



सत्यमेव जयते

Citizen's / Client's Charter

Ministry of Environment and Forests

For

(2011-2012)

Address Paryavaran Bhawan, CGO Complex,
Lodhi Road, New Delhi- 110003.

Website ID moef.nic.in

Date of Issue

Next Review

Vision and Mission

Vision :

Conservation of environment and natural resources for the present and future generations in a manner consistent with the aspirations of the country for growth and development.

Mission :

To Plan, promote, coordinate and oversee the implementation of environmental and forestry programmes in order to protect the environment and maintain a balance between conservation and development activities.

**Citizen's/ Client's Charter for Ministry of Environment & Forests
Main Services / Transaction**

S. No	Services /Transaction	Weight in %	Responsible Person (Designation)	Email	(Phone No)	Process	Document Required	Fees		
								Category	Mode	Amount
1	* Decisions on Environment Clearances under EIA Notification, 2006 in respect of projects covered there under	12	<p>Member Secretaries of respective sector EACs</p> <p>Member Secretaries of various EACs are :</p> <p>1) Dr. S.K.Aggarwal, Director(for non coal mining projects and nuclear power and related projects)</p> <p>2) DR P.L Ahuja Rai, Director(Thermal Power Projects and Industry Sector)</p> <p>3) Dr. P.B.Rastogi, Director(for Industry sector projects)</p>	<p>skag@nic.in</p> <p>plahujarai@yahoo.co.in</p> <p>Pb.rastogi@nic.in</p>	<p>011-24362434</p> <p>011-24363973</p> <p>011-24367668</p>	<p>The proposals for environmental clearance are processed as per the procedure prescribed under EIA Notification, 2006 as amended. For the purpose, the application received in the prescribed format(Form-I) along with pre-feasibility report are considered by the respective sector for grant of TOR for preparation of Environment Impact Assessment Report and thereon to conduct Public Hearing as per the prescribed procedure.</p> <p>Project along with the</p>	<p>For TOR:</p> <ul style="list-style-type: none"> • Application in prescribed format (Form-I) • Pre-feasibility Report For EC: • EIA Report •Public Hearing proceedings. • Approved Mine Plan (Only for mining projects) •Sector specific Environmental Appraisal. • Questionnaire Clearances from other regulatory bodies wherever applicable. <p>For construction sector</p> <ul style="list-style-type: none"> •Application in Form I • Form I A Concept Plan 	NA	NA	NA

S. No	Services /Transaction	Weight in %	Responsible Person (Designation)	Email	(Phone No)	Process	Document Required	Fees		
								Category	Mode	Amount
			4) Dr.T.Chandini, Director (for coal mine projects) 5) Lalit Kapur Director (CRZ, Infrastructure and Building construction) 6) Dr Sanchita Jindal, Director (River Valey and Hydro electric projects)	Tchand2003@yahoo.co.uk Lkapoor2000@yahoo.com Sansom_2859@yahoo.co.in	011-24363963 011-24368526 011-24368526	Final EIA after addressing the issues raised during the Public Hearing are appraised for environmental clearance (EC) by the EACs and Recommendations made. Based on the recommendations of EAC, a decision is taken by the Competent Authority for grant of environment clearance or otherwise.	Final EIA Report • Public hearing proceedings • Approved Mine Plan (only for mining projects) • Sector specific Environmental Appraisal Questionnaire clearances from other regulatory bodies wherever applicable.			
2	**Decision on Clearances under CRZ/IPZ Notification 2011.	4	Member Secretary EAC for CRZ and Infrastructure Lalit Kapur, Director	Lkapoor2000@yahoo.com	011-24368526	The proposals for CRZ clearance are processed as per the procedure prescribed under CRZ/IPZ Notification, 2011. For the purpose, the application received in the prescribed format(Form-I) along with requisite documents are considered by the respective sector for grant of CRZ clearance.	-Form-I - Comprehensive EIA with cumulative studies -Disaster Management Report - Risk Assessment Report and Management Plan -Authenticated CRZ map indicating HTL & LTL with project layout superimposed on it. -NOC from SPCB(for waste disposal in to sea).	NA	NA	NA

S. No	Services /Transaction	Weight in %	Responsible Person (Designation)	Email	(Phone No)	Process	Document Required	Fees		
								Category	Mode	Amount
							-Recommendations of the respective State Coastal Zone			
3	<p>***Decision on Forest clearances under Forest (Conservation) Act, 1980 - Diversion of more than 40 ha of forest land for non-forestry purposes.</p> <p>In respect of Andhra Pradesh, Chandigarh, Delhi, Haryana, Jammu & Kashmir, Madhya Pradesh, Manipur, Meghalaya, Nagaland, Orissa, Puducherry and Uttarakhand.</p> <p>In respect of Andaman & Nicobar Islands, Arunachal Pradesh, Bihar, Chhattisgarh, Dadra & Nagar Haveli, Daman & Diu, Goa, Himachal Pradesh, Jharkhand,</p>	12	<p>Shri H.C. Chaudhary, Sr. AIGF</p> <p>Shri Shiv Pal Singh, Sr. AIGF</p>	<p>harishcc@yahoo.com</p> <p>shiv101@yahoo.com</p>	<p>011-24361316</p> <p>011-24364048</p>	<p>The proposals of the State/UT Governments are processed for consideration of Forest Advisory Committee (FAC) and Central Government.</p>	<p>Proposals of the project proponents in the prescribed format duly recommended by the State Government.</p>	NA	NA	NA

