सत्यमेव जयते

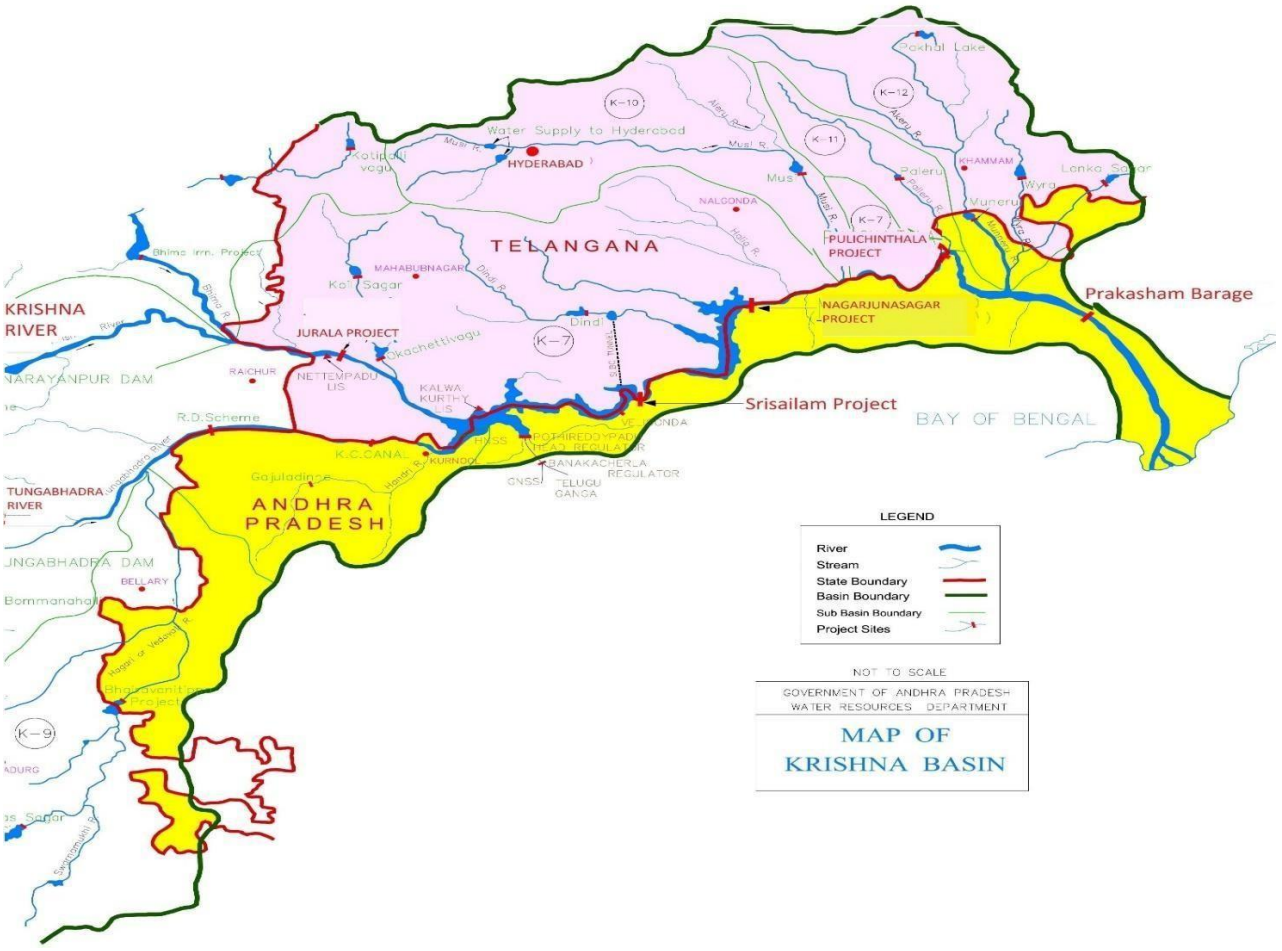
Government of India

Department of Water Resources, River Development & Ganga Rejuvenation

Ministry of Jal Shakti

KRISHNA RIVER MANAGEMENT BOARD

MAP OF KRISHNA BASIN IN AP AND TELANGANA



Citizens'/ Clients' Charter (CCC)

(Updated on 17.06.2026)

1. PREAMBLE

The Gazette of India Extraordinary Part II, Section 1, No. 6 dated 1st March 2014 notified the Andhra Pradesh Re-organisation Act 2014 (No. 6 of 2014).

