

Government of West Bengal
Department of Forests
Aranya Bhaban, Block-LA-10A, Sector-III
Salt Lake, Kolkata-700106

No. 243-FR/O/6M-04/25

Dated: 20.02.2025

NOTIFICATION

Whereas, an online portal for delivery of the service related to issuance of "Certificate of Clearance" and "Tree felling permission" in non-forest areas for Developers as prescribed in the West Bengal Trees (Protection and Conservation) in Non-Forest areas Act, 2006 read with the West Bengal Trees (Protection and Conservation), in Non-Forest Areas Rules, 2007, is on board in view of the "Ease of Doing Business (EoDB)";

And whereas, as per the mandate of Business Reforms Action Plan (BRAP) Plus 2024, an online Grievance Mechanism is to be established to allow applicants to submit their grievances electronically for facilitating the efficient handling of complaints, ensuring timely and satisfactory resolution;

Therefore, an online Grievance Mechanism is hereby introduced regarding the online service for issuance of Certificate of Clearance and Permission for felling of trees in Non-forest area for Developers stipulating the timeline for resolution of each grievance as 30(thirty) working days from the date of online registration of such grievances.

Service Timelines

The following service timelines will be adhered to for grievance handling:

Sl. No.	Service Name	Escalation Timeline (days)			
		Level 3	Level 2	Level 1	Total
1	Grievance Redressal timeline in connection with Certificate of Clearance and Permission for felling of trees in non-forest area for Developers for Construction Activities	10	10	10	30

The details of the working Procedure & Escalation Matrix has been elaborated in the Annexure-A attached herewith.

By order of the Governor,
Sd/-

Additional Chief Secretary to the
Government of West Bengal,
Department of Forests

Annexure-A

A. Working Procedures

a. Submission of Grievances:

- Grievances can be submitted through online portal of <https://tfpd.wbforest.org>
- On the Home page click on “GRIEVANCE REDRESSAL” link on Top menu bar.
- After click on “GRIEVANCE REDRESSAL” link, applicant can register himself/herself by filling up the ‘**Applicant Registration Form**’ and click on the submit button.
- After registration process is completed, the applicant can login in the portal through ‘**Applicant Login**’ link.
- Choose “**Raise Grievance**’ Option.
- Select ‘**Grievance Type**’ as ‘**Certificate of Clearance**’ or ‘**Permission for felling/ disposing of trees in non-forest area for Developers for Construction Activities**’ in the comment box.
- Select category ‘**Name of Forest Division**’ from the dropdown menu.
- Details of grievance with specific location, if any to be provided in the text box.
- If any supporting document needs to be uploaded, applicant may upload the same in pdf./JPEG format by clicking the ‘**Upload Document**’ tab.
- Now, applicant may review, edit, save and submit the above grievance; after submission, the grievance will be treated as final and no further addition / alteration will be allowed.

b. Acknowledgment:

- Upon successful submission an **AIN/ acknowledgment number** will be generated. Complainant can further track the status of the complaint with the AIN/acknowledgement number so generated.

c. Resolution:

- The designated officer (Level 3 of escalation matrix) will address the grievance within given working days from the date of submission.
- A resolution report will be generated and shared with the complaint/applicant through SMS/ Email.

B. Escalation Matrix

If the grievance is not resolved within stipulated timeline or if the complainant is not satisfied with the resolution and reopens the complaint, the grievance shall get auto escalated in the following manner:

Level 3

- Officer: Deputy Conservator of Forests/ Divisional Forest Officer/ Field Director.
- Timeline for Response: 10 (ten) working days.
- Action: Review and address the grievance, and provide an updated resolution report.

Level 2

- Officer: Concerned Circle-In-Charge
- Timeline for Response: 10 (ten) working days.
- Action: re-examination of the issue from Level 3 and take action.

Level 1

- Officer: Chief Conservator of Forests, MIS & e-Governance Nodal Officer, EoDB
- Timeline for Response: 10 (ten) working days.
- Action: Review and direct to take immediate action.

C. Reverting to the applicant

Once the grievance is resolved, the complainant will receive a final report. The resolution will be considered binding and will finally conclude the grievance process.

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Copy forwarded for information to:

- (1) Additional Chief Secretary/Principal Secretary/Secretary of _____
Department
- (2) The Principal Chief Conservator of Forests & Head of Forest Forces, West Bengal
- (3) The District Magistrate, _____


Joint Secretary to the Government of West Bengal

No. 243/2(2)-FR/O/6M-04/25

Dated: 20.02.2025

Copy forwarded for information to:

- (1) Private Secretary to MOS(IC), Department of Forests
- (2) Senior Personal Secretary to ACS, Department of Forests


Joint Secretary to the Government of West Bengal