



Citizen / Client Charter

Ministry of Environment, Forest and Climate Change

(2020-21)

Address: Indira Paryavaran Bhawan, Jor Bagh
Road, Aliganj, New Delhi-110003

Website ID: moef.nic.in

Vision and Mission

Vision:

To Transform into Development Partner for Achievement of Sustainable and Responsible Growth

Mission:

To provide to the citizens of India a **clean, green and healthy environment** with peoples' participation, combat Climate change, conserve Biodiversity and support higher and inclusive economic growth through sustainable utilization of natural resources.

Main Services / Transaction

| S. No | Services /Transaction | Responsible Person (Designation) | Email | (Phone No) | Process | Document Required |
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| 1 | * Decisions on Environment Clearances under EIA Notification, 2006 in respect of projects covered there under | Member Secretaries of respective sector EACs Member Secretaries of various EACs are : 1) Shri Pankaj Verma and Shri Yogendra Pal Singh Scientist 'E' for Non-coal mining projects and related projects) 2) Dr. R. B. Lal, Scientist | pankaj.verma@nic.in yogendra78@nic.in rb.lal@nic.in | 011-24695264 011-24695365 | The Non Coal Mining Sector is mandated to consider the projects/activities related to mining of minerals other than Coal for grant of Environmental Clearance. The proposals for environmental clearance are processed as per the procedure prescribed under EIA Notification, 2006 as | For TOR: • Application in prescribed format (Form-I) • Pre-feasibility Report For EC: • EIA/EMP Report • Public Hearing proceedings. • Approved Mine Plan (Only for mining projects) • Sector specific Environmental Appraisal. • Questionnaire Clearances from other regulatory bodies wherever applicable. |

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| | | <p>'E' & Member Secretary (Industry-2 Sector Project related to Chemical Sector)</p> <p>3) Ashok Kumar Pateshwary, Director (Industry-2 Sector Project related to Petro-Chem Sector)</p> <p>4) Sharath Kumar Pallerla, Scientist F (for coal mine projects)</p> | <p>in</p> <p>ak.pateshwary@gov.in</p> <p>sharath.kr@gov.in</p> | <p>011-24695362</p> <p>011-24695290</p> <p>011-24695325</p> | <p>amended from time to time. 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. The application is made through online on Parivesh Portal at www.parivesh.nic.in</p> <p>Project along with the Final EIA/EMP 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.</p> <p>Projects along with the Final</p> | |
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| | | 5) Mr. Amardeep Raju, Scientist E (Infra- I&Violation sector projects) | ad.raju@nic.in | | EIA/EMP 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 EC. | |
| | | (6) Dr Shruti Rai Bhardwaj Addl Director/Sct 'E' (Nuclear and Defence Project) | Shruti.raji@nic.in | 011-24695402 | | |
| | | 7) Mr. S. Kerketta (River Valey and Hydro electric projects) | s.kerketta66@gov.in | 24695314 | | |
| 2 | **Decision on Clearances under CRZ/IPZ Notification 2011. | Member Secretary, EAC for CRZ Dr. Harendra Kharakwal Scientist E | h.kharkwal@nic.in | 011-2469 5384 | The proposals for CRZ clearance are processed as per the procedure prescribed under CRZ/IPZ Notification, 2011. For the purpose, the project proposal along with the application received in the | -Form-I - Comprehensive EIA with cumulative studies, as applicable -Disaster Management Report - Risk Assessment Report and Management Plan |

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| | | | | | prescribed format (Form-I) along with statutory required documents are placed for appraisal and recommendation of the EAC(CRZ). The Ministry takes a final decision based on the recommendation of the EAC(CRZ). | -Authenticated CRZ map (1:4000 scale) indicating HTL & LTL with project layout superimposed on it. -NOC from SPCB (for waste disposal in to sea), as applicable -Recommendations of the respective State Coastal Zone |
| 3 | Decision on approval of Forest Land (more than 40 Ha) for Non- forestry purposes; framing of rules/guidelines/ policies under Forest (Conservation) Act, 1980 | Shri Brijendra Swaroop, DIGF Shri Sandeep Sharma, AIGF | Brijendra96moef@gmail.com sandeepbhangrotu@gmail.com | 011-24695355 011-24695408 | The proposals of the State/UT Governments are processed for consideration of Forest Advisory Committee (FAC) and competent authority in the Ministry. | Proposal of the User Agency in the prescribed format duly recommended by the State/UTs Government. |
| 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 | Amit Mallick,IGF, Rakesh kumarJagenia , DIG | ig-ntca@nic.in ; digwl-mefcc@gov.in | 011-24695379 01124695390 | 1. Proposals are received from State Govt. duly recommended by State WildlifeBoard. 2. Scrutiny of proposals by Wildlifedivision 3. Proposals complete in all respects are put up before the Standing Committee of National Board forWildlife. | Proposals of the project proponents in the prescribed format duly recommended by the State Government. |

