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# **CITIZEN'S CHARTER**

**J&K Lakes and Waterways  
Development Authority**

## ORGANISATION

Lakes and Waterways Development Authority has been created by the Government of J&K as an autonomous body under development Act, 1970 AD vide Government order No.117 of HUD dated 11.04.1997 to serve a one-point agency to look after, Manage and Conserve the waterbodies and Waterways of the state of J&K. World famous Dal/Nigeen Lakes in the city of Srinagar at the moment form the core areas of attention of J&K LDA. The Authority has a whole-time mandate to conserve and Manage the Dal/Nigeen Lakes under National Lake Conservation Plan of the Government of India under the aegis of Ministry of Environment and Forests (GOI). The Authority implements on ground a detailed Project Report (DPR) prepared by a multidisciplinary group comprising of organizations and individuals covering diverse fields like Engineering, Limnology, Hydrobiology, economics, Sociology, Ecology etc. The objective of the DPR is to ensure a sustainable, environment friendly, cost effective Management and Conservation strategy to improve ecology of the lake with minimum interventions and displacement keeping in view the diverse interests of various stakeholders in an optimal manner.

## VISION /MISSION

The mission is to ensure the restoration of the ecological balance of the Dal/Nigeen lakes to serve the purpose of retaining their natural beauty, economic potential in the form of eco tourism with attendant trades of hospitality industry and also to serve as a perpetual source of safe drinking water to the citizens of Srinagar City. The Conservation and Management Plan, therefore, addresses the following:

- a. To restore the silt load by appropriate treatment of catchment area.
- b. To reduce pollution by shifting of lake dwellers, removal of floating gardens, arresting of raw untreated sewage and solid waste from the peripheral areas and from the lake hamlets, House boats, and agricultural return flow from the catchment area into the Lake.
- c. To improve circulation of water by opening of clogged outfall channels.
- d. To increase the flow of fresh water into the lake during lean period.
- e. To remove nutrient rich sediment from Lake bed to control weed growth.
- f. To restore the biodiversity of the lake.
- g. To gather data for scientific study.

## LIST OF SERVICES BEING PROVIDED

1.	<b>Sewage Collection:</b>
2.	<b>Solid waste collection</b>
3.	<b>Removal of weeds</b>
4.	<b>Catchment Management</b>
5.	<b>Shoreline Development</b>
6.	<b>Recreational facilities</b>
7.	<b>Permission for construction purposes</b>
8.	<b>Resettlement and Rehabilitation</b>
9.	<b>Removal of land masses, Radhs, Floating Gardens</b>
10.	<b>Generation of scientific data</b>
11.	<b>Removal of encroachments</b>
12.	<b>Issuing of permissions for carrying of constructional material</b>
13.	<b>Public Awareness</b>

## EXPECTATION FROM THE CITIZEN/CLIENTS

LDA through its concerted efforts endeavors to conserve and manage the twin lakes of Dal/Nageen for the present and future generations. The importance of these lakes from recreation, economic and environmental points is enormous. Given the extent of onslaught, these lakes have encountered so far, it was a general public perception that we may lose these lakes at a faster rate. The timely interventions aiming at addressing the point and non-point source pollution and other problem areas has given a new lease of life to these lakes. A Citizens Pressure Group should actively help in preventing encroachments, Solid Wastes like Trash Canes, Water bottles etc. being thrown in the lake, pollution of its inflow and outflow channels, by conforming to normal civic behaviour. Conservation groups could be formed to oversee the future conservation efforts so that these lakes could be preserved for posterity. At a later stage and initiative "Fund your lake" could ultimately be thought off, where the people will financially participate in the conservation process and thus take over its management.

## GRIEVANCE REDRESSAL MECHANISM

Anybody can lodge a grievance/complaint regarding any issue pertaining to his/her with any officer ranging from Vice Chairman; Secretary; I/c Subordinate Divisions viz. Superintending Engineer; Executive Engineers, Collector, Watershed Manager, Enforcement Officer. The grievance/complaint may be lodged in writing, by post; email, telephone, mobile, fixed line, SMS etc.

General public is also at liberty to seek any information from any PIO under Right to Information Act by giving details of the information required and depositing the prescribed fee in the manner prescribed under the Act. Once the grievance/complaint is lodged, prompt action is initiated by endorsing the same to the concerned wing for a rigorous follow up action.

Besides redressing grievances received from centralised grievance cell of the Govt., the Authority has also kept a single source contact which can act as a connecting link between the complainant and J&K LDA. The number is 9469006688 and WhatsApp message can also be entertained on the same number.

## CONTACT DETAILS

S.No.	Designation	Name of the Officer	email	Mobile No.
1.	Vice Chairman	Mr. Bashir Ahmad Bhat (IRS)	<a href="mailto:vclwda@yahoo.com">vclwda@yahoo.com</a>	9419526848
2.	Secretary	Dr. Alyaz Ahmad Naisroo	<a href="mailto:secretaryjklda@gmail.com">secretaryjklda@gmail.com</a>	9419708180
3.	Superintending Engineer	Vineet Gupta		9419186806
4.	Financial Advisor & CAO	Mr. Irfan-ul-Haq		9906196767
5.	Collector Land Acquisition			
6.	Executive Engineer, Lake Division Ist			
7.	Executive Engineer, Lake Division IInd	Mr. Mohd. Ashraf Baba		9419400757
8.	Executive Engineer, Mechanical Division	Mr. Shafat Jeelani		9419004991
9.	Watershed Manager, WMD	Ms Gazalla Abdullah		9419071328
10.	Enforcement Officer (Dy. SP)	Abdul Aziz Qadri		9419019309
11.	Law Officer	Mr. Shabir ul Hassan Kant		9419004221