



CITIZENS CHARTER

DEPARTMENT OF SCIENCE, TECHNOLOGY AND ENVIRONMENT

GOVERNMENT OF PUDUCHERRY

FOR THE YEAR 2014- 2015

ADDRESS: III FLOOR PHB BUILDING

ANNA NAGAR, PUDUCHERRY – 605005

PHONE: (0413-2201256) FAX : (0413-2203494)

WEBSITE: dste.puducherry.gov.in

E-MAIL: dste.pon@nic.in ; ppcc.pon@nic.in

VISION AND MISSION

Vision

- To create scientific awareness among the general public and students.
- To extend support in carrying out research projects / studies.
- To conserve and protect the environment of this Territory.

Mission

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- Popularization of science and scientific technologies.
- Promotion of technology transfer from lab to land.
- Facilitation of scientific research by way of grants for better applied research.
- To plan, promote, coordinate and oversee the implementation of environmental protection and conservation programmes

**CITIZEN CHARTER FOR DEPARTMENT OF SCIENCE, TECHNOLOGY AND ENVIRONMENT
MAIN SERVICES/ TRANSACTION**

Sl. No	Services/Transaction	Weight in %	Responsible Person (Designating)	Email	Phone No	Process	Document Required*	Fees		
								Category	Mode	Amount
1.	Grant-in-Aid to research projects of Educational / Research Institutions	6	Dr. R. Sagaya Alfred, Senior Scientific Officer	dste.pon@nic.in	0413-2201256	Application received will be scrutinized and shortlisted by Expert Committee	Filled Application as of in prescribed format forwarded by the Head of the Institution	NA		
2.	Presentation of Best Science Student Award	5	Dr. R. Sagaya Alfred, Senior Scientific Officer			Merit List from the Education Dept obtained and 3 toppers are selected	NA			
3	Release of partial financial assistance for conduct of Conference, Workshop, Seminars, Colloquia etc	5	Dr. R. Sagaya Alfred, Senior Scientific Officer			Proposal to be submitted with details with last 3 years audited report	Proposals to be submitted with requisite details of program and financial assistance atleast 3 months in advance	NA		
4.	Release of Travel Grant	4	Dr. R. Sagaya Alfred, Senior Scientific Officer			Application received will be scrutinized on case to case basis as per the norms prevailing for release of travel grant	Application as per the form available in the Department Website is to be submitted atleast 3 month in advance	NA		

5	Conferment of Environment Award	6	Dr. V. R. Sumathi, Scientist			Application received from NGO and individual working in the field of Environment will be scrutinized and shortlisted by selection committee once in 3 years	Filled Application in prescribed format along with supporting document of work completed in the field of Environment Protection, Conservation & Awareness	NA
6	Conferment of Green Award	6	Dr. N. Ramesh, Environmental Engineer	evergreen41@gmail.com	94433 29141	Application received from Industries will be scrutinized and shortlisted by selection committee once in 3 years	Filled Application in prescribed format along with supporting document of green initiatives carried out by the firm	NA
7	Issue of Consent to Establish under Water and Air Act	6	M. Dwarakanath, Member Secretary	ppcc.pon@nic.in	94437 16026	Ascertaining site suitability, evaluation of process, environmental impacts and pollution control measures	Application in Form-I and Form XIII under Air and Water Act respectively	Annexure-I
8.	Issue of Consent to Operate under Water and Air Act	5	M. Dwarakanath, Member Secretary			Ensuring compliance of Consent to Establish conditions	Application in Form-I and Form XIII under Air and Water Act respectively	Annexure – I
9.	Issue of Renewal of Consent to Operate	6	M. Dwarakanath, Member Secretary		0413- 2201256	Ensuring compliance of Consent to Operate conditions and emission/discharge standards	Application in Form-I and Form XIII under Air and Water Act respectively	Annexure – I