S. No	Services /Transaction	Weight in %	Responsible Person (Designation)	Email	(Phone No)	Process	Document Required	Fees		
								Category	Mode	Amount
	<p>Lakshadweep, Rajasthan, Sikkim.</p> <p>In respect of Gujarat, Punjab, Uttar Pradesh, West Bengal.</p> <p>In respect of Assam, Karnataka, Kerala, Maharashtra, Mizoram, Tamil Nadu, Tripura.</p>		<p>Mr. Priya Ranjan, Sr. AIGF</p> <p>Shri N.C. Sarvanan, AIGF</p>	<p>aig_rtdiv@yahoo.com</p> <p>ncifs@yahoo.co.in</p>	<p>011-24365218</p> <p>011-24364981</p>					
4	****Recommendation of Standing Committee of National Board for Wildlife (NBWL) on land diversion cases of protected areas and pertaining to Environment Clearance in Eco-Sensitive Zone of National Parks and Sanctuaries	4	Dr. Shaktikant Khanduri, IGF	igfwl-mef@nic.in	011-24364791	<ol style="list-style-type: none"> Proposals are received from State Govt. duly recommended by State Wildlife Board. Scrutiny of proposals by Wildlife division Proposals complete in all respects are put up before the Standing Committee of National Board for Wildlife. 	Proposals of the project proponents in the prescribed format duly recommended by the State Government.	NA	NA	NA

S. No	Services /Transaction	Weight in %	Responsible Person (Designation)	Email	(Phone No)	Process	Document Required	Fees		
								Category	Mode	Amount
5	Release of funds to Elephant Range States as per Annual Plan of Operations (APO)	5	Prabhat Tyagi Joint Director (WL)	jd-wl@nic.in	011-24366842	1. Scrutiny of APO by division 2. Concurrence of IFD 3. Issue of sanction 4. Release of fund	1.Proposal in prescribed format with enclosures. 2.Utilisation Certificates(UCs) for previous releases. 3. Expenditure statement	NA	NA	NA
6	Release of funds to Tiger Reserves as per Annual Plan of Operations (APO)	7	Shri S.P. Yadav, DIG(NTCA)	jdntca@gmail.com	011-23389883	1.Scrutiny of APO by division 2. Concurrence of IFD 3. Issue of sanction 4. Release of fund	1.Proposal in prescribed format with enclosures. 2.Utilisation Certificates(UCs) for previous releases. 3. Expenditure statement	NA	NA	NA
7	Sanction of proposals for pollution abatement works for conservation of river under National River Conservation Plan (NRCP) & National Ganga River Basin Authority (NGRBA)	8	Shri Vivek Wadekar (Director)	vivekwadekar@nic.in	011-24363013	Scrutiny of Detailed Project Reports (DPRs) Consideration and approval by the designated Committee/ Competent Authority. Release of Grant commensurate with the progress of works	Preliminary Feasibility Report/ Detailed Project Report Memorandum of Agreements (MoA) Periodical progress reports on works TPI Reports Utilisation Certificates	NA	NA	NA

S. No	Services /Transaction	Weight in %	Responsible Person (Designation)	Email	(Phone No)	Process	Document Required	Fees		
								Category	Mode	Amount
8	Sanction of proposals for polluted and degraded lakes in urban and semi-urban areas of the country, prioritized by the State Governments under National Lake Conservation plan (NLCP)	5	Dr.(Mrs.) R. Dalwani, (Director)	r_dalwani@yahoo.com	011-24364789	Scrutiny of Detailed Project Reports (DPRs) Consideration and approval by the designated Committee/ Competent Authority. Release of further Grant funds commensurate with the progress of works.	Preliminary Feasibility Report/ Detailed Project Report Memorandum of Agreements (MoA) Periodical progress reports on works TPI Reports Utilisation Certificates	NA	NA	NA
9	To improve Management of Hazardous Substance: setting up of treatment, storage and disposal facilities for hazardous, bio-medical and e-waste	5	Dr. Saroj, Director	sarojmoef@yahoo.com	011-24364067	1. Inviting proposal from States. 2. Receipt and evaluation of proposal 3. Release of financial assistance	Proposals of the project proponents complete in all respects	NA	NA	NA
10	Release of funds for Preparation of Off-site Emergency Plan including Hazard Analysis Report	3	Dr. Chhanda Chowdhury, Director	Chhanda_c@hotmail.com	011-24360662	1. Identification of the Districts 2. Inviting proposals 3. Evaluation of the proposals 4. Financial concurrence 5. Release of Funds	Proposals of the project proponents complete in all respects	NA	NA	NA

