list-style-type: none"> • User Groups | <ul style="list-style-type: none"> • Group Formation, input and capacity building support. |
| <ul style="list-style-type: none"> • Self Help Groups / Vulnerable Groups | <ul style="list-style-type: none"> • Group Formation and capacity building support for skill development and IGAs. • Technical support in the preparation of IGA proposal for vulnerable group fund. • Training support for skill development and IGA. • Funding and input support for approved IGA proposal. |
| <ul style="list-style-type: none"> • Van Panchayat | <ul style="list-style-type: none"> • Technical and financial support in the implementation of plantation related activities under the project. |
| <ul style="list-style-type: none"> • Other community based organizations. | <ul style="list-style-type: none"> • Technical/ Financial and training support as and when required. |

EXPECTATION FROM THE CLIENTS

| Client | Expectation from the clients |
|--|--|
| State Government through WMD | <ul style="list-style-type: none"> • Arrangements of financing from Govt. of India and other external / internal agencies for implementation of watershed projects. |
| Line departments ((Rural Development, forest and Agriculture department) | <ul style="list-style-type: none"> • Preparation of project proposals as per requisite guidelines. • Implementation of project. |
| Community level | |
| <ul style="list-style-type: none"> • Gram Panchayat | <ul style="list-style-type: none"> • To discuss & approve all major decisions related to GPWDP • Ensure inclusion of disadvantaged groups such as women, poor, SC/ST, transhumant. • Monitor the working of RVC & GP. • Sign all appropriate agreements with WMD for participation in the project. • Assist NGOs in mobilization of village communities. • Open project bank account & judiciously manage project funds. |

| Client | Expectation from the clients |
|--|--|
| | <ul style="list-style-type: none"> • Manage project expenditure as per AWP of GPWDP. • Convene Gram Sabhas. • Ensure complete transparency & accountability by all GP-level institutions & individuals involved in the project. • Collection of Contribution by Beneficiary. |
| <ul style="list-style-type: none"> • Water and Watershed Management Committee | <ul style="list-style-type: none"> • Lead the process of planning & implementation of GPWDP. • Operation of Watershed Account. • Community procurement under GPWDP. • Procurement of various agencies as per Project Operational Manual. • Auditing of accounts. • May delegate responsibility for implementation of Village Watershed Development Plans to RVCs (this will include financial management and procurement responsibilities) • Submit timely monthly and annual financial reports to WMD. • Ensure that the GP annual accounts are audited on a timely basis and submitted to the WMD. |
| <ul style="list-style-type: none"> • Revenue Village Committee | <ul style="list-style-type: none"> • Lead the process of preparing RVC Proposals. • If contracted so by the GP, implement GPWDP at the village level. • Ensure equity for all, especially the disadvantaged groups. • Collection of beneficiary contribution. |
| <ul style="list-style-type: none"> • Farmers Interest Group | <ul style="list-style-type: none"> • Participation in demonstration activities. • Adoption of improved technology. • Participation in Agribusiness activities. |
| <ul style="list-style-type: none"> • User Groups | <ul style="list-style-type: none"> • Management and maintenance of assets created. |
| <ul style="list-style-type: none"> • SHGs / Vulnerable Groups | <ul style="list-style-type: none"> • Participation in IGA activities and capacity building. • Sustainable and self reliant. • Income enhancement. |
| <ul style="list-style-type: none"> • Van Panchayat | <ul style="list-style-type: none"> • Implement all plantation related activities under the project. • Coordinate with concerned Forest Department office for technical and management issues. |

CONSULTATION WITH USERS/ STAKEHOLDERS

- Participatory monitoring and evaluation (PME) indicators have been developed and the consultation process with the stakeholders (Community) is carried out regularly.