10.	Issue of Authorization under Municipal Solid Waste (Handling and Management)Rules, 2000	5	Dr. N. Ramesh, Environmental Engineer			Ensuring compliance of MSW Rules 2000	Application in Form- I	NA		
11.	Issue of Authorization under Bio-medical Waste (Handling and Management)Rules, 1998	6	Dr. N. Ramesh, Environmental Engineer			Ensuring compliance of BMW Rules 1998	Application in Form- I	NA	NA	Rs.1500
12.	Issue of Authorization under Hazardous Waste(Management, Handling and Transboundary Movement) Rules, 2008	6	Dr. N. Ramesh, Environmental Engineer			Ensuring compliance of HW Rules 1998	Application in Form- I	NA	NA	Rs.7500
13	Issue of Authorization under E-waste (Management & Handling) Rules, 2011	5	Dr. N. Ramesh, Environmental Engineer			Ensuring compliance of E-Waste Rules 2011	Application in Form- I	NA		
14.	Issue of Authorization/Registration under Plastics Waste (Management and Handling) Rules, 2011	4	Dr. N. Ramesh, Environmental Engineer	ppcc.pon@nic.in	0413-2201256	Ensuring compliance of Plastic Waste Rules, 2011	Application in Form- I			
15.	Issue of Authorization under Batteries (Management and Handling) Rules, 2001	4	M. Dwarakanath, Member Secretary			Ensuring compliance of Batteries Rules, 2001	Application in Form- IV			
16.	Industrial Emission/Discharge & Monitoring	7	Dr. V.R Sumathi, Scientist	dste.pon@nic.in		Ensuring compliance of Environmental standards stipulated and Environment Acts and Rules	NA	Annexure - II		

17.	Issue of Environmental Clearances	7	M. Dwarakanath, Member Secretary	dste.pon@nic.in		Formulation of Terms of Reference and Scrutinizing of Environmental Impact Assessment Report and convening of public hearing if required	Application in Form I	NA	NA	Rs. 50,000 for convening of public hearing if required
18	Issue of clearances under Costal Regulation Zone	7	M. Dwarakanath, Member Secretary	dste.pon@nic.in			Application in Form I with details of proposal sitemap marked in 1:4000 prepared by authorized agency [#]	NA		

* Relevant Application forms can be downloaded from the website: www.dste.puducherry.gov.in

The list of authorized agency can be seen at www.dste.puducherry.gov.in

CITIZEN CHARTER FOR DEPARTMENT OF SCIENCE, TECHNOLOGY AND ENVIRONMENT

SERVICE STANDARD

SL. NO	SERVICE/TRANSACTION	SERVICE WEIGHT	SUCCESS INDICATORS	SERVICE STANDARD	UNIT	DATA SOURCE
1.	Grant-in-Aid to research projects of Educational / Research Institutions	6	Circulars issued to academic institutions and also put up on website. Impartial Scientific based evaluation by the Expert Committee	90	days	for Department - http://dste.puducherry.gov.in for PPCC - http://dste.puducherry.gov.in/ppccmain.htm for PCS&T – http://dste.puducherry.gov.in/PCSTMAINPAGE.htm
2.	Presentation of Best Science Student Award	5	List obtained from Director of School Education based on the actual marks	90		
3.	Release of partial financial assistance for conduct of Conference, Workshop, Seminars, Colloquia etc	5	Throughout the year, proposals are entertained as and when it is received. Proposed format available on the website	90		
4.	Release of Travel Grant	4	Throughout the year, proposals are entertained as and when it is received. Proposed format available on the website	90		
5.	Conferment of Environment Award	6	Publication of advertisement inviting nomination for the award	60		
			Uploading the proceedings /brochures containing the details of the award within the prescribed period	30		
			Publication of advertisement announcing the award	30		

6.	Conferment of Green Award	6	Publication of advertisement inviting nomination for the award put on the website.	60	days	<p>for PCZMA – http://dste.puducherry.gov.in/PCZMAHOME.htm</p> <p>for SEIAA – http://dste.puducherry.gov.in/SEIAA/SEIAAHOME.htm</p>
			Uploading the proceedings /brochures containing the details of the award within the prescribed period	30		
			Publication of advertisement announcing the award	30		
7.	Issue of Consent to Establish	6	Recommendations/decision on the proposals based on the pollution potential within the prescribed time frame. The inter-departmental committee takes transparent decision making. The minutes are put on the website	120		
8.	Issue of Consent to Operate	5	Compliance of the Consent to Establish conditions and measures taken to control the pollution. The inter-departmental committee takes transparent decision making. The minutes are put on the website	120		
9.	Issue of Renewal of Consent	6	On Compliance of the Consent to operate conditions and fulfilling the emission/discharge standards stipulated under the Environmental Protection Rules	120		
10.	Issue of Authorization under Municipal Solid Waste (Handling and Management)Rules, 2000	5	Disposal of proposal within the prescribed time frame	45		
11.	Issue of Authorization under Bio-medical Waste (Handling and Management)Rules, 1998	6	Disposal of proposal within the prescribed time frame	90		
12.	Issue of Authorization under Hazardous Waste(Management, Handling and Transboundary Movement) Rules, 2008	6	Disposal of proposal within the prescribed time frame	120		

