


**भारतसरकारGovernment of India जलशक्तिमंत्रालय**
**MinistryofJalShakti**
**Department of Water Resources,**
**RiverDevelopment&GangaRejuvenation**

# CauveryWater Management Authority

# Citizen's/Clients'Charter(CCC)

(Updatedon24.02.2026)

## 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 Territoryof Puducherry.TheTribunalinvestigatedthe mattersreferredto itandforwardedtotheCentralGovernmentareportundersub-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 Courtpronounced 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. Inexercise 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 bythe Hon'ble SupremeCourt Vide its Order, dated 16th February, 2018.

This Charteris declarationforimplementationofpolicies andprocedures in the field of water resources development & management in Cauvery basin.

## VISIONOFCWMA

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.

## MISSIONOFCWMA

The Authority shall exercise such power and shall discharge such dutyto do any or all things necessary, sufficient and expedient for securing compliance and implementation of the Award of the Tribunal as modified bythe Hon'ble SupremeCourtvide Order datedthe16thFebruary, 2018 including:

(i) storage,apportionment,regulationandcontrolofCauverywaters;
(ii) supervision of operation of reservoirs and with regulation of water releases therefrom with the assistance of Regulation Committee;
(iii) regulatedrelease 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.

## JURISDICTIONOFCWMA

The Authority shall exercise such power and shall discharge such dutyto 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.

## FUNCTIONSOFCWMA

i. The Authority at the beginning of the water year, i.e. first Juneeach 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, limitedto 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 releasesandstoragebuiltupduringtheintervalandassessthe

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 thewater releasesforenvironmental 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.Distresscausedbydiminutionofwater flowsduringthe 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 tothe minimum.

v. The Authority shall maintain an account of cropping pattern, area croppedandareairrigatedfor eachpartyState. TheAuthorityshall also maintain an account of domestic and industrial water usageby 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 oftheindentskeepinginviewthecroppingpattern

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,regularmonitoringofthewithdrawalsatsuch 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 devicehas 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.

## FUNCTIONSOFCWRC

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 bytheCommitteeandintheeventofanyvariation,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-Statecontactpoint Billigundulugaugeand dischargesiteand keep the Authority suitably informed;
f) tocompileandreconcilemonthlywateraccountforeachreservoir;
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-Westmonsoonseason (inclusiveoffortnightofOctober)—1stJuneto15th October;
k) (b)North-Eastmonsoonseason—16thOctoberto31stJanuary;
l) (c)Hotweatherseason—1st Februaryto31stMay

## ORGANISATIONALSETUP

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

ThemainclientsforservicesrenderedbyCWMAare:

- Government Organizations viz. Central Government Ministries/ Departments/ Organisations.
- CauverybasinStatesandU.T.ofPuducherrypertainingto Cauvery basin.

TheAuthoritydoesnotprovidedirectservicestocitizensorany private agency.

## SERVICES

Broadly, thefollowingservicesareperformed:

- 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 CauveryWaters.
- To maintain Annual Water Account of Cauvery basin and distribution of water as per allocation given by CWDT Awardto 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.

## EXPECTATIONSFROMCLIENTS/CITIZENS

- Administrative support is expected from MoJS, DoWR, RD&GR.
- Party States/U.T are expected to provide requisite data onwater 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, Bhavanisagar, 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.
- ObservingWater ResourcesDayandWorldWaterDay.

## REQUESTTOCLIENTS/CITIZENS

Everyorganization,publicorprivateandallcitizensmay:

- Imbibe the spiritof conservationofwaterresourcesand improve efficiency of water use by adapting more crop per drop.
- Tohonourandabidebytherulesandregulationsframedby Government regarding utilization/conservation of water.
- Toharvestrainwaterwhereitfalls&whenitfalls.
- Toavoidanymeanswhichmaypollutewaterbodies.

