

**Central Pollution Control Board**

C-12015/06/2018/IT/Public Complaints

Date: 11/12/2018

To,

13832  
13832

The Chief General Manager  
National Highways Authority of India,  
G-5&6, Sector-10, Dwarka  
New Delhi-110075

**DIRECTIONS 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 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 in compliance with directions of Hon'ble Supreme Court, Central Pollution Control Board (CPCB) created following social media accounts on 29/10/2018 for lodging complaints by citizen;

(i) Facebook Account: [www.facebook.com/CPCBIndia](http://www.facebook.com/CPCBIndia) OR

<https://www.facebook.com/Central-Pollution-Control-Board-315289479059625/>

(ii) Twitter Handle: [www.twitter.com/CPCB\\_OFFICIAL](http://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 and 05/06/2018 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, to facilitate effective monitoring of redressal of complaints through social media, nodal agencies are required to submit action taken reports; and

NOW THEREFORE, in view of the above and in exercise of the powers vested under Section 31-A of (Prevention & Control of Pollution) Act, 1981, directions are hereby issued;

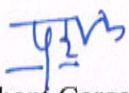
- (i) To address the complaints received on social media (Facebook, Twitter page/handle created by CPCB), Sameer, e-mails, etc. in minimum possible time but not later than 24 hours of receiving the complaint.
- (ii) To acknowledge and inform action taken on complaint to the complainant with copy to CPCB, through the same media on which complaint was received.
- (iii) To submit weekly report on action taken on Social Media and Sameer App complaints by Email to [sameeragencies.cpcb@gov.in](mailto:sameeragencies.cpcb@gov.in), every Monday before 2:00pm.
- (iv) To ensure immediate nomination of another officer in case of change of duty of nodal officer and information to CPCB by E-mail to [sameeragencies.cpcb@gov.in](mailto:sameeragencies.cpcb@gov.in)

The Report on compliance to the above be submitted to CPCB within 03 days of receipt of these Directions

  
(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

