

**DEPARTMENT OF ENVIRONMENT  
CHANDIGARH ADMINISTRATION**

**CITIZEN CHARTER**

**1. AIM/PURPOSE:**

The key motive of the plan schemes implemented by the Department of Environment is to create environment education and awareness by undertaking environment awareness/action based programmes/activities in association with Eco-Clubs/Environment Societies established in the School/Colleges of U.T., Chandigarh and other local environmental NGOs/Institutes. The Department also conducts independent research & development studies in the field of environment improvement to have repository of data and Besides desiltation/soil conservation works are also undertaken with the help of Departments/Bodies. The department is also hosting the State Expert Appraisal Committee (SEAC) and State Environment Impact Assessment Authority (SEIAA) U.T., Chandigarh for granting environment clearance to the different projects in the Union Territory of Chandigarh.

**2. ENUMERATION OF SERVICES DELIVERED BY THE DEPARTMENT:**

Implementation of environmental awareness programme is one of the main objectives of the Department. The Department issue public notices in the local newspapers from time to time in different environmental areas for generating environmental awareness in the general public. Besides, number of pamphlets are distributed among the students and general public as and when any seminar/ workshop are organized.

**i) Financial assistance under Plan Schemes:**

Financial assistance is provided to Eco-Clubs/Environment Societies of School/ Colleges/ Educational Institutes enrolled with the Department and NGOs registered with Chandigarh Administration under plan schemes namely "Environment Education Training & Information" and "Institutional Support & Public Participation" for carrying out environmental awareness programmes/ activities.

The proposal may be relevant in the field of environment and best suited to local conditions. Besides seminars, workshop, eco-quiz, essay, painting competitions are also conducted in association with NGOs/ Educational Institution. These Institutes can apply for financial assistance.

**ii) Research Projects:**

Department of Environment also has meagre budget for supporting environmental research projects that are relevant to the objectives of the department.

**Time frame for Disposal of proposals for Environment Awareness Activities/ research Projects:**

To Process proposal for grant of financial assistance for carrying out environment awareness activities received from Eco-Clubs/ Society/ school/NGO	15 days
Inviting proposal for R&D projects	Upto 15 <sup>th</sup> June
Finalization of the project	Upto 30 <sup>th</sup> Sept.

**3. 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/ Email
1.	Implementation of schemes projects and any other department's work	Director Environment	3 <sup>rd</sup> Floor, Paryavaran Bhawan, Sector 19B, Madhya Marg, Chandigarh	0172-2700217, 2700284 <a href="mailto:direnvchandigarh@gmail.com">direnvchandigarh@gmail.com</a>
2.	Implementation of Plan Schemes including Research Projects under Environment Sector	Scientist 'SD'	-do-	0172-2700065 <a href="mailto:direnvchandigarh@gmail.com">direnvchandigarh@gmail.com</a>
3.	Information related to the office and supervision, R.T.I. status of environment Clearance and other department's work	Senior Assistant and Central Public Information officer	-do-	0172-2700065 (O) <a href="mailto:direnvchandigarh@gmail.com">direnvchandigarh@gmail.com</a>
4.	Release of financial assistance to Eco-Clubs/ Societies	Junior Assistant	-do-	0172-2700065 (O)

#### 4. 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	Designation	Located at	Telephone No/ Email
1	Director Environment	3 <sup>rd</sup> Floor, Paryavaran Bhawan, Sector 19 B, Madhya Marg, Chandigarh	0172-2700217, 2700284 <a href="mailto:direnvchandigarh@gmail.com">direnvchandigarh@gmail.com</a>
2.	Scientist 'SD' (Env.)	-do-	0172-2700065 <a href="mailto:direnvchandigarh@gmail.com">direnvchandigarh@gmail.com</a>
3.	Senior Assistant & Central Public Information Officer	-do-	0172-2700065(O) <a href="mailto:direnvchandigarh@gmail.com">direnvchandigarh@gmail.com</a>
4.	Junior Assistant	-do-	0172-2700065(O)

