

# **CITIZEN'S CHARTER**

## **OUR VISION**

**The Ministry of Environment and Forests is the nodal agency in the administrative structure of the Central Government for planning, promotion, coordination and overseeing the implementation of various environmental and forestry programmes. The Ministry is also the nodal agency in the country for the multilateral and bilateral co-operation in the field of sustainable development.**

## **OUR AIMS AND OBJECTIVES**

- (a) Conservation and survey of flora, fauna, forests and wildlife;**
- (b) Prevention and control of pollution;**
- (c) Afforestation and regeneration of degraded areas;**
- (d) Protection of environment in order to promote sustainable development; and**
- (e) Ensuring the welfare of animals.**

## **We fulfill the objectives through**

- Environmental impact assessment,
- Eco-regeneration,
- Assistance to organizations implementing environmental and forestry programmes,
- Promotion of environmental and forestry research, extension, education and training,
- Dissemination of environmental information,
- International cooperation and
- Creation of environmental awareness among all sectors of the country's population.
- Prevention of cruelty to animals.
- Through e-governance and Re-engineering procedures.

## **DETAILS OF BUSINESS TRANSACTED BY THE MINISTRY**

We strive for conservation and protection of:

### **Ecology and Environment**

1. Initiating measures including legislative measures for environmental protection and conservation,

2. Drawing appropriate guidelines for environmental impact assessment of projects,
3. Promoting environmental protection and conservation through research and development and other programmes including field surveys, studies, etc,
4. Management of natural resources in order to protect livelihood and productivity,
5. Development of standards in respect of new categories of industries and review of existing standards keeping in view the techno-economic situation, assimilating and carrying capacity of the region, meteorological condition, health implications, etc,
6. Continuation of on-going programmes on water and air quality monitoring through Central Pollution Control Board in coordination with State Pollution Control Boards/Pollution Control Committees,
7. Continuation of activities for control of vehicular and noise pollution,
8. Ensuring pollution control compliance in 17 categories of highly polluting industries and industries discharging wastewater into rivers, lakes, coastal waters, etc,
9. Environmental epidemiological studies in specific areas,
10. Control of environmental pollution by executing plans for prevention of pollution in all major rivers of the country as well as through Lake and Wetland Conservation Programmes,
11. Promotion of “cleaner production” by adopting cleaner technologies,
12. Adopting suitable measures for creating environmental awareness through various media and dissemination of environmental information through Environmental Information System network, and
13. Establishing centres of excellence and institutions in several fields of environment.

### **Forestry and Wildlife**

1. Conservation of existing forests,
2. Encouraging afforestation, including social forestry and other forest developmental activities,
3. Checking further degradation of forests by judicious use of resources,
4. Rehabilitate degraded forests and adjoining lands to increase their sustained productivity,
5. A centrally sponsored scheme is in operation on 50 : 50 sharing basis between the State Governments and the Central Government for development of National Parks and Sanctuaries,

6. Intensification of forest research towards development of the forest resources and its sustainable management,
7. Wildlife conservation and research through creation of Protected Area Network,
8. Actively promote people's participation, especially women, through Joint Forest Management,
9. Establishment of Forest Development Agency (FDA) to take up rural development works in the forest-fringe villages in the selected territorial/wildlife divisions in all States/UTs, which have adopted Joint Forest Management Resolution, and
10. To prevent the infliction of unnecessary pain or suffering on animals.

## **STATEMENT OF SERVICES PROVIDED**

### **Our Services are to support : -**

- (a) Programmes, which attempt in arriving at appropriate solutions to environmental problems and to regenerate environmental natural resources by adopting guidelines framed in National Environment Policy (NEP),
- (b) Programmes for improving the quality of life of the people living below the poverty line,
- (c) Voluntary agencies, NGOs, universities and research institutions for environmental research, eco-development, conservation, environmental education and awareness, dissemination of environmental information and welfare of animals,
- (d) Research in the areas of environmental sciences and technology to mitigate problems arising from degradation of environment,
- (e) Afforestation, soil conservation, land use planning, preservation of flora and fauna, control of air, water, noise and land pollution, regeneration of degraded ecosystems, action plans to control pollution in critically polluted areas and major cities of the country, Urban Management Plans, and
- (f) Augment the requisite manpower, collection, collation and dissemination of environmental information and creation of environmental awareness at the national level.

