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CITIZEN CHARTER

DEPARTMENT OF FORESTS AND WILDLIFE, GOVT. OF NCT OF DELHI

1. VISION

To improve and sustainably manage notified forests and protect trees outside forests through reforestation and restoration, where ecologically, environmentally and culturally appropriate, for biodiversity conservation and environment protection by implementing strategies and policies that foster forest integrity and maintain a broad range of ecological, economical and social values and benefits for Citizens of Delhi.

2. MISSION

- ❖ Preservation of Govt. notified forest land.
- ❖ Enhancement of tree plantation area outside notified forests of Delhi.
- ❖ Restoration of degraded forest lands through implementation of soil and moisture conservation schemes and artificial plantations.
- ❖ To scientifically and sustainably manage, conserve and develop natural and artificially generated forest of Delhi.
- ❖ Exercise regulatory control on implementation of DPTA, 1994 to save trees from damages through restricted pruning.
- ❖ Regulate felling of trees as per Delhi Preservation of Trees Act, 1994.
- ❖ Increase forest cover of Delhi by taking up plantation/ regeneration works in available blank areas and degraded forest lands.
- ❖ Enhance the cover of forest area by plantation of important indigenous species and improvement of existing stock.
- ❖ Raise and supply free seedlings to public to facilitate people's participation in tree plantation.
- ❖ To conserve the wildlife of Delhi and mitigate man-animal conflict

- ❖ Increase awareness towards conservation by involvement of general public and school children through mass and ceremonial planting.
- ❖ Strike a healthy balance between developmental and environmental needs.

3. ABOUT US

The Department of Forests and Wildlife, GNCTD is committed to conservation and management of Government forest land as well as regulating felling of trees under Delhi Preservation of Trees Act, 1994. The Department takes up plantation/ regeneration works in available blank areas and degraded forest so as to make these forests well stocked with indigenous species.

The Department also facilitates the public to plant in areas available with them. Large stock of seedlings are raised every year by the Department for supply to the individuals, voluntary organizations, societies, Companies, Schools, Resident Welfare Associations, Eco Clubs and etc.

For this purpose the Department has a following organizational structure:

S. No.	Name	Designation	In-charge
1	Sh. Gopal Rai	Hon'ble Minister (E&F)	Overall In-charge
2	Sh. Satya Gopal IAS	Addl. Chief Secretary (E&F)	Administrative Head
3	Sh. C. D Singh	PCCF	HOD
4	Sh. Nisheeth Saxena	CCF	CWLW
5	Dr. Surabhi Rai	CF	Circle Head
6	Sh. Amit Anand	DCF	HOO /(HQ)/P&M /SPIO/ WLO
7	Sh. Navneet Srivastava	DCF/ Wildlife Warden/ Tree Officer	West Division
8	Sh. Mandeep Mittal	DCF/ Wildlife Warden/ Tree Officer	South Division
9	Sh. Vipul Pandey	DCF/ Wildlife Warden/ Tree Officer	North Division
10	Sh. Aditya Madanpotra	DCF/ Wildlife Warden/ Tree Officer	Central Division

4. DELHI RIDGE FOREST AREAS

- ❖ The following areas had been declared as Ridge Forest as shown in Table A. The notification dt. 24th May, 1994 is placed on the web.

Table A

Notification No. & Date	Name of Ridge	Approx. Area
No. F.10(42)- I/PA/DCF/93/ 2012-17(1) dated 24 th May, 1994	Northern Ridge	170.7414 Ha
	Central Ridge	864 Ha
	South Central Ridge	626 Ha
	Southern Ridge	6200 Ha
	Total	7860.7414 Ha
	Nanakpura Ridge	7 Ha
	Grand Total	7867.7414

- ❖ The uncultivated land of Gaon Sabha situated in Southern Ridge in respect of following 14 villages shown in Table C below declared as surplus and placed at the disposal of Forest Department for afforestation. The notification dt. 2nd April, 1996 is placed on the web.