#### 5. GRIEVANCE REDERESSAL CENTRE:-

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

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

Scientist 'SD'  
3<sup>rd</sup> Floor Paryavara Bhawan, Sector 19 B,  
Madhya Marg, Chandigarh  
Email: [direnvchandigarh@gmail.com](mailto:direnvchandigarh@gmail.com)  
Tel.No. 0172-27000665

#### 6. ESCALATION GRIEVANCE

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

Director, Environment  
3<sup>rd</sup> Floor, Paryvaran Bhawan, Sector 19 B,  
Madhya Marg, Chandigarh  
Email: [direnvchandigarh@gmail.com](mailto:direnvchandigarh@gmail.com)  
Tel. No. 0712-2700217, 2700284

**ALL COMPLAINTS WILL BE ACKNOWLEDGED BY US WITHIN 10 DAYS AND FINAL REPLY ON THE ACTION TAKEN WILL BE COMMUNICATED WITHIN NEXT 10 DAYS.**

The complaints with respect to the delivery of the above standards may be registered with the following officers.

Designation	Located at	Telephone No/ Email
Director Environment	3 <sup>rd</sup> Floor, Paryavaran Bhawan, Sector 19 B, Madhya Marg, Chandigarh	0172-2700217, 2700284 <a href="mailto:direnvchandigarh@gmail.com">direnvchandigarh@gmail.com</a>
Scientist 'SD'	3 <sup>rd</sup> Floor, Paryavaran Bhawan, Sector 19 B, Madhya Marg, Chandigarh	0172-2700065 <a href="mailto:direnvchandigarh@gmail.com">direnvchandigarh@gmail.com</a>

#### **7. CONSULTATION WITH OUR USERS/ STAKEHOLDERS:**

Constant feedback/suggestions from the recipients/stakeholders regarding services delivered are most welcome as this would enable us to improve the service delivery mechanism and make us more responsive to your needs. Feedback/suggestions on the Charter can be sent to:-

Scientist 'SD'  
3<sup>rd</sup> Floor Paryavara Bhawan, Sector 19 B,  
Madhya Marg, Chandigarh  
Email: [direnvchandigarh@gmail.com](mailto:direnvchandigarh@gmail.com)  
Tel.No. 0172-27000665

#### **8. 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 to help us in the following way:-

- To imbibe the spirit of conservation of natural resources and respect of the laws of nature.
- To honors and abide by the Rules and Regulations framed by the Ministry towards protection of environment and flora and fauna.

- To share information with other citizens in order to encourage sustainable development and improve our habit.
- To offer suggestion to streamline the functioning of the existing institution, promote accountability and responsibility, and
- To adopt the precepts of “Environmental ethics.”

#### **9. GUIDE BOOK/ HAND BOOK/ PUBLICATIONS:**

The following publication and resource material have been released by this department and made available to NGOs Government Departments, and Educational Institutions etc.

1. State of Environment report Chandigarh 2004, 2008, 2012, 2014, 2016,2018
2. My Environment I care.
3. Handbook on Environment.
4. Towards a Cleaner & Greener Chandigarh.
5. Book on Trees of Chandigarh.
6. Quarterly Newsletter of ENVIS Centre.

The above publications are available in the Department of Environment, Chandigarh Administration for reference.

#### **10. Electronically Access of Environment Related Information.**

To electronically access the environment related information an ENVIS (Environment Information System) Hub, Chandigarh has been established in the Department of Environment, Chandigarh under ENVIS scheme of the Govt. of India, Ministry of Environment, Forest & Climate Change, New Delhi with the subject “**Status of Environment and other Related Issues.**” The Envis Hub through the website developed by it with url [www.chandigarhenvis.gov.in](http://www.chandigarhenvis.gov.in) is playing a role of wider dissemination of information on status of environment of Union Territory, Chandigarh.