### **For Clearance under Forest Conservation Act**

- √ Apply directly to State Governments for diversion of forestland for non-forest purposes. For diversion of forestland upto 40 hectares, State Governments will forward the application to Regional Offices located at Lucknow, Shillong, Bhopal, Chandigarh,

Bhubaneswar and Bangalore as the case may be and the proposals above 40 hectare will be forwarded by the State Government to the Ministry. The Regional Offices have been empowered to clear the proposals upto 5 hectares, except in respect of proposals for regularization of encroachment and mining. Detailed guidelines including proforma for application and for the forest clearance have been laid down.

- √ All proposals which are complete in all respects and which relate to diversion of forestland are disposed of within the stipulated time limit of 60 days from the date of receipt of proposal under Forest Conservation Act guidelines.
- √ Forest clearance of projects along with stipulated conditions is displayed on the Ministry's website at URL: <http://envfor.nic.in>.

### **For Clearance in respect of Developmental Projects under Environmental Impact Assessment (EIA) Notification**

The proposals for seeking the environmental clearance except under the Coastal Regulation Zone (CRZ) Notification and mining cases may be sent directly to the Ministry. The mining cases and cases of environmental clearances under Coastal Regulation Zone Notification are to be sent to Ministry through the State Government. Guidelines and questionnaire are available for various sectors such as industry, thermal power, nuclear power, mining, river valley, hydro-electric projects, hotels & beach resorts, ports and harbours, roads, new construction and industrial estates etc. The proposals have to be submitted in a floppy/CD as well as in hard copy. Detailed information in this regard can be seen at Ministry's website at URL: <http://envfor.nic.in>.

- √ The proposals for environmental clearance and which are complete in all respects are considered and decisions taken within 120 days of receipt of the requisite information.

### **We have also set up an Information Facilitation Counter (IFC) with the following major objectives:**

- √ The user agencies, NGOs, voluntary bodies, could seek assistance from the IFC or access Ministry's website at the URL: <http://envfor.nic.in>.
- √ The IFC Counter is located in ground floor of the Ministry and could be accessed through telephone No. 24361669 - Extension 209 and Telefax No. 24362064.

- √ Disseminating information to the general public in respect of various schemes of the Ministry, procedures and guidelines for submitting applications seeking financial assistance and various publications published by the Ministry from time to time, etc.

### **PROVISION FOR ANNUAL REVIEW OF THE CHARTER**

- ◆ The Services provided by the Ministry as per the charter will be reviewed annually.
- ◆ The timely redressal of public grievances are being monitored by the Public Grievance Officer.
- ◆ Grievances received in the Ministry and their follow-up are proposed to be reviewed annually by the Public Grievance Cell.
- ◆ Steps are being undertaken to take remedial measures for quick disposal of complaints, specifically on those, which are of repetitive nature.

### **Environment and Forests Clearance**

When a project requires both environmental clearance as well as approval under the Forest (Conservation) Act, 1980, proposal for both are processed independent of each other. However, environmental clearance is accorded subject to forest clearance is accorded in applicable cases by the concerned Division of the Ministry.

