



River Research Institute, Bangladesh
Faridpur – 7800
Ministry of Water Resources
Phone: +88(0631) 63007, Fax:+88(0631)63065
Website: www.rri.gov.bd



Citizen Charter

1. Vision and Mission

Conducting riverine and experimental research using state-of-the-art technology to achieve sustainable water resource development goals to meet the country's growing water demand, river erosion prevention, flood control, river navigability restoration, waterlogging prevention, salinity reduction and adverse weather effects. To emerge as a national institution providing effective services.

Mission: To carry out specific research work plan and support research work to provide technical services in all stages of water resource development and conduct basic research activities to increase knowledge in related field, provide appropriate consultancy services as required to government and non-government organizations Conducting training activities on publishing results and related topics.

2. Commitments Services

2.1 Citizen Services

Sl No:	Name of Services	Maximum time of Service Delivery	Necessary Documents	Necessary Documents / Receipt of Application Form	Service Charges and payment method (if any)	Name of the Officer with Branch Name, Room Number, District/Upazila Code, Official Telephone and Phone Number	Name of Senior Officer with Branch Name, Room Number, District/Upazila Code, Official Telephone and Phone Number
1	2	3	4	5	6	7	8
1	Provide technical consultancy services for appropriate solutions to problems in river governance, river erosion prevention, flood control, irrigation and drainage.	4-12 months	Recommendations for work by the service implementing organization with ITC, PDS, GCC, TOR etc	Director Hydraulic Research Directorate Phone : 01783341725	According to the amount and type of work as per contract	Director Hydraulic Research Directorate Phone : 01783341725 Dist. Code: 7800 E-mail: pintu_kanungoe@yahoo.com	Director General River Research Institute Phone :01717447488 Dist. Code: 7800 E-mail: rribd@yahoo.com

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2	Innovative technological solutions to keep the river flowing, to use land and groundwater, to protect the environment and to reduce salinity: to assist in the development of the country's water resources.	3-9 months	Recommendations for work by the service implementing organization with ITC, PDS, GCC, TOR etc	Director Hydraulic Research Directorate Phone : 01783341725	According to the amount and type of work as per contract	Director Hydraulic Research Directorate Phone : 01783341725 Dist. Code: 7800 E-mail: pintu_kanungoe@yahoo.com	Director General River Research Institute Phone :01717447488 Dist. Code: 7800 E-mail: rribd@yahoo.com
3	Provide services through assessment of quality of soil, sediment, water and construction materials samples and evaluation of construction works for construction of various infrastructures in water resources development and river management.	According to Demand	Application with sample logs and required test details.	Director Geotechnical Research Directorate Phone: 01712793134	Through rates and checks fixed by RRI	Director Geotechnical Research Directorate Phone: 01712793134 Dist. Code: 7800 E-mail: swapanwre@gmail.com	Director General River Research Institute Phone :01717447488 Dist. Code: 7800 E-mail: rribd@yahoo.com

2.2 Institutional services

Sl No:	Name of Services	Maximum time of Service Delivery	Necessary Documents	Necessary Documents / Receipt of Application Form	Service Charges and payment method (if any)	Name of the Officer with Branch Name, Room Number, District/Upazila Code, Official Telephone and Phone Number	Name of Senior Officer with Branch Name, Room Number, District/Upazila Code, Official Telephone and Phone Number
1	2	3	4	5	6	7	8
1	Conduct survey and research work on problem reduction of river water flow during dry season, decrease in navigability due to siltation of river bed and increase in incidence of floods, long term waterlogging etc. and transfer of research results to decision making authorities.	1 - 2 years	Application with recommendation of people's representative, DO letter, report published in national newspaper etc.	Director Hydraulic Research Directorate Phone : 01783341725	Estimated value approved by the department and by the check from the Government funds	Director Hydraulic Research Directorate Phone : 01783341725 Dist. Code: 7800 E-mail: pintu_kanungoe@yahoo.com	Director General River Research Institute Phone :01717447488 Dist. Code: 7800 E-mail: rribd@yahoo.com
2	To undertake basic research activities in order to increase knowledge and acquire comprehensive knowledge in the field of practical research work and publish the results in the form of reports and in periodicals, journals etc.	6 - 18 months	Research Proposal made by the Officer of RRI	Director Hydraulic Research Directorate Phone : 01783341725	Estimated value approved by the department and by the check from the Government funds	Director Hydraulic Research Directorate Phone : 01783341725 Dist. Code: 7800 E-mail: pintu_kanungoe@yahoo.com	Director General River Research Institute Phone :01717447488 Dist. Code: 7800 E-mail: rribd@yahoo.com
3	Adoption of pilot project to verify its effectiveness through field level implementation of research results in limited form.	3 - 12 months	Application with recommendation of public representative, DO letter, official letter.	Director Hydraulic Research Directorate Phone : 01783341725	Not Applicable	Director Hydraulic Research Directorate Phone : 01783341725 pintu_kanungoe@yahoo.com	Director General River Research Institute Phone :01717447488 E-mail: rribd@yahoo.com