## 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 | ContactDetails |
|---|---|---|---|
| 1. | Smt. Selvi G, Deputy Director, CWRC, Bengaluru, | Chairperson | Cauvery Water Regulation Committee<br><br>6th Floor, SamparkaSoudha, KRDCL, Building, Dr. Rajkumar Road, RajajiNagar, Bengaluru-560010<br>Telephone(O)080-29905066<br>(M) 9844471512.<br><br>Email: cwrc.blr@gmail.com/umab-cwc@nic.in/cwrc-blr@gov.in |
| 2. | Smt. S Soundarya, Assistant Director-II, CWRC, Bengaluru | Member Secretary | Cauvery Water Regulation Committee<br><br>6thFloor,SamparkaSoudha, KRDCL, Building, Dr. Rajkumar Road, Rajaji Nagar, Bengaluru-560010<br>Telephone(O)080-29905066<br>(M) 9791662468. |
| 3. | Dr. Annapurna.S. Kamath Managing Trustee, Satya Foundation, Bengaluru | Member | |
| 4. | Shri Sundara. P Assistant Director, MSO, CWC, Bengaluru | Member | |

The committee will examine the complaints made by women employees against sexual harassment.

## REDRESSALOFGRIEVANCES

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

Grievancesmaybeaddressedto:

### GRIEVANCE OFFICER

Smt. Selvi G, Deputy Director,
Cauvery Water Regulation Committee, 6th Floor, SamparkaSoudha, KRDCL, Building, Dr. Rajkumar Road, Rajaji Nagar, Bengaluru-560010 Telephone (O) 080-29905066.
Email:cwrc-blr@gov.in

### SUB-NODALAPPELLATEAUTHORITY

Shri V.Mohan, Director,
Cauvery Water Regulation Committee, 6th Floor, SamparkaSoudha, KRDCL, Building, Dr. Rajkumar Road, Rajaji Nagar, Bengaluru-560010 Telephone (O) 080-29905066.
Email: dir-cwrc@gov.in

### APPELLATE AUTHORITY

Shri T.D.Sharma, Secretary,
CauveryWaterManagementAuthority,UpperGroundFloor,MTNL Building, BhikajiCama Place, New Delhi-110066
Telephone (O) 011-26100254/ 26173280
Email: secretary-cwma@gov.in

## RIGHTTOINFORMATION

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:

### CENTRALPUBLICINFORMATIONOFFICER:

Shri Puneet Gupta

AssistantDirector,CWMA

UpperGroundFloor,MTNLBuilding,BhikajiCamaPlace,NewDelhi- 110066.

Telephone No. (O) 011-26100254/26173280.

Email:cwma-hq@gov.in

### FIRSTAPPELLATEAUTHORITY

ShriV.MohanMurali Director, CWRC

6thFloor,SamparkaSoudha,KRDCL,Building,Dr.RajkumarRoad, Rajaji Nagar, Bengaluru-560010 Telephone (O) 080-29905066.

Email:cwrc-blr@gov.in

## IMPORTANTADDRESSESANDTELEPHONENUMBERS

| 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. Navin Kumar Jain | Member (Agri.), CWMA (Additional Charge) | 26100238 | memberagri-cwma@gov.in |
| ShriT.D. Sharma | Secretary, CWMA | 26173280 | secretary-cwma@gov.in |
| Shri Puneet Gupta | Assistant Director, CWMA | 26100254, 26100241 | gupta.puneet@gov.in |

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|---|---|---|---|
| Shri Sandeep Kumar Vishwakarma | Assistant Director, CWMA | 26100254, 26100241 | sandeep85-cwc@gov.in |
| Shri Anand Pal Singh | Assistant Director | 26100254, 26100241 | anandpalsingh@ord.gov.in |
| ShriV.Mohan Murali | Director, CWRC | 08029905066, 08023375059, 08023375060 | dir-cwrc@gov.in |
| Smt.Selvi G | Deputy Director, CWRC | 08029905066, 08023375059, 08023375060 | cwrc-blr@gov.in |

## Postal Address

## CWMA Secretariat

CauveryWaterManagementAuthority,UpperGroundFloor,MTNL Building, BhikajiCama Place, New Delhi-110066.

## CWRC Secretariat

Cauvery Water Regulation Committee, 6th Floor, SamparkaSoudha, KRDCL, Building, Dr. Rajkumar Road, Rajaji Nagar, Bengaluru-560010 Telephone (O) 080-29905066.