Table B

Notification No.	Village	Bigha & Biswas	Acres	Ha.
No. FI(29)/PA/DC/95 dated 2 nd April, 1996	Nebsarai	466-10	10517-10	4206.68 Ha
	Chatterpur	225-10		
	Maidangarhi	4263-02		
	Dera Mandi	9412-05		
	Asola	8387-06		
	Pulpehlad	99-04		
	Devli	3175-06		
	Rangpuri	1365-05		
	Ayanagar	4121-02		
	Rajokri	3106-01		
	Bhatti	11101-19		
	Ghitorni	732-14		
	Saidulazab	65-19		
	Jonapur	1979-13		
	Total	50,480-16	10517-10	4206.68

- ❖ The following areas had been declared as Wild Life Sanctuary as shown in Table D below. The notifications are placed on the web.

Table C

Notification	Name	Area		
		Bigha Biswas	Acres	Ha
No.F.3(116)/CWLW/84/897/ to 906 dt. 9.10.1986	Asola WLS	7827-17	2470.95	1084
No.F.2(19)/DCF/90-91/1382-91 dt. 15.4.1991	Bhatti WLS	--	2166.28	866.5
Asola Bhatti WLS		Total	4637.23	1950.5

5. PROTECTED FORESTS OF NCT OF DELHI

The Government of NCT of Delhi has notified areas having natural/man-made forests as Protected Forests under Section 29 of the Indian Forest Act, 1927. These are enlisted in Table D:

Table D

S. No.	Name of Protected Forest and Agency	Acres	Hectares
1.	Mitraon (Forest)	104.8	42.411
2.	Sultanpur (Forest)	119.7	48.44
3.	Mukhmelpur (Forest)	132.7	53.70
4.	Near Usmanpur Village (Notified in 2022) (Forest)	0.3	0.121
5.	Dhoolsirus (Notified in 2022) (Forest)	20.04	8.110
6.	Sanoth & Holambi Kalan	118.50916	47.96
7.	Seelampur	49.1729	19.9
8.	Sarai Kale Khan Yamuna Bridge (behind PWD office, NH-24)	24.71	10
9.	Shastri Park Metro Station adjoining Yudhisthir on Eastern Bank	11.98435	4.85
10.	Garhi Mandu near Usmanpur Village Eastern Bank	13.0963	5.3
11.	Distt. Park I/c Hauz khas – picnic hut, lake, garden, etc. (DDA)	400	161.87
12.	Jahanpanah City Forest (DDA)	800	323.75
13.	Basant Naar, Moradabad Pahari Area (DDA)	200	80.93
14.	Vasant Vihar Distt. Park (DDA)	20	8.093
15.	Distt. Park Gokulpuri (DDA)	7.5	3.035
16.	Distt. Park Jhilmil Taharpur (DDA)	20	8.093
17.	Zonal Green Area – Kalyanpuri, Trilokpuri,	373	150.951

S. No.	Name of Protected Forest and Agency	Acres	Hectares
	Khichripur, Ghazipur, etc. (DDA)		
18.	Orchard between Sindhora Kalan, Nimri, GulabiBagh&Darbar Khan Nursery and Other Areas (DDA)	100	40.469
19.	Area between Hill Road & Ludlow Castle Row (DDA/L&DO)	17	6.879
20.	Orchard in Wazirpur near Bharat Nagar and Nimri Colony (DDA)	120	48.563
21.	Mayapuri Green Belt (DDA)	5	2.023
22.	Hastsal Afforestation (DDA)	40	16.187
23.	Afforestation MP Green Area Tagore Garden (DDA)	55.26	22.363
24.	Orchard Nangloi Sayed (DDA)	257.56	104.233
25.	Distt. Park Rohtak Road Co-operative Society (DDA)	35	14.164
26.	Afforestation MP Green G 8 Tihar	65	26.305
27.	Afforestation MP Green Area Najafgarh Drain (DDA)	54.58	22.08
28.	Distt. Park in between Pitampura Co-operative Society (DDA)	185	74.868
29.	Dhaura Kuan Complex (DDA)	200	80.938
Total Area		3549.91	1436.58