S. No	Services /Transaction	Weight in %	Responsible Person (Designation)	Email	(Phone No)	Process	Document Required	Fees		
								Category	Mode	Amount
11	Financial Assistance for proposals under Research and Development (R&D) Scheme	6	(i) Dr. Naseem Ahmad, Director (Conservation and Sustainable utilization of natural resources group - A) (ii) Dr. J.R. Bhatt, Director (Conservation and Sustainable utilization of natural resources group – B) (iii) Ms. Sujata Khaparde, Additional Director(ERP Prog.)	naseem.ahmad@nic.in jrbhatt@nic.in sujatakhaparde@gmail.com	011-24363677 011-24363962 011-24360379	Research proposals invited from various Research organizations, Universities, Voluntary bodies and NGOs in identified thrust areas of research. After examination by the division concerned, these proposals are put up for appraisal in committees constituted for different thematic areas. Once approved, assistance to concerned organization is released after financial concurrence.	<ul style="list-style-type: none"> • Research proposal in prescribed format. • Forwarding letter from the Head of organization. • Non-availability certificate in respect of equipment sought for. 	NA	NA	NA
12	Grants-in-aid to State/UT Govts. Under CSS – ‘Integrated Development of Wildlife Habitats’.	5	Dr. Shaktikant Khanduri, IGF	igfwl-mef@nic.in	011-24364791	<ol style="list-style-type: none"> 1. Scrutiny of APO by division 2. Concurrence of IFD 3. Issue of sanction 4. Release of fund 	<ol style="list-style-type: none"> 1. Proposal in prescribed format with enclosures. 2. Utilisation Certificates(UCs) for previous releases. 3. Expenditure statement 	NA	NA	NA

S. No	Services /Transaction	Weight in %	Responsible Person (Designation)	Email	(Phone No)	Process	Document Required	Fees		
								Category	Mode	Amount
13	Grants-in-aid to institution/ organization for research purposes relating to Wildlife.	3	Dr. Shaktikant Khanduri, IGF Ms. Prakriti Srivastava, DIG(WL)	igfwl-mef@nic.in digwl-mef@nic.in	011-24364791 011-24360704	Proposals received are screened and approved by Research Committee and submitted for concurrence of Integrated Finance Division (IFD)	1.Registration certificate of Institution/ Organization 2.Proposal in prescribed format duly completed alongwith requisite enclosures.	NA	NA	NA
14	'Grant in-aid to State Forest Development Agencies (SFDAs)	7	Shri A.M. Singh, DIG	arvindsingh@yahoo.com	011-24364624	1. Scrutiny of APO by division 2. Concurrence of IFD 3. Issue of sanction 4. Release of fund	1. Annual work plan 2. Utilization Certificated 3. Progress Report	NA	NA	NA
15	Financial assistance to all States/ UTs for forest Protection under Intensification of Forest Management Scheme.	4	Shri Subhash Chandra, DIG (FP)	Subhaash.chandra@gmail.com	011-24363974	The proposals of the state/UT Governments are processed for consideration of screening Committee and Central Government.	Proposals of the project components in the prescribed format duly recommended by the state Government.	NA	NA	NA
16	Environmental Education Awareness & Training (EEAT) – (a) Financial	4	1. Shri B. M. S. Rathore, Jt. Secretary	bms.rathore@nic.in	011-24361774	Proposals are invited from different stakeholders through an advertisement. After receipt of the	<ul style="list-style-type: none"> Utilization Certificate of the previous grant released Audited statement 	NA	NA	NA

S. No	Services /Transaction	Weight in %	Responsible Person (Designation)	Email	(Phone No)	Process	Document Required	Fees		
								Category	Mode	Amount
	Assistance under National Environmental Awareness Campaign (NEAC) to the Regional Resource Agencies to undertake environmental awareness and actions activities through participating organizations including NGOs, Universities, Schools and Colleges.		2. Shri V. K. Srivastava, Deputy Secretary	Mediaenvironmentmoef52@gmail.com	011-24364593	proposals, these are submitted to the Regional Resource Agencies (RRAs) and subsequently placed before different Regional Committee Meetings for consideration. Proposals recommended by the Committee are processed in the Ministry for approval for financial assistance in consultation with the Integrated Finance Division.	of the expenditure for the previous grant released • Annual progress report/physical report for the previous year • Bond for amount to be released is required on a value of Rs.10.00 Non-judicial Stamp paper in case of NGOs and Trusts.			
	(b) Financial Assistance under Seminar/Symposium / Workshop/ Conference Programme to universities, academic institutions/ colleges, NGOs, Government, etc., to create mass environment	2	1. Shri B. M. S. Rathore, Jt. Secretary 2. Shri V. K. Srivastava, Deputy Secretary	bms.rathore@nic.in Mediaenvironmentmoef52@gmail.com	011-24361774 011-24364593	Proposals are invited through advertisement in Newspapers After receipt of the proposals, these are placed before the Internal Screening Committee of the Ministry Proposals recommended by the Committee are processed in the Ministry	Bond for amount to be released is required on a value of Rs. 2.00 Non-judicial Stamp paper in case of NGOs & Trust.	NA	NA	NA