### **EXPECTATION FROM THE CLIENT/CITIZEN**

#### **We expect every organization, public or private and all citizens**

- √ To interact with the Ministry and its attached institutions to improve their efficiencies,
- √ To imbibe the spirit of conservation of natural resources and respect for the laws of nature,
- √ To honour and abide by the Rules and Regulations framed by this Ministry towards protection of environment and flora and fauna,
- √ To share information with other citizens as per the Provisions under Right to Information Act in order to encourage sustainable development and improve our habitat,
- √ To offer suggestions to streamline the functioning of the existing institutions, promote accountability and responsibility, and
- √ To adopt the precepts of “Environmental Ethics”.

**WE REQUEST CENTRAL/STATE GOVERNMENTS/UT ADMINISTRATIONS/  
ORGANISATIONS/NGOS/PROFESSIONAL BODIES AND OTHER CONCERNED  
ORGANIZATIONS TO**

- √ Send proposals for our schemes in the prescribed proforma,
- √ Complete the prescribed formalities before forwarding the proposals,
- √ Visit our website (<http://envfor.nic.in>) for further details, and
- √ Contact the Hon'ble Ministers, the under-mentioned officers and the Divisional Heads as given in the Annexure, if need arises:

**Shri. A. Raja**

Hon'ble Minister of Environment and Forests

Paryavaran Bhawan, CGO Complex, Lodi Road, New Delhi – 110 003

Tel.: 2436 1727, 2436 8633, 2436 3958 Fax: 24362222

**Email:** [mef@nic.in](mailto:mef@nic.in)

**Shri. Namo Narain Meena**

Hon'ble Minister of State of Environment and Forests

Paryavaran Bhawan, CGO Complex, Lodi Road, New Delhi – 110 003

Tel.: 2436 2131, 2436 4791 Fax: 24362016

**Dr. Prodipto Ghosh**

Secretary (E&F)

Ministry of Environment & Forests

Paryavaran Bhawan, CGO Complex, Lodi Road, New Delhi – 110 003

Tel.: 2436 0721

**Email:** [prodipto\\_ghosh@nic.in](mailto:prodipto_ghosh@nic.in)

**Shri J.C. Kala**

Director General of Forests and Special Secretary

Ministry of Environment & forests

Paryavaran Bhawan, CGO Complex, Lodi Road, New Delhi – 110 003

Tel.: 2436 1509, 24363957

**Email:** [dgfindia@nic.in](mailto:dgfindia@nic.in)

**Sh. Naresh Dayal**

Special Secretary

Ministry of Environment & Forests,

4<sup>th</sup> Floor, Paryavaran Bhawan, CGO Complex, Lodi Road, New Delhi - 110003.

Telephone : 24361712

**Email :** [ndayal@nic.in](mailto:ndayal@nic.in)

## DETAILS OF GRIEVANCE REDRESS MECHANISM

- ⇒ A Grievances Cell has been constituted to attend to the complaints of public regarding environmental problems. Joint Secretary (Cross-cutting Issues-I) has been nominated as Public Grievance Officer of this Ministry,
- ⇒ Public Grievance Officer and other officers of the level of Deputy Secretary and above will be available on every Wednesday from 10.00 AM to 1.00 PM, to receive and hear grievances of the public, and
- ⇒ Visitors to our office will be treated with courtesy and heard patiently to facilitate solving their problems.
- ⇒ In case of non-fulfillment of the commitments, the users should approach the following officer:

