

CITIZEN'S CHARTER



Forest & Environment Department
Government of Sikkim

FOREWORD

This Charter is aimed at bringing an effective and efficient administrative functioning in the department by meaningful and timely delivery of services mandated to it. The success of this charter will depend on the proactive response it receives from various stakeholders in general and from the common people in particular.

SPIRIT BEHIND THE CITIZEN'S CHARTER

A customer is the most important visitor on our premises. He is not dependent on us; we are dependent on him. He is not an interruption on our work; he is the purpose of it. He is not an outsider on our business; he is part of it. We are not doing him a favour by serving him; he is doing a favour by giving us an opportunity to do so. - *Mahatma Gandhi*

1.VISION

“To have a people - centric approach in sustainable management of the forest and other natural resources of the State of Sikkim.”

2.BENEFICIARIES

Primarily the residents of Sikkim and the organizations requiring services from Forest and Environment Department, Government of Sikkim.

3. SERVICES

- i. To provide the Government of Sikkim with expertise on matters relating to the scientific management, development, protection and conservation of natural resources, forests, wildlife, and the environment.
- ii. To implement different projects, plans, and initiatives of the national and state government related to the mandate accorded to the department.
- iii. To implement Acts and Policies of the Government of India and the State of Sikkim related to forestry, wildlife, environment and biodiversity.
- iv. To facilitate communities working for participatory management of the forests and natural resources.

4.COMMITMENT TO THE CITIZENS

Citizens can expect the following from the Department,

- i. Delivery of services in a courteous and timely manner.
- ii. Prompt and efficient investigation of complaints and provision of appropriate feedback or redressal in a timely manner.
- iii. Fair treatment of all without favoritism or prejudice.
- iv. Fulfillment of obligations and commitments to all in a timely manner;
- v. A commitment to safeguard sensitive information that may endanger any employee or the citizen.

5. EXPECTATION FROM CITIZENS

Citizen's Charter is a shared effort between the Forest and Environment Department, the stakeholders and the citizens to improve the quality of the services. The following is expected from the citizens:

- i. To provide the Forest and Environment Department with accurate and complete information, including any application forms one may have filled out for products or services (such as those for all kinds of licenses, permits, etc.);
- ii. At all times be courteous and respectful to officers/staff members;
- iii. Establish and maintain a strong partnership with Forest and Environment Department for safeguarding and sustainable management of the environment, forests and natural resources;
- iv. Respect and adherence to laws, rules, and policies meant for conserving the environment and natural resources, particularly flora and fauna, and help the government in implementing them;
- v. To exchange ideas, provide comments, and feedbacks in order to enhance the quality of service and transparency;
- vi. To access the department's official website i.e. www.sikkimforest.gov.in for information and to leave constructive comments.

6.TIME FRAME FOR CITIZEN CENTRIC SERVICES

i. UP TO RANGE LEVEL

Sl. No	Item of Work	Contact Person	Time Frame (After Receipt of Application)
01	Purchase of seedlings	Range Officer of concerned Nursery	01 Working Day
02	Marking Order for Private Tree Felling	Range Officer (Territorial)/ACF of BAC	07 Working Days
03	Issue of Transit Permit.	Range Officer (Territorial)/ACF of BAC	10 Working Days
04	Removal of Precarious Trees from Road Reserve	Range Officer (Territorial)	10 Working Days
05	NOC for Registration of Power Chain Saw	Range Officer (Territorial)	05Working Days
06	License for collection of Sand, Stone, Loose Boulders from Private Land Holding.	Range Officer (Territorial)/ACF of BAC	15 Working Days
07	Renewal of License for collection of Sand, Stone, Loose Boulders from Private land holding.	Range Officer (Territorial)/ACF of BAC	15 Working Days
08	Issue of Entry Permit /Ticket to National Park/Wildlife Sanctuaries/Parks/Gardens.	Entry Gate Staff	Immediate

