

GOVERNMENT OF NCT OF DELHI
DEPARTMENT OF FORESTS & WILDLIFE
A-BLOCK, 2ND FLOOR, VIKAS BHAWAN, IP ESTATE,
NEW DELHI 110002.

FAWL-L/2/2024-Tree Cell/ 1228

Dated:- 21/05/24

ORDER

Sub:- Constitution of Quick Response Team (QRT) at headquarter- reg.

In continuation of this office order dated 02.05.2024 on the subject cited above, all QRTs / Control Rooms shall function within the timeline mentioned in the Quick Response Mechanism attached with this order.

This issues with the approval of the Competent Authority.

Encl: As above.

A. Jabestine
21/05/2024
(Jabestine A.)

Deputy Conservator of Forests (P&M)

Copy to:-

1. APCCF / HOD, Department of Forests & Wildlife, Vikas Bhawan, New Delhi-02.
2. CCF (A), Department of Forests & Wildlife, Vikas Bhawan, New Delhi-02.
3. CF, Department of Forests & Wildlife, Vikas Bhawan, New Delhi-02.
4. Deputy Conservator of Forests (West / South / North / Central), Department of Forests and Wildlife, Govt. of NCT of Delhi.
5. QRT (HQ).
6. Legal Cell (HQ).
7. Guard file.

A. Jabestine
21/05/2024
(Jabestine A.)

Deputy Conservator of Forests (P&M)

QUICK RESPONSE MECHANISM

The steps and timeline being considered by the department in addressing the complaints regarding illegal felling, cutting, pruning, removal or disposal of trees on Green Helpline Portal as per the Quick Response Mechanism are as under:

Step 1: Complaint received by the call center agent via calls on Toll Free Green Helpline No. is 011-23378513 (1800118600 presently not functional) and on Green Helpline Portal (ghl.eforest.delhi.gov.in)

Step 2: Once the complaint is registered, a complaint number is conveyed to the Complainant, Beat Officer, Range Officer, Deputy Conservator of Forest, and Quick Response Team via SMS.

Step 3. Subsequently, a beat officer is automatically appointed for the complaint as per the location of offence under the concerned division.

Step 4.

- i. **Time (0 hr to 1 hr):** The Beat Officer/ Forest Guard concerned receive the complaint and acknowledge the complaint. He shall reach the site for inspection within an hour and take required action and upload the status in the Green Helpline Portal within 24 hours on receipt of Complaint. If not acknowledged by the Beat Officer within 30 minutes of the receipt of the complaint, then another Beat Officer/Forest Guard to be assigned immediately by concerned Range Officer. After the receipt of the complaint concerned Beat Officer/ Forest Guard shall reach the site for inspection within an hour and take required action and upload the status in the Green Helpline Portal within 24 hours on receipt of Complaint.
- ii. **Time (1 hr to 2 hrs):** If the assigned Beat Officer(s) is/are not able to visit the offence site after one hour of registration of the complaint due to unavoidable circumstances, in that situation, the Quick Response Teams (QRTs) formed in the Divisions shall attend the Complaint shall reach the offence site and take action immediately. The messages in this regard are sent to Range Officer, concerned DCF and Quick Response Team (Divisions) simultaneously.
- iii. **Time (2 hrs to 3 hrs):** In case any action is not being taken by the QRT (Division) within 1 hour after the complaint assigned to them, the QRT

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established at Forest Headquarter shall be assigned and shall the reach the site. The messages in this regard are sent to Deputy Conservator of Forest (P&M) and Quick Response Team (Head Quarter) simultaneously.

- iv. The order constituting QRT's at Divisional level and Headquarter level is annexed as **Annexure Colly 1**.

Step 5. After the site inspection, a report is to be uploaded on the portal by Beat Officer/ Quick response Team (QRT) within 24 hours as per the status of the complaint viz. Genuine Complaints (Beat officers upload the KML file, photos of the location and give remarks on action taken), False Complaints (Beat officer uploads images and states the reasons proving the complaint to be false.), Not Related To Forest (Beat officer provides the details of the responsible/concerned department) and transfer to DCF/Range Officer (If the complaint is of serious nature, a Beat officer may transfer the complaint to Range Officer(RO) and Deputy Conservator of Forests (DCF) with strong and valid reasons for such transfer).

Step 6: After the report is uploaded on Green Hepline Portal by the Beat Officers/QRT, Range officer and DCF will receive the message so that Range Officer can cross check the report and resolved the complaint accordingly.

Step 7: Subsequently, Complainant receives the message via SMS regarding the status of the complaint.

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