

Particulars of facilities available to citizens for obtaining information, including the working hours of a library or reading room, and grievance redressal mechanism.

The facilities mentioned below are available on all working days from 0930 hours to 1800 hours.

1. Reception Desk cum Information Facilitation Counter.

North Eastern Regional Institute of Water and Land Management (NERIWALM) is set up with a Reception Desk in the Administrative Building of the institute. With a view to facilitate information to public, a Digital Display Board has been kept for dissemination of the information through the display board on upcoming trainings programmes, seminars, workshops, conferences and meetings of the institute.

2. Public Grievance Cell.

A Public Grievance Cell is functioning in NERIWALM with a Complaint Box placed in the Administrative Block for receiving grievance petitions related to this institute. Petitioners may submit their grievance petitions either by dropping the petition in the Grievance Box or they may submit their petition in person.

Further, applicants may also lodge their Grievance online at the CPGRAMS web-site operated by NERIWALM, at the following web-address- <https://pgportal.gov.in/cpgoffice/> . Applicants can also track and view the status/reply of their online Grievance petitions at the CPGRAMS web-site.

The grievances received by the PG Cell are forwarded by the Grievance Redressal Officer of the institute to concerned sections for further action and inform the applicants accordingly.

3. Central Vigilance Officer (CVO).

With the approval of Commission, tenure of part-time Chief Vigilance Officer in NERIWALM has been extended for a period of 01 (one) year w.e.f. 28.03.2026. The Chief Vigilance Officer (CVO) of the institute acts an adviser to the Head of the Department in all matters pertaining to vigilance. He heads the Vigilance Division of the institute and is the Nodal Officer of the institute for interaction with the CVC and CBI.

To ensure observance of conduct rules and to prevent improper practices and commission of misconducts, etc., a Vigilance Awareness Week is observed in NERIWALM every year as per directions of the Commission.

4. Information Technology Cell

Up keeping and maintenance of the existing IT infrastructure consisting of the electronic items such as Computer, Firewall and related items of the NERIWALM. Carrying out communications with the NIC (National Informatics Network) for the healthy working of the NERIWALM Official Website. Carrying out communication with the NKN (National Knowledge Network) for the smooth functioning and up keeping of the LAN connection for felicitating the Wired Internet Connection in the Administrative Building. Carrying out communication with the BSNL for the timely bill generation and processing the payment on the monthly basis, of the Wi-Fi Routers installed in the NERIWALM Campus such as Administrative Building, Trainees Hostel, Girls and Boys Hostel for ensuring smooth wireless internet connectivity.

Up keeping of the newly established Audio Visual Laboratory in the Admin. Building including supervision in the recording of the Training Videos and issuing equipment for the outdoor training. Uploading of the documents related to the Recruitment, Tender, Newsletter, Annual Training Reports in the NERIWALM Official Website.

Preparation of the Procurement Estimate and Report related to the procurement of the new IT assets for the NERIWALM on the direction of the higher authority with the supervision during the installation. Uploading of the Photos and Videos related to the Indoor and as well as outdoor Training on the Social Media Portals such as Facebook, YouTube, Instagram, X and LinkedIn.

Up keeping of the Computer Laboratory in the Admin. Building of the NERIWALM Campus.

5. Right to Information (RTI) Cell.

Director, NERIWALM is the First Appellate Authority for RTI in NERIWALM. As per RTI Act, 2005, Dr. Sagarika Patowary, Assistant Professor (WRE) has been appointed as Central Public Information Officer (CPIO) for receiving the RTI applications from the public in person, as well as through post and for further distributions of these applications to the concerned CPIOs within the Department.

The RTI Cell also facilitates the applicants by providing them information on the status of their application through RTI-MIS portal, mail as well as by post.

6. Library.

The NERIWALM Library offers an extensive collection of resources on topics such as Irrigation, Hydrology, Watershed Management, Soil Conservation, Agricultural and Horticultural Sciences, Computer Science, Remote Sensing, GIS, and Social Sciences. This rich repository is essential for staying updated with scientific advancements, gathering information, and referencing materials for academic studies, training courses, research, and development reports.

The library houses approximately 3,863 textbooks, along with a wide variety of reference materials, including annual and technical reports, seminar and conference proceedings, lecture notes, topographical sheets, maps, CDs, and more, all focused on water and land resources management, sourced from leading organizations.

The library's services are available to Faculty Members, Officers, Staff, Contractual Employees, Students, and Trainees.