In exercise of the powers conferred by Sub-Sections (1), (4) and (5) of the Section 85 of Andhra Pradesh Re-organisation Act 2014 (Part IX), the Central Government constituted Krishna River Management Board (KRMB), with autonomous status under the administrative control of the Central Government vide Ministry of Water Resources Notification dated 28th May 2014, for the administration, regulation, maintenance and operation of such projects, as may be notified by the Central Government from time to time.

This Charter is a declaration of its responsibilities, standards and commitments to achieve excellence in formulation and implementation of policies and procedures in the field of water resources development & management in Krishna basin.

2. VISION OF KRMB

To achieve equitable sharing of Krishna waters under the jurisdiction of the Board, to the basin States based on relevant Awards/ Agreements entered into and by facilitating resolution of disputes, if any, amicably through consensus.

3. MISSION OF KRMB

1. Collection and compilation of river water availability and utilisation data as observed and furnished by the party States viz TG & AP and by other sources for decision making.

2. Regulating supply of water from storages and barrages of erstwhile AP to successor States.

3. Regulating supply of power generated from Hydro Power Projects in KRMB Jurisdiction.

4. Appraisal of proposals for construction of new projects in AP & TG on Krishna river basin and giving technical clearance.

5. Acquiring real time water availability and utilisation data for water accounting in Krishna basin in the States of AP & TG.

6. Preparing policy document on water/ power, programmes and practices to monitor and enable effective use of the Krishna water in a sustainable manner with active involvement of all stakeholders.

4. JURISIDICTION OF KRMB.

Central Government vide Gazette Notification S.O.2843 (E) dated 15.07.2021 notified the Jurisdiction of KRMB over Irrigation/ Hydel projects and components

thereof in the States of Andhra Pradesh and Telangana in Krishna basin. Further 12 / 65 (projects/ components of projects) have been notified under Schedule-2 of this Notification over which KRMB shall exercise direct control.

5. FUNCTIONS OF KRMB

The functions of the Board laid down under Section 85(8) of the AP Re-organisation Act 2014 are: -

(a) the regulation of supply of water from the projects to the successor States having regard to —

(i) Awards granted by the Tribunals constituted under the Inter-State River Water Disputes Act 1956;

(ii) Any agreement entered into or arrangement made covering the Government of existing State of Andhra Pradesh and any other State or Union territory;

(b) the regulation of supply of power generated to the authority in-charge of the distribution of power having regard to any agreement entered into or arrangement made covering the Government of the existing State of Andhra Pradesh and any other State or Union territory;

(c) the construction of such of the remaining on-going or new works connected with the development of the water resources projects relating to the rivers or their tributaries through the successor States as the Central Government may specify by notification in the Official Gazette;

(d) making an appraisal of any proposal for construction of new projects on Krishna River and giving technical clearance, after satisfying that such projects do not negatively impact the availability of water as per the awards of the Tribunals constituted under the Inter-State River Water Disputes Act, 1956 for the projects already completed or taken up before the appointed day; and

(e) such other functions as the Central Government may entrust to it on the basis of the principles specified in the Eleventh Schedule of AP Re-organisation Act 2014.

Principles governing the functioning of the Board, as applicable to KRMB, as per the Eleventh Schedule are:

1. The operation protocol notified by the Ministry of Water Resources with respect to water resources arrived at based on appropriate dependability criteria after the adjudication by the Krishna Water Disputes Tribunal shall be binding on both the successor States.

2. In the event of conflicting demand of water for irrigation and power, the requirement of water for irrigation shall take precedence.

3. In the event of conflicting demand of water for irrigation and drinking water, the requirement of water for drinking water purpose shall take precedence.

4. The allocations made by the River Water Dispute Tribunals with regard to various projects on Krishna River or for the regions of the existing State of Andhra Pradesh, in respect of assured water shall remain the same.

5. Allocations, if any, to be made on excess flows by any Tribunal in future shall be binding on both the States of Telangana and Andhra Pradesh.

