

E-mail / Speed post

C-12013/24/CCR/Social Media/2018

13231

Date: 24/11/2018

To,

The Commissioner  
East Delhi Municipal Corporation,  
419, Udyog Sadan, Patparganj Industrial Area,  
Patparganj New Delhi-110092

**Sub: DIRECTIONS UNDER SECTION 5 of ENVIRONMENT (PROTECTION) ACT, 1986 FOR RESPONDING TO CITIZENS COMPLAINTS ON AIR POLLUTION IN NCR-DELHI**

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, CPCB has deployed teams of scientists in Delhi-NCR to get the ground report on air pollution mitigation measures taken by Agencies responsible under GRAP. These teams are sending alerts by means of directly informing concerned responsible agencies through SAMEER App by instant transfer to the local authorities for a quick action on ground, beside taking on the spot actions; and

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

WHEREAS, it is the responsibility of concerned nodal agency 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, Hon'ble Supreme Court of India, in its order dated 29/10/2018 in the matter 13029/1985 directed that Central Pollution Control Board shall create a Social media account on which citizens may lodge their complaints directly to be acted upon by Task Force responsible for implementation of Graded Response Action Plan; and

WHEREAS, in compliance with directions of Hon'ble Supreme Court, Central Pollution Control Board (CPCB) created following social media accounts on 29/10/2010 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)
- (iii) E-mail / Website based complaints: <http://cpcb.nic.in/query-form1.php>


WHEREAS, meetings with Nodal Agencies responsible to take action on ground for resolution of public complaints on air pollution in Delhi NCR have been requested through email dated 31.10.2018 and 19.11.2018 to create their own social media accounts, and join CPCB social media accounts for quick redressal of public complaints; and

WHEREAS, meetings with Nodal Agencies were also held at CPCB on 14/11/2018, 19/11/2018, 22/11/2018 and 23/11/2018 wherein the complaint management process was informed and agencies were directed to join CPCB's Social Media accounts. These agencies were also directed to address the complaints received through CPCB's Social Media accounts apart from complaints received on Sameer App; and

WHEREAS, out of 534 number of complaints pertaining to air pollution received by EDMC on Sameer App during the period between 1<sup>st</sup> to 22<sup>nd</sup> November, 2018, only 133 complaints were resolved, 272 complaints were either investigated or attended and 129 complaints were not yet attended;

NOW THEREFORE, in view of the above and in exercise of the powers vested under Section 5 of E(P) Act, 1986, you are hereby directed to show cause as to why action under Section 15 of Environment (Protection) Act, 1986 should not be initiated for prosecution of Commissioner, East Delhi Municipal Corporation for having failed to effectively control air polluting incidences under jurisdiction of EDMC.

East Delhi Municipal Corporation shall file its response to the above notice within 48 hours of receipt of this Notice, failing which action as deemed fit shall be initiated.

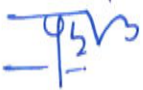
  
(S.P.S. Parihar)  
Chairman

**Copy to:**

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

2) **The Joint Secretary,** : for information please  
CP Division,  
Ministry of Environment, Forests and Climate Change,  
Indira Paryavaran Bhawan, Jorbagh Road,  
New Delhi - 110 003

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

  
(Prashant Gargava)  
Member Secretary