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| | National Parks and Sanctuaries | | | | | |
| 5 | Release of funds to Elephant Range States as per Annual Plan of Operations (APO) | Dr. K.M. Selvan, Scientist D | Km.slevan@gov.in | 011-24695067 | <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. Utilization Certificates (UCs), Expenditure Statement, Photographs and KML file for previous release. |
| 6 | Sanction of Integrated Management Plans (IMPs) of wetlands including lakes in the country, prioritized by the State Governments under Scheme of National Plan for Conservation of Aquatic Ecosystems (NPCA) | Ms Manju Pandey, Joint Secretary Mr. Motipalli Ramesh, Scientist E | manju.pandey@nic.in ramesh.motipalli@nic.in | 011-24695456 24695366 | <ul style="list-style-type: none"> • Examination of Integrated Management Plans (IMPs) of wetlands • Appraisal by Independent agency. • Concurrence by IFD • Issue of sanction for the Release of Grant as central share • Further release of grant | <ul style="list-style-type: none"> • Integrated Management Plans (IMPs) in the prescribed format along with the Requisite docs • Appraisal Report from Independent agency • IMP along with Appraisal report • Memorandum of Understanding (MoU) • Periodical progress reports on works done • Utilization Certificates PPR Expenditure Statement and Photos of work done during previous year |

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| 7 | Grant-in-aid under the scheme "Creation of Management Structure for Hazardous Substances" | Dr. Dharmendra Kumar Gupta, Scientist-F/ Director (S) | Gupta.dharmendra@gov.in | 011-24695393 | <ol style="list-style-type: none"> 1. Inviting proposal from States. 2. Receipt and evaluation of proposal 3. IFD Concurrence and approval of Competent Authority 4. Release of financial assistance | Proposals of the project proponents complete in all respects |
| 8 | Consideration of application for import/export of hazardous and other wastes | Dr. Dharmendra Kumar Gupta, Scientist-F/ Director (S) | Gupta.dharmendra@gov.in | 011-24695393 | <ol style="list-style-type: none"> 1. Submission of application on IWMS website. 2. Examination of application by the Expert Committee 3. Recommendation of the EC submitted for final approval of the competent authority. | Proposal along with documents as per checklist under HW Rule. |
| 9 | Financial Assistance for proposals under Research and Development (R&D) Scheme | (i) Shri Naresh Jaiswal, Under Secretary (RE/COE) | n.jaiswal@nic.in | 011-24634647 | <p>The R&D Scheme for conservation and Development is an important Decision Support System for Policy and Planning of the Ministry's programmers and activities and to facilitate database management on Research projects undertaken under the Scheme on relevant thematic areas of the Ministry</p> <p>Research proposals invited from various Research organizations, universities, Voluntary bodies and NGOs in</p> | <ul style="list-style-type: none"> • Applications are made online on the MIS Portal only on the MoEF&CC website: http://envfor.nic.in <ol style="list-style-type: none"> 1. Consolidated utilization certificate and expenditure statement for the entire tenure of the project. 2. Final Technical Report of the project. 3. The executive summary of the project. 4. Copy of bills of the equipment purchased for the research project. |