COMPLAINT / GRIEVANCE REDRESSAL MECHANISM -

- A website for registering complaints at <http://samadhan.uk.gov.in> is available. Stakeholders are welcome to use this facility. They can also write through the e-mail ID: wmd-ua@nic.in; through postal correspondence at the following address– The Office of the Chief Project Director, Watershed Management Directorate, Indira Nagar Forest Colony, Dehradun PIN- 248 006.
- Under RTI Act, public information cell have been established at the following offices-

| Sl. No. | Name of Office | Location | Telephone /Fax/E-mail |
|-----------------------|--|---|--|
| 1. | Chief Project Director, Watershed Management Directorate | Dehradun | 0135-2768712/ 2762839/ wmd-ua@nic.in , cpd-wmd.uk@gov.in |
| 2. | Project Director, Garhwal | Muni-ki-Reti, Rishikesh (Tehri Garhwal) | 0135-2437010 pdgarhwal-wmd.uk@gov.in |
| 3. | Project Director, Kumaon | Haldwani (Nainital) | 05946-283068 pdkumaon-wmd.uk@gov.in |
| UDWDP Phase-II | | | |
| 4. | Deputy Project Director, Dehradun Division | Vikasnagar (Dehradun) | 01360- 253013 Mob: 9412046815 udwdpvksn-wmd.uk@gov.in |
| 5. | Deputy Project Director, Tehri Division | Thatyur (Tehri Garhwal) | 01376-246400 udwdpthat-wmd.uk@gov.in |
| 6. | Deputy Project Director, Pauri Division | Pauri | 01368-226434 Mob- 9412056136 udwdppauri-wmd.uk@gov.in |
| 7. | Deputy Project Director, Almora Division, | Almora | 05962-2254067 udwdpalm-wmd.uk@gov.in |
| 8. | Deputy Project Director, Pithoragarh | Pithoragarh | 05964-227285, Mob- 9412087916 |

| Sl. No. | Name of Office | Location | Telephone /Fax/E-mail |
|---------------------|---|-----------------------------|---|
| | Division, | | udwdppith-wmd.uk@gov.in |
| 9. | Deputy Project Director, Bageshwar Division, | Bageshwar | 05963-221003 Mob: 9411103641 udwdpbag-wmd.uk@gov.in |
| 10. | Deputy Director, PMU | Dehradun | Mob: 9412057374 udwdppmu-wmd.uk@gov.in |
| ILSP Project | | | |
| 11. | Deputy Project Director, Watershed Management, Pauri Division. | Pauri | Mob: 9412032410 ilspauri-wmd.uk@gov.in |
| 12. | Deputy Project Director, Watershed Management, Nainital Division. | Haldwani (Nainital) | 05946-222498 Ph. 05946-222498 ilsphald-wmd.uk@gov.in |
| 13. | Deputy Project Director, Watershed Management, Champawat Division. | Champawat | 05965-230122 Mob. 9411113414 ilspchamp-wmd.uk@gov.in |
| 14. | Team Leader, ASEED PNGO, UDWDP-II Uttarkashi Division. | Purola (Uttarkashi) | Mob. 9414132144 aseedudwdp2uttarkashi@gmail.com |
| 15. | Team Leader, ASEED PNGO, UDWDP-II Rudraprayag Division. | Augustmuni (Rudraprayag) | Mob. 9760553376 aseedudwdp2rudraprayag@gmail.com |

- All Gram Pradhans have been designated as Public Information Officers under RTI act at Panchayat level in the project area.
- All complaints will be acknowledged by us and final reply will be given within 30 days.

Main Services / Transaction (For externally aided projects- ILSP & UDWDP-II)

| S. No | Services/Transaction | Responsible Person (Designation) | Email | Contact No. | Process | Document Required | Fees | | |
|-------|--|---|--|--|---|--|----------|------|--------|
| | | | | | | | Category | Mode | Amount |
| 1. | Arrangements of financing from external agencies after approval from Govt. of Uttarakhand and Govt. of India for implementation of watershed projects. | Manisha Panwar (IAS), Chief Project Director | wmd-ua@nic.in cpd-wmd.uk@gov.in | 0135-2768712, Fax-2762839 | Submission of proposal by the State Govt. to Govt. of India. | As per procedures required by State Govt., Govt. of India and external Agency (IFAD/ World Bank) | N/A | N/A | N/A |
| 2 | Prioritization of watersheds to be taken up for treatment and project planning. | Mrs. Neena Grewal (IFS), Additional Director (Planning) | wmd-ua@nic.in | 0135-2764244, TeleFax-2760170 | GIS based planning based on State of Environmental degradation, remoteness and lack of infrastructure and poverty in the micro watershed / watershed | As per procedures required by State Govt., Govt. of India and external Agency (IFAD/ World Bank) | N/A | N/A | N/A |
| 3 | Monitoring and Evaluation of all Watershed Projects. | Sh. Kapil Lall, (IFS), Additional Director – Monitoring & Evaluation | wmd-ua@nic.in | Tele Fax 0135-2760362 | Monitoring & Evaluation of project implementation as per the monitoring action plan involving external consultant, internal monitoring and participatory monitoring by communities. | As per procedures required by State Govt., Govt. of India and external Agencies | N/A | N/A | N/A |
| 4 | Project planning and Implementation of Integrated Livelihood support | Sh. Kapil Lall (IFS), Project Director Integrated Livelihood support project (ILSP) | pdilsp-wmd.uk@gov.in | Tele Fax 0135-2760362 | Signing of project agreement between state Govt., Govt. of India and funding | As per procedures required by State Govt., Govt. of India and external Agency | N/A | N/A | N/A |