6. While the Governments of Telangana and Andhra Pradesh shall be responsible for managing natural calamities, the Board shall advise the two State Governments on the management of disaster or drought or flood in the river of Krishna, particularly in reference to the release of water for the management and mitigation of the natural calamities. The Boards shall have the full authority to get their orders implemented by the two State Governments promptly and effectively in respect of operation of the head works of the dams, reservoirs or head works of canals and works appurtenant thereto including the hydel power projects, as notified by the Central Government, on Krishna River.

7. No new projects, based on water resources arrived at based on appropriate dependability criteria on Krishna river, can be taken up by the State of Telangana or the State of Andhra Pradesh, without obtaining sanction from the Apex Council, on river water resources. All such proposals shall be first appraised and technically cleared by the Board, before sanction by the said Apex Council.

8. Execution of ongoing projects and future new projects on Krishna River shall be the responsibility of the State Government concerned where the project is located.

9. In case of non-implementation of the decision by either of the States, the defaulting State shall bear the responsibility and shall face financial and other penalties imposed by the Central Government.

In the discharge of its assigned functions, the Board exercises the powers conferred by the Section 88 of the A. P. Reorganisation Act 2014 to make regulations consistent with the Act for the smooth conduct of its business.

6. ORGANISATIONAL SETUP

KRMB, headed by a chairperson, at the level of Additional Secretary to the Government of India from the Central Water Engineering (Group-A) Service, consists of two Members nominated by each of the successor States of Telangana and Andhra Pradesh, of which one is the Technical Member; not below the rank of Chief Engineer and other administrative member and one Expert Member from the Central Power Engineering (Group-A) Service. The Board has a full time Member-Secretary, at the level of Chief Engineer in the Central Water Commission.

The organisation of the Board is divided into three wings namely Administration and Finance Wing (A & F Wing) headed by Member-Secretary, Technical Wing headed by Member and Power Wing headed by Member (Power) of the KRMB. Allied functions are grouped under respective units. In the discharge of the functions, the above heads of the Wings are assisted by officers i.e., Director/ Superintending Engineer, Deputy Directors/ Executive Engineers, Assistant Directors/ Deputy Executive Engineers, Assistant Director-II/ Assistant Executive Engineers and ministerial and other staff.

7. CLIENTS/ CITIZENS

The main clients for services rendered by KRMB are:

- Government Organisations viz. Central Government Ministries/ Departments/ Organisations.
- Krishna Basin States (AP & TG) under the jurisdiction of KRMB. The Board does not provide direct services to citizens or any private agency.

8. SERVICES

1. To provide secretarial support to Department of Water Resources, RD & GR, MoJS and Ministry of Power.
2. Providing support and feedback on matters related to sharing of Krishna river waters.
3. To facilitate meetings of successor States of Telangana and Andhra Pradesh on Krishna water issues.
4. To advise the successor States on the management of disaster or drought or flood in the river Krishna in reference to release of water for management and mitigation of the natural calamities.
5. To maintain Annual Water Account of Krishna River basin as received from party States and ensure distribution of water as per allocation given by KWDT-I Award to AP & TG and Inter State agreements, if any.
6. To resolve inter-State issues related to sharing of Krishna waters in accordance with the KWDT-I Award/ Agreement/ Resolutions amongst States of AP & TG.

9. EXPECTATIONS FROM CLIENTS/ CITIZENS

- Timely Administrative support is expected from MoJS, DoWR, RD & GR and Ministry of Power.

- Expected to provide requisite data on water sharing/ utilization and timely financial support and assured water supply for irrigation and other purpose.

10. GENERAL SCHEMES / SERVICES MEANT FOR CLIENTS/CITIZENS

1. Posting/ updating/ maintaining data of water releases to the basin States and flow data of river Krishna.
2. Interaction with State Governments on issues related to Krishna waters.
3. Mass awareness programme through information, education, communication (IEC).
4. Observing Water Resources Day and World Water Day.

11. REQUEST TO CLIENTS/ CITIZENS

Every organization, public or private and all citizens may:

1. Imbibe the spirit of conservation of water resources and improve efficiency of water use by adapting more crop per drop.
2. To honour and abide by the rules and regulations framed by Government regarding utilization/ conservation of water.
3. To offer suggestions to streamline the functioning of existing institutions, promote accountability and responsibility.
4. To harvest rainwater where it falls & when it falls by providing sufficient area for achieving this goal.
5. To avoid any mean which may pollute water bodies.