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| | | | | | <p>identified thrust areas of research. These proposals are put up for appraisal in the following committees constituted with experts of different thematic areas.</p> <ul style="list-style-type: none"> • Technical & Financial Appraisal Committee (TFAC) for initial screening. • Steering Committee for finalization of the projects. <p>Once approved, assistance to concerned organization is released after financial concurrence.</p> | <p>5. Photographs of the equipment purchased for the research project.</p> <p>6. Non-availability certificate in respect of equipment sought for.</p> |
| 10 | Release of fund Grants-in-aid to State/UT Govt. as per Annual plan of operation (APO) Under CSS – ‘Integrated Development of Wildlife Habitats’. | Amit Mallick, IGF Dr. R. Gopinath, JD Shri. Surender Gugloth | ig-ntca@nic.in ; jd-wl@nic.in surender.gugloth@gov.in | <p>011-24695269</p> <p>011-24695379</p> <p>011-24695284</p> | <p>1. Scrutiny of APO by division</p> <p>2. Concurrence of IFD</p> <p>3. Issue of sanction</p> <p>4. Release of fund</p> | <p>1. Proposal in prescribed format with enclosures.</p> <p>2. Utilization Certificates (UCs) for previous releases.</p> <p>3. Expenditure statement, Photographs</p> |
| 11 | Grants-in-aid to institution/ organization for | Amit Mallick, IGF Dr. R. | igfwl-mef@nic.in ; | 011-24695269 | <p>Proposals received are screened and approved by Research Committee and</p> | <p>1. Registration certificate of Institution/ Organization</p> <p>2. Proposal in prescribed</p> |

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| | research purposes relating to Wildlife. | Gopinath, JD | jd-wl@nic.in | 011-24695379 | submitted for concurrence of Integrated Finance Division (IFD) | format duly completed along with requisite enclosures. |
| 12 | 'Grant in-aid to State Forest Development Agencies (SFDA's) | Shri Pankaj Asthana, Inspector General of Forests (NAEB) | Pankaj.asthana@nic.in | 011-24367404 | 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 |
| 13 | Forest Fire Prevention and Management Scheme | Sh. Hemant Kumar Meena (Assistant Inspector General of Forests) | Fpd-moefcc@gov.in | 011-24695415 | 1. Scrutiny of Annual Plan of Operation by Forest Protection Division. 2. Approval of APOs by Screen Committee 3. Concurrence of Integrated Finance Division 4. Issue sanction order and release funds. | 1. Annual Plan of Operation in prescribe format. 2. Utilization certificate, progress report, Geotagged Photographs, GPS location etc. |
| 14 | <ul style="list-style-type: none"> To sensitize school/college level students about environment related issues and ensuring their role in environment conservation. To provide financial assistance to the State Governments implementing | Shri Arvind Nautiyal, Jt. Secretary Dr. Ritesh Joshi, Scientist E | Arvind.nautiyal@nic.in Ritesh.joshi@nic.in | 011-24695340/011-24695268 011-24695359 | <ul style="list-style-type: none"> Invitation of proposals from state Nodal Agencies of respective States. Examination of proposals as per the guidelines of EEAT scheme. Seeking administrative and financial approval. Release of funds to state nodal agencies. | <ul style="list-style-type: none"> Proposal seeking Grant-in-aid funds are submitted by State nodal agency in prescribed proforma. Utilization Certificate of the previous grant released Audited statement of the expenditure for the previous grant released Annual progress report/physical report for the previous year |

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| | the programmes under Environmental Education Awareness & Training (EEAT) scheme | | | | | <ul style="list-style-type: none"> List of Eco clubs. |
| 15 | Decision on Annual Plan of Operations of different States/UTs of State Fund and decision on schemes to be funded through National Fund. | <p>1. Shri A N Sharan, CEO, National Authority</p> <p>2. Shri SK Ojha, Jt. CEO, National Authority</p> <p>3. Shri Brijendra Swaroop, Dy. CEO, National Authority</p> | <p>An.sharan@nic.in</p> <p>Chh081@ifs.nic.in</p> <p>dyceo-ncampa@gov.in</p> | <p>09471007474</p> <p>09968076590</p> <p>09434169208</p> | <p>1. APO of different States/UTs duly recommended by State/UT Steering Committee is placed before the Executive committee of the National Authority for approval.</p> <p>2. Schemes/Projects related with forestry and wildlife sector are recommended by the Executive committee are placed for the approval of the Governing Body of the National Authority.</p> | Annual Plan of operation/specific scheme |
| 16 | Issuance of No Objection Letter (NOL) to proposals for Green Climate Fund (GCF) | Shri Kushal Vashist, Director, Climate Change | kushal.vashist@gov.in | 24695382 | <p>The proposals are received only through the GCF Accredited Entity (AE) and approved by the GCF Empowered Committee (EC) for Issuance of No Objection Letter (NOL).</p> <p>In 2018, in order to assist the GCF Empowered Committee for reviewing the GCF proposals, a</p> | <p>1. Approval letter of State Level Steering Committee (SLSC)</p> <p>2. Letter of AE</p> <p>3. Project Concept Notes (PCN)</p> <p>4. Detailed Project Report (DPR)</p> |