| | | | | | | | | | |
|---|---|--|--|--|--|---|-----|-----|-----|
| | project (ILSP) with funding support from IFAD | | | | agency, placement of officers | (IFAD) | | | |
| 5 | Implementation of Pradhan Mantri Krishi Sinchai Yojna – Watershed Development (PMKSY-WD) | Sh. Kapil Lall (IFS), Addl. CEO- SLNA, Uttarakhand | aceoslina-wmd.uk@gov.in | Tele Fax 0135-2760362 | Financial and other implementation related processes alongwith DoLR, GoI .and PIAs | As per duties assigned under common guidelines for watershed project, 2008 and subsequent modification. | N/A | N/A | N/A |
| 6 | Project planning and Implementation of Uttarakhand Decentralized Watershed Development Project (UDWDP) Phase-II | Mrs. Neena Grewal (IFS), Project Director UDWDP-II | wmd-ua@nic.in | 0135-2764244, TeleFax-2760170 | Signing of project agreement between state Govt., Govt. of India and funding agency, placement of officers | As per procedures required by State Govt., Govt. of India and external Agency (World Bank) | N/A | N/A | N/A |
| 7 | Implementation of ILSP at division level | DPD Pauri DPD Champawat DPD Nainital | llspauri-wmd.uk@gov.in llspchamp-wmd.uk@gov.in llsphald-wmd.uk@gov.in | 05965-230122 05964-222498 | Implementation and monitoring of project activity | As per guideline of project and external Agency(IFAD) | N/A | N/A | N/A |
| 8 | Implementation of UDWDP-II at Division level | DPD Vikashnagar, DPD Thatyur, DPD Pauri, DPD Almora, DPD Pithoragarh, DPD Bageshwar DPD PMU Team Leader ASEED Rudraprayag | udwdpvksn-wmd.uk@gov.in udwdpthat-wmd.uk@gov.in udwdppauri-wmd.uk@gov.in udwdpalm-wmd.uk@gov.in udwdppith-wmd.uk@gov.in udwdpbag-wmd.uk@gov.in udwdppmu-wmd.uk@gov.in aseedudwdp2rudraprayag@gmail.com aseedudwdp2uttarkashi@gmail.com | 01360- 253013 01376-246400 01368226434 05962-2254067 05964-227285 05963-221003 9412057374 09760553376 | Implementation and monitoring of project activity | As per guidelines of project and external Agency(World Bank) | N/A | N/A | N/A |

