

CITIZEN'S CHARTER

NATIONAL INSTITUTE OF HYDROLOGY

The National Institute of Hydrology (NIH) was established in 1978 as an autonomous organization under Ministry of Jal Shakti, Department of Water Resources, RD & GR to undertake, aid, promote and coordinate basic, applied and strategic research on all aspects of hydrology and water resources development. The Institute has its headquarters at Roorkee (Uttarakhand). The mandate of NIH covers the following objectives:

- To undertake, aid, promote and coordinate systematic and scientific work on all aspects of hydrology
- To cooperate and collaborate with other national, foreign and international organizations in the field of hydrology
- To establish and maintain a research and reference library in pursuance of the objectives of the Society and equip the same with books, reviews, magazines and other relevant publication; and
- To do all other such things as the Society may consider necessary, incidental or conducive for the attainment of the objectives for which the Institute has been established

Vision

Providing leadership in hydrologic research through effective R&D solutions for achieving sustainable development and self-reliance of the water sector in India.

Our Mission

- Develop cost-effective techniques, procedures, software packages, field instrumentation, etc, for hydrological studies.
- Study scenarios or Water resource availability under varying hydro-geological, climatic, socio-cultural conditions through modeling techniques.
- Assess impact of climate change on water resources and suggesting measures for mitigation, adaptation and resilience
- Propagate application of emerging technologies for water resources development and management
- Provide cost-effective R&D solutions to need-based water-related problems
- Provide reliable advice to the various stakeholders.

- Empower community through capacity building and awareness on water resources development and conservation

We deal with

- Central Government ministries/departments/organizations
- State government departments/Organizations
- Academic institutions
- Non-Government and community-based organizations
- Consumers and users of water resources in the country
- National funding agencies.
- International funding agencies.

Our Activities

- Basic, applied and strategic research
- Software development for hydrological studies.
- User defined, demand driven R&D projects.
- R&D Projects in collaboration with national and international organizations
- Consultancy/sponsored projects.
- Technology transfer & mass awareness programmes
- Facilitate funding of R&D projects through INCCC

Organizational Set-up and Role of the Institute

The Institute has six scientific divisions at the headquarters (Roorkee, Uttarakhand) dealing with different subject areas (i.e. Environmental Hydrology, Ground water Hydrology, Hydrological Investigations, Surface Water Hydrology, Water Resources Systems, and Research Management & Outreach), and state-of-art laboratory facilities in the area of Nuclear Applications in Hydrology, Water Quality, Soil-Water, Remote Sensing & GIS Applications, and Hydrological Instrumentation. To carry out field related research covering different regions of the country, the Institute has four Regional Canters (RC) located at Belgavi, Jammu, Kakinada and Bhopal, and two Centres for Flood Management Studies at Guwahati and Patna.

Director of the Institute is the Principal Executive Officer of the NIH Society. Senior Administrative Officer and Finance Officer assist the Director in dealing with the administrative and financial matters, respectively. The other authorities and committees of the NIH Society are briefly described in the following paragraphs.

Society

The National Institute of Hydrology Society is the apex body of the Institute and meets at least once a year. It reviews the progress and performance of the Institute and gives such directions as it may deem fit, to the Governing Body and the Institute towards the attainment of the objectives enunciated in the Memorandum of Association of the Society. Ten Ministers-in-Charge of Irrigation and Water Resources in the States and ten eminent engineers & Water resources experts are nominated by the President of the Society for a three years term.

Governing Body

The Governing Body (GB) under the Chairmanship of the Secretary, Department of Water Resources, RD & GR is the executive body of the Institute and is responsible to pursue and carry out the activities, as per objectives laid down by the society. The Governing Body exercises all executive and financial powers of the Society.

Standing committee

The governing Body has constituted a Standing Committee under the Chairmanship of the Special/Additional Secretary, Department of Water Resources, RD & GR, Government of India, to consider the financial and administrative matters pertaining to the Institute. The Standing Committee has the powers to consider the matters referred to it by the Governing Body on behalf of the Governing Body and the decisions of the Committee are reported to the Governing Body for its approval.

Technical Advisory Committee

The Technical Advisory Committee (TAC) under the Chairmanship of the Chairman, Central Water Commission, carries out technical scrutiny of the research program of the Institute and recommends priority areas for studies and research. It is also responsible for carrying out technical scrutiny of the plans drawn up for five years and the individual schemes submitted for external assistance and expansion of the Institute.

Working Group

The Governing Body of the Institute has constituted Working Group under the Chairmanship of the Director, NIH, to consider and to recommend to TAC on the program of studies to be taken up by various Scientific Divisions of the Institute and review the progress of work. Experts in specialized fields from various field

organizations both from Central and State Governments, academic and research institutions, and non-government organizations are members of the Working Groups.