**Shri. Sudhir Mital**

**Joint Secretary ( Cross Cutting Issues – I)**

**Ministry of Environment & Forests**

**Paryavaran Bhawan, CGO Complex, Lodi Road**

**New Delhi – 110 003**

**Tel.: 2436 3956**

**Email: [mital\\_sudhir@nic.in](mailto:mital_sudhir@nic.in)**

## LIST OF DIVISIONAL HEADS OF VARIOUS DIVISION IN THE MINISTRY

Divisions	Head
Environmental Research Environmental Education Environmental Information General Administration IC & Sustainable Development Plan Coordination Economic Cell Trade and Environment	Shri Siddhartha Behura Special Secretary (Cross Cutting Issues) Ministry of Environment & Forests, 4th Floor, Paryavaran Bhawan, CGO Complex, Lodi Road, New Delhi - 110003. Telephone : 24362281 E-mail : sidbehura-mef@nic.in
Wildlife Project Tiger Project Elephant Central Zoo Authority National Zoological Park Forest Policy Forest Conservation Forest Survey and Utilization Forest Protection Division Externally Aided Projects Research and Training	Shri. G.K. Prasad Director General & Special Secretary, Ministry of Environment & Forests, 4th Floor, Paryavaran Bhawan, CGO Complex, Lodi Road, New Delhi - 110003. Telephone : 24361509. E-mail : gkprasad2000@yahoo.co.in
Budget & Expenditure Control Pay & Accounts	Shri. Raghu Menon AS & FA Ministry of Environment & Forests 4th Floor, Paryavaran Bhawan, CGO Complex, Lodi Road, New Delhi - 110003 Telephone : 24362388 Email : rmenon.moca@nic.in
Conservation & Survey Biodiversity Conservation & Convention Animal Welfare Official Language E-Governance	Shri. B.S. Parsheera Additional Secretary (Conservation) Ministry of Environment & Forests 6th Floor, Paryavaran Bhawan, CGO Complex, Lodi Road, New Delhi - 110003 Telephone: 24361308 Email : parsheera-mef@nic.in
NRCD E-Governance Vigilance	Ms. Veena Upadhyaya Additional Secretary (PA & CVO) 4th Floor, Paryavaran Bhawan

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**Divisions**

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**Head**

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	CGO Complex, Lodi Road, New Delhi - 110003 Telephone : 24363247 Fax : 24364790 Email : raveenu@nic.in
Biodiversity Conservation and Convention Animal Welfare Official Language Administration Parliament	<b>Shri G. Balachandhran</b> Joint Secretary (Conservation Issues-II), Ministry of Environment & Forests, 6 <sup>th</sup> Floor, Paryavaran Bhawan, CGO Complex, Lodi Road, New Delhi - 110003. Telephone : 24362551 E-mail : gb.mef@nic.in
Environmental Impact Assessment Climate Change Ozone Cell Montrea Protocol	<b>Shri J.M. Mauskar</b> Joint Secretary (Cross Cutting Issues-II), Ministry of Environment & Forests, 4 <sup>th</sup> Floor, Paryavaran Bhawan, CGO Complex, Lodi Road, New Delhi - 110003. Telephone : 24364687 E-mail : jm.mauskar@nic.in
Environmental Information International Matters NGO Cell Environment policies and law Grievances Cell Sustainable Development Personnel issues of IFS Media	<b>Sh. Sudhir Mital</b> Joint Secretary (Cross Cutting Issues-I) 4 <sup>th</sup> Floor, Paryavaran Bhawan CGO Complex, Lodi Road, NEW Delhi – 110003 Telephone : 24363956 E-mail : mital_sudhir@nic.in\
National River Conservation Directorate Hazardous Substances Management Control of Pollution Central Pollution Control Board	<b>Shri R. K. Vaish</b> Joint Secretary (Pollution Abatement - I), Ministry of Environment & Forests, 4 <sup>th</sup> Floor, Paryavaran Bhawan, CGO Complex, Lodi Road, New Delhi - 110003. Telephone : 24365199 E-mail : vaishrk@nic.in

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**Divisions****Head**

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National River Conservation Project for  
N-E Regions, Orissa etc.

Industrial Pollution Control activities

Water Quality Monitoring (WQM)

Sewage Treatment Plant Performance

National River Conservation Plan Scheme

Water Quality Assessment Authority

Clean Technology

Waste Minimisation

**Dr. M. Sengupta**

Advisor (MS)

5th Floor, Paryavaran Bhawan

CGO Complex, Lodi Road, New Delhi - 110003.