12. WOMEN CELL/ INTERNAL COMPLAINT COMMITTEE (ICC)

KRMB office has constituted Women Cell / Internal Complaints Committee (ICC) to address the complaints of women employees of KRMB against sexual harassment if any, in the office of KRMB 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 composition of committee is as follows.

Sl. No	Name and designation	Designation	Contact Details
1.	Smt. B. Hephzinath, Superintending Engineer, KRMB	Presiding Officer/ Chairperson	Superintending Engineer, KRMB, 5th floor, Jalasoudha, Errum manzil, Hyderabad-500082 Email: se-krmb@gov.in

2.	Shri G. Srinivasa Rao, EE	Member	Executive Engineer (Power), KRMB, 5th floor, Jalasoudha, Errum manzil, Hyderabd-500082 Email: ee5-krmb@gov.in
3.	Smt. G. Sudarsini, DEE	Member	Deputy Executive Engineer, KRMB, 5th floor, Jalasoudha, Errumanzil, Hyderabd-500082 Email: dee7-krmb@gov.in
4.	Smt. K. Satyavati	Member (NGO Representative)	Chief Functionary, Bhumika Women's Collective, Hyderabad. Mobile :9618771565

The Committee is deemed to be the Inquiring Authority appointed by the Disciplinary Authority for the purpose of CSS (CCA) rules, 1965. The Committee will examine the complaints made by women employees against sexual harassment.

13. REDRESSAL OF GRIEVANCES

Grievances received in the Board office receive prompt attention. Member Secretary, KRMB is the designated officer for Redressal of Public Grievances.

Grievances may be addressed to: Member-Secretary, Krishna River Management Board, 5th Floor, Jalasoudha, Errum Manzil, Hyderabad- 500082, Telangana State. Phone: 040-23301858, Email: membersecretary-krmb@gov.in.

Time Frame for Redressal Of The Grievances

All public grievances petitions received in KRMB office are acknowledged and forwarded to the Grievance Officer within 15 days. The time limit of 90 days from the date of receipt of the grievance petition has been laid down for settling the grievance, in the Board.

14. RIGHT TO INFORMATION

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 Public Information Officer and the First Appellate Authority are as under:

Central Public Information Officer (CPIO):

Smt. B. Hephzinath, Superintending Engineer, Krishna River Management Board, 5th Floor, Jalasoudha, Errum Manzil, Hyderabad- 500082, Telangana State.
Email: se-krmb@gov.in.

First Appellate Authority (FAA):

Shri S. K. Kamboj, Member-Secretary, Krishna River Management Board, 5th Floor, Jalasoudha, Errum Manzil, Hyderabad- 500082, Telangana State. Phone: 040-23301858, Email: membersecretary-krmb@gov.in.

15. IMPORTANT ADDRESSES AND TELEPHONE NUMBERS

Name	Designation	Telephone	Fax	E-mail
Shri Subhrangshu Biswas	Chairman	9818811841 040-23301659	040-23301655	chairman-krmb@gov.in
Shri. S. K. Kamboj	Member-Secretary	9868479456 040-23301858	- do -	membersecretary-krmb@gov.in
Shri. L. B. Muanthang	Expert Member (Member-Power)	9436731488 040-23301689	- do -	member-p-krmb-@gov.in
Shri K. K. Jangid	Member	9868872359 040-23301649	- do -	data-krmb@gov.in
Shri. N. Venkata Ramana	Superintending Engineer	9490499605	- do -	se2-krmb@gov.in
Smt. B. Hephzinath	Superintending Engineer	8019856555	- do -	se-krmb@gov.in

16. POSTAL ADDRESS

Krishna River Management Board, 5th Floor, Jalasoudha, Errum Manzil, Hyderabad- 500082, Telangana State.

17. WEB ADDRESS

https:/krmb.gov.in

18. SOCIAL MEDIA

a. Twitter id: x.com/KRMBOfficialGoI/

b. Instagram id: www.instagram.com/krmbofficial.goi/

c. Facebook id: www.facebook.com/KRMBOfficial.GoI/

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