

CITIZEN CHARTER

1. Aim/Purpose

The Department of Forest & Wildlife aims to conserve, protect and scientifically manage the biodiversity which are nature's treasure. Department provides multifarious services to the society viz.

1. Implementation of Indian Forest Act, 1927, Wildlife (Protection) Act, 1972, Forest (Conservation) Act, 1980 and provisions of Punjab State Minor Mineral Concession Rules, 1961 in U.T. Chandigarh.
2. Educating the people about the importance of flora & fauna and reason for their conservation,
3. Imparting technical knowhow to the public & farmers to raise & maintain trees,
4. Distribution of saplings of herbs, shrubs and trees to the public, educational institutions, Govt., departments and NGOs free of cost,
5. Making efforts to minimize man-animal conflict in the fringe areas of forest.
6. Promoting Eco-tourism/nature tourism.

2. Enumeration of services by the department:

Following services are being delivered by the department:-

1. This department is taking up multifarious activities for improving the green cover of U.T. Chandigarh, preserving and protecting the wildlife in Sukhna Wildlife Sanctuary and City Bird Sanctuary and creating awareness among the people of Chandigarh about the protection of flora & fauna and thereby preserving bio-diversity of the region and upgrading the environment and quality of life.
2. To carry out intensive soil and water conservation works in the catchment of Sukhna Lake (Forest area) to reduce silt inflow in the lake for better management of Sukhna Wetland.

3. Our Aim :

- To raise greenbelt around the city and create multilayered forests in forest area.
- To carry out intensive soil conservation works in Sukhna catchment to reduce silt inflow in the lake.
- To protect the wildlife in Union Territory, Chandigarh and to minimize man-animal conflict.
- To scientifically manage the forest areas in order to provide healthy ecosystem services.

Sr.No.	Nature of Service	Remarks (No. of days in a week/ Timings) etc.)
1.	Free distribution of saplings to public, educational institutions, Govt. departments and NGOs etc. free of cost.	Five (5) working days i.e. Monday to Friday from 9.00 AM to 5.00 PM
2.	Protecting the citizens from wild animals	Immediately on telephonic message
3.	In case of Snake problem particularly in rainy season.	Snake Catcher Mobile nos. 9988394660, 8360785414, 9417216523, and at Forest Dept. Tel. No. 0172-2700217. The Complaint is attended immediately.
4.	Whenever any person is found selling wildlife Articles.	The material is seized immediately on receipt of complaint and necessary action as per Wildlife Protection Act is taken or nearest Police Station can be informed.

5.	Permit is issued to visit Wildlife Sanctuaries.	Within five (5) working days.
6.	Issue of No Objection Certificate (NOC) for Arms Licence.	Within fifteen (15) working days.

4. Availability of Information:

Information on the following subjects can be obtained from our officers listed below:-

Sr. No	Information relating to	Designation	Located at	Telephone No./E-mail
1.	Projects to be undertaken, Soil conservation works or any other dept's work	Chief Conservator of Forests-cum-Chief Wildlife Warden (H.O.D.)	Department of Forest & Wildlife, Chandigarh Administration, Paryavaran Bhawan Bldg. [2 nd Floor], Madhya Marg, Sec.19B, Chandigarh	2700284(O) E-mail: cf.chandigarh@gmail.com
2.	Field works & office supervision & RTI	Conservator of Forests	-same-	2700284(O) E-mail: forestchandigarh@gmail.com
3.	Field works & office supervision	Deputy Conservator of Forests [HQ] & C.P.I.O	-same-	2700284(O) E-mail: forestchandigarh@gmail.com
4.	Field works & office & Botanic Garden	Deputy Conservator of Forests (BG&NR)	-same-	-same-
5.	Court cases, Grievances & other works	Superintendent	-same-	-same-
6.	R.T.I. and Office corresp.	Superintendent	-same-	2700284(O)

7.	Forestry & Plantation works	Range Officer, Chandigarh	-same-	2700284(O)
8.	Forestry & Plantation works	Range Officer, Nepli	-same-	2700284(O)

5. For Information beyond Office hours, please contact:

Availability of prescribed forms:			
Sr.No.	Title of the Form	Fee to be paid	Whom to contact
a)	Entering of wild animals such as Snakes etc into human settlements/wildlife in distress	Nil	Wildlife Rescue Squad 0172-2700217

6. Complaint redressal systems:

Courteous and helpful service will be extended by all the staff. If you have any complaint to make in respect of the delivery of the above standards, you are welcome to lodge your complaint with the following officers:-

Sr. No.	Information relating to	Designation	Located at	Telephone No./E-mail
1.	Projects to be undertaken, Soil conservation works or any other deptt's work	Chief Conservator of Forests-cum-Chief Wildlife Warden (H.O.D.)	Department of Forest & Wildlife, Chandigarh Administration, Paryavaran Bhawan Bldg. [2 nd Floor], Madhya Marg, Sec.19B, Chandigarh	2700284(O) E-mail: cf.chandigarh@gmail.com
2.	Field works & office supervision & RTI	Conservator of Forests	-same-	2700284(O) E-mail: forestchandigarh@gmail.com
3.	Field works & office supervision	Deputy Conservator of Forests [HQ] & C.P.I.O	-same-	2700284(O) E-mail: forestchandigarh@gmail.com
4.	Field works & office & Botanic Garden	Deputy Conservator of Forests (BG&NR)	-same-	-same-
5.	Court cases , Grievances & other works	Superintendent	-same-	-same-
6.	R.T.I. and Office corresp.	Superintendent	-same-	2700284(O)
7.	Forestry & Plantation works	Range Officer, Chandigarh	-same-	2700284(O)
8.	Forestry & Plantation works	Range Officer, Nepli	-same-	2700284(O)

7. Grievance Redressal Centre:

Grievance Redressal Monitoring System has been uploaded by the Administration under column 'Grievance' on the e-Jan Sampark site: <http://admser.chd.nic.in/jansampark>, where you can lodge your complaint.

