



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

-
- 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 | | |

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|----|---|---|--|--|------------------|---|---|--------------|
| 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 |

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|-----|---|---|---------------------------------------|--|--------------|--|------------------------|---------------|----|---------|
| 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 | | |

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|-----|--|---|-------------------------------------|--|--|--|--|----|----|--|
| 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. |