| | | | | | | | | | |
|----|--|---|--|--|---|---------------------------|-----|-----|-----|
| | | Team Leader ASEED Uttarkashi | il.com | 09414132144 | | | | | |
| 9 | Planning and Implementation of ILSP and UDWDP-II at Gram Panchayat level in selected project divisions | Concerning water and watershed committee of Gram Panchayat as PIA and Van Panchayat, RVC, FIG, User Groups and vulnerable groups as participants in project planning and implementation | | | On commencement of project at Gram Panchayat level First year will be utilized for preparation of Gram Panchayat Watershed development plans (GPWDP), next 3 years for implementation works and final year for withdrawal | As per project guideline. | N/A | N/A | N/A |
| 10 | Capacity Building of Stakeholders and Project staff through workshop, training and exposure visit | Dr. S.K. Singh Deputy Project Director (Trg) at WMD level and concerning Deputy Project Director ILSP and UDWDP-II at Division level | dpdtrain-wmd.uk@gov.in wmd-ua@nic.in | 0135-2764244, TeleFax-2760170 | Capacity Building of Stakeholders and Project staff through workshop, training and exposure visit through reputed institutions and resource persons | As per Training Calender. | N/A | N/A | N/A |
| 11 | Prompt grievance redressal | Sh. Kapil Lall (IFS), Project Director, Administration, WMD Dr. S.K. Singh, Deputy Director, Admin. | wmd-ua@nic.in | Tele Fax 0135-2761002 | i. Complaint Register ii. Providing intermediate progress made, if required iii. Informing final closure of each complaint | | N/A | N/A | N/A |

Services Standards for Externally Aided Projects- ILSP & UDWDP-II

| S.No | Services/Transaction | Success Indicators | Services Standards | Data Source |
|------|--|---|---|---|
| 1 | Arrangements of financing from external agencies after approval from Govt. of Uttarakhand and Govt. of India for implementation of watershed projects. | Timely administrative approval/ clarification, release of funds to meet the committed liabilities of Govt. of Uttarakhand for implementation of watershed projects. | Time as per requirement | WMD records |
| 2 | Prioritization of watersheds to be taken up for treatment and project planning. | As per project requirement and selection criteria and on the basis of approved SPSS for the department | Time as per requirement | WMD records |
| 3 | Project planning and Implementation of Integrated Livelihood support project (ILSP) with funding support from IFAD | Signing of project agreement and placement of officers | Time as per requirement | WMD records |
| 4 | Project planning and Implementation of Uttarakhand Decentralized Watershed Development Project (UDWDP) Phase-II | Preparation of project documents, project appraisal by Govt. of India and world Bank, signing of project agreement. | Time as per requirement | WMD records |
| 5 | Implementation of ILSP at division level | Implementation and monitoring of project activity | As per AWP. | WMD records |
| 6 | Implementation of UDWDP-II at Division level | Implementation and monitoring of project activity | As per AWP. | WMD records |
| 7 | Planning and Implementation of ILSP and UDWDP-II at Gram Panchayat level in selected project divisions | Commencement of project at Gram Panchayat level and signing of MoU between WMD and WWMC of the concerned Gram Panchayat for implementing the project | Planning in 1 st yr and implementation from 2 nd yr onwards | WMD records |
| 8 | Monitoring & Evaluation | Monitoring & Evaluation of project implementation as per the monitoring action plan involving external consultant, internal monitoring and participatory monitoring by communities. | Time as per requirement of monitoring action plan | WMD records and RFD for ILSP and UDWDP-II |
| 9 | Capacity Building of Stakeholders and Project staff through workshop, training and exposure visit | Capacity Building of Stakeholders and Project staff through workshop, training and exposure visit through reputed institutions and resource persons | As per training calendar | Capacity Building programme |
| 10 | Prompt Grievance Redressal | i. Complaint Register ii. Providing intermediate progress made, if required iii. Informing final closure of each complaint | 7-15 Days | WMD records |

Main Services/Transactions for State Level Nodal Agency (SLNA) Uttarakhand

| S. No. | Services/ Transaction | Responsible Person (Designation) | Email | Contact No.) | Process | Document Required | Fees | | |
|--------|--|--|--|--|--|--------------------------|----------|------|--------|
| | | | | | | | Category | Mode | Amount |
| 1 | Preparation of preliminary project reports (PPR) according to allocated target by GoI and as per State Perspective and Strategic Plan (SPSP) | Manisha Panwar(IAS), CEO, SLNA Sh.Kapil Lall (IFS), ACEO SLNA | cpd-wmd.uk.@gov.in wmd-ua@nic.in aceoslna-wmd.uk@gov.in | 0135-2768712 Fax-2762839 TeleFax 0135-2760362 | I. Identification of District wise prioritized MWS for Project Proposals II. Collection of data, and preparation of tables on prescribed format of GOI. III. Submission to GOI with presentation IV. Communication of sanctioned projects to the district V. Approval of PIAs proposed by DWDUs | SPSP, MWS level projects | NA | NA | NA |
| 2 | Release of funds for sanctioned projects from SLNA under PMKSY-WD | Sh.Kapil Lall (IFS), ACEO SLNA | aceoslna-wmd.uk@gov.in wmd-ua@nic.in | TeleFax 0135-2760362 | I. Transfer of funds to designated account at the DWDU level II. Issue of release order by the ACEO and Finance officer SLNA as joint signatory. With the prior approval of CEO (SLNA) III. Ensure the utilization of released amount and demand of next installment to GoI from time to time according to requirement | Sanction order GOI | NA | NA | NA |