ii. AT DIVISION LEVEL

Sl. No	Item of Work	Contact Person	Time Frame (After Receipt of Application)
01	Marking order in private & other non-forest land for felling of trees by Government Depts. or other agencies.	Divisional Forest Officer (Territorial)	20 Working Days
02	NOC for Land Mutation/Registration of Committee	Divisional Forest Officer (Territorial)	15 Working Days
03	NOC for Trade license	Divisional Forest Officer (Territorial)	10 Working Days
04	Issue of Royalty Clearance Certificate	Divisional Forest Officer (Territorial)	03 Working Days
05	NOC for Muck disposal in private lands	Assistant Conservator of Forest (Territorial)	05 Working Days
06	Removal of Precarious Trees from Road Reserve	Divisional Forest Officer (Territorial)	
a	Danger Posing nature		Immediate
b	Other precarious trees		07 Working Days
07	Levy of Fee under Sikkim Payment for Ecosystem Service.	Divisional Forest Officer (Territorial)	10 Working Days
08	Permission for Film/Documentary Shooting in Forest Land	Divisional Forest Officer (Territorial/Wildlife)	10 Working Days
09	Information under Right to Information Act, 2005	Concerned SPIO	30 Working Days
10	Compensation for damages caused by Wildlife	Divisional Forest Officer (Wildlife)	07 Working Days (Subject to availability of funds)
11	Forest Clearance under Forest Conservation Act,1980	Divisional Forest Officer/Nodal Officer (FCA)	Within the prescribed time limits prescribed.
12	Environmental Clearance for the consent to establish.	SPCB	01 Month
13	Environmental Clearance for category-B projects	SEIAA/SEIAC	01 Month
14	Timber Trade License	Divisional Forest Officer (Utilization)	7 Working Days
15	Import permits for Timber	Divisional Forest Officer (Territorial)	5 Working Days
16	Hall booking for marriage and other programs.	Divisional Forest Officer (Parks & Gardens)	3Working Days

17	Thematic & other maps, data regarding LULC & other geo-spatial data available in the department.	Divisional Forest Officer (Working Plan/GIS)	7 Working Days
18	Joint Survey and survey maps and details	Divisional Forest Officer (Survey and Demarcation)	15 Working Days
19	Allotment of fallen trees in Forest lands	Divisional Forest Officer (Territorial)	15 Working Days

iii. AT HEADQUARTER LEVEL

Sl. No	Item of Work	Contact Person	Time Frame (After Receipt of Application)
01	Booking of Forest Rest House	Inspector Wireless (Forest Head Quarters)	01 Working Day
02	Research Permits	Conservator of Forest (Research & Extension)	15 Working days
03	Permit for Wildlife Research	Conservator of Forest (Wildlife)	01 Month
04	Wildlife Clearance (Processing and placing before SBWL)	Chief Wildlife Warden	03 Month.
05	Issue of NOC for renewal of Arms License around Protected Area.	Chief Wildlife Warden	01 Month

7. GRIEVANCE REDRESSAL MECHANISM

Forest & Environment Department of Government of Sikkim is committed to redress the grievances in a responsible manner within the minimum possible time. The procedure for redressal of grievance is as follows.

- i. All Head of Offices of the Department are designated as the “Officer in Charge of Grievance Redressal” with in their respective jurisdiction. Citizens can meet the respective officers every Wednesday between 2 pm and 4pm. In case of the absence of the Grievance Redressal Officer, the next Senior Officer will act as officer in charge of Grievance Redressal.
- ii. If the grievance is not redressed at the Head of Office level, then it can be brought to the notice of the “Officer in Charge of Grievance Redressal” at the State Level.
- iii. At the State Level, CCF(HQ) or other designated officer, Forest & Environment Department, Forest Secretariat, Deorali, Gangtok shall act as the Officer in charge of the grievance redressal mechanism.

8. ADDRESS OF THE STATE LEVEL GRIEVANCE REDRESSAL OFFICER

**State Grievance Redressal Officer
Forest & Environment Department,
Forest Secretariat, Deorali, Gangtok.
Pin-737102.
Tel No - 3592280525
Mob No - 8391016792
Email-sikkimforestgrievancecell@gmail.com**

Citizens can also register their complaints, suggestions and recommendations at the official website of the Forest & Environment Department, Government of Sikkim which is www.sikkimforest.gov.in.