

Bangladesh Water Development Board, Chuadanga

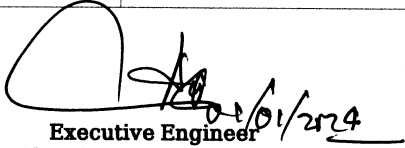


Citizen Charter

Service Commitment:

Sl	Name of service	Necessary documents and place of receipt	Service price and Payment method	Maximum time of service delivery	Responsible Officer (Name, Designation, Phone & e-mail)
1	2	3	4	5	6
1.	Flood forecasting and warning services	Not Applicable	Free	01 working day	Executive Engineer Flood Forecasting & Warning Centre BWDB, Pani Bhaban, Level-2 72, Green Road, Dhaka-1205 Phone: 02-222230070 e-mail: xen.ffwc@bwdb.gov.bd Website: www.ffwc.gov.bd
2.	Annual flood report	Application / Official Letter		03 working days	
3.	Description, explanation and Q&A of flood situation			01 working day	
4.	All activities, reports, tenders, recruitments, contact addresses, laws, policies, procedures, circulars, orders, rivers and hydrology, budget etc related information, brochures and media public disclosure	Not Applicable		01 working day	Senior System Analyst Central Directorate of ICT BWDB, Pani Bhaban, Level-6 72, Green Road, Dhaka-1205 Phone: 02-222230123 e-mail: ssa.ict@bwdb.gov.bd
5.	Providing training and consultancy to contractors on e-GP (Electronic Government Procurement)	Not Applicable		07 working day	Superintending Engineer (Civil) Contract & Procurement Cell BWDB, Pani Bhaban, Level-6 72, Green Road, Dhaka-1205 Phone: 02-222230019 e-mail: dir.cpc@bwdb.gov.bd
6.	Recruitment of new manpower	Application in the prescribed form along with the fee and documents mentioned in the recruitment circular www.orms.bwdb.gov.bd/orms/users/login	Free	180 working days	Superintending Engineer (Civil) Human Resource Development BWDB, Pani Bhaban, Level-1 72, Green Road, Dhaka-1205 Phone: 02-222230303 e-mail: dir.staff@bwdb.gov.bd
7.	Providing feedback for solving problems related to manpower and employment	Application / Official Letter	Free	07 working day	Superintending Engineer (Civil) Office of the Superintending Engineer Processing and Flood Forecasting Circle BWDB, Pani Bhaban, 72, Green Road, Dhaka-1205 Phone: 02-58151530 e-mail: sa.pffc@bwdb.gov.bd Website: www.hydrology.bwdb.gov.bd
8.	In the implementation of various projects related to water resources including building/infrastructure design and planning and in according to demand, collection and supply of various data related to hydrology such as water table, rainfall, ground water table, river flow nature etc. and geotechnical data.	Through online/official letter/e-mail/message and as per the fees and rules mentioned on the website www.hydrology.bwdb.gov.bd	Free	01 hour to 01 working day	
9.	Publishment of the minutes of the meetings containing the progress of the implementation of the annual development program for public.	Application / Official Letter	Free	01 working day	Superintending Engineer (Civil) Processing BWDB, Pani Bhaban Level-6 72, Green Road, Dhaka-1205 Phone: 02-222230108 e-mail: dir.processing@bwdb.gov.bd
10.	Providing information services as Chief Information Officer of BWDB.	As per prescribed form/application under Right to Information Act-2009 www.infocom.gov.bd	Dependent on Information	07 working day	
11.	Acquisition of land by BWDB, permission to use the land in the future for various purposes such as fish farming, poultry farm, grain production and afforestation etc.	Application/official letter of proposal from Executive Engineer and Project Authority	Fees as specified in the official order and fees prescribed by BWDB www.bwdb.gov.bd	60 working days	Director Directorate of Land and Revenue BWDB, Pani Bhaban Block-B/D, Level-1 72, Green Road, Dhaka-1205 Phone: 02-222230056 e-mail: dir.land@bwdb.gov.bd
12.	New project planning services	Application letter, DO letter, official letter with recommendation of public representative	Free	90 working days for small projects and 01 year for large project	Executive Engineer Chuadanga O&M Division BWDB, Chuadanga Phone: 02-477788704 e-mail: xen.chuadanga@gmail.com Web: www.bwdb.chuadanga.gov.bd & Chief Engineer (Civil) Planning BWDB, Pani Bhaban, Level-4/5 72, Green Road, Dhaka-1205 Phone: 02-222230200 e-mail: ce.planning@bwdb.gov.bd
13.	Water management team, association, federation formation and registration services	Free application on prescribed website www.wmo.bwdb.gov.bd	Free	90 working days	Deputy Chief Extension Officer Office of the Deputy Chief Extension Officer BWDB, Kushtia Phone: 02-477783653 e-mail: dceokushtiabwdb@gmail.com
14.	Facilitate irrigation activities	Application letter, DO letter, official letter with recommendation of public representative	Free	07 working days	
15.	Farmer training	Not Applicable	Free	30 working days	Executive Engineer Chuadanga O&M Division BWDB, Chuadanga Phone: 02-477788704 e-mail: xen.chuadanga@gmail.com Web: www.bwdb.chuadanga.gov.bd
16.	Providing information of ongoing activities	Application / Official Letter	Free	07 working days	
17.	Providing information of activities performed		03 working days in case of emergency and usually 90 working days		
18.	Flood control related services	Application letter, DO letter, official letter with recommendation of public representative	Free	07 working days	
19.	Water control structure operation and maintenance services	Application letter, DO letter, official letter with recommendation of public representative	Free	07 working days	Executive Engineer Chuadanga O&M Division BWDB, Chuadanga Phone: 02-477788704 e-mail: xen.chuadanga@gmail.com Web: www.bwdb.chuadanga.gov.bd
20.	River erosion prevention related emergency services		90 to 180 working days		
21.	River basin or low land development such as deposition services for setting up Industrial Parks/Factories/ Residential Areas/ Ports etc.	As per the application & the fee mentioned in the latest approved rate schedule of BWDB www.bwdb.gov.bd/archive/pdf/12170.pdf	Free	07 working days	Chief Engineer Department of Dredger BWDB, Khulna Phone: +8801318-235865 e-mail: ace.dredger.khulna@bwdb.gov.bd
22.	Providing Dredging works/ services	As per the application & the fee mentioned in the latest approved rate schedule of BWDB www.bwdb.gov.bd/archive/pdf/12170.pdf	Free	07 working days	Chief Engineer Department of Dredger BWDB, Khulna Phone: +8801318-235865 e-mail: ace.dredger.khulna@bwdb.gov.bd

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23.	Providing information on activities related to excavation/re- excavation of BWDB canals, river/canal course and illegal construction of infrastructure obstructing the normal flow of river and illegal occupation of BWDB land.	Application / Official Letter	Free	30 working days	Executive Engineer Chuadanga O&M Division BWDB, Chuadanga Phone: 02-477788704 e-mail: xen.chuadanga@gmail.com Web: www.bwdb.chuadanga.gov.bd


 Executive Engineer
 Chuadanga O&M Division
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