6. CITY FORESTS OF DEPARTMENT OF FORESTS AND WILDLIFE, GNCTD

An important function of a Forest Department, functioning primarily in an urban environment would be to increase and improve green spaces available to communities. Likewise the Department of Forest and Wildlife, Govt. of NCT of Delhi plans to have city forests in 19 locations spread across the city. City Forests perform an important function as urban green spaces in a rapidly urbanizing concrete environment like Delhi. These spaces not only provide physical health benefits but also perform a great role in the mental and psychological wellbeing of the citizens. The Department aims to provide facilities like murram paths, potable water facilities, public conveniences, meditation huts/eco-vision points, amphitheatre, bio-remediation, water body rejuvenation, open interpretation structures following all directions under DPTA,1994 and of orders of Hon'ble Courts, appropriate fencing with aesthetic entry gates, signages for visitors, portable cabins for staff

deployed for safety of visitors, solar power for all electricity requirements of the city forest with minimum lighting required for protection purposes, seating facility with cement or wrought iron benches, check dams for water and soil conservations, signages about DPTA, 1994, security guards for protection, watch tower etc. Online mode for booking permission is also proposed to be developed for regulating the entry as per Indian Forest Act, 1927 and carrying capacity assessed for the area. Apart from providing green oases for citizens in the city, these city forests would also be acting as an important interface for the Forest Department with citizens. The Department will be moving towards mobilizing citizen centric awareness, citizen participation in forest conservation, fostering scientific temper through citizen science and crowd sourcing of data etc. by evolving the city forests into living labs and open museums of urban forestry. While Delhi boasts of the largest per capita forest area in urban areas of India, the distribution of city forests is not equitable. The Department would be working in future towards securing ecological equity by exploring possibilities to create city forests in all parts of the city.

Table E

S. No.	Name of City Forest	Area in Acre
1.	Mitraon City Forest-Pkt A	12
2.	Mitraon City Forest-Pkt B	86
3.	Nasirpur City Forest	11.5
4.	Alipur City Forest	48
5.	Mukhmelpur City Forest	5
6.	Qutubgarh City Forest	20
7.	Mamurpur Butterfly park	0.7
8.	Taj Enclave City Forest	2.1
9.	Shastri Park near colony City Forest	14.1
10.	Garhi Mandu Pkt A2 City Forest	42.1
11.	City Forest at Shastri Park Metro Station	
12.	City Forest at ITO Chungi Loop	4.5

S. No.	Name of City Forest	Area in Acre
	No. 4	
13.	Butterfly Trail, Tughlaqabad	20.3
14.	Aravali Aranya Kendra, Tughlaqabad	5
15.	Hauz Rani City Forest	86.8
16.	Aya Nagar City Forest	28.6
17.	Jaunapur City Forest	97.8
18.	Dera Mandi City Forest	3.34
19.	Chhattarpur City Forest	16.8

❖ Development of World Class City Forests by Forest Department

1. Mitraon City Forest (Pocket-A and Pocket-B) is located in Mitraon village in South-West District of Delhi. The City Forests fall under the jurisdiction of West Forest Division. Mitraon City Forest Pocket-A was established in the year 2016 and covers about 12 acres area. Mitraon City Forest Pocket-B was established in the year 2018 and spans 86 acres. Basic facilities like morram path, potable water, meditation huts, fencing with security guards, signages and seating facilities are already in place. The other facilities like public conveniences, amphitheatre, bio-remediation structures, portable cabins for staff deployed for safety of visitors, solar power for all electricity requirements of the city forest with minimum lighting required for protection purposes, watch tower etc are under planning stage. Online mode for booking permission is also proposed to be developed for regulating the entry as per Indian Forest Act, 1927 and carrying capacity assessed for the area.
2. Alipur City Forest is located in Alipur village in North District of Delhi. It falls under the jurisdiction of North Forest Division. It was established in 1999 and covers 48 acres. Facilities like morram path, potable water, meditation huts, signages, seating facilities and security guards are available in this city forest. Other proposed facilities for the city forest include public conveniences, amphitheatre, bio-remediation structures, water body rejuvenation, appropriate fencing with aesthetic entry gates,