**Ministry of Environment, Forest and Climate Change
Climate Change Division**

Format-I

Main Services/Transaction

S. No.	Services/Transaction	Weight	Responsible Person	Email	(Phone No)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Host country approvals for Clean Development Mechanism (CDM) Projects		Dr. Subrata Bose, Additional Director, Climate Change Division	Subrata.bose@nic.in	9810734623	Approving authority is Secretary (E, F&CC)	1. State Nodal Agency Clearance 2. State Pollution Control Board Clearance 3. Environment Impact Assessment Clearance 4. CDM evidence 5. Stakeholder Consultation Minutes/Report	--	--	--
2	Monitoring of Implementation of National Action Plan on Climate Change (NAPCC) and State Action Plan on Climate Change (SAPCC)		Dr. S. Satapathy, Director, Climate Change Division	ssatapathy-mef@nic.in	9810967278	Coordinating agency	Progress report submitted by Nodal Ministry in respect of each Mission in NAPCC and SAPCC	--	--	--
3	Clearances for organizing of National/International conferences workshops seminar etc. on climate change related issues		Shri Debasish Prusty, Director, Climate Change Division	dprusty75@gmail.com	9968686833	Approving authority is Secretary (E,F&CC)	1. Programme details. 2. Funding agencies 3. List of National/International participants 4. Status of organisations	--	--	--

Format-II

Service Standards

S. No.	Services/Transaction	Service Weight	Success	Service Standard	Unit	Weight	Data Source
1.	Rules endorsed by Executive Board of CDM under Kyoto Protocol and Sustainable development, the criteria for according HCA approvals.	40	Every month around 80% of the projects are approved based on the documentation and other necessary approvals	Reasonably High	Month	--	Records available with MoEF&CC and the website of UNFCCC
2.	Objective of NAPCC are the guiding standards for assessment and implementation of Mission and related activities.	40	Periodically progress is to be assessed by the Executive Committee on Climate Change	Normal	Quarterly	--	As per the progress reports provided by Nodal Ministries and the concerned States/UT Governments
3.	Conformity of the objective of the proposed workshops to guidelines of EE division and the NAPCC are the basis for according clearances.	20	As per schedule provided by the organizers and the hosts	Satisfactory	Days	--	As per the applications received from the organisers

Grievance Redress Mechanism

S. No.	Name of the Public Grievance Officer	Landline	Email	Mobile (Phone No.)
1.	Additional Director, Climate Change Dr. Subrata Bose	011-24695422	Subrata.bose@nic.in	9810734623
2.	Joint Secretary, Climate Change, Shri Ravi S. Prasad	011-24695308	Ravis.prasad@nic.in	8130676464

List of Stakeholders/Clients

S. No.	Stakeholders/Clients
1.	Ministry of Industries, Ministry of Power, Ministry of Petroleum & Natural Gas, Ministry of Urban Development, Ministry of New and Renewable Energy
1.	Ministry of Science and Technology, Ministry of Power, Ministry of Water Resources, River Development and Ganga Rejuvenation, Ministry of Agriculture, Ministry of Urban Development, Ministry of Environment, Forest and Climate Change, Ministry of New and Renewable Energy, Prime Minister's Office
2.	NGO and other organisations including Autonomous Body

Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1.	Feedback on functioning of CDM
2.	Inputs on formulation and implementation of Missions
3.	Inputs on spreading Climate change awareness

S. No	Services /Transaction	Weight in %	Responsible Person (Designation)	Email	(Phone No)	Process	Document Required	Fees		
								Category	Mode	Amount
	awareness on environment or any emerging area impinging on technology, innovation in the field of environment.					for financial assistance with the approval of Integrated Finance Division The proposals rejected by the committee are communicated accordingly				
17	Decision on proposals of Common Effluent Treatment Plants (CETPs)	4	Dr. M. Raina, Director	mraina@nic.in	24360270	(i) Inviting proposal (ii)Scrutiny & evaluation (iii) Approval by Appraisal Committee on CETPs (iv) Release of grant	Proposal with relevant documents as per check list duly recommended forwarded and by the State Pollution Control Boards	NA	NA	NA

* The transaction regarding grant of this clearance is with the project proponent undertaking such developmental projects for which the clearance is mandated under the EIA Notification, 2006. However, the stakeholders involved besides the Environment in general, would be the project affected urban/ rural areas and their inhabitants, civil society, State Governments etc., besides the project proponent itself. These have direct bearing on the clearance process specified, service standard and success thereof.

**The transaction regarding grant of this clearance is with the project proponent undertaking such developmental projects for which the clearance is mandated under the CRZ/ IPZ Notifications, 2011. However, the stakeholders involved besides the Environment both landward and seaward side, in general, would be the project affected urban/ rural areas and their inhabitants especially fisher folk, civil society, State Governments, etc., besides the project proponent itself. These have direct bearing on the clearance process specified, service standard and success thereof.

