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To,
The Commissioner
South Delhi Municipal Corporation
Dr. S.P.M Civic centre, Minto Road
New Delhi, 110022

DIRECTIONS (SHOW CAUSE) UNDER SECTION 31 (A) OF AIR (PREVENTION & CONTROL OF POLLUTION) ACT, 1981 FOR ATTENDING TO CITIZENS COMPLAINTS LODGED ON SOCIAL MEDIA AND SAMEER APP of CPCB

WHEREAS Section 16(2) (b), (f) and (j) of Air (Prevention & Control of Pollution) Act, 1981 mandates Central Pollution Control Board (hereinafter referred as CPCB) to execute nation-wide program for prevention, control and abatement of air pollution and organise comprehensive program and perform such other functions as may be prescribed; and

WHEREAS deterioration in air quality in Delhi and NCR is a matter of serious concern since concentration of particulate matter exceeds the national ambient air quality standards for most of the period during the year and the condition worsens during winter period; and

WHEREAS a Graded Response Action Plan (GRAP) is under active implementation as per National Air Quality Index which identifies various air pollution mitigation measures and responsible implementation agencies; and

WHEREAS numerous incidents causing air pollution such as open burning of waste, improper handling of construction and demolition waste, emissions from industries, improper management of waste, unpaved open spaces or roads, etc. are also being reported by citizens in Delhi-NCR; and

WHEREAS It is the responsibility of concerned public agencies to attend incidents of air pollution and take measures to mitigate problems in a time bound manner, so as to improve air quality in Delhi NCR; and

WHEREAS as per the directions of Hon'ble Supreme Court of India, Central Pollution Control Board created following social media accounts on 29/10/2018 for lodging complaints by citizen;

- (i) Facebook Account: www.facebook.com/CPCBIndia OR
<https://www.facebook.com/Central-Pollution-Control-Board-315289479059625/>
- (ii) Twitter Handle: www.twitter.com/CPCB_OFFICIAL

WHEREAS, public agencies responsible to take action on ground for resolving air pollution complaints in Delhi NCR have been requested through email dated 31.10.2018 and 19.11.2018 to create their own social media accounts, and subsequently review meetings were held at CPCB on 14/11/2018, 20/11/2018, 22/11/2018, 23/11/2018, 05/06/2018, 21.12.2018 & 15.01.2019 wherein the complaint management process was explained and agencies were directed to follow CPCB Social Media accounts, so that complaint redressal could be hastened;

WHEREAS, SDMC was asked to address the complaints (within 24 Hours) and update status on Sameer App. However, it is noticed that there are 2315 complaints forwarded by CPCB Sameer App out of which 1813 complaints were resolved (but not within stipulated time duration of 24 hours and without documentary evidence being uploaded against all complaints) 308 complaints have been attended, but not resolved and 194 complaints are still unattended; and

WHEREAS, SDMC was asked to join Social Media (twitter & facebook) and follow CPCB social media handles for quick redressal of complaints. However, it is noticed that there are 205 complaints forwarded by CPCB Social Media Account, out of which only 55 complaints were resolved (Without documentary evidence being uploaded against all complaints), 34 complaints have been attended, but not resolved and 116 complaints are still unattended; and

WHEREAS, to facilitate effective monitoring of redressal of complaints through social media, CPCB is forwarding daily status of complaints pending/unresolved at your end, and SDMC has been asked to submit action taken reports every Monday by 2:00pm through email id sameeragencies.cpcb@gov.in. However, it is noticed that weekly status reports are not being sent in proper format (without details of social media accounts), which was already circulated by CPCB.

NOW THEREFORE, in view of the above and in exercise of the powers vested under Section 31A of Air (P&C) Act, 1981, you are directed to show cause as to why prosecution should not be initiated against Commissioner, SDMC for having failed to comply with the above Directions and timely redressal of air pollution complaints.

The report on compliance to above be submitted to CPCB within 03 days of receipt of this Direction.

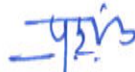
(S.P.S. Parihar)
Chairman

Copy to:

- 1) **The Secretary,**
Ministry of Housing and Urban Affairs
Nirman Bhawan, Maulana Azad Road,
New Delhi-110011

2) **The Joint Secretary,**
CP Division,
Ministry of Environment, Forest and Climate Change,
Indira Paryavaran Bhawan, Jorbagh Road,
New Delhi-110003

✓ 3) **The Divisional Head,** IT Division, CPCB


(Prashant Gargava)
Member Secretary