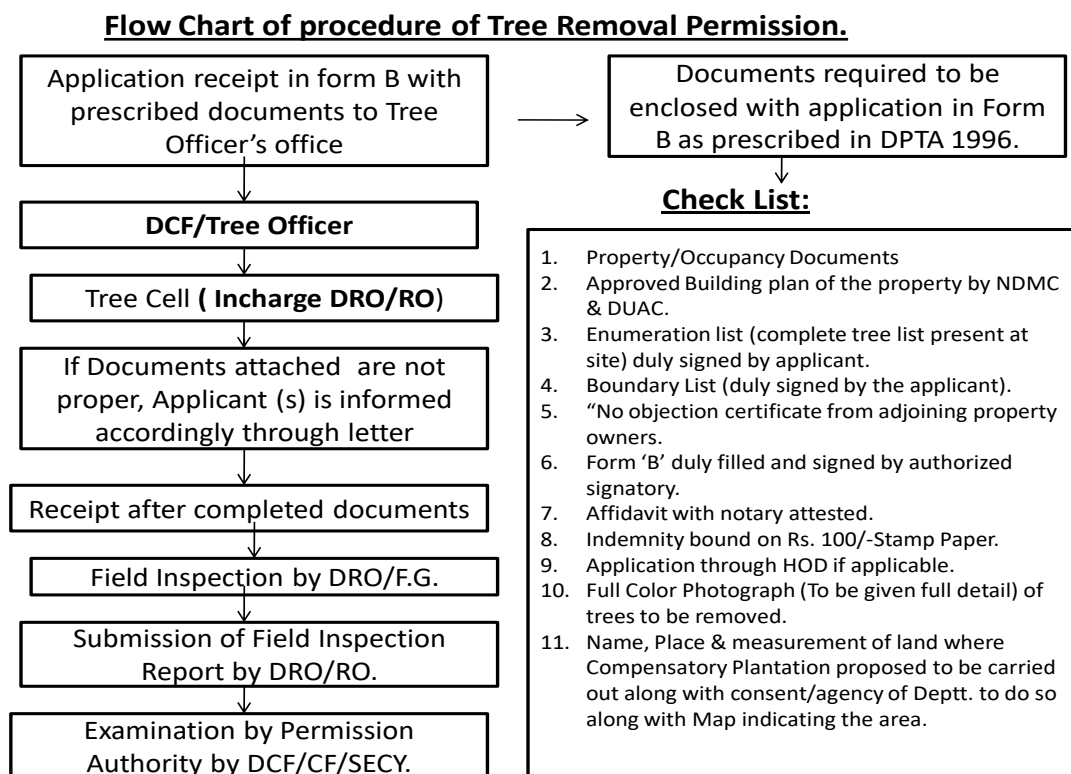
security guards with portable cabins for staff deployed for safety of visitors, solar power for all electricity requirements of the city forest with minimum lighting required for protection purposes, watch tower, checkdams etc. Online mode for booking permission is also proposed to be developed.

3. Garhi Mandu City Forest is located in North-East District of Delhi. It falls under the jurisdiction of Central Forest Division. It was established in 2019 and spans 42.1 acres. In this city forest Department has already created following facilities for the citizens of Delhi, such as morrum path, meditation huts/ eco-vision points, seating arrangements, signages for visitors and portable cabins for security guards. The city forest is secured with appropriate fencing with aesthetic entry gate. Potable water facilities, public conveniences, amphitheatre, bio-remediation, solar power for all electricity requirements of the city forest with minimum lighting required for protection purposes, security guards for protection, watch tower etc. will made available soon for the visitors. Online mode for booking permission will also make available for the public.
4. Jaunapur City Forest is located in Jaunapur village of South District of Delhi. It extends across 97.8 acres. This city forest is under initial stage of development. Soil moisture conservation measures like checkdams have been created here for strengthening the moisture regime around the city forest area. The facilities which are proposed to be made available for visitors include potable water facilities, public conveniences, meditation huts/eco-vision points, amphitheatre, bio-remediation, water body rejuvenation, appropriate fencing with aesthetic entry gates, signages for visitors, portable cabins for staff deployed for safety of visitors, solar power for all electricity requirements of the city forest with minimum lighting required for protection purposes, seating facility with cement or wrought iron benches, check dams for water and soil conservations, security guards for protection, watch tower etc. Online booking facility will be made available in Jaunapur City Forest as well.

These 4 city forests are proposed to be developed as world class city forests.

7. NEW INITIATIVES

Delhi Preservation of Trees Act, 1994 is applicable on pruning and felling of trees in Delhi. The process of obtaining permission has been made online with URL: <http://treeremoval.delhigovt.nic.in>. The link is also available on the Departmental website.



