

CITIZEN'S CHARTER

**Deptt. of Environment, Govt. of NCT of Delhi,
6th Level, C -Wing, Delhi Secretariat I.P.Estate,
New Delhi – 110002**

OUR VISION & MISSION

The Department is actively engaged in overall environmental-education, assessment, monitoring, protection and awareness building among the people of Delhi. A multidimensional approach is being adopted by the Department for promotion, conservation and preservation of environment of the NCT of Delhi. The Department is actively involved in following activities:

- Promoting various programme through Bhagidari to make Delhi- Clean, Green and Pollution free.
- Organizing tree plantation programmes in schools, residential areas, parks, industrial areas etc.
- Creating awareness among public and sanitary workers to stop the indiscriminate burning of waste/leaves that causes air pollution.
- Assistance to NGO's and funding for suitable R&D projects.

OUR AIMS, OBJECTIVES & ACTIVITIES

Air Environment

Assessment of air and noise pollution from Thermal power stations, Industries, Ambient Air Quality etc through DPCC. Suitable policy interventions to reduce air pollution.

Water Environment

- Promoting an ethos of conservation of water by minimizing the use of water and curtailing wastage of water.
- Coordinating the programmes pertaining to river Yamuna for improving water quality.
- Promoting Rainwater harvesting systems in all sectors such as domestic, schools & various institutions etc

Solid Waste

- Motivating the citizens to imbibe habits and life styles supportive of minimum waste generation, segregation of waste at source, disposing off the waste at the nearest collection point.
- Composting of horticulture and kitchen waste for making manure which could be used in kitchen gardens, nurseries, parks etc.

- Sensitizing the citizens to minimize the use of plastic bags and not to throw them in public places because they choke drains and sewers. Being nonbiodegradable, plastic bags cause water logging by blocking drains and provide breeding ground for mosquitoes. The citizens are encouraged to use eco-friendly alternatives like jute, cloth and recycled paper bags.
- Educating the citizens about reuse of waste material by promoting the concept of the three R's i.e. Reduce, Reuse and Recycle.

Solar Water Heating System

Promotion of Solar Water Heating system in domestic and eco-club school etc.

General

- Motivating citizens of Delhi to keep surroundings clean and green.
- Creating awareness for celebrating festivals like Dusshera, Diwali, Holi in an eco friendly manner.
- Dissemination of environmental information.

SERVICES TO TARGET GROUPS

Schools & Colleges

Department of Environment, provides grant @ Rs. 10000/- and Govt. of India provides grant @ Rs. 2500/- to each Eco Club School/College for undertaking various eco-friendly activities. In addition to above, Rs.2500/-is also given to the 100 lead Eco Club schools by Department of Environment, Govt of NCT of Delhi.

This scheme has been the front-runner for dissemination of clean environmental practices and habits. Environmental friendly slogans such as 'Say No to Plastic Bags', 'Say No to Crackers', 'Khello Holi Naturally', 'Zero Garbage', and 'Paper Recycling' etc. have been the basic tenets. The procedure for enrolment of schools under the scheme for establishing Eco- Club is simple. The requisite Proforma is available on the website of Environment Department (i.e. <http://environment.delhigovt.nic.in>).

After completion of the programme in a given financial year under the eco-club scheme the schools/colleges are required to submit the utilization/detailed report on various activities taken up during the year in the prescribed Proforma.

Rag Picker Programs

This scheme will be implemented in association with schools, NGO's & RWA. Department proposed to train 5000 rag picker.

1. To involve the weaker section population towards environment improvement programmes.
2. Training as well as social security, hygienic facilities and safe waste handling to rag pickers etc.

NGOs

The main purpose of the scheme “Assistance to Non- Governmental Organization (NGO) in the promotion, conservation and preservation of Environment” is to promote and assist various NGOs in the conservation and preservation of environment and pollution control activities. NGOs play a vital role in the popularization of Govt. policies towards controlling the degradation of environment and in the identification of local problems.

The objective of the scheme is to utilize the expertise of the NGOs engaged in environment related activities for developing various programmes and to provide financial support to NGOs towards this end.