Sl No:	Name of Services	Maximum time of Service Delivery	Necessary Documents	Necessary Documents / Receipt of Application Form	Service Charges and payment method (if any)	Name of the Officer with Branch Name, Room Number, District/Upazila Code, Official Telephone and Phone Number	Name of Senior Officer with Branch Name, Room Number, District/Upazila Code, Official Telephone and Phone Number
4	Taking of projects for capacity building and human resource development.	1 - 2 years	Recommendations of the committee constituted by the department.	Director Admin and Finance Directorate Phone : 01717601020	Not Applicable	Director Admin and Finance Directorate Phone : 01717601020 Dist. Code: 7800 E-mail: bakahid@gmail.com	Director General River Research Institute Phone :01717447488 E-mail: ribd@yahoo.com

2.2 Internal Services

Sl No:	Name of Services	Maximum time of Service Delivery	Necessary Documents	Necessary Documents / Receipt of Application Form	Service Charges and payment method (if any)	Name of the Officer with Branch Name, Room Number, District/Upazila Code, Official Telephone and Phone Number	Name of Senior Officer with Branch Name, Room Number, District/Upazila Code, Official Telephone and Phone Number
1	2	3	4	5	6	7	8
	Leave of officers / employees of River Research Institute, assignment / promotion Selection grade / higher scale, annual confidential report, post-retirement preparatory leave, leave cashing, leisure and recreation allowance, passport clearance etc.	15 working days	Application in the prescribed form	Assistant Director Phone : 01716456161 mazafar1968@gmail.com	Not Applicable	Assistant Director Phone : 01716456161 mazafar1968@gmail.com	Director General River Research Institute Phone :01717447488 E-mail: ribd@yahoo.com

Sl No:	Name of Services	Maximum time of Service Delivery	Necessary Documents	Necessary Documents / Receipt of Application Form	Service Charges and payment method (if any)	Name of the Officer with Branch Name, Room Number, District/Upazila Code, Official Telephone and Phone Number	Name of Senior Officer with Branch Name, Room Number, District/Upazila Code, Official Telephone and Phone Number
2	All advance approvals and advance payments from the General Provident Fund for housing, land, home repairs and motorcycles and bicycles along with the officers and employees of RRI	30 working days	Application in the prescribed form	Deputy Director Phone: 01712696954 ehsanrubel68@gmail.com	Not Applicable	Assistant Director Phone : 01716456161 mazafar1968@gmail.com	Director General River Research Institute Phone :01717447488 E-mail: rribd@yahoo.com
3	Matters relating to gratuity of officers / employees, welfare fund, joint insurance and other benefits, CPF services of officers / employees.	30 working days	Application in the prescribed form	Deputy Director Phone: 01712696954 ehsanrubel68@gmail.com	Not Applicable	Assistant Director Phone : 01716456161 mazafar1968@gmail.com	Director General River Research Institute Phone :01717447488 E-mail: rribd@yahoo.com
8	Order payment of monthly salary bill, arrears bill, travel allowance bill, duty allowance bill, leisure and leisure allowance bill, festival allowance bill, house construction / home repair, motorcycle, CPF advance and gratuity related incident bills to the officers and employees of RRI. Transfer money to	15 working days	Approved itinerary in case of travel allowance, office order applicable in other cases.	Assistant Director Phone : 01716456161 mazafar1968@gmail.com	Not Applicable	Assistant Director Phone : 01716456161 mazafar1968@gmail.com	Director General River Research Institute Phone :01717447488 E-mail: rribd@yahoo.com