On Completion of field verification with documents-

- If no. of trees to be removed are less than 10- DCF/Tree Officer issues Permission
- If no. of trees to be removed are less than 20- CF accords Permission.
- If no. of trees to be removed are more than 20- Secretary (E&F) accords Permission.
- If trees to be removed are spread in more the 1 Hectares area, the proposal is submitted to Government for approval.
- Once approval is received from Government a Notification is issued by concerned DCF.

8. NURSERY DETAILS OF FOREST DEPARTMENT, GNCTD

S. No.	Division	Name of Nursery	Location		Address	Contact Details
			Latitude	Longitude		
1.	Central	Anand Vihar	28.6441	77.3102	Behind ISBT, Anand Vihar	Sh. Jaswant Singh, Forest Guard (9871283412)
2.		ITO	28.6121	77.2519	Bhairon Marg, Near Pragati Maidan Ring Road	Sh.Sunny, Forest Guard (9211232000)
3.		Kamala Nehru	28.6809	77.2137	Near Delhi University North Campus	Sh.Brijanand, Forest Guard (8285476583)
4.		Kondli	28.6139	77.32122	Kondli Near Hindon Cut	Sh. Kundan (9310280814)
5.	West	Rewla Khanpur	28.5633	76.9756	Pandwala Village Road, Relwa Khanpur	Shree Devender (8920970379)
6.		Khadkhadi Jatmal	28.5786	76.9524	Main Road Khadkhadi Jatmal, Near Govt Seed Farm Kharkhari Village	Shivji Manjhi (9971735704)
7.		Brar Square	77.14082	28.61075	Near War Cemetry, Opposite Delhi Cantt. Ring Road Near Railway Crossing	Sh. Shree Shishpal (9013292843)
8.		Birla Mandir	28.63285	77.1938	Office of DCF (W), Birla Mandir Lane	Shree Gitanand (9899609461)
9.	North	Pooth kalan	77.0746	28.7044	Near Sultanpur Bus Terminal	Sh. Dharamvir, DRO (9868726875)
10.		Qutabgarh	28.8126	76.9654	Qutubgarh	

11.		Mamurpur	28.8570	77.1159	Near Sindhu Border	
12.		Alipur	28.7940	77.1316	Old Govt. Seed Farm Alipur, Delhi	
13.	South	Tughlakabad	28.50071	77.26892	O/ o the DCF South, Tughlakabad-44	Sh. Tajuddin, DRO (9718155798) Sh. Sewa Ram, Forest Guard (9810858438)
14.		Hauz Rani	28.51673	77.21202	M.B.Road, Saket, Near DC's Office	Sh. R. P. Mishra, DRO (92138 29275) Sh. Sudhir, Forest Guard (84779 09899)

Department of Forests and Wildlife, distributes seedlings free of cost to citizens of Delhi with the expectation to plant saplings on all available land during Monsoon season.

Department also expects involvement of citizen in Tree Plantation programme for improvement of Tree Cover. We also provide saplings to Eco-clubs, educational institution, RWAs and Environmental Groups for tree plantation drive.

9. OUR CLIENTS

The Department of Forests & Wildlife caters to the need of Delhi denizens by providing free quality seedlings of desired variety to them with special emphasis on local communities, RWAs & Eco Clubs. The general public also approaches us for felling and pruning permissions of trees growing in their individual lands and from govt. lands through Deputy Director (Horticulture) of the concerned Civic Agency having proprietary rights over such government lands.

Our clientele also includes almost all Delhi Government and Central Government departments who approach us for permissions for felling of trees under DPTA, 1994 due to the ever increasing developmental needs of Delhi. Some of the illustrious clients include:

- (i) DDA
- (ii) Delhi Metro
- (iii) Railways
- (iv) Airport Authority of India
- (v) PWD
- (vi) CPWD
- (vii) East Delhi Municipal Corporation
- (viii) South Delhi Municipal Corporation
- (ix) North Delhi Municipal Corporation
- (x) New Delhi Municipal Corporation
- (xi) DSIIDC
- (xii) Delhi Jal Board

10. OUR SERVICES

- ❖ Implementation of various forests and wildlife related Acts and policies.
- ❖ Regulate permissions of tree felling/ pruning under the provisions of DPTA, 1994.
- ❖ Impart technical advice to Government of Delhi on natural resources, forest and environmental related issues.
- ❖ Undertake measures to prevent encroachment by construction of masonry walls all around forest land through IFCD department of GNCTD.
- ❖ Carry out eviction of encroachments through a dedicated Task Force headed by Assistant Conservator of the Department.
- ❖ Dealing with applications submitted in the court of Hon'ble NGT and ensuring effective and expeditious disposal of cases relating to conservation of forests & Wildlife and other natural resources.