8. All complaints will be acknowledged by us within 10 days and final reply on the action taken will be communicated within next 10 days.

9. Consultation with our users/stakeholders:

We welcome suggestions if any, from our users.

10. We seek your co-operation on the following:-

Citizen's Charter is a joint effort between us and you to improve the quality of service provided by us and we request you to help us in the following way:-

1. To plant more & more trees to provide healthy environment to the people of Chandigarh & its surroundings.
2. To get tree saplings from our Forest Nurseries during monsoon season, an application on plain paper be submitted to the office atleast one week in advance because monsoon season is the planting season. Plants can also be obtained in the month of February but to a smaller extent.
3. To inform the Department/Wildlife Rescue Squad (0172-2700217) about the entry of wild animals like Sambar, Blue bull, Pangolin, Snakes etc. in urban area. People are advised not to try to catch wild animals on their own as the animal may hurt them in self defence.
4. Forest Fire - To help minimize incidents of forest fire by not igniting fire in the vicinity of forests and not to dump garbage in the forest area.
5. To control monkey menace in the city, it is advisable to the public not to feed/ provide them food etc. in the nature of religious belief otherwise they will remain in semi-urban/urban area in search of such food.
6. For illegal felling/removal of trees in city area officials of Municipal Corporation/Engineering Department, UT Chandigarh may be contacted for further necessary action. Concerned Horticulture Staff will lodge the complaint in Police Station against the offender.

7. For obtaining necessary permission for felling of trees in the city/urban area, citizens are requested to approach the concerned Executive Engineer (Horticulture) in the Municipal Corporation/ Engineering Department, UT Chandigarh.

8. Visit to Sukhna Wildlife Sanctuary is through permit which is issued by the Chief Conservator of Forests-cum-Chief Wild Life Warden, UT Chandigarh. An application is to be made to C.C.F.-cum-C.W.L.W. for taking permit in prescribed proforma, also available on http://chandigarh.gov.in/dept_forest.htm.

9. In case of monkey/snake problem, following may be contacted for assistance:-

➤ Deputy Range Forest Officer, Wildlife Squad	--	94172-16523
➤ Forester & Wildlife Inspector	–	99141-67444
➤ Forest Guard	--	99151-27299
➤ Office Landline number	--	0172-2700217

10. Signages have been displayed at various vulnerable places where wild animals generally cross the road. Speed limit of the vehicles near such crossings to keep within admissible limit to avoid the accident. Such accident can be very fatal both to wild animals as well as human.

11. In case, anyone comes across any wild animal met with any road accident, please contact Wildlife Rescue Squad (0172-2700217) operating (24 x 7) for assistance.

12. Whenever any person is found selling wildlife articles, information may be given to the office of Chief Conservator of Forests & Chief Wild Life Warden to take further necessary action under rules, Phone:0172-2700284, 2700217 or to the nearest Police Station.

13. **Guide Book/Hand Book/Publications:**

We have published following Booklets for the guidance of public.

1. Greening Chandigarh Action Plan (Annual Plan)
2. Sukhna Wildlife Sanctuary - at a glance
3. Lantana removal – a boon to Sukhna Wildlife Sanctuary
4. Botanical Garden & Nature Reserve Park
5. Booklet on Medicinal Plants of Chandigarh
6. State Animal, Bird, Tree & Flower of Chandigarh.
7. Pamphlet on Migratory Birds at Sukhna Lake.
8. Pamphlet on Botanical Garden
9. Pamphlet on Butterflies of Chandigarh.
10. Tree Maladies & Remedies in Chandigarh
11. Pamphlet on Trekking in Chandigarh.
12. Booklet on Birds of Chandigarh.

The above said publications are also available on the website of Chandigarh Administration i.e. http://chandigarh.gov.in/dept_forest.htm.

For further information, please contact:-

Chief Conservator of Forests & Chief Wild Life Warden
Office at Paryavaran Bhawan Building [2nd Floor], Madhya
Marg, Sector 19-B, Chandigarh – 160019
Phone Nos: 0172 – 2700284
E-mail: cf.chandigarh@gmail.com

Conservator of Forests,
Office at Paryavaran Bhawan Building [2nd Floor],
Madhya Marg, Sector 19-B, Chandigarh – 160019
Phone Nos: 0172 – 2700284
E-mail: forestchandigarh@gmail.com

Deputy Conservator of Forests (HQ & WL)
Office at Paryavaran Bhawan Building [2nd Floor],
Madhya Marg, Sector 19-B, Chandigarh – 160019
Phone Nos: 0172 – 2700284, 2700217
E-mail: forestchandigarh@gmail.com

Deputy Conservator of Forests (BG&NR)
Office at Paryavaran Bhawan Building [2nd Floor],
Madhya Marg, Sector 19-B, Chandigarh – 160019
Phone Nos: 0172 – 2700284
E-mail: forestchandigarh@gmail.com