Research Organizations

The objective of the scheme is to conduct need based environmental research survey and data generation on quantum of pollutants generated from various sources such as Industries, Vehicles, Thermal Power Stations, Domestic Sector and the impact of pollutants on the Ambient Air and Water bodies in Delhi. Under the scheme, various environmental studies through NGO's, reputed consultancy organizations, Research and Academic Institutions are conducted by providing necessary financial assistance to them.

RESIDENTS WELFARE ASSOCIATION & MARKET TRADERS

Association under Bhagidari

The Department involves Residents Welfare Associations, Market Traders Associations, and Industrial Associations under Bhagidari Programme of Govt. of Delhi, in the following Campaigns:

1. Anti-Littering and Anti Plastic Bag Campaign including waste minimization and management.
2. Anti-Fire Crackers Campaign on the occasion of Diwali festival.
3. Khelo Holi Naturally campaign on the occasion of Holi festival.
4. Prohibiting burning of leaves campaign.
5. Plantation drive.

Grievance redressal mechanism:-

Dy. Secretary (Environment) has been nominated as Public Grievance Officer of this Department. Public Grievance Officer will receive and hear a grievance of the public during office hours. He is also the State Public Information Officer under the Right to Information Act –2005. The Secretary (Environment) is the First Appellate Authority under the Right to Information Act – 2005.

WE REQUEST SCHOOLS, RESEARCH ORGANISATIONS/ NGOS AND OTHER CONCERNED ORGANIZATIONS TO:

- Send proposals for our schemes in the prescribed Proforma,
- Complete the prescribed formalities before forwarding the proposals,
- Visit our website <http://environment.delhigovt.nic.in> for further details,

Following Officers of this department may be contacted:-

S.No	Name	Designation	Address	Phone No.
1	Sh. J. K. Dadoo	Secretary (Env.) & Head of Department	Room No. C-602, Level 6, C-Wing, Delhi Secretariat, I.P.Estate, New Delhi-110002.	23392108
2	Smt. Sushma Jerath	Deputy Secretary(Env)	Room No. C-604, Level 6, C-Wing, Delhi Secretariat, I.P.Estate, New Delhi - 110002.	23392028
3	Dr. Anil Kumar	Sr. Scientific officer (For NGOs scheme and Awareness Campaigns).	Room No. C-605, Level 6, C-Wing, Delhi Secretariat, I.P.Estate, New Delhi - 110002.	23392029
4	Sh. M. Dwarkanath	Sr. Scientific officer	Room No. C-608, Level 6, C-Wing, Delhi Secretariat, I.P.Estate, New Delhi - 110002.	23392306
5	Dr. B.C.Sabata	Sr. Scientific officer (For Eco-Club schools scheme and National Green Corp).	Room No. C-610, Level 6, C-Wing, Delhi Secretariat, I.P.Estate, New Delhi - 110002.	23392032
6	Smt. Nigam Agarwal	Scientist	Level 6, C-Wing, Delhi Secretariat, I.P.Estate, New Delhi – 110002.	23392029
7	Sh. A. N. Singh	Scientist	Level 6, C-Wing, Delhi Secretariat, I.P.Estate, New Delhi – 110002.	23392029
8	Dr. Chetna Harjai	Scientist	Level 6, C-Wing, Delhi Secretariat, I.P.Estate, New Delhi – 110002.	23392028
9	Smt. Anita Dayal	Office Supdt.	Level 6, C-Wing, Delhi Secretariat, I.P.Estate, New Delhi – 110002.	23392028

EXPECTATION FROM THE CITIZENS

WE EXPECT ECO-CLUB IN EVERY SCHOOL, INSTITUTIONS AND RESIDENT WELFARE ASSOCIATIONS WITH A COMMITMENT TO WORK FOR BETTERMENT AND IMPROVEMENT OF ENVIRONMENT AND IMPROVEMENT IN PUBLIC HEALTH.

- To imbibe the habit of conservation of natural resources and respect for the laws of nature.
- To adhere and abide by the Environmental Rules and Regulations towards protection of environment and flora and fauna.
- To share information with other citizens in order to encourage sustainable development and improve our habitat.
- To adopt the precepts of "Environmental Ethics".
- To make Delhi Clean and Green.