

# CITIZEN'S CHARTER OF ENVIRONMENT ECOLOGY AND REMOTE SENSING DEPARTMENT, J&K

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## **1.2 (i) Vision and mission statement:**

Degradation of the environment caused by polluted atmosphere has tremendous impact on our day to day life and amounts to violation of Right to life.

In India the concern for environment protection has not only been raised to status of fundamental law of land, but, it is also coupled with human right approach. It is now well established that it is the basic right of every citizen to have a pollution free environment with dignity.

The constitution of India obligates state as well as citizens to protect and improve the environment.

Consequently the Department of Environment Ecology and Remote Sensing was created in the State of Jammu and Kashmir, in the year 1987, by the Government of Jammu & Kashmir, to uphold its obligation as envisaged in the constitution of India, as well as that of the Govt. of Jammu and Kashmir, with an objective to protect and manage environment for sustainable development of the Nation in general and Jammu & Kashmir State in particular.

## **(ii) Details of Business transacted by the Environment and Remote Sensing Deptt.**

- a. To identify areas of Environmental concern in the State of Jammu & Kashmir and to advice the Government on such issues.
- b. To formulate plans for sustainable environmental protection.
- c. To advice the State Government on formulation of environmental related policies/issues.
- d. To create environmental awareness by involving the Schools, Colleges & Universities, through awareness programmes.
- e. To educate the general masses, by conducting Seminars, Cultural activities, distribution of environmental awareness publicity material.

- f. To organize group discussions, debates, essay writing competitions, drawing competitions, slogan writing competitions, quiz competitions in schools, colleges, professional institutes in urban and as well as in rural areas on the present environmental scenario.
- g. To create environmental awareness through print media/electronic media.
- h. To conduct impact Assess studies of important projects.
- i. To involve the village committees and Municipal Committees for better hygienic environmental atmosphere by giving them basic knowledge/trainings.
- j. To undertake the Remote Sensing projects/other projects of Environmental significance of State and natural importance.
- k. Use of Remote Sensing Applications for mapping of wasteland of state and assessment of Natural resources.

**(iii) Details of Customers/Client.**

Being a Government Department, its prime client is the State Government; however, with regard to its corollary activities, its Customers also happens to be the citizens of the State/Educational institutions, Non Government organizations etc.

**(iv) Statement of Service provided to its citizens/client.**

To achieve the business, the following works have been taken by the department.

- a. Established Environment Parks in the State, which are learning laboratories for nature education for all sections of the society, the parks provide thematic concept on environmental and natural resource management of the state. Several training programmes are being organized in the environment parks as part of environmental education. These Parks provide complete information on the physical and biological resources of all the three regions of the State.
- b. Environment information and creation of public awareness.
- c. Environment trainings, research and education.
- d. To establish an Ecology and Environment Board for the State of Jammu and Kashmir and conduct its regular meetings.

- e. To undertake survey of Medicinal plants in the State.
- f. Afforestation activities as per the topography of the area.
- g. To undertake eco-restoration work in the degraded catchment area.

**(v) Details of Grievances Redressal Mechanism and hour to access the same.**

Establishment of Grievance cell headed by Regional Directors of the department of both regions, viz, Kashmir Region and Jammu Region.

The grievance cells redress the grievances of the people and conduct inquiry if needed and submit the detailed report to the Director, Environment and Remote Sensing Department.

The grievance cell is being looked after by the separate Regional Directors at the following addresses.

KASHMIR REGION	JAMMU REGION
Regional Director Department of Environment & Remote Sensing S.D.A Colony, Bemina Srinagar – Kashmir	Regional Director Department of Environment & Remote Sensing Paryavaran Bhawan, Gladni Jammu.
Ph. No:0194 – 2494231 (O) Fax No:0194- 2490823	Ph. No: 0191-2490777 Fax No: 0191-2490777

**(vi) Expectations from the Citizen’s Client**

The Directorate, with its existing administrative and fiscal constraints, is contributing its might towards the protection of Environment and creating awareness among the masses for providing a better quality of living. It is expected of the Customers to co-operate and assist the department in this crusade so as to achieve the enshrined mandate.