| | | | | | | | | | |
|---|--|--|--|------------------------------|---|--------------------------------------|----|----|----|
| 3 | Conduction of capacity building and trainings for all stakeholders | Sh.Kapil Lall (IFS), ACEO SLNA | aceoslina-wmd.uk@gov.in wmd-ua@nic.in | TeleFax 0135-2760362 | i. Empanelment of institutions for trainings and evaluation ii. Appointment of team of technical expert as per GOI instruction from time to time iii. Preparation of manuals and strategies under PMKSY-WD | Guidelines and instructions from GOI | NA | NA | NA |
| 4 | Monitoring and Evaluation | Sh.Kapil Lall (IFS), ACEO SLNA | aceoslina-wmd.uk@gov.in wmd-ua@nic.in | TeleFax 0135-2760362 | i. To Ensure Phase wise Evaluation of all projects through Empanelled evaluating agencies and time to time Monitoring through SLNA, Districts and Technical Experts Level. ii. Establish State Level Data Cell (SLDC) to ensure MIS under PMKSY-WD | Guidelines and instructions from GOI | NA | NA | NA |
| 5 | Prompt Grievance Redressal | Sh. Kapil Lall (IFS), Project Director, Administration, WMD Dr. S.K. Singh, Deputy Director, Admin | wmd-ua@nic.in | Tele Fax 0135-2761002 | iv. Complaint Register v. Providing intermediate progress made, if required vi. Informing final closure of each complaint | | | | |

Services Standards For State Level Nodal Agency (SLNA) Uttarakhand

| S.No. | Services/Transaction | Success Indicators | Services Standards | Data Source |
|-------|---|---|----------------------------|--------------|
| 1 | Preparation of preliminary project reports (PPR) according to allocated target by Gol and as per SPSP | Timely administrative approval/ clarification, release of funds to meet the committed liabilities of Govt. of Uttarakhand for implementation of watershed projects. | As per Guidelines from GOI | SLNA records |
| 2 | Release of funds for sanctioned projects from SLNA under PMKSY-WD | As per project requirement and selection criteria and on the basis of approved SPSS for the department | Time as per requirement | SLNA records |
| 3 | Conduction of capacity building and trainings for all stakeholders | <ul style="list-style-type: none"> i. Empanelment of institutions for trainings and evaluation ii. Appointment of team of technical expert as per Gol instruction time to time iii. Preparation of manuals and strategies under PMKSY-WD | As per Guidelines from GOI | SLNA records |
| 4 | Monitoring and Evaluation | <ul style="list-style-type: none"> i. To Ensure Phase wise Evaluation of all projects through Empanelled evaluating agencies and time to time Monitoring through SLNA, Districts and Technical Experts Level. ii. Establish State Level Data Cell (SLDC) to ensure MIS under PMKSY-WD | Time as per Guideline | SLNA records |
| 5 | Prompt Grievance Redressal | <ul style="list-style-type: none"> iv. Complaint Register v. Providing intermediate progress made, if required vi. Informing final closure of each complaint | 7-15 Days | SLNA records |

Grievance Redress Website url to lodge <http://pgpotral.gov.in/> <http://samadhan.uk.gov.in/>

| S.No. | Name of the public Grievance officer | Helpline Number | Email |
|--------------|---|--|---------------|
| 1 | Sh. Kapil Lall (IFS), Project Director, Administration, WMD | Tele Fax 0135-2761002 | wmd-ua@nic.in |
| 2 | Dr. S.K. Singh, Deputy Director, Admin | 0135-2764244, Tele Fax – 0135-2760170 | wmd-ua@nic.in |

