

GOVERNMENT OF NCT OF DELHI
DEPARTMENT OF FORESTS & WILDLIFE
A-BLOCK, 2ND FLOOR, VIKAS BHAWAN, I.P. ESTATE,
NEW DELHI-110002.

No. FAWL-L/2/2024-Tree Cell-e-200294/ 17092-99

Dated: 02/03/26

ORDER

Sub: Revival of Toll Free Green Helpline No. 1800118600 – regarding.

In continuation of this Department's Order of even number dated 24.04.2024 regarding the temporary arrangement for receiving complaints through the Forest Control Room, it is hereby informed that the Toll-Free Green Helpline No. 1800118600 has been revived (w.e.f. 01.02.2026) and is now functional, being operated by M/s Germanium Technologies Limited (erstwhile Caretel Infotech Limited)

Accordingly, all complaints related to the Department of Forests & Wildlife shall henceforth be received through the Toll-Free Green Helpline No. 1800118600.

The temporary arrangement for attending complaints through the alternative helpline No. 011-23378513 stands discontinued with immediate effect.

The Forest Control Room (FCR), HQ is directed to ensure proper follow-up of all complaints registered on the Green Helpline Portal and to ensure strict compliance with the SOP dated 21.05.2024 (copy enclosed).

This issues with the approval of the Competent Authority.


(Amit Gemawat)
Deputy Conservator of Forests (P&M)

Copy to:-

1. PCCF / HOD. Department of Forests & Wildlife, Govt. of NCT of Delhi.
2. CCF (A), Department of Forests & Wildlife, Govt. of NCT of Delhi.
3. CF, Department of Forests & Wildlife, Govt. of NCT of Delhi.
4. DCF (HQ), Department of Forests & Wildlife, Govt. of NCT of Delhi.
5. Forest Control Room (FCR) HQ.
6. IT Cell (HQ) for uploading the same on the Department's website.
7. Store In-charge, Department of Forests & Wildlife, Government of NCT of Delhi, for ensuring timely payment of the Toll-Free Green Helpline No. 1800118600 to MTNL.
8. Guard File.


(Amit Gemawat)
Deputy Conservator of Forests (P&M)