

CPCB, IT Division

08-05-2019

Sub: Minutes of Meeting regarding review of redressal of air pollution complaints by Public Agencies on Social Media accounts in Delhi NCR on 07-05-2019 at 4:30pm.

A review meeting was taken by Member Secretary, CPCB with Nodal Officer of various agencies (SDMC, DDA, DPCC, RO Ghaziabad, RO Faridabad, NHAI, Municipal Corp. Gurugram, Municipal Corp. Ghaziabad, RO Gurugram South, RO Gurugram North, EDMC, North MCD, NDMC, RO Noida and Greater Noida) whose performance was found to be below 40-60% on Social Media account. The meeting was held at 2nd floor conference hall at CPCB at 4:30pm on 07-05-2019.

Discussions held & decisions taken are as below:

- i. Sh. Aditya Sharma, displayed each agency-wise performance graphs of Nodal Agencies from 01-11-2018 to 30-04-2019, wherein a wider gap on time scale during last 6 months had been observed. It was informed to all agencies to enhance the performance which is declining specially on Social Media.
- ii. MS, CPCB has given instructions to all agencies to take immediate action on pending complaints on Social Media accounts within a week otherwise CPCB will be constrained prosecute the defaulter agency for non-compliance as per direction of Hon'ble Supreme Court.
- iii. It was advised to all agencies to ensure timely action on complaints with proper action taken report uploading for information of complainants.
- iv. UPPCB was informed to share its map for better management of complaints & to provide name of centralized Nodal Officer.
- v. Nodal Officers were advised to communicate observations of the meeting to their superior officials for taking necessary action for compliance. The expected target of resolution of complaints must be more than 80%.
- vi. It was requested to share the information regarding change of Nodal Officer with CPCB immediately for updation in database for better communication.
- vii. All agencies were requested to take necessary action within stipulated time, in view of no. of complaints are being tracked through RTIs.
- viii. Nodal officers of SDMC, DDA, DPCC, Municipal Corp. Gurugram, RO Ghaziabad, Municipal Corp. Ghaziabad, RO Faridabad, Municipal Corp. Faridabad, NHAI and RO Gurugram South were absent. MS, CPCB has taken serious note of it and it was directed that Heads of Concerned Agencies be informed accordingly.

Meeting ended with thanks to Chair.



(B. Vinod Babu)
Divisional Head, IT, CPCB