11. INTERFACE WITH CITIZENS

- ❖ “Green Help Line” has been operationalized with Toll-Free number (1800118600) to redress the complaints about conservation and protection of trees in Delhi.
- ❖ There are many citizens and government departments which face various problems in filling up the form and submitting relevant documents for approval. Hence, a Helpdesk dedicated with manpower is being placed at accessible and visible site in the Division office for helping them.
- ❖ Cutting & pruning of trees – Under Delhi Preservation of Trees Act, 1994, Sub-Section 8 states that if a tree becomes dangerous to life and property or may cause adverse effect to traffic, then the land owner can remove the tree and inform the concerned Tree Officer within 24 hours of such felling. After due inspection / investigation by the Forest Department, actual pruning or cutting of the concerned tree/trees is got done by Director (Horticultural) of the MCD/NDMC/DDA (whoever is land owning agency) of the concerned area or the property owner himself/herself.
- ❖ PGMS/ L.G. Listening Post/ CPGRAMS & STF- DDA portals- Public Grievance Redressal System receive grievances both online and physically which are directly sent to the concerned Zonal/ Divisional Officer for redressal.
- ❖ Wildlife protection: in case of complaints regarding injury or dead animal/animals. Wildlife S.O.S. an NGO has been deputed to be available for rescue of the animal/animals (Helpline No.-9871963535).
- ❖ Free distribution of seedlings during Monsoon season i.e. around July to September, to citizens from Departmental nurseries.

12. TIME LINE / TIME LIMITS FOR RESOLUTION OR ISSAUNCE OF CERTIFICATE

- ❖ Immediate referral of complaints received via Green helpline to concerned Tree Officer/ Wildlife Warden for action as per DPTA/ WLPA.

- ❖ 60 days time period for disposal of cutting and pruning applications as per DPTA. A website <http://treeremoval.delhigovt.nic.in> has been operationalized for online acceptance of applications for tree removal and pruning. All efforts are made to give dispose the application within a month.
- ❖ One month time period for grievances received through PGMS, L.G. Listening Post, CPGRAMS & STF- DDA portals.
- ❖ Immediate action is taken by Wildlife wing of Department/ NGO (permitted for the purpose) if an instance of injured or dead animal is reported.

13. WILDLIFE CONSERVATION AND AWARENESS

The Asola Bhatti Wild Life Sanctuary lies on the southern edge of the city comprising of 4845.58 acres. It is home to a large number of floral and faunal diversity and various migratory birds. Nature Trails of 1.4 kms have been created in the sanctuary to provide firsthand experience of wilderness and understand Nature at its best. The department, in collaboration with Bombay Natural History Society, has established a Conservation Education Centre to impart education on nature and wildlife conservation. Restoration and rehabilitation of degraded and abandoned Mines of Bhatti have been taken up by the department through 132 Infantry Battalion (TA) ECO Rajput (Eco Task Force) which has successfully reclaimed the indigenous vegetation in the area.

14. ADDITIONAL –HUMAN RESOURCES REQUIRED

- ❖ Staff position in the Department of Forests and Wildlife, Govt. of NCT of Delhi as on 31.03.2022.

SANCTIONED POSTS IN THE DEPARTMENT OF FORESTS & WILDLIFE, GNCT OF DELHI				
S. No.	Name of the post	No. of sanctioned strength	No. of On- Roll (Regular/ Contractual)	No. of vacant posts.
1.	Pr. Chief Conservator of Forests	1	1	0
2.	Chief Conservator of Forests	1	1	0
3.	Conservator of Forests	1	1	0
4.	Deputy Conservator of Forests	6	5	1
5.	Veterinary Doctor	1	0	1