Telephone : 2436 9629

**Email** : msen@nic.in

National River Conservation Plan  
relating to state of Gujarat and Maharashtra  
Environment & Human Health

**Dr. G.K. Pandey**

Advisor (GKP)

5th Floor, Paryavaran Bhawan

CGO Complex, Lodi Road,

New Delhi - 110003.

Telephone : 24360467

**Email** : pandey@nic.in

Fly Ash Utilization

National River Conservation Plan

relating to States of Chhattisgarh,

Andhra Pradesh, Karnataka and

Madhya Pradesh

**Shri. R. Ananda Kumar**

Advisor (AK)

5th Floor, Paryavaran Bhawan

CGO Complex, Lodi Road,

New Delhi - 110003.

Telephone : 24364592

**Email** : ranand@nic.in

National River Conservation Plan

Climate Change

National Communication to UNFCCC

Indo UK Programme on Climate Change

Inter-Governmental Panel on Climate Change

**Dr. Subodh K. Sharma**

Advisor (SKS)

1st Floor, Paryavaran Bhawan

CGO Complex, Lodi Road,

New Delhi - 110003.

Telephone : 24360861

**Email** : subodh.kumar@nic.in

Divisions	Head
<p>Schemes on Research in Environment GLOBE Program Awareness programmes Environmental Education NNRMS</p>	<p><b>Shri R. Mehta</b> Advisor (RE) 5th Floor, Paryavaran Bhawan CGO Complex, Lodi Road, New Delhi - 110003. Telephone : 24362840 <b>Email</b> : rmehta@nic.in</p>
<p>Plan Coordination Economic issues including Economic Cell Trade and Environment All Consultative Groups for International Negotiations</p>	<p><b>Shri. R.S. Ahlawat</b> Economic Advisor Ministry of Environment &amp; Forests 9th Floor, Paryavaran Bhawan CGO Complex, Lodi Road, New Delhi - 110003 Telephone : 24362663 <b>Email</b> : rsahlawat.mef@nic.in</p>
<p>National Tiger Conservation Authority (Formerly Project Tiger)</p>	<p><b>Dr. Rajesh Gopal,</b> Member Secretary, Ministry of Environment &amp; Forests, Bikaner House, Shahjahan Road, New Delhi - 110 001. Telephone : 23384428 <b>Email</b> : dirpt@nic.in</p>
<p>Project Elephant</p>	<p><b>Shri A.N. Prasad</b> Inspector General of Forests &amp; Director (PE), Ministry of Environment &amp; Forests, 1<sup>st</sup> Floor, Paryavaran Bhawan, CGO Complex, Lodi Road, New Delhi - 110003. Telephone : 24360957 <b>Email</b> : gajendra@nic.in</p>

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**Divisions**

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**Head**

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Externally Aided Project  
North Eastern Cell  
Forest Conservation

**Shri Ansar Ahmed**  
Inspector General of Forests (EAP & FC)  
1<sup>st</sup> Floor, Paryavaran Bhawan,  
CGO Complex, Lodi Road,  
New Delhi - 110003.  
Telephone : 24362698

National Afforestation &  
Eco Development Board (NAEB)

**Shri K.B. Thampi**  
Inspector General of Forests (NAEB)  
7<sup>th</sup> Floor, Paryavaran Bhawan,  
CGO Complex, Lodi Road,  
New Delhi - 110003.  
Telephone : 24367404

Wildlife  
Regional Office

**Dr. R.B. Lal**  
Inspector General of Forests (WL)  
1st Floor, Paryavaran Bhawan,  
CGO Complex, Lodi Road,  
New Delhi - 110003.  
Telephone : 24360740  
**Email** : igfwl@nic.in

Civil Construction Unit

**Shri A.K. Trivedi**  
Chief Engineer,  
Ministry of Environment & Forests,  
7th Floor, Paryavaran Bhawan,  
CGO Complex, Lodi Road,  
New Delhi - 110003.  
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