13.	Issue of Authorization under E-waste (Management & Handling) Rules, 2011	5	Disposal of proposal within the prescribed time frame	90		
14.	Issue of Authorization under Plastics Waste (Management and Handling) Rules, 2011	4	Disposal of proposal within the prescribed time frame	90		
15.	Issue of Authorization under Batteries (Management and Handling) Rules, 2001	4	Disposal of proposal within the prescribed time frame	-		
16.	Industrial Emission/Discharge & Monitoring	7	Vigilance and Compliance of Environmental Standards	7		
17.	Issue of Environmental Clearances: Decision on Environmental Clearances under EIA Notification 2006 in respect of projects covered thereunder.	7	A comprehensive and science based decision on request for Environmental clearance	255		
18.	PCZMA: Decision on clearances under Costal Regulation Zone Notification 2011	7	A comprehensive and science based decision on request for CRZ clearance	60		

Citizen Charter for Department of Science, Technology and Environment

GRIEVANCE REDRESS MECHANISM

In case of non-compliance of the service standards, the service recipients / stakeholders can contact the following Officer for redress of their grievance:

The Director,
Department of Science Technology and Environment,
3rd Floor, PHB Building, Anna Nagar,
Nellithope, Puducherry – 605 005
Phone: 0413-2201256
Fax – 0413 – 2203494
Email: dste.pon@nic.in.

ESCALATION OF GRIEVANCE

In case the grievance is not redressed finally, the same can be taken up at higher level to the following authority:

The Secretary (Science, Technology and Environment)
Government of Puducherry
Chief Secretariat, Puducherry – 605 001
Phone: 0413- 2334484,2233306
Email: secytran.pon@nic.in

Citizen Charter for Department of Science, Technology and Environment

List of Clients

SL.NO	ORGANIZATION	CLIENTS
1	Department of Science, Technology and Environment	NGOs, Self Help Groups, Students, Industrial and Commercial Entrepreneurs, Government Agencies
2.	Puducherry Pollution Control Committee	Industries & Commercial Entrepreneurs, NGOs, Public
3.	Puducherry Council for Science & Technology	Educational Institutions, Universities,. Students, Research Scholars
4.	Puducherry Coastal Zone Management Authority	Government Agencies, Industries, Commercial Entrepreneurs, Coastal community
5.	State Environment Impact Assessment Authority	Industrial and Commercial Entrepreneurs, Government Agencies

LIST OF RESPONSIBILITY CENTERS/ AUTONOMOUS INSTITUTIONS AND SUBORDINATE ORGANIZATIONS

SL.NO	RESPONSIBILITY CENTERS/ AUTONOMOUS INSTITUTIONS AND SUBORDINATE ORGANIZATIONS	OFFICER CONCERNED	LANDLINE NUMBER	FAX	ADDRESS	EMAIL
1.	Department of Science, Technology and Environment	M. Dwarakanath Director	0413-2201256	0413-2203494	III Floor, PHB Building, Anna Nagar, Puducherry-5	dste.pon@nic.in
AUTONOMOUS INSTITUTIONS						
1.	Puducherry Pollution Control Committee	M. Dwarakanath Member Secretary	0413-2201256	0413-2203494	III Floor, PHB Building, Anna Nagar, Puducherry-5	ppcc.pon@nic.in
2.	Puducherry Coastal Zone Management Authority					dste.pon@nic.in
3.	State Level Environment Impact Assessment Authority					pondyseiaa@rediffmail.com
4.	Puducherry Council For Science And Technology					dste.pon@nic.in

Citizen Charter for Department of Science, Technology and Environment

INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS

S. No.	Indicative Expectations from Service Recipients
1	To provide proposals complete in all respects with requisite documents containing correct and reliable information
2	Timely submission of information and clarification as required
3	Submission of applications for Environment Clearance / CRZ Clearance / Consent to Establish and Operate and other Authorizations as per prescribed format and standard as envisaged in the Act/Rules.
4	Fulfillment of the various conditions stipulated in the Environment Clearance / CRZ Clearance / Consent to Establish and Operate and other Authorizations and submission of compliance reports / returns / statements as required under the clearance , Act and Rules in time
5	To participate in environmental awareness programmes run by the Government and various agencies.
6	Proper & timely submission of utilization certificates (UCs) in prescribed format for funds released under various programmes.
7	To keep proper financial records and data of the financial assistance received from the Department
8	Timely submission of Report on physical and financial progress for funds released under various programmes.
9	To update regularly on the policies and programmes of the Department
10	To provide valuable suggestions / feedbacks for improvement of quality of services.