SANCTIONED POSTS IN THE DEPARTMENT OF FORESTS & WILDLIFE, GNCT OF DELHI				
S. No.	Name of the post	No. of sanctioned strength	No. of On- Roll (Regular/ Contractual)	No. of vacant posts.
6.	Asst. Conservator of Forests	4	0	4
7.	Forest Ranger	6	4+2*	0
8.	Wildlife Inspector	9	1	8
9.	Legal Advisor-cum-Consultant	1	0	1
10.	Dy. Forest Ranger	22	15	7
11.	Forester	66	00	66
12.	Forest Guard	276	60	216
13.	Compounder	2	0	2
14.	Wildlife Guard	11	11	0
	Total	407	101	306
15.	Labour**	--	326	--
MINISTERIAL AND ACCOUNTS STAFF				
1.	Account Officer	1	1	0
2.	Asst. Accounts Officer	2	1	1
3.	Section Officer	4	4+1#	-1
4.	Asst. Section Officer	3	2	1
5.	PPS	1	0	1
6.	PS/ PA Grade-I	1	1	0
7.	PA Gr.-II	2	2	0
8.	Steno Grade-III	4	3	1
9.	UDCs	11	7	4
10.	LDCs	15	8	7
11.	Drivers	7+5 (Contractual)	10	2
12.	Chowkidar	5	5	0
13.	Peon/ Non- Peon	9 (outsourced)+1	10	0
	Total	71	55	16

*On deputation/ contract basis

** The post of Labourer is declared as Dying Cadre.

Diverted capacity from EDN

15. WILD LIFE (LIMITATIONS)

Transit Wildlife Rescue Centre at Tughlakabd & Rajokari has been operationalized. One veterinary officer with veterinary assistants and sweepers have been engaged.

16. COMPLAINTS RELATED TO ILLEGAL TRADE OF WILD LIFE (MECHANISM)

Two Wildlife Inspectors have been appointed recently. Wildlife wing is also required with the regular service of Govt. Counsel to file wildlife cases upto Special Court / High Court etc besides hearing to be conducted by Chief Wildlife Warden in petty wildlife crimes under Wildlife (Protection) Act, 1972 and disposal of appeal to be heard by Hon'ble Lieutenant Governor in this regard.

17. OUR EXPECTATIONS FROM CITIZEN

Citizen's Charter is a joint effort to improve the quality of services provided by us and we expect the following from citizens.

- ❖ The saplings of Neem, Jamun, Gulmohar, Kanner, Peepal, Alstonia, Kachnar, Arjun, Bombax, Papri, Philkan, Jungle Jalebi, Kachnar etc., are supplied from our nurseries free of cost. We expect the citizens to plant them in proper place and look after them till they establish and help the department to monitor their survival.
- ❖ As per the provisions of Forest (Conservation) Act, 1980 and Rules made there under, no forest can be diverted for non forestry purpose without prior approval of Ministry of Environment & Forest, New Delhi. We expect our esteemed clientele to seek prior permission for such acts from the competent authority.
- ❖ As per law, any non-forestry activity viz. hunting, illicit felling, encroachments, diversion of forest land (without prior approval from Government of India) etc. are punishable offences. It is expected from every citizen of the nation that they will help the government in this regard.
- ❖ Under the Wildlife Protection Act, 1972 and rules made there under, hunting of wild animals, keeping scheduled animals in custody/ private farmlands/ ranches etc or trophies of protected animals is prohibited. We expect the citizens to abide by such laws and rules.

- ❖ Monkey menace is common in Delhi. Residents are requested to follow the directions issued by the Department from time to time to minimize/ reduce human-monkey conflict. Feeding of monkeys outside zoos or protected areas is no offence but they tend to bring monkeys closure to human habitation in search of easy food supplies.
- ❖ It is expected that people will not feed the stray monkeys on roads which tend to bring them closer to habitation in search of easy food. People's cooperation for catching the problematic monkeys is also solicited by the department.
- ❖ For illegal felling/ removal of trees in city area, Deputy Conservator of Forests/Tree Officers North/ South/ West/ Central may be informed to enable them to take effective action.
- ❖ If any person is found selling wildlife articles, information may be given to the office of Chief Wild Life Warden to apprehend the culprit as per rules.

Visit Asola Bhatti Wildlife Sanctuary through permit which is issued by the CCF cum Chief Wild Life Warden, U.T. Delhi. Phone: 011-23379629, 011-23370963.

18. GRIEVANCE REDRESSAL MECHANISM

Even with our best efforts, there might be an occasion when our services may not meet the expectations of public. In that event, the public may use the complaint box to air their grievances which are kept in offices of Principal Chief Conservator of Forests, Chief Conservator of Forests, Conservator of Forests and Deputy Conservator of Forest.