*** The transaction regarding grant of this clearance, mandated under the Forest (Conservation) Act 1980, is with the State/UT Government concerned, although the beneficiary is the project proponent concerned proposing to divert forest area for “non forest activities”. However, the stakeholders involved, besides the Forest area concerned and Wildlife therein would be the civil society, local communities including forests dwellers, State/UT Government, etc., as also the project proponent itself. These have direct bearing on the clearance process specified, service standard and success thereof.

****Any activity, as specified in Wildlife(Protection) Act, 1972 including rules thereunder, basically involving Wildlife Sanctuary and other Protected Areas as also such areas which come under the ambit of Hon’ble Supreme Court / High Court directions require due consideration and recommendation by the Standing Committee of the National Board for Wildlife. This transaction is with the State/ UT Government; the beneficiary being the project proponent mooted such activities. However, the stakeholders involved, besides the Environment, Forest and Wildlife, would be the local community including forest dwellers, civil society, State/ UT Governments, etc, as also the project proponent itself. These have direct bearing on the clearance process specified, service standard and success thereof.”

Citizen's/ Client's Charter for Ministry of Environment & Forests

Service Standards

S. No.	Services/ Transaction	Service Weight	Success	Service Standard	Unit	Data Source
1	*Decisions on Environment Clearances under EIA Notification, 2006 in respect of projects covered there under	12	A comprehensive and science based decision on request for environmental clearance.	To meet the time frame prescribed under EIA Notification, 2006 i.e. 60 days or prescribing TORs and 105 days for appraisal of project and communicating the decision thereon after receipt of complete information including public hearing.	Days	Office record
2	**Decision on Clearances under CRZ/IPZ Notification 2011.	4	A comprehensive and science based decision on request for CRZ clearance.	To consider the proposal within the time frame prescribed under CRZ/IPZ Notifications, 2011 i.e. within a period of 60 days.	Days	Office record
3	***Decision on Forest clearances under Forest (Conservation) Act, 1980 - Diversion of more than 40 ha of forest land for non-forestry purposes.	12	Depends upon the processing of the proposals by the concerned State Government and Regional Office located at Bangalore, Bhopal, Bhubaneswar, Chandigarh, Lucknow and Shillong.	60 days from receipt of the Proposals complete in all respects	Days	Office record
4	****Recommendation of Standing Committee of National Board for Wildlife (NBWL) on land diversion cases of protected areas and pertaining to Environment Clearance in Eco- Sensitive Zone of National Parks and Sanctuaries	4	Recommendation/decision on the proposal within the prescribed time frame	150 days from receipt of the Proposals complete in all respects from State Govt.	Days	Office record

5	Release of fund to Elephant Range States as per Annual Plan of Operations (APO)	5	Average time taken from the date of receipt of complete and correct Annual Plan of Operations (APO)	150 days from receipt of the Proposals complete in all respects	Days	Office record
6	Release of funds to Tiger Reserves as per Annual Plan of Operations (APO)	7	Average time taken from the date of receipt of complete and correct APO	150 days from receipt of the Proposals complete in all respect	Days	Office record
7	Sanction of proposals for pollution abatement works for conservation of river under National River Conservation Plan (NRCP) & National Ganga River Basin Authority (NGRBA)	8	Disposal of proposal within the prescribed time frame	180 days from receipt of the Proposals complete in all respect	Days	State Implementing Agencies.
8	Sanction of proposals for polluted and degraded lakes in urban and semi-urban areas of the country, prioritized by the State Governments under National Lake Conservation plan (NLCP)	5	Disposal of proposal within the prescribed time frame	180 days from receipt of the Proposals complete in all respect	Days	State Implementing Agencies.
9	To improve Management of Hazardous Substance: setting up of treatment, storage and disposal facilities for hazardous, bio-medical and e-waste	5	Creation of treatment and disposal facilities for hazardous wastes, bio-medical waste and e-wastes	To take decision on project proposals for setting up of Common Treatment & Disposal Facilities for hazardous/electronic/biomedical waste within 180 days from the date of receipt of proposals.	Days	Office records
10	Release of funds for Preparation of Off-site Emergency Plan including Hazard Analysis Report	3	Preparation and completion of Off-site emergency plan	To take decision on proposal received from State Govt. for preparation off-site emergency preparedness plan within 180 days from the date of receipt of proposals.	Days	Office records

11	Financial Assistance for proposals under Research and Development (R&D) Scheme	6	Awareness creation in the field of hazardous waste management, bio-medical waste management, municipal solid waste management and chemical safety.	150 days from receipt of the Proposals complete in all respects	Days	Office record
12	Grants-in-aid to State/UT Govts. Under CSS – ‘Integrated Development of Wildlife Habitats’.	5	Average time taken from the date of receipt of complete and correct Annual Plan of Operation (APO)	150 days from receipt of the Proposals complete in all respects	Days	Office record
13	Grants-in-aid to institution/ organization for research purposes relating to Wildlife.	3	Timely release of grant to the concerned institution/ organization	150 days after the approval of the Committee	Days	Office record
14	‘Grant in-aid to State Forest Development Agency(SFDA)	7	In principle approval	150 days from receipt of the Proposals complete in all respects	Days	State Governments / UTs
15	Financial assistance to all States/ UTs for forest Protection under Intensification of Forest Management Scheme.	4	Depends upon the processing of the proposals by the concerned State Government.	150 days from receipt of the Proposals complete in all respects	Days	Utilization Certificates and Progress Reports from the State/UT Governments.

