



**CPCB IT DIVISION**

**Sub: Minutes of Meeting regarding review meeting of complaints on Social Media and Sameer App.**

A review meeting was taken by Member Secretary, with all nodal officers of various agencies responsible attending air pollution related complaints in Delhi NCR. The meeting was held at 2<sup>nd</sup> floor conference hall of CPCB at 4:30pm on 29/01/2019.

**The following decisions were taken;**

- (i) All land owning agencies shall be responsible for taking actions on air pollution related complaints being reported from their premises. Agencies like DDA, Railways, shall ensure close surveillance of their properties and also protect their properties, any failure will lead to their prosecution;
- (ii) Nodal agencies shall levy penalty as per the directives of Hon'ble NGT
- (iii) Agencies to identify the issues raised for adequate redressal mechanism.
- (iv) RO, Faridabad to submit ATR on disposal of all complaints received through Sameer and Social media by nodal agencies in their jurisdiction.
- (v) RO Faridabad and RO UPPCB (for GNDA) were also directed to provide weekly status on complaints redressed on respective medias and also to CPCB at [sameeragencies.cpcb@nic.in](mailto:sameeragencies.cpcb@nic.in) as directed in CPCB's directions under Air Act.
- (vi) MS has taken serious note of the fact that representative of EDMC has not attended last 2 review meetings.
- (vii) An excel file on list of un-attended Social media complaints as on 31.12.2018 will be provided to concerned agencies, as one-time information, to facilitate agencies to retrieve earlier social media complaints.
- (viii) Nodal agencies pertaining MC- Ghaziabad, Noida Authority, Greater Noida Development Authority, MC Gurugram, MC Faridabad and GDA may be made as independent responsible authorities on Sameer platform only after receipt of digitised maps from concerned authorities.
- (ix) It was directed that each nodal agency shall identify hotspots of air pollution in their area and take appropriate steps so as to minimize repeated complaints.
- (x) All nodal officers are required to update their senior officers about the actions required to be taken on priority.
- (xi) MS has observed that agencies tend to resolve the complaints prior to attending review meetings. In this regard, it was directed that complaints should be addressed on daily basis and there should be zero pendency.
- (xii) PWD to provide information through map of roads under its jurisdiction.

The meeting ended with thanks to Chair

  
(B. Vinod Babu)

DH-IT,CPCB