**2. Nodal officer for citizens charter**

2.1 The Deputy Conservator of Forests (DCF) H.Q is the Nodal Officer of the Department of Environment and Remote Sensing. The D.C.F (H.Q) remains available at following addresses.

SUMMER	WINTER
D.C.F (HQ)/ Nodal Officer Department of Environment & Remote	D.C.F (HQ)/ Nodal Officer Department of Environment & Remote

Sensing S.D.A Colony, Bemina Srinagar – Kashmir	Sensing Paryavaran Bhawan, (Gladni) Jammu.
Ph. No:0194 – 2494585 (O) Fax No:0194 - 2494585	Ph. No: 0191-2474553 Fax No: 0191-2474553

### 3.1 **FORMATION OF CITIZEN CHARTER**

<b>DIRECTOR</b> DEPARTMENT OF ECOLOGY ENVIRONMENT AND REMOTE SENSING JAMMU& KASHMIR
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<b>REGIONAL DIRECTOR (KASHMIR)</b> Department of Ecology Environment & Remote Sensing Srinagar	<b>REGIONAL DIRECTOR (JAMMU)</b> Department of Ecology Environment & Remote Sensing Jammu
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<b>MASS MEDIA OFFICER (KASHMIR)</b> Department of Ecology Environment & Remote Sensing Srinagar	<b>ENVIRONMENTAL SOIL CONSERVATIONIST (JAMMU)</b> Department of Ecology Environment & Remote Sensing Jammu
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<b>ESTATES OFFICER (SRINAGAR)</b> Department of Environment & Remote Sensing	<b>RANGE OFFICER (H.Q) (JAMMU)</b> Department of Environment & Remote Sensing
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a. <b>Citizens</b>  b. <b>President of NGOs</b>	a. <b>Citizens</b>  b. <b>President of NGOs</b>
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### 3.1 **Duties of the Department:**

- i. Identification of all stake holders/clients and the service products, provided by the department in consultation with the officers/clients, representative etc.
- ii. Determining the standards of outputs/service etc provided by the department in consultation with all the stake holders and officers particularly as per the column 3.1 sub column (iii) viz, Mass Media Officer Srinagar and Environmental and Soil Conservationist (ESC) Jammu.
- iii. Preparation of draft charter and circulation amongst various clients/stake holders, management levels and staff comments suggestions.

- iv. Modification of draft charter including suggestions etc.
- v. Submission of draft charter to department of AR & PG for consideration by the “Core Group of citizens charter” and liaisoning with department of AR & PG.
- vi. Seeking the approval of Minister In charge of J&K State.
- vii. Issue/release/publish the charter in public domain.

### 3.2 (1) **IMPLIMENTATION OF CITIZEN’S CHARTER**

Citizen’s charter committee gives wide publicity of the charter awareness campaigns, putting up charter on the Department website jkdears.com and by sending copies to people’s representatives and associations etc.

3.2 (2) Organising training programmes, workshop etc for orientation and motivation of officers and staff of the department.

### 3.3 **MONITORING OF CITIZENS CHARTER**

1. The citizens charter has been setup as an integrated performance monitoring system and for monitoring Departments performance vis-à-vis commitments made in the charter on a regular basis and keeps the Head of the department informed.
2. Publish data relating to performance of the Department vis-à-vis commitments made in the citizen’s charter in the Annual report and share with citizens/clients using the print media/Electronic media/ and by publication of the annual report.

### 3.4 **Evaluation and Review of citizen’s charter**

1. Citizen’s charter committee arranges for regular internal and external evaluation of implementation of citizens charter in the department and assesses the level of satisfaction among citizen/client which forms part of the Director, Department of Environment and Remote Sensing.
2. Citizens charter committee based on the feed back / assessment/evaluation takes necessary step for review/revision of the citizen charter.

3. Citizens charter committee ensures that activities related to formulation/implementation of citizens charter form a part of the Annual Plan of the Department.
4. Citizen charter ensures that all the activities relating to citizens charter during the year are included in the Annual Report of the concerned Ministry/Department.