16	Environmental Education Awareness & Training (EEAT) – (a) Financial Assistance under National Environmental Awareness Campaign (NEAC) to the Regional Resource Agencies to undertake environmental awareness and actions activities through participating organizations including NGOs, Universities, Schools and Colleges.	4	Average time taken from after finalization of minutes of the meeting and receipt of complete documents.	180 days from receipt of the Proposals complete in all respects	Days	Office Records
	(b) Financial Assistance under Seminar/Symposium/ Workshop/ Conference Programme to universities, academic institutions/colleges, NGOs, Government, etc., to create mass environment awareness on environment or any emerging area impinging on technology, innovation in the field of environment.	2	Average time taken from after finalization of minutes of the meeting and receipt of complete documents.	180 days from receipt of the Proposals complete in all respects.	Days	Office Records
17	Decision on proposals of Common Effluent Treatment Plants (CETPs)	4	Disposal of proposal within the prescribed time frame	150 days from the date of receipt of complete Proposal as per guidelines on CETPs of the Ministry	Days	State Pollution Control Boards

* The transaction regarding grant of this clearance is with the project proponent undertaking such developmental projects for which the clearance is mandated under the EIA Notification, 2006. However, the stakeholders involved besides the Environment in general, would be the project affected urban/ rural areas and their inhabitants, civil society, State Governments etc., besides the project proponent itself. These have direct bearing on the clearance process specified, service standard and success thereof.

**The transaction regarding grant of this clearance is with the project proponent undertaking such developmental projects for which the clearance is mandated under the CRZ/ IPZ Notifications, 2011. However, the stakeholders involved besides the Environment both landward and seaward side, in general, would be the project affected urban/ rural areas and their inhabitants especially fisher folk, civil society, State Governments, etc., besides the project proponent itself. These have direct bearing on the clearance process specified, service standard and success thereof.

*** The transaction regarding grant of this clearance, mandated under the Forest (Conservation) Act 1980, is with the State/UT Government concerned, although the beneficiary is the project proponent concerned proposing to divert forest area for “non forest activities”. However, the stakeholders involved, besides the Forest area concerned and Wildlife therein would be the civil society, local communities including forests dwellers, State/UT Government, etc., as also the project proponent itself. These have direct bearing on the clearance process specified, service standard and success thereof.

**** Any activity, as specified in Wildlife(Protection) Act, 1972 including rules thereunder, basically involving Wildlife Sanctuary and other Protected Areas as also such areas which come under the ambit of Hon’ble Supreme Court / High Court directions require due consideration and recommendation by the Standing Committee of the National Board for Wildlife. This transaction is with the State/ UT Government; the beneficiary being the project proponent mooting such activities. However, the stakeholders involved, besides the Environment, Forest and Wildlife, would be the local community including forest dwellers, civil society, State/ UT Governments, etc, as also the project proponent itself. These have direct bearing on the clearance process specified, service standard and success thereof.”

Grievance Redress Mechanism for Ministry of Environment & Forests

A Grievance Cell has been functioning in the Ministry to attend to the complaints of public regarding forestry, environmental and wildlife matters etc. The main function of the Cell is to ensure timely redressal of public grievances by taking up the matter with the concerned authorities.

1. Acknowledgement

Acknowledgement of grievances would be done within a week of the receipt of the petition.

2. Action on Grievance

Action on grievances would be taken within two months.

3. Decision

Decision would be taken within four months. Once the final replies are sent, the petition would be treated as closed.

4. Monitoring

The Public Grievance cases would be monitored regularly at specified time intervals and the same would be indicated in the statements prepared in respect of Public Grievances.

5. Public Grievance Officer

In case of non-compliance of service standards, the service recipients/ stakeholders can contact the following Public Grievance Officer for redress of their grievance:

Shri B. S. Bhandari,
Under Secretary (P-III & Public Grievances),
Room No. 911, 9th Floor, B –I wing,
Paryavaran Bhawan, CGO Complex,
Lodhi Road, New Delhi.
Ph.: 011-24362290
E-mail: bs.bhandari@nic.in

The grievance can also be lodged online on the following link :

<http://pgportal.gov.in>

In case the grievance is not redressed finally, the same can be taken up at higher level to the following nodal authority:

Sh. Chandan Singh,
Director (Administration),
Room No. 516, 5th Floor, B –I wing,
Paryavaran Bhawan, CGO Complex,
Lodhi Road, New Delhi.
Ph.:011-24360678
E-mail: chandan.singh@nic.in

Citizen's/ Client's Charter for Ministry of Environment & Forests
List of Stakeholders/Clients

S. No.	Stakeholders/ Clients
1.	Ministries/Departments of the Government of India
2.	All States/ UTs Governments.
3.	Citizens/ Organizations/ Institutions/ NGOs / Universities/ Research Institutions/ Industries etc.
4.	Central Pollution Control Board/ Pollution Control Boards/ Pollution Control Committees and Departments of all States/UTs.
5.	All Institutions/ Organizations under the administrative control of the Ministry.

