

Guidelines for Public to file complaints on air pollution in Delhi-NCR

As per the Directions given by Hon'ble Supreme Court in its order dated 29/10/2018, citizen can file complaints relating to air pollution on social media accounts of Central Pollution Control Board (CPCB).

CPCB has provided following methods for filing or posting complaints on air pollution;

1. Complaints can be lodged on following Social media accounts;

Facebook users:

Please post complaints by opening CPCB page from CPCB website or by accessing CPCB page by typing 'Central Pollution Control Board'.

Link to Facebook Account: <https://www.facebook.com/Central-Pollution-Control-Board-315289479059625/>

Twitter users:

Please post complaints at Twitter Handle CPCB_OFFICIAL or by clicking on Twitter from CPCB website https://twitter.com/CPCB_OFFICIAL

2. Citizens in Delhi NCR can also lodge complaints at CPCB website by clicking on following web-link;

<http://cpcb.nic.in/query-form1.php>

Here, information such as name, telephone, E-mail ID, location, type of air pollution (from drop down list) and description of complaint to be provided. It is also possible load a photograph showing the problem. Once the complaint is submitted, CPCB will forward the same to concerned agency for resolving the same.

3. Citizens in Delhi NCR can also file complaints in Sameer App, which can be downloaded in Android or IOS Mobile phones. In Sameer App any one in NCR can lodge a complaint and track the same online.

A flow-chart showing how to use Sameer App is given below;

