

Guidelines for Management of Complaints Related to Air pollution in Delhi-NCR

Registering complaints

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

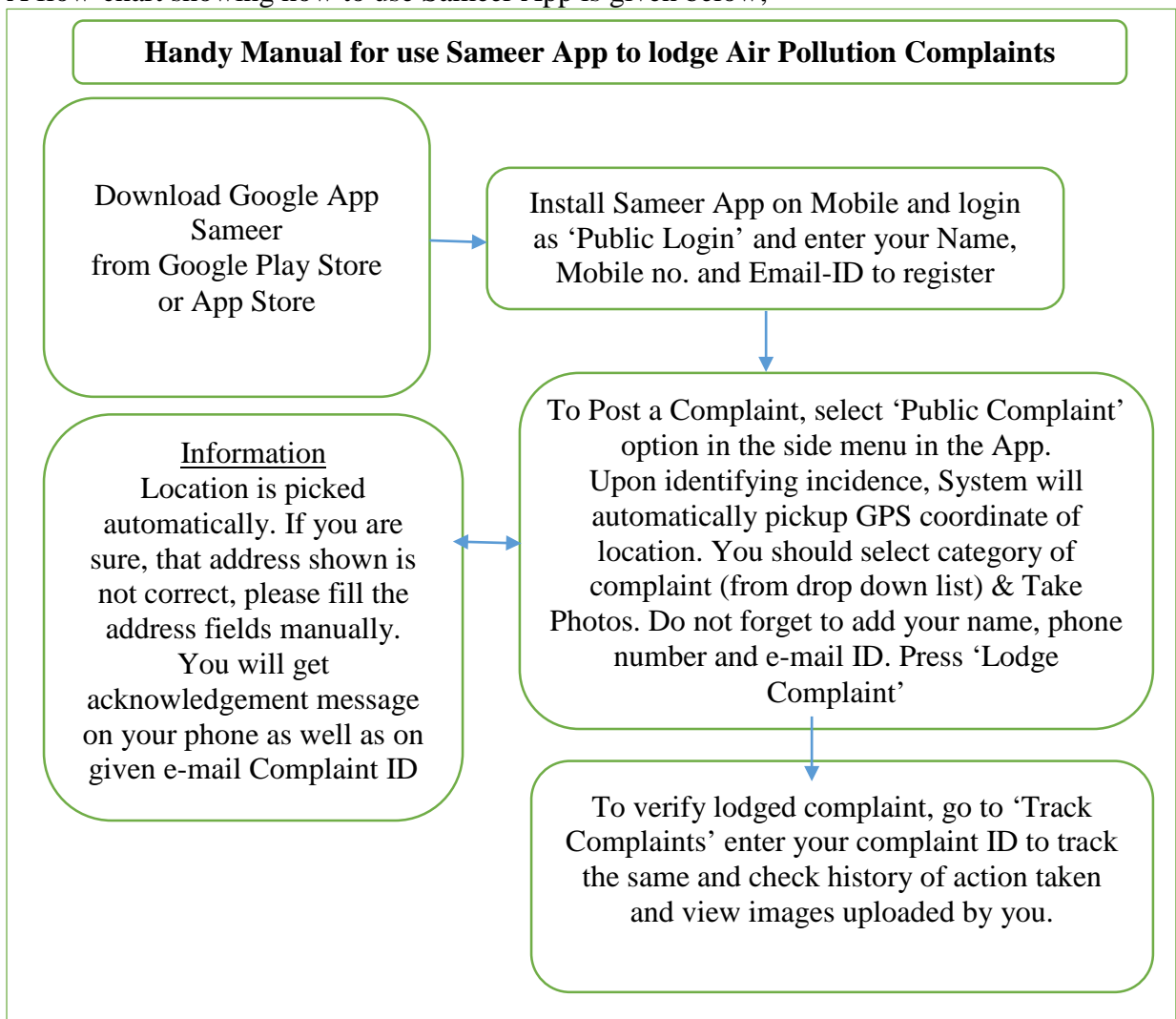
2. Citizens in Delhi NCR can also lodge complaints at CPCB website by clicking on following web-link;

<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;



Redressing Public Complaints

A Central Control Room (CCR) has been created in CPCB for monitoring air quality as well as for centralized management of public complaints relating to air pollution being received in National Capital Region. Initially, the mobile App *Sameer* was launched in the year 2016 to provide a forum to citizen to lodge complaints, and later along with *Sameer App* complaints pertaining to air pollution are being received through following platforms;

- Social Media (Twitter and Facebook)
- Website
- E-Mails
- Letters

Sameer App is used by public to get updates on air quality of the area of their area, as well as provides a platform to lodge air pollution related problems. Complaints lodged on Sameer are automatically assigned based on the geo location of the area to concerned Nodal Agencies such as Municipal Corporations, Development authorities, Industrial Department, Traffic Police, Transport Department, public Construction Agencies, etc. depending on type of pollution problem reported. After receipt of complaints, Nodal Agencies are expected to redress the complaint within 24 hours and action taken along with documentary evidence or visual proof are uploaded on same media where complaints are lodged. *GRAP-CPCB* Mobile App is also designed exclusively for Nodal Agencies for taking necessary action on the complaints lodged. Daily status of redressing complaints is being monitored by Central Control Room and delays are notified to agencies from time to time. Sameer App is available in both Android and IOS versions and can be downloaded from Google play store as well as App Store.

A dedicated Email aircomplaints.cpcb@nic.in has been created for receiving Air Pollution related complaints. Complaints received through Website and E-Mails are being transferred to Sameer App manually by CCR team so as to facilitate central monitoring.

Central Pollution Control Board has created Social Media accounts to facilitate citizens to report air pollution related complaints. A dedicated Media Management Cell has been established at CPCB to platforms tasks, such as assigning/ lodging the complaints, transferring complaints and taking follow-ups with all the stake holders.

Each Nodal Agency was requested to develop their own social media Handles/Accounts so that complaint received on Social Media platforms of CPCB can be forwarded to respective agencies on their Official on their respective social media Handles/Accounts. Upon receiving a complaint forwarded by CPCB, nodal agency shall inform action taken on the same handle/account through on which the complaint was received with copy to CPCB's Handle/Account. Details of Social media accounts are given below;

Facebook Account : CPCBIndia

Twitter Account : CPCB_OFFICIAL