List of Stakeholders/Clients

| S.No. | Stakeholders / Clients |
|-------|--|
| 1 | Central Govt. Departments, External Funding Agency-IFAD and World Bank |
| 2 | State Govt. through its departments- Watershed department, Agriculture Department, Forest Department and Rural Development Department, State Steering committee for projects PMKSY-WD , ILSP, UDWDP-II |
| 3 | Scientific and research organization/ Institute etc.- (viz NIH, CWCRTI, VPKS,GBPIEHD, Pant Nagar Agriculture University, USAC, Land survey Directorate |
| 4 | Local authority in the district and district level steering committee for projects |
| 5 | Kirshi Vigyan Kendra and other technical institution of other departments |
| 6 | Gram Sabha, Gram Panchayats and Water and Watershed Management Committee(WWMC) selected for projects under PMKSY-WD , ILSP, UDWDP-II |
| 7 | Revenue village committee of villages selected for projects under selected for projects under PMKSY-WD , ILSP, UDWDP-II |
| 8 | Van Panchayat selected for projects under PMKSY-WD , ILSP, UDWDP-II |
| 9 | Farmer Interest Groups and farmer federation |
| 10 | Vulnerable Groups in UDWDP-II and ILSP and self help groups in projects PMKSY-WD |
| 11 | All officers and staff of Watershed Management Directorate |
| 12 | Citizen in general |

Responsibility Centers and Subordinate Organizations (For externally aided projects)- ILSP & UDWDP-II

| S.No. | Responsibility Centers and Subordinate Organizations | Contact Number | Email | Address |
|-------|--|------------------------------|--|--|
| 1 | Office of Chief Project Director | 0135-2768712, Fax-2762839 | wmd-ua@nic.in cpd-wmd.uk@gov.in | Watershed Management Directorate, Indira Nagar Forest Colony, Dehradun |
| 2 | State Level Nodal Agency | Tele Fax- 0135-2760362 | aceoslna-wmd.uk@gov.in | Watershed Management Directorate, Indira Nagar Forest Colony, Dehradun |
| 3 | PMU –Integrated Livelihood Support Project (ILSP) | Tele Fax- 0135-2760362 | pdilsp-wmd.uk@gov.in | Watershed Management Directorate, Indira Nagar Forest Colony, Dehradun |
| 4 | PMU- Uttarkhand Decentralized Watershed Development Project (UDWDP-II) | 0135-2764244 | wmd-ua@nic.in | Watershed Management Directorate, Indira Nagar Forest Colony, Dehradun |
| 5 | Project Director Garhwal | 0135-2437010 | pdgarhwal-wmd.uk@gov.in | PD, Garhwal Region Munikireti Tehri Garhwal |
| 6 | Project Director Kumaon | 01368-283068 | pdkumaon-wmd.uk@gov.in | PD, Kumaon Region, Peeli Khoti, Kaladhungi Road Haldwani, Nainital |
| 7 | Deputy Project Director ILSP (Champawat) | 05965-230122 | ilspchamp-wmd.uk@gov.in | DPD, ILSP, Goralchaur ward, Near range office Champawat |
| 8 | Deputy Project Director ILSP (Nainital) | 05946-222498 | ilsphald-wmd.uk@gov.in | DPD, ILSP, Bhatt Colony, Kaladhungi Road, near LIC Building Haldwani, Nainital |
| 9 | Deputy Project Director ILSP (Pauri)) | | ilspauri-wmd.uk@gov.in | DPD, ILSP, Near Bank of Baroda, civil line, Pauri |
| 10 | Deputy Project Director UDWDP (VikasNagar) Dehradun | 01360- 253013 | udwdpvksn-wmd.uk@gov.in | DPD, UDWDP-II Vidhyapeeth Marg Vikasnagar, Dehradun. |
| 11 | Deputy Project Director UDWDP (Tehri) | 01376-246400 | udwdpthat-wmd.uk@gov.in | DPD, UDWDP-II, Near PWD Office, Aglad road, Thatyur, Tehri Garhwal |