List of Responsibility Centers/ Autonomous Institutions and Subordinate Organizations

S.No	Responsibility Centers and Subordinate Organizations	Officer Concern	Landline Number	Fax	Address	Email
I. Autonomous Institutions						
1	Gobind Ballabh Pant Institute of Himalayan Environment & Development	Dr. L.M.S. Palmi, Director,	Ph.05962-241041-241154	Fax No.05962-241014	Kosi-Kataemal, Almora-263643, Uttaranchal	E-mail:- lmspalni@rediffmail.com
2	Indian Council of Forestry Research and Education	Shri A.K. Bansal, Director General, (In-Charge)	T.No.0135-2758614, 2754301-02	Fax No.0135-2758571	P.O. New Forest, Dehradun-248006	akbansal@icfre.org
3	Indian Institute of Forest Management	MR. R. B. Lal, Director	Ph.0755-2775716	Fax No. 2772878	P.B.No.357, Nehru Nagar, Bhopal-462003	director@iifm.ac.in
4	Indian Plywood Industries Research and Training Institute	Dr. C.N. Pandey, Director	T.No.080-28394231-33	Fax No.080-28396361	P.B.No.2273, Tumkur Road, Banglore-560022	E-mail:- contactus@ipirti.gov.in
5	Wildlife institute of India	Shri P.R.Sinha, Director	T.No.+91-135-640111 to 640115,	Fax No.0135-640117	P.B.No. 18, Chandrabani, Dehradun-248001	E-mail:- wii@wii.gov.in
II. Subordinate Organizations						
1	Forest Survey of India	Dr. Devendra Pandey Director General	T.No. 0135-2756139, 2754191	Fax No. 2759104	Forest Survey of India, Kaulagarh Road, P.O.IPE, Dehradun-248195	E-mail:- dpandeyifs@rediffmail.com
2	Botanical Survey of India	Dr. D. K. Singh, Director	Ph.033-23344963	Fax.033-23346040	CGO Complelx, 3rd Floor MOS Building DF	Email: singh_drkd@rediffmail.com

					Block, Sector 1, Salt Lake City Kolkata- 700064	
3	Zoological Survey of India	Dr. K. Venktaraman Director	T. No. 033- 24006893, 23584240	Fax No. 2334060	Zoological Survey of India, M-Block, New Alipur, Kolkatta- 700053	E-mail:- ramakrishna.zsi@gmail.com
4	Indira Gandhi National Forest Academy	Dr. R.D. Jakati Director,	T.No.0135- 2754647	Fax No.0135- 2757314	P.O. New Forests, Dehradun-248006	E-mail: director@ignfa.gov.in
5	Directorate of Forest Education	Shri Ajay Kumar,	Te.No.0135- 2757326(O)	Fax.No.0135- 750125	P.O. New Forest, Dehradun-248006	E-mail:- thedfedun@yahoo.com
6	National Institute of Animal Welfare	Shri Praveen Kumar Goel, Director	0129-6465144, 0129-2219037 23318553 (delhi)	Fax No. 2215038	42 KM Stone, Delhi- Agra Highway Faridabad, Haryana	E-mail:- parveen_hsr@rediffmail.com
7	National Zoological Park	Shri Amitabh Agnihotri, Director	Ph.011-24359825	Fax No. 24352408	Mathura Road, New Delhi-110003	Email : nzpnewdelhi@gmail.com
8	National Museum of Natural History	Dr.B.Venugopal, Director	T. No. 011- 23314932	Fax No. 011- 23314932	FICCI Building, Barakhamba Road, New Delhi-110001	Email: dirmnh@gmail.com
9	Wildlife Crime Control Bureau	Ms. Rina Mitra Addl. Director,	Tel: 011- 26182484	Fax no. 011- 26182484	Trikoot Bhavan-I, Bhikaji Cama Place, New Delhi	E-mail: mitra.rina@gmail.com
III. Authorities						
1	Central Zoo Authority	Shri B.S. Bonal, Member Secretary,	Tel.No. 23381585,	Fax 23386012	Bikaner House, Annexe-VI, Shahjahan Road, New Delhi-110011	Email: cza@nic.in

2	National Biodiversity Authority	Shri C.A. Reddy, Secretary,	044-24490805	Fax No. – 044-22541074	475, 9th South Cross Street, Kapaleeswarar Nagar, Neelankarai, Chennai, Tamilnadu	E-mail:- secretary@nbaindia.in
3	National Tiger Conservation Authority	Dr. Rajesh Gopal, Member Secretary,	Tel: 23384428	Fax: 23384428	Bikaner House, Annexe, Shahjahan Road, New Delhi-110001	E-mail:- dirpt-r@nic.in