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| | | | | | Technical Scrutiny Committee (TSC) comprising Experts from line Ministries/ Department has been set up. | |
| 17 | Approval of adaptation Projects under the National Adaptation Fund on Climate Change (NAFCC) | Shri Subrata Bose, Scientist-F, Climate Change Division | subrata.bose@nic.in | 24695422 | The proposals are received from State Governments through National Implementing Entity (NABARD) and approved by the State Level Steering Committee on Climate Change, Technical Scrutiny Committee at MoEFCC and National Steering committee on Climate Change. | <ol style="list-style-type: none"> 1. Approval letter of State Level Steering Committee (SLSC) 2. Project Concept Notes (PCN) 3. Detailed Project Report (DPR) |
| 18 | Host Country Approval of Clean Development Mechanism (CDM) Projects | Shri Subrata Bose, Scientist-F, Climate Change Division | subrata.bose@nic.in | 24695422 | Project proponents apply online in the NCDMA website. Based on scrutiny of the proposals and recommendation of the National Clean Development Mechanism Authority (NCDMA), approval is accorded Secretary. | <ol style="list-style-type: none"> 1. Prior Consideration Form (PCN) 2. Project Design Document (PDD) along with statutory and regulatory clearances, Stakeholder consultation report 3. Commitment of sharing 2% of Certified Emissions Reductions (CERs) credits for local development activities. |
| 19 | Monitoring of Implementation of National Action Plan on Climate Change (NAPCC) and State Action Plan on Climate Change (SAPCC) | Shri Subrata Bose, Scientist-F, Climate Change Division | subrata.bose@nic.in | 24695422 | Coordinating agency | Progress report submitted by Nodal Ministry in respect of each Mission for NAPCC and by the State/UT in respect of SAPCC |
| 20 | Clearances for organizing of National/International | Shri Subrata Bose, Scientist-F, Climate | subrata.bose | 24695422 | Approving authority is Secretary (E,F&CC) | <ol style="list-style-type: none"> 1. Programme details. 2. Funding agencies 3. List of National/ International participants |

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| | conferences workshops seminar etc. on climate change related issues | Change Division | @nic.in | | | 4. Status of organizations |
| 21 | Financial Assistance under the Environmental Information System (ENVIS) Scheme to various ENVIS Hubs (State/UT Environment Departments)/ Resource Partners (Other Research and Academic Institutions) for development of web-based databases on various subjects and for conducting training programmes under the Green Skill Development Programme (GSDP) on various thematic areas. | Shri Yashvir Singh, Economic Advisor | Yashvir@nic.in | 011-24695287 | <ol style="list-style-type: none"> For establishment of new ENVIS Hubs/Resource Partners (RPs), proposals received from State/UT Government Departments/institutions/NGOs concerned in different subject areas are scrutinized by the Economic Division of the Ministry and shortlisted proposals are placed before the Steering Committee, chaired by Secretary, EF&CC. Based on the decisions of the Steering Committee, the concerned organizations are informed about establishment of the Hub/RP and a Memorandum of Cooperation (MoC) is entered between the Ministry and the Hub/RP covering their responsibilities and functions. Financial assistance is provided to the Hub/RP with the concurrence of IFD. For the existing Hubs/RPs, financial proposals are submitted to IF Division after | <ol style="list-style-type: none"> Application/proposal from State/UT Government Departments/Institutions/NGOs for establishment of ENVIS Hub/RP. Utilization Certificate and Expenditure Statement for the grant received in previous year, Annual Progress report, financial proposal and annual plan of activities for the year for which grant is sought. |

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| | | | | | examination of the documents by the Economic Division and funds are released subsequent to the concurrence of IFD. | |
| 22 | Establishment, recognition and renewal of zoos, Masterplan approval and acquisition / transfer of animals and any other functions assigned under Section 38-C of the Wild Life (Protection) Act, 1972 | Dr. S. P. Yadav, Member Secretary | cza@nic.in | Tel.No. 24367846 / 51 / 52; Fax: 24367849 | Proposals as submitted by Zoo Operators as per statutory guidelines are scrutinised by CZA and granted decision based on merit. | Forms and proposals in accordance with Guidelines for Establishment and Scientific Management of Zoos in India (2008) |

* 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.