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| 12 | Deputy Project Director UDWDP (Pauri) | 01368-226434 | udwdppauri-wmd.uk@gov.in | DPD, UDWDP-II Buwakhal, Pauri garhwal |
| 13 | Deputy Project Director UDWDP (Bageshwar) | 05963-221003 | udwdpbag-wmd.uk@gov.in | DPD, UDWDP-II, Kanda Road, Bageshwar |
| 14 | Deputy Project Director UDWDP (Almora) | 05962-2254067 | udwdpalm-wmd.uk@gov.in | DPD, UDWDP-II, Karbala, Almora |
| 15 | Deputy Director- PMU | Mob- 9412057374 | udwdppmu-wmd.uk@gov.in | DPD, PMU, Watershed Management Directorate, Indira Nagar Forest Colony, Dehradun |
| 16 | Deputy Project Director UDWDP (Pithoragarh) | 05964-227285 | Udwdppith-wmd.uk@gov.in | DPD, UDWDP-II, Near Thana kotwali, GIC Road, pitrota, Pithrogarh |
| 17 | Partner NGO UDWDP-II) Rudraprayag | Mob. 9760553376 | aseedudwdp2rudraprayag@gmail.com | Team Leader PNGO, UDWDP-II, ASEED, Gabani gauon, Post Office Chandrapuri, Rudraprayag |
| 18 | Partner NGO UDWDP-II (Uttarkashi) | Mob. 9414132144 | aseedudwdp2uttarkashi@gmail.com | Team Leader PNGO, UDWDP-II, ASEED, Kumola Road, Near HP Gas center, Purola, Uttarkashi |

Responsibility Centers and Subordinate Organizations for SLNA

| S. No | Responsibility Centers and Subordinate Organizations | Contact Number | Email | Address |
|-------|--|------------------------------|--|---|
| 1 | Office of Chief Executive officer | 0135-2768712, Fax-2762839 | wmd-ua@nic.in , cpd-wmd.uk@gov.in | Watershed Management Directorate, Indira Nagar Forest Colony, Dehradun |
| 2 | State Level Nodal Agency | Tele Fax - 0135-2760262 | aceoslna-wmd.uk@gov.in | Watershed Management Directorate, Indira Nagar Forest Colony, Dehradun |
| 3 | WPMU –Watershed Project Management Unit | Tele Fax - 0135-2760362 | wmd-ua@nic.in | Watershed Management Directorate, Indira Nagar Forest Colony, Dehradun |
| 4 | WCDC – Watershed Cell cum Data center, Dehradun Uttarakhand | 135-2727368 | iwmpdehradun@gmail.com | Office of Member Secretary DWPMU. DPD, UDWDP-II, Vidhyapeeth Marg, Vikasnagar, Dehradun. |
| 5 | WCDC – Watershed Cell cum Data center, Tehri Garhwal Uttarakhand | 01376-232074 | dwpmutehri@gmail.com | Office of Member Secretary DWPMU, DPD, UDWDP-II , Near PWD Office, Aglad road, Thatyur, Tehri Garhwal |
| 6 | WCDC – Watershed Cell cum Data center, Pauri Garhwal Uttarakhand | 01368-222303 | iwmpppauri@gmail.com | Office of Member Secretary DWPMU, DPD, ILSP Near Bank of Baroda, civil line, Pauri Garhwal |
| 7 | WCDC – Watershed Cell cum Data center, Rudraprayag Uttarakhand | 01364-233260 | caorpg@gmail.com | Office of Member Secretary DWPMU, Chief agriculture officer, Rudraprayag |
| 8 | WCDC – Watershed Cell cum Data center, Chamoli Uttarakhand | 01372-252210 | Vimalp437@gmail.com | Office of Member Secretary DWPMU, DFO, Alaknanda Soil Conservation department ,Gopeshwar, Chamoli Garhwal |
| 9 | WCDC – Watershed Cell cum Data center, Uttarkashi Uttarakhand | 01375-224233 | girishduttunoyal@yahoo.co.in | Office of Member Secretary DWPMU, DFO, Tehri Dam-II Division, Uttarkashi |
| 10 | WCDC – Watershed Cell cum Data center, Nainital Uttarakhand | 05946-222498 | dpdhaldwani@rediffmail.com | Office of Member Secretary DWPMU, DPD, ILSP Bhatt Colony, Kaladhungi Road, near LIC Building, Haldwani Nainital |
| 11 | WCDC – Watershed Cell cum Data center, U.S.Nagar Uttarakhand | 05944-250446 | dwpmuusnagar@gmail.com | Office of Member Secretary DWPMU, Chief Agriculture officer, U.S.Nagar |
| 12 | WCDC – Watershed Cell cum Data center,, Almora Uttarakhand | 05962-230229 | rrjoshi1978@rediffmail.com | Office of Member Secretary DWPMU, DPD, UDWDP-II, Karbala, Almora |
| 13 | WCDC – Watershed Cell cum Data center, Pithoragarh Uttarakhand | 05964-227285 | sanjay16219@gmail.com | Office of Member Secretary DWPMU, DPD, UDWDP-II, Near Thana kotwali, GIC Road pitrota, Pithoragarh |
| 14 | WCDC – Watershed Cell cum Data center, Champawat Uttarakhand | 05965-230375 | iwmpchampawat2012@gmail.com | Office of Member Secretary DWPMU. DPD, ILSP, Goralchaur ward, Near range office, Champawat |
| 15 | WCDC – Watershed Cell cum Data center, Bageshwar Uttarakhand | 05963-220249 | dwpmubageshwar@rediffmail.com | Office of Member Secretary DWPMU, DPD, UDWDP-II, Kanda Road, Bageshwar |
| 16 | WCDC – Watershed Cell cum Data center, Haridwar Uttarakhand | 01334-239034 | pramod_kumar508@yahoo.com | Office of Member Secretary DWPMU, Chief Agriculture Officer, Haridwar |