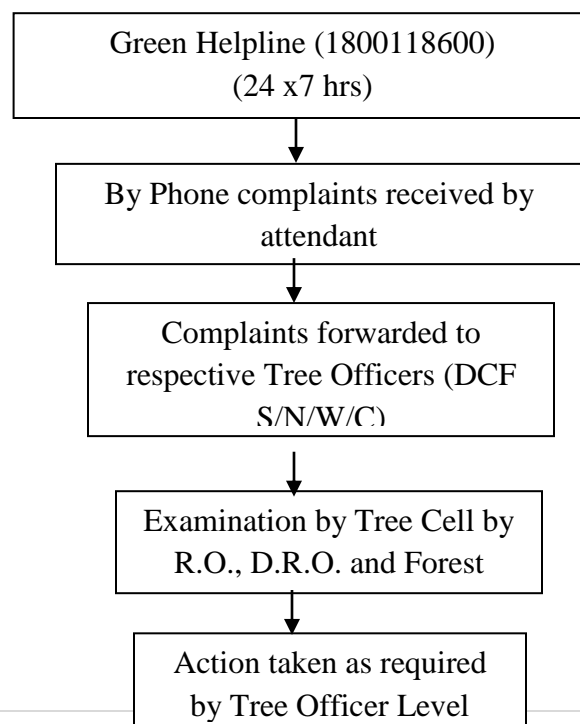
- ❖ Tree Officers decide the applications for Tree felling under the DPTA, 1994 as per merit of the case. Conservator of Forests and Deputy Conservator of Forests (South/ West/ Central & North) are notified as Tree Officers. If an individual/Company is not satisfied with the order passed by the Tree Officer regarding felling permission, individual /Company may file an appeal with the Appellate Authority, within 30 days from the date of order of the Tree Officer. The Appellate Authority under the Delhi Preservation of Tree Act is Secretary

(Environment, Forests), Govt. of NCT of Delhi, Delhi Sachivalaya, I.P. Estate, New Delhi - 110002.

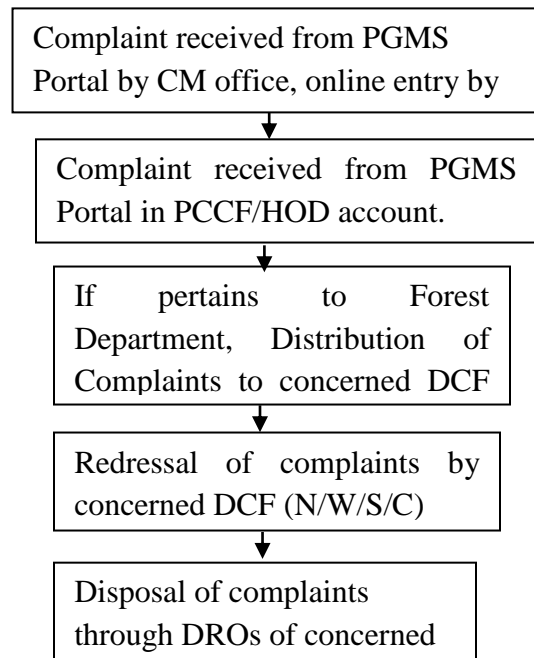
- ❖ The Department operates a Toll Free Green Helpline no. 1800118600, to handle complaints regarding tree felling/ cutting/ pruning and wildlife related. This dedicated service is available on 24X7 hrs.
- ❖ Public are requested to visit our website <http://www.delhi.gov.in/> and offer suggestions wherever required, for improving the functioning and promoting accountability and transparency.

Forest Department of Delhi is committed to redress grievances in responsible and effective manner. The PGMS and Forest Department of Delhi has been making endeavors to bring excellence in public service delivery and to redress grievances of citizens in a meaningful manner by effectively coordinating with different Ministries and Departments of the Government and trying to eliminate the causes of grievances. Public grievances are timely redressed by the Forest Department and reply is submitted within the prescribed time frame.

19. GREEN HELPLINE



20. PGMS PORTAL – DCF (P&M)



21. WILDLIFE PROTECTION – DCF (NORTH/WEST/SOUTH/CENTRAL)/WLO (DCF HQ)