***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.”

Service Standards

| S. No. | Services/ Transaction | Success | Service Standard | Unit | Data Source |
|--------|--|--|--|------|---------------|
| 1 | *Decisions on Environment Clearances under EIA Notification, 2006 in respect of projects covered there under | 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. | A comprehensive and science based decision making process in granting clearance to permissible developmental projects in CRZ areas | 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 | ***(1) Decision on Forest clearances under Forest (Conservation) Act, 1980 to proposals seeking (i) Diversion upto 40 ha of forest land for non-forestry purposes | Timely processing of proposals by ten Regional Offices located at Bengaluru, Bhopal, Bhubaneswar, Chandigarh, Lucknow, | <u>Stage-I Forest Clearance Timeline</u> Upto 5 ha – 30 days 5 to 40 ha – 40 days 40 to 100 ha - 75 days | Days | Office record |

| S. No. | Services/ Transaction | Success | Service Standard | Unit | Data Source |
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| | <p>except those related to mining, regularization of encroachments and hydel projects.</p> <p>(ii) Diversion of forest land for linear projects irrespective of area of forest land involved.</p> <p>(2) Processing of applications seeking forest clearances under Forest (Conservation) Act, 1980 for diversion upto 40 hectares of forest land in each case for mining, regularization of encroachments and hydel projects.</p> | Dehradun, Nagpur, Ranchi and Shillong. | <p>More than 100 ha – 120 days</p> <p><u>Stage-II Forest Clearance Timeline</u></p> <p>20 days for all.</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 | 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) | 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 |

| S. No. | Services/ Transaction | Success | Service Standard | Unit | Data Source |
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| 6 | Sanction of Integrated Management Plans (IMPs) of wetlands including lakes in the country, prioritized by the State Governments under Scheme of National Plan for Conservation of Aquatic Ecosystems (NPCA) | Disposal of proposal within the prescribed time frame | 180 days from the receipt of the Proposals complete in all respect | Days | State Implementing Agencies and State Wetlands Authority. |
| 7 | Grant-in-aid under the scheme "Creation of Management Structure for Hazardous Substances" | 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 |
| 8 | Consideration of applications for import/export of hazardous and other wastes | Grant of approval. | To take decision on the applications within 90 days from the date of receipt of complete proposals. | Days | Office records |
| 9 | Financial Assistance for proposals under Research and Development (R&D) Scheme | Work of RE Division has led to development of lab scale projects, pilot scale projects. Some projects have also led to filing of patents by the PIs. These projects have led to award of Ph.D, M.Phil degrees and also | 30 days from receipt of the Proposals complete in all respects | Days | Office record |

| S. No. | Services/ Transaction | Success | Service Standard | Unit | Data Source |
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| | | International & national scientific and technical papers. | | | |
| 10 | Grants-in-aid to State/UT Govts. Under CSS – ‘Development of Wildlife Habitats’. | Average time taken from the date of receipt of complete and correct Annual Plan of Operation (APO) | 60 days from receipt of the Proposals complete in all respects | Days | Office record |
| 11 | Grants-in-aid to institution/ organization for research purposes relating to Wildlife. | Timely release of grant to the concerned institution/ organization | Normal | Days | Office record |
| 12 | ‘Grant in-aid to State Forest Development Agency(SFDA) | In principle approval | 150 days from receipt of the Proposals complete in all respects | Days | State Governments / UTs |
| 13 | Financial assistance to all States/ UTs for forest Protection under Forest Fire Prevention and Management Scheme. | Depends upon the timely release of matching state share. | 60 days from receipt of the proposal. | Days | Utilization Certificates, Geotagged Photographs, GPS location etc. |
| 14 | <ul style="list-style-type: none"> To sensitize school/college level students about environment related issues and ensuring their role in environment conservation. To provide financial assistance to the State Governments implementing the programmes | Increase in number of Eco clubs. | <ul style="list-style-type: none"> To take decision on the proposals submitted by state nodal agencies within 30 days from the date of receipt of proposals. complete in all respects. | Yearly | Activity reports submitted by State Nodal Agencies annually. |

