

# **Citizen's Charter**

## **J&K Forest Department**



**Jammu and Kashmir Forest Department**  
**Government of Jammu & Kashmir**  
**[www.jkforest.gov.in](http://www.jkforest.gov.in)**

## **Vision**

Professional management of forest ecosystems, conservation of biodiversity, and protection of endangered species of flora, fauna and fragile ecosystems of J&K in a participatory manner along with local communities and other stakeholders in line with the National as well as J&K Forest Policies.

## **Mission**

- Rehabilitation of degraded forests so as to optimize their productivity and restore their potential to provide ecosystem goods and services on sustainable basis.
- Conservation of biodiversity and natural habitat through preservation of natural forests with the vast variety of flora and fauna.
- Meeting the livelihood needs of forest dependent communities especially through sustainable supply of non timber forest products (NTFP) by improving productivity of existing forests, and through forestry activities, schemes and programmes.
- Maintenance of the health of forest vegetation and forest soils for augmenting water supplies through recharge of underground aquifers and regulation of surface water flows, sediment levels and water quality.
- Utilization of forestry resources using best management practices including development of non-timber forest produce and institutionalization and operationalization of concepts of eco-tourism and nature tourism.
- Encourage tree planting activity outside forest areas.
- Strengthen co-operation with other Departments/Organisations and to foster better linkages with the stakeholders for achieving common goals.
- Develop capacity and skills of the human resources of the organization through training.

## **Services/ Transactions provided by the department:**

1. Facilitating participatory community forestry initiatives.
2. Providing timber to concessionists at approved rates.
3. Providing firewood, fodder & NTFP.
4. Processing the project files for allocating forest land for developmental activities in J&K in accordance with Forest Conservation Act, 1980.
5. Issuance/ Renewal of licenses to Primary & Secondary Wood based Industries.
6. Registration of Forest Produce Depots.
7. Provisioning of planting material for greening of J&K.
8. Issuance of Transit permit for the movement of Forest Produce
9. Issuance of forest distance certificate of Stone crushers/ mining blocks for the purpose of Environmental clearances.
10. Regulation of operation of Charcoal Kilns.





### Levels at which the different services are provided

S.No.	Nature of service	Mode of Service Online/Offline	Level at which Service is provided.	Time frame
1.	Processing the project files for getting permission from Government of India under FC Act- 1980		<p>Receipt of project proposal in PCCF office and forwarding it to the concerned DFO.</p> <p>After field inspection, the District Forest Officer has to record his recommendation in the prescribed format along with necessary details and forward the proposal to Conservator of Forests.</p> <p>The Conservator of Forests has to record his recommendation and forward the proposal to Nodal Officer of Forest (Conservation) Act, Office of the Principal Chief Conservator of Forests.</p> <p>The Principal Chief Conservator of Forests has to forward the proposal along with the recommendation of Nodal Officer of Forest (Conservation) Act to the State Government.</p>	<p>10 days</p> <p>30-60 days depending upon the size of the area involved for diversion.</p> <p>10-30 days depending upon the size of the area involved for diversion.</p> <p>10-30 days depending upon the size of the area involved for diversion.</p>
2.	Issuance of licenses to Primary & Secondary Wood based Industries.		Conservator of Forests.	2 months
3.	Registration of Timber Sale Depot.		DFO	1 month
4.	Issuance of Transit permits for the movement of Forest Produce.		DFO	Within three days
5.	Providing timber to		DFO	1 month

	concessionists at approved rates.			
6.	Providing firewood, fodder & NTFP		DFO	As per demand & availability.
7.	Supply of planting material to the people.		DFO	During the planting season.
8.	Issuance of letter to certify the distance of Stone crushers/ mining blocks for the purpose of Environmental clearances.		DFO	15 days
9.	Providing of Raw material for extraction of Deodar oil if available		DFO	30 days
10.	Issuance of permission for operation of Charcoal Kilns		PCCF	30 days

### **Client Groups/ Stakeholders.**

People of J&K as well as the people of India along with other Govt. Departments with special focus on local communities and forest based industries.

### **Redressal of Grievances/ Complaints.**

- Any complaints/ Grievances register with the following officers.

<b>Complaint/ Grievance level</b>	<b>Level to Approach</b>
Block level	Range officer concerned
Range level	DFO
Division level	Conservator of Forests concerned
Chief Conservator of Forests concerned as the appellate authority	

If the grievance/ complaint is not solved at the concerned level, it can be brought to the notice of the officer at next higher level.

**All complaints/ Grievances will be acknowledged by us within 7 days and final reply on the action taken will be communicated within 90 days.**





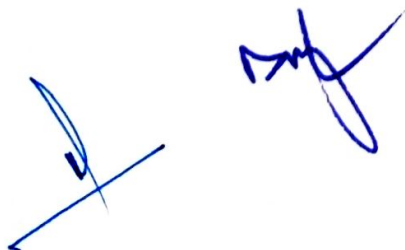
**Disclosure of information under Sec. 4 of Right to Information Act, 2009**

RTI Designation	Designation of the Officer	Phone No/ Mobile Number	e-Mail
CPIO	Personal Officer	0194-2455027 0194-2455027 (Fax) 0191-2566069 0191-2547276 (Fax)	pccfjkforest@gmail.com
CAPIO	Section Officer (Administration)	0194-2455027 0194-2455027 (Fax) 0191-2566069 0191-2547276 (Fax)	
1st Appellate Authority	Chief Conservator of Forests Working Plan Research and Trainings	0194-2455027 0194-2455027 (Fax) 0191-2566069 0191-2547276 (Fax)	


Citizens' Charter is a joint effort between Forest Department and Public to improve the quality of service provided by the department and it is requested you to help the department in the following way


- Inform us about the notorious timber smugglers.
- Inform us about the Wildlife poachers.
- Inform us about illegal storage of timber and other forest produce.
- Inform us about encroachers and encroachments in forestland.
- Offer suggestions wherever required for improving accountability and transparency

View the website of the Department ([www.jkforest.gov.in](http://www.jkforest.gov.in)) for information about the Organization.



## Contact Us

Summer (May - October)		Winter (November - April)	
Office of the Pr. Chief Conservator of Forests Forest Complex, Sheikh Bagh, Near Lal Chowk, Srinagar, J&K - 190001		Office of the Pr. Chief Conservator of Forests Van Bhawan, Near Gumat Jammu, J&K - 180001	
0194-2455027 0194- 2483937 0194-2455027 (fax)	 Telephone Directory	0191-2560585 0191-2547276 (fax)	
Email (PCCF Office) : <a href="mailto:pccfjkforest@gmail.com">pccfjkforest@gmail.com</a>			

  
(Dr. B. BALAJI) IFS  
Chief Conservator of Forests  
Planning & Publicity  
