

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

Indicative Expectations from Service Recipients

S. No.	Indicative Expectations from Service Recipients
1	Complete proposals with requisite documents containing correct and reliable intension in the prescribed format.
2	Timely submission of point-wise and requisite unambiguous information.
3	Clarify of queries on which any information is sought.
4	Complete forest clearance proposals as per prescribed format as envisaged in the Act/Rules.
5	Point-wise and unambiguous questions under Right to Information Act, 2005
6	Feedback on functioning of CDM
7	Inputs on formulation and implementation of Missions.
8	Inputs on spreading Climate Change awareness.
9	The service recipients should come forward with valuable suggestions / feedbacks for improvement of quality of services being provided.
10	The service recipients (specially in urban areas) are expected to prefer RTI applications only for the information which may be made legally available to them.
11	Expect contribution from citizen on environmental awareness campaign run by States/UTs Government / NGOs

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12	<p>Rivers -</p> <p>Submit DPRs with all the relevant documents and drawings</p> <p>Commitment of the State Government to bear their share of cost</p> <p>Integration/ dovetailing of other related/ similar facilities created under Central Plan /State schemes</p> <p>Speedy and qualitative implementation on committed lines, close monitoring and regular reporting of Progress</p> <p>Prompt filing of Utilisation certificates at committed intervals during the course of implementation and completion</p> <p>Filing of completion reports</p> <p>Tackling of Pollution Loads</p> <p>Proper Operation & Maintenance of created facilities leading to improvement of water quality in rivers.</p> <p>Signing of Tripartite Memorandum of Agreement among Central Govt., State Govts. & Urban Local Bodies.</p>
13	<p>Lakes –</p> <p>Submit DPRs with all the relevant documents and drawings</p> <p>Commitment of the State Government to bear their share of cost</p> <p>Integration/ dovetailing of other related/ similar facilities created under Central Plan /State schemes</p> <p>Speedy and qualitative implementation on committed lines, close monitoring and regular reporting of Progress</p> <p>Prompt filing of Utilisation certificates at committed intervals during the course of implementation and completion</p> <p>Filing of completion reports</p> <p>Tackling of Pollution Loads</p> <p>Proper Operation & Maintenance of created facilities leading to improvement of water quality in rivers.</p>

	Signing of Tripartite Memorandum of Agreement among Central Govt., State Govts. & Urban Local Bodies. Preservation of Lake catchment, ecology and Water Quality, Development of lake fronts.
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14	Setting up and proper operation of infrastructure facilities for Hazardous Substances Management
15	Observance of Chemical Safety Rules
16.	Increased Awareness
17.	Timely submission of U/Cs and PPRs by end of financial year
18	Timely submission of MAPs in the first quarter of the year
19	Quality and integrated research project on priority areas of wetlands
20	Timely submission of documents of new wetlands to be identified from the concerned state govts.
21	Timely submission of TOR for evaluation of activities as per govt's norms
22	Qualitative review of the proposals and accordingly release of funds in time with regard to the Scheme.
23	Qualitative review of research proposals and due approval.
24	Qualitative review of applications received for awards/fellowship and awarding to the most deserving person.
25	Submit APO with relevant documents
26	Proper planning and reporting about the implementation of the schemes
27	Keeping proper records of letters and communications with Ministry
28	Forwarding of reports in the prescribed timelines
29	Checking the websites regularly on policies, programmes and procedures etc.

30	Timely submission of State Forest Development Agency (SFDA) project proposals, Utilization Certificates, APR, QPR, Audited Statements, M&E and Misc. Certificates from States.
S. No.	Indicative Expectations from Service Recipients
31	Timely submission of Work Programme proposals, Progress Reports, Audited statement from various Regional Centres.
32	Timely submission of bills and bank details from Service agency / vendors.
33	The service recipients are statutory bodies under the PCA Act. They are required to meet the targets as defined in the annual plan.
34	Proper development in the Forestry and Wildlife Sector keeping in view Global Warming in the Environment.