| S. No. | Services/ Transaction | Success | Service Standard | Unit | Data Source |
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| | under Environmental Education Awareness & Training (EAT) scheme. | | <ul style="list-style-type: none"> Evaluation of work being done by Eco clubs. | | |
| 15 | 1. Decision on approval of Annual Plan of Operation 2. Decision on specific schemes/projects on forestry and wildlife sector | Depends on the merit of APO and specific schemes/projects | Upto 90 days for approval of APO/ 180 days for approval of Specific Scheme from the date of receipt of the proposal | Days | Office records/Parivesh online Portal |
| 16 | Guidelines of GCF are the standards for project appraisal and issuance of NOL. | Letters are issued based on review by Technical Scrutiny Committee (TSC) and recommendation of GCF Empowered Committee (EC) | Reasonably High | Six Monthly | The proposals are received through the GCF Accredited Entity (AE) |
| 17 | Guidelines of NAFCC are the standards for assessment and implementation of Scheme | Projects are approved based on review of Technical Scrutiny Committee (TSC) and National Steering Committee | Normal | Six Monthly | As per the progress reports provided by National Implementing Entity (NIE) and the concerned States/UT Governments |
| 18 | Objectives of NAPCC are the guiding standards for assessment and implementation of Missions and related activities. | Periodically progress is assessed by the Executive Committee on Climate Change | Normal | Six Monthly | As per the progress reports provided by Nodal Ministries and the concerned States/UT Governments |
| 19 | Rules endorsed by Executive Board of CDM under Kyoto Protocol and Sustainable development, the criteria for according HCA | Projects are approved based on the documentation and other necessary approvals | Reasonably High | Six Monthly | Available with MoEF&CC and the website of UNFCCC |

| S. No. | Services/ Transaction | Success | Service Standard | Unit | Data Source |
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| | approvals. | | | | |
| 20 | Guidelines of MEA and MHA are followed for arranging meetings | Meetings are arranged based on necessary approvals | Reasonably High | -- | Available with MoEF&CC and shared with MEA and MHA |
| 21 | Financial assistance under the Environmental Information System (ENVIS) Scheme to various ENVIS Hubs (State/UT Environment Departments)/Resource Partners (Other Research and Academic Institutions) for development of web-based databases on various subjects and for conducting training programmes under the Green Skill Development Programme (GSDP) on various thematic areas. | Providing environmental information and knowledge sharing through development of subject specific databases and establishment of repository and dissemination centres. The Green Skill Development Programme (GSDP) under ENVIS Scheme, is expected to develop green skill for youth by skilling them and enabling them to be gainfully employed or self-employed in the environment, forest and wildlife sectors. | 90 days from receipt of the Proposals complete in all respects. | Days | Office record |

*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.”

Grievance Redress Mechanism

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 three days of the receipt of the petition.

2. Decision

Decision would be taken within 60 days (Two Months) for General Grievances and 3 days for COVID-19 related Grievances. Once the final replies are sent, the petition would be treated as closed.

3. Action on Grievance

Action on grievances would be taken within 15 days.

4. Monitoring

The Public Grievance cases would be monitored regularly at specified time intervals and the same would 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:

Dr. S. Gowri Shankar,

Deputy Secretary (GC and PG), 5th Floor, Vayu Wing, Indira Paryavaran Bhawan, Jor Bagh New Delhi-110003

Ph. No. 011-24695356

E-mail: g.shankar@gov.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:

Smt. Geeta Menon,

Joint Secretary

2nd Floor, Agni wing, Indira Paryavaran Bhawan, Jor Bagh, New Delhi.

Ph.:011-24695281

E-mail: menong@cag.gov.in

Shri Sanjay Kumar,

Director General of Forest & Special Secretary,

4th Floor, Jal Wing, Indira Parayavaran Bhawan, Jor Bagh, New Delhi

Ph. 24695279

Email Id: adgfc-mef@gov.in

Shri R P Gupta,

Secretary, EF&CC

4th Floor, Prithvi Wing, Indira Paryavaran Bhawan, Jor Bagh, New Delhi

Ph. 24695262

Email: secy-moef@nic.in

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. |

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 proposal for Non-forestry land as per prescribed format and standard as per the Rules/Guidelines framed under Forest (Conservation) Act, 1980. |
| 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. |
| 13 | Inputs on approval and implementation of projects under Green Climate Fund(GCF) |
| 14 | Inputs on functioning of Clean Development Mechanism (CDM) |
| 15 | Inputs on formulation and implementation of National Missions and SAPCCs |
| 16 | Inputs on implementation of projects under National Adaptation Fund on Climate Change |
| 17 | Inputs on spreading Climate Change awareness |