Sl No:	Name of Services	Maximum time of Service Delivery	Necessary Documents	Necessary Documents / Receipt of Application Form	Service Charges and payment method (if any)	Name of the Officer with Branch Name, Room Number, District/Upazila Code, Official Telephone and Phone Number	Name of Senior Officer with Branch Name, Room Number, District/Upazila Code, Official Telephone and Phone Number
	the bank account number of the concerned officers / employees through Advice.						
5	Audit reporting services	15 working days	By official letter	Deputy Director Phone: 01712696954 ehsanrubel68@gmail.com	Not Applicable	Assistant Director Phone : 01716456161 mazafar1968@gmail.com	Director General River Research Institute Phone :01717447488 E-mail: rribd@yahoo.com
6	Emergency services including plumbing line maintenance of power buildings, power supply maintenance, telephone line maintenance, e-mail and internet service security, computer equipment, water supply, residential building maintenance.	1 - 7 working days	Application through appropriate authority.	Senior Scientific Officer Phone: 01912400203 email: mzislam@rri.gov.bd	Not Applicable	Senior Scientific Officer Phone: 01912400203 email: mzislam@rri.gov.bd	Director Admin and Finance Directorate Phone : 01717601020 Dist. Code: 7800 E-mail: bakahid@gmail.com

Sl No:	Name of Services	Maximum time of Service Delivery	Necessary Documents	Necessary Documents / Receipt of Application Form	Service Charges and payment method (if any)	Name of the Officer with Branch Name, Room Number, District/Upazila Code, Official Telephone and Phone Number	Name of Senior Officer with Branch Name, Room Number, District/Upazila Code, Official Telephone and Phone Number
7	Recruitment notice and recruitment results are published on the website, limited tender is published on the website, published through social media	3 working days	Application through e-mail with Softcopy	Assistant Programmer Phone: 01740156100 E-mail: masud.rr23@gmail.com	Not Applicable	Assistant Programmer Phone: 01740156100 E-mail: masud.rr23@gmail.com	Senior Scientific Officer Phone: 01912400203 email: mzislam@rri.gov.bd
8	Provide assistance in purchasing goods, services and services	10 working days	Through official letter, e-mail and helpdesk	Senior Scientific Officer Phone: 01912400203 email: mzislam@rri.gov.bd	Not Applicable	Senior Scientific Officer Phone: 01912400203 email: mzislam@rri.gov.bd	Director Admin and Finance Directorate Phone : 01717601020 Dist. Code: 7800 E-mail: bakahid@gmail.com
9	Published in the form of Annual Report and Technical Journal Report of the River Research Institute and preserved in the library of Nagai.	Instant demand	Not Applicable	Librarian Phone: 01761887769 E-mail: azmal1966@gmail.com	Not Applicable	Senior Scientific Officer Phone: 01912400203 email: mzislam@rri.gov.bd and Librarian Phone: 01761887769 azmal1966@gmail.com	Director Admin and Finance Directorate Phone : 01717601020 Dist. Code: 7800 E-mail: bakahid@gmail.com