IV. Boards

1	Animal Welfare Board of India	Dr. R.M. Kharb, Maj. Gen. (Retd.), Chairman,	Phone : 044-24454935, 24454958,	Fax : 044-24454330	13/1, Third Seaward Road, Valmiki Nagar, Thiruvanmiyur, Chennai-600 041.	Email : awbi@md3.vsnl.net.in , secretary.awbi@gmail.com
2	Central Pollution Control Board	Prof. S. P. Gautam, Chairman,	Ph.011-22303655	Fax.011-22307078, EPABX No. : 91-11-43102206	CPCB Parvesh Bhawan, CBD-Cum-Office Complex, East Arjun Nagar, Delhi-110032	Email : ccb.cpcb@nic.in

V. Public Sector Undertakings

1	Andaman & Nicobar Islands Forest & Plantation Development Corporation Ltd.	Shri Tarun Coomar, Managing Director,	T.No.03192-232869,	Fax No.03192-233254	Van Vikas Bhawan, Port Blair-744102	Email: vanvikas@gmail.com
---	--	--	--------------------	---------------------	--	--

VI. Centres of Excellence

1.	Centre for Environment Education	Sh.Kartikeya Sarabhai, Director	T. No. 079-26858002-09	Fax No. 91-079-26858010	Nehru Foundation for Development, Thaltej Tekra, Ahmedabad – 380054, Gujarat.	Email : cee@ceeindia.org
2.	C.P.R. Environmental Education Centre	Dr. Nandita Krishna, Hon. Director	T.No. 044-24346526	Fax No. 91-44-24320756	1A, Eldams Road, Chennai – 600018, Tamil Nadu.	E mail : cpreec@vsnl.com
3.	Centre for Ecological Sciences	Prof. R. Sukumar, Chairman	T. No. 080-23600382	Fax No. 080-23602280	Indian Institute of Science, Bengaluru – 560012, Karnataka.	Email : chairman@ces.iisc.ernet.in
4.	Centre for Mining Environment	Prof. Gurdeep Singh, Head	T. No. 0326-2206372, 2202486	Fax No. 0326-2203042	Indian School of Mines, Dhanbad – 826004, Jharkhand	Email : cme@ismdhanbad.ac.in
5.	Salim Ali Centre for Ornithology and Natural Hisotry (SACON)	Dr. P.A. Azeez, Officiating Director	T.No. 0422-807973, 807983	Fax No. 0422-657088	Kalayampalayam, Coimbatore – 641010, Tamil Nadu.	centre@sacon.ernet.in
6.	Centre for Environmental Management of Degraded Ecosystems	Prof. C.R. Babu	Telefax : 011-27666237	Telefax : 011-27666237	School of Environmental Studies, University of Delhi, Delhi – 110007	crb26@hotmail.com
7.	Tropical Botanic Garden and Research Institute	Dr. A. Subramaniam, Director	Tel : 0472 – 2869246	Fax No. 0472 - 2869646	Pacha Palode, Thiruvananthapuram – 695562, Kerala	Email : director_tbgri@rediffmail.com
8.	Centre of Excellence in Environmental Economics	Prof. K.S. Kavikumar	Telefax : 044-22354847	Fax No. 044-22352155	Madras School of Economics, Gandhi Mandampam Road, Behind Government Data Center, Kottur, Chennai, Tamil Nadu-600025.	Email: sankar_u75@hotmail.com
9.	Foundation for Revitalisation of Local Health Traditions	Dr. D.K. Ved, Director	Tel : 080-8565890, 8565873	Fax No. 080-8565873	50 MSH Layout, 2 nd Stage, 3 rd Main, 2 nd	Email : s.ajith@frlht.org.in

					Cross, Anand Nagar, Bengaluru – 560024, Karnataka.	
10.	Centre for Animals and Environment		Tel : 080- 25530121, 25530304		CARTMAN, Koramangala, 6 th Block, Bangalore – 550095, Karnataka.	Email : indheritage@hotmail.com

Citizen's/ Client's Charter for Ministry of Environment & Forests

Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1	To provide proposals complete in all respects with requisite documents containing correct and reliable information
2	Timely submission of information and clarification as required by the Ministry.
3	Submission of Forests Clearance proposals as per prescribed format and standard as envisaged in the Act/Rules.
4	Submission of Environment Clearance proposals as per prescribed format and standard as envisaged in the Act/Rules.
5	To participate in environmental awareness programmes run by the Government and various agencies.
6	Proper & timely submission of utilization certificates (UCs) in prescribed format for funds released under various programmes.
7	Timely submission of Management Action Plan as per required standard under the concerned scheme.
8	Proper planning, implementation and evaluation of the project/ scheme financed by the Government.
9	To keep proper financial records and data of the financial assistance received from the Ministry.
10	To update regularly on the policies and programmes of the Ministry.
11	To provide valuable suggestions / feedbacks for improvement of quality of services.
12.	Timely submission of Report on physical and financial progress for funds released under various programmes.