Coordination Committee

To ensure effective coordination between the Institute and the Indian Institute of Technology Roorkee, a Coordination Committee has been constituted under the Chairmanship of Director, Indian Institute of Technology Roorkee. This Committee, besides ensuring effective coordination, also recommends the ways for increasing interaction between the two organizations so that the facilities and expertise of both the organizations are optimally utilized.

Regional Coordination Committees

To ensure effective coordination between the CFMS/Regional Centre and the various academic and field organizations in the respective regions, and to advise the CFMS/Regional Centre on all technical and scientific matters, the NIH has Regional Coordination Committees for each CFMS/Regional Centre. The Regional Coordination Committee examines the proposals for diversification of activities of the Centre.

Experts from field organizations and academic Institutes of the region covered by the Regional Centre are members of the Regional Coordination Committee with Director, NIH as the Chairman.

Grievance Redressal Mechanism

The Institute has established a Grievance Redressal cell to deal with the grievances of the general public and staff of the Institute. A Scientist 'G' is nominated as Public & Staff Grievance Officer. Any member of the public or staff of the Institute having a grievance may contact the Public & Staff Grievance Officer (Dr. R.P. Pandey, Scientist 'G'), Administrative Block, Jal Vigyan Bhawan, Roorkee-247667 (Uttarakhand), Telephone# 01332-249216.

Committee on Complaints of women on Sexual Harassment

As per the directives of the Govt. of India, a committee is constituted to look into the complaints of women employees working in the Institute. Presently, the Committee is headed by Mrs. Deepa Chalisgaonkar, Scientist 'G'. Any staff member having complaints of sexual harassment or other gender related offences may contact

her in Lab Block, Jal Vigyan Bhawan, Roorkee-247667 (Uttarakhand), Telephone No. 01332-249206.

Measurable service standards for the services provided

Nature of Service	Service delivery Standard
R&D Studies, sponsored projects, consultancy projects	To be completed within the stipulated period
Testing services (lab based)	As specified in the terms of agreement
Dissemination of hydro-meteorological data collected by NIH	As and when requested by the users, within 7 days
Training and awareness Programmes	As specified in the event calendar
Seminars/ Symposia/ Workshops/ brainstorming sessions	As specified in the event calendar
General Queries	To be replied within 7 days
Grievances	Acknowledgement to be provided within 3 days, and grievances redressed within 3 months of receipt in the Institute.
Email to Senior officers in the Institute	Acknowledgement to be provided immediately and reply on the issue raised to be sent within 7 days.

Interaction with stakeholders

- Periodical meetings are held with Central and state organizations, and other stakeholders through various Committees, i.e. NIH Society, Governing Body, Technical Advisory Committee, Working Groups, Regional Coordination Committees
- Interactions and idea-sharing during various seminars/workshops/conferences.
- Variety of training and capacity programmes for field engineers, scientists, researchers, students.
- Mass awareness programmes
- Contact Programmes during Foundation Day of the Institute.
- Through participation in International/National Trade Fairs.

Guidance and Help

The Institute has published a brochure containing the details of infrastructure facilities available, activities and research outputs. The brochure is available free of cost at the Institute and a soft copy can be downloaded from the Institute's website.

Dissemination of information in regard to our latest research findings, policies and procedures is made available through the Institute's annual report and the website.

Remedies available to our clients/customers in the event of non-compliance of service standards:

- We have created a link for registering complaints at the Institute's website (www.nihroorkee@gov.in)
- A complaint box has been kept at the Reception of the Institute. All complaints will be acknowledged by the Institute within 15 days.
- The name and contact details of the Public Grievance Officer of the Institute is as under.

Dr. R.P. Pandey
Scientist 'G' & Public & Staff Grievance Officer
National Institute of Hydrology
Jal Vigyan Bhawan, Roorkee-247667 (Uttarakhand)
Tel-01332-249216

If the customer is not satisfied with the reply received or if it is not responded to promptly, he/she can approach to the Director, National Institute of Hydrology, Roorkee, at 01332-272106.

Our helpline number is: Senior Administrative Officer: 01332-272108

Our Commitments

We are committed to constantly revise and improve the service standards being offered under the Charter. The Institute has also obtained ISO-9001:2008 certification for this purpose. We are eager to receive your suggestions/feedback, which may be sent to Director, National Institute of Hydrology, Roorkee at [email dir.nihr@gov.in](mailto:dir.nihr@gov.in) and phone no. 01332-272106.