Indicative Expectations from Services Recipients

| S.No. | Indicative Expectations from Service Recipients |
|-------|--|
| 1 | State Government through WMD <ul style="list-style-type: none"> - Arrangements of financing from Govt. of India and other external / internal agencies for implementation for watershed projects. |
| 2 | Line departments ((Rural Development and Agriculture department) <ul style="list-style-type: none"> - Preparation of project proposals as per requisite guidelines. - Implementation of project. |
| 3 | Community level (Gram Panchayat) <ul style="list-style-type: none"> - To discuss & approve all major decisions related to GPWDP - Ensure inclusion of disadvantaged groups such as women, poor, SC/ST, transhumant - Monitor the working of RVC & GP - Sign all appropriate agreements with WMD for participation in the project - Assist NGOs in mobilization of village communities - Open project bank account & judiciously manage project funds - Manage project expenditure as per AWP of GPWDP - Convene Gram Sabhas - Ensure complete transparency & accountability by all GP-level institutions & individuals involved in the project -Collection of Contribution by Beneficiary |
| 4 | Water and Watershed Management Committee under ILSP & UDWDP-II and Watershed Committee under PMKSY-WD <ul style="list-style-type: none"> - Lead the process of planning & implementation of GPWDP - Operation of Watershed Account. - Community procurement under GPWDP. - Procurement of various agencies as per Project Operational Manual. - Auditing of accounts. - May delegate responsibility for implementation of Village Watershed Development Plans to RVCs (this will include financial management and procurement responsibilities) - Submit timely monthly and annual financial reports to WMD - Ensure that the GP annual accounts are audited on a timely basis and submitted to the WMD |

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| 5 | <p>Revenue Village Committee</p> <ul style="list-style-type: none"> - Lead the process of preparing RVC Proposals - If contracted so by the GP, implement GPWDP at the village level - Ensure equity for all, especially the disadvantaged groups - Collection of beneficiary contribution |
| 6 | <p>Farmers Interest Group</p> <ul style="list-style-type: none"> - Participation in demonstration activities. - Adoption of improved technology - Participation in Agribusiness activities. |
| 7 | <p>User Groups</p> <ul style="list-style-type: none"> - Management and maintenance of assets created. |
| 8 | <p>SHGs / Vulnerable Groups</p> <ul style="list-style-type: none"> - Participation in IGA activities and capacity building - Sustainable and self reliant. - Income enhancement. |
| 9 | <p>Van Panchayat</p> <ul style="list-style-type: none"> - Implement all plantation related activities under the project - Coordinate with concerned Forest Department office for technical and management issues. |