

CITIZEN CHARTER – APRIL 2017

- I. The Aim/purpose of this charter is to work for better quality in public service
- II. Enumeration of services delivered by the department. We deliver the following services
- A. Granting of permission for Timber Depots and Sawmills
 - B. Supplying of bamboo to Burood Societies
 - C. Seedling Distribution
 - D. Granting of permission for Felling of private Patta land trees.
 - E. Processing the project files for getting permission from Government of India under FC Act- 1980
 - F. Redressal of Grievances
 - G. Granting permission for film shooting in the Forest areas
- III. Our aim is to achieve the following service delivery/quality parameters

ABBREVIATIONS USED:

PCCF = Prl. Chief Conservator of Forests
 CF = Conservator of Forests
 DFO = District Forest Officer
 FDO = Forest Divisional Officer
 UA = User Agency

Nature of Service	Service Delivery Standards Time limit (days/hours/minutes)	Remarks	
A. Granting of permission for Timber Depots and Sawmills :-			
Granting of license for the Saw Mill / Timber Depot	60 working days subject to approval of SLC	-	-
B. Suppling of bamboo to Burood Societies :-			
Allotment of Burood Societies to the Circle/Division for the supply of Bamboo	10 working days - after payment of money and subject to availability of Bamboo in the depot	-	-
C. Seedling Distribution :-			
Supply of seedlings to the people from SF nurseries	Within 48 hours - subject to the availability of seedlings.	-	-
D. Granting of permission for Felling of trees in Patta land:-			
1. Granting of felling permission for the non-teak trees in the private patta lands, provided the application is in complete shape	30 working days	-	-
2. Granting of felling permission for teak trees in the private patta lands, provided the application is in complete shape	45 working days	-	-
3. Granting of felling permission for conversion of charcoal, provided the application is in complete shape	30 working days	-	-
E. Processing the project files for getting permission from Government of India under FC Act – 1980 :-			
1. Forwarding the proposal received from User Agency to CF/ DFO	15 working days – subject to the condition that the proposal submitted by the UA is in complete shape in all respects	-	-
2. Forwarding the processed proposal complete in all respects, received from CF/ DFO to GoTS.	15 working days– subject to the condition that the proposal is in	-	-

	complete shape in all respects, as per the statutory provisions.		
3. Communication of GoTS / GoI references pertaining to the proposal of UA.	7 working days	-	-
4. Forwarding compliance of Stage-I approval to GoTS.	15 working days – subject to condition that compliance is in complete shape		
5. Communication of Stage-II approval to UA received from GoTS/ GoI	10 working days	-	-
6. Intimation to UA in case, if the proposal doesn't fall under F(C) Act, 1980	15 working days - subject to the condition the UA furnishes the DGPS survey data of the whole project to verify whether the project falls in Forest Land or not	-	-
F. Redressal of Grievances :-			
1. Representations received from public representatives i.e. MP, MLA, etc.	Within 30 days	-	-
2. Representations received from public.	30 days	-	-
G. Granting permission for film shooting in the Forest areas	Within 3 days	-	-

IV. Availability of Information:

Information on the following subjects can be obtained from our officers listed below

1. Information relating to	2. Name of the Officer	3. Designation	4. Located at
A. Granting of permission for Timber Depots and Sawmills			
Granting of license for the Depot	DFO/ FDO concerned	DFO/ FDO concerned	Respective Districts/ Forest Divisions
B. Suppling of bamboo to Burood Societies			
Allotment of Burood Societies to the Circle/Division for the supply of Bamboo	PCCF	PCCF	Hyderabad
C. Seedling Distribution			
Supply of seedlings to the people from SF nurseries	FDO	FDO	Respective Forest Divisions
D. Granting of permission for Felling of private Patta land trees			
1. Granting of felling permission for the non-teak trees in the private patta lands.	DFO/ FDO concerned	DFO/ FDO concerned	Respective Districts/ Forest Divisions
2. Granting of felling permission for teak trees in the private patta lands.	CF Territorial Circle	CF Territorial Circle	Respective Circle
3. Granting of felling permission for conversion of charcoal.	DFO/ FDO concerned	DFO/ FDO concerned	Respective Districts/ Forest Divisions
E. Processing the project files for getting permission from Government of India under FC Act – 1980			
1. Receipt of project proposal in PCCF Office and forwarding it to the concerned DFO	PCCF	PCCF	Hyderabad
2. Scrutiny of FC Act proposals, Site inspection forestland and non-forest land (C.A) and forwarding to Circle Office.	FDO / DFO	FDO / DFO	Respective Districts/ Division
3. Scrutiny and forwarding the FC Act project proposal to Prl. Chief Conservator of Forests Office.	CF	CF	Respective Districts

4. Scrutiny and forwarding the proposal to the State Govt. from the Office of Prl Chief Conservator of Forests.	PCCF	PCCF	Hyderabad
F. Redressal of Grievances			
1. Representations received from public representatives i.e. MP, MLA, etc.	PCCF/CF/DFO/FDO	PCCF/CF/DFO/FDO	Hyderabad / Respective Districts / Divisions
2. Representations received from public.	PCCF/CF/DFO/FDO	PCCF/CF/DFO/FDO	Hyderabad / Respective Districts / Divisions
G. Granting permission for film shooting in the Forest areas	CF	CF	Respective Circles

V. For information outside Office hours, please contact: - Concerned CF / DFO / FDO in their offices / OR Reception in O/o PCCF - Ph.No: 040-2323 1709 / 2323 1721

VI. Complaint Redressal Systems: - Addl. Prl. Chief Conservator of Forests (Prot & Vig) O/o Prl. CCF, Hyd - Ph.No: 040- 2323 1709 Ext:106

a. Courteous and helpful service will be extended by all the staff.

If you have any complaints to make in the delivery of the above standards, you are welcome to register your complaints with the following officer/(s)

Name	Designation	City	Contact Details
Sri Swargam Srinivas, IFS	Addl. Prl. Chief Conservator of Forests (Prot & Vig)	Hyderabad	(O) Ph: 040-2323 1945 Fax:040-2323 1581 e-mail: apccf_vig_tsfd@telangana.gov.in

VII. All complaints will be acknowledged by us within 1 day and final reply on the action taken will be communicated within 30 days

VIII. Consultation with our users / stakeholders:

a. We welcome suggestions from users

IX. We seek your co-operation on the following Citizens' Charter is a joint effort between us and you to improve the quality of service provided by us and we request you to help us in the following way (Give details relevant to the concerned Departments)

a. Inform us about the notorious timber smugglers.

b. Inform us about the Wildlife poachers.

c. Inform us about illegal storage of timber and other forest produce.

d. Inform us about encroachers and encroachments in forestland.

X. Guide Book/ Hand book/ Consumer Help line

- a. We have published a Handbook for the guidance of citizens. For more details, please contact DCF/ Forest Utilization Officer, O/o CF R&D Circle, Hyderabad – Ph:040-2323 3662
- b. We are committed to constantly revise and improve the services being offered under the Charter.

LET US JOIN IN MAKING THIS CHARTER A SUCCESS

Sd/-P.K.Jha
Prl. Chief Conservator of Forests
(Head of Forest Force)

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for Prl. Chief Conservator of Forests