Sl No:	Name of Services	Maximum time of Service Delivery	Necessary Documents	Necessary Documents / Receipt of Application Form	Service Charges and payment method (if any)	Name of the Officer with Branch Name, Room Number, District/Upazila Code, Official Telephone and Phone Number	Name of Senior Officer with Branch Name, Room Number, District/Upazila Code, Official Telephone and Phone Number
10	In the case of RRI interest, attachment documents including power of attorney and power of attorney, devolution of powers, submission of affidavit / statement of fact, attachment and signature on behalf of RRI.	10 working days	1. Official letter 2. Case related documents	Deputy Director Phone: 01712696954 ehsanrubel68@gmail.com	Not Applicable	Director General River Research Institute Phone :01717447488 E-mail: rribd@yahoo.com	Director General River Research Institute Phone :01717447488 E-mail: rribd@yahoo.com
11	Application for allotment of house, relocation of house, stay in extra time home and residence of family of deceased person.	10 working days	Application form provided by the department	Senior Scientific Officer Phone: 01912400203 email: mzislam@rri.gov.bd	Not Applicable	Senior Scientific Officer Phone: 01912400203 email: mzislam@rri.gov.bd	Director Admin and Finance Directorate Phone : 01717601020 Dist. Code: 7800 E-mail: bakahid@gmail.com
12	Arranging transportation of Nagai officers / employees through vehicle pool.	3 working days	Through the appropriate authority	Scientific Officer Phone: 01724392978 E-mail: bikashduet60@gmail.com	Not Applicable	Assistant Director Phone : 01716456161 mazafar1968@gmail.com	Director Admin and Finance Directorate Phone : 01717601020 Dist. Code: 7800 E-mail: bakahid@gmail.com

Sl No:	Name of Services	Maximum time of Service Delivery	Necessary Documents	Necessary Documents / Receipt of Application Form	Service Charges and payment method (if any)	Name of the Officer with Branch Name, Room Number, District/Upazila Code, Official Telephone and Phone Number	Name of Senior Officer with Branch Name, Room Number, District/Upazila Code, Official Telephone and Phone Number
13	Recruitment of part-time doctors in Nagai and provision of medical services to officers / staff	3 Days Per week	Not Applicable	Not Applicable	Not Applicable	Assistant Director Phone : 01716456161 mazafar1968@gmail.com	Director Admin and Finance Directorate Phone : 01717601020 Dist. Code: 7800 E-mail: bakahid@gmail.com
14	Issuance of identity card in favor of officers / employees of all levels of the city	15 working days	Application form through appropriate authority along with PSIS biodata form	Assistant Programmer Phone: 01740156100 E-mail: masud.rri23@gmail.com	Not Applicable	Assistant Programmer Phone: 01740156100 E-mail: masud.rri23@gmail.com	Senior Scientific Officer Phone: 01912400203 email: mzislam@rri.gov.bd
15	Providing information services as an information officer of the River Research Institute	Law / Rules Accordingly	In the context of the prescribed form / application of Right to Information Act-2009 www.infocom.gov.bd	Deputy Director Phone: 01712696954 ehsanrubel68@gmail.com	Depending on the information	Assistant Director Phone : 01716456161 mazafar1968@gmail.com	Director General River Research Institute Phone :01717447488 E-mail: rribd@yahoo.com
16	Recommendation for deployment of Ansar in the interest of safety of establishment / office of River Research Institute.	15 working days	Official letter through the approval of the authority	Official letter through the approval of the authority	Not Applicable	Assistant Director Phone : 01716456161 mazafar1968@gmail.com	Director General River Research Institute Phone :01717447488 E-mail: rribd@yahoo.com

3. Attached in the form of Citizen Charter link with the department / agency / other organization under its jurisdiction. **Not Applicable**

4. Our(the service recipient) Expectations to you(the service provider)

SI No:	Things to do to get the promised / desired service
1	Self-complete application submission
2	Pay the required fee in due process
3	Follow mobile message / email instructions where applicable
4	Attend the appointment on the scheduled date / time
5	Don't make unnecessary phone calls / lobbying.

5. In case of non-receipt of desired service from any citizen organization or dissatisfied with the receipt of the service, it is necessary to specify in the Grievance Redress System (GRS) as to which officer he / she will contact and how.

SI No:	When to contact	Who to contact	Contact address	Settlement deadline
1	If the officer in charge fails to resolve	Grievance Redress Officer (Anik)	Deputy Director Phone: 01712696954 ehsanrubel68@gmail.com	15 working days
2	If the grievance Redress officer fails to resolve the matter within the specific time	Appellate Officer	Director General River Research Institute Phone :01717447488 E-mail: rribd@yahoo.com	07 working days