



DELHI POLLUTION CONTROL COMMITTEE
DEPARTMENT OF ENVIRONMENT, (GOVT. OF NCT OF DELHI)
4TH FLOOR, ISBT BUILDING, KASHMERE GATE, DELHI-6
visit us at : <http://dpcc.delhigovt.nic.in>

F.No.DPCC/PGMS/RM/2016/282-99

Dated: 27-7-16

Subject: Minutes of the Review meeting taken by Member Secretary on 23/07/16 in ISBT Office w.r.t. the complaints received through PGMS portal.

A review meeting of all the cases/complaints received in each section, through PGMS portal, was taken by Member Secretary on 23/07/16. Nodal Officer, PGMS Cell and all AGROs attended the meeting. Review of the cases revealed that although actions have been taken by the concerned cells the same is not reflected while uploading the response against the complaints. Also many complaints were required to be transferred on-line after completing the DPCC's part of action e.g. in case of F-27/33 cases and other cases where action has to be taken by other agencies on the basis of our directions/ findings of the inspection conducted.

To further streamline the handling of cases on PGMS portal, following decisions were taken:

1. A policy on D.G sets installed in residential areas/ commercial placed needs to be evolved. If there is a policy existing (as was revealed during the discussions) the same may be circulated to all and also uploaded on the website of DPCC so that uniform and logical action may be taken by all.

(Action: Air Lab)

2. In case of the units existing in non-conforming areas the present policy will be followed. However, standard operating procedure needs to be prepared in cases where the complaint is regarding cluster of units (having no specific names) operating in non-conforming area and apparently units fall under F-27/33 category.

(Action: CMC)

3. In cases where the complaint is regarding a specific address/ unit, but during the inspection other units are also found and booked, the response shall be uploaded for the specific unit/ address, mentioned in the complaint, only. The action on other units, however, shall continue to be taken on the file as per Pollution Control Acts.

(Action: All AGROs)

4. In case of units, including restaurants, where complaint has been received and where inspection reveals that the unit is operating without taking consent from DPCC and is also violating the provisions of Water and Air Acts, closure directions shall be issued. Standard Operating Procedure needs to be prepared covering all possible variations of such cases.

(Action: CMC)

EE (EC/IT)

28/7/16 PE Upload

TEC/IT 20/7/16

2603/17611
17/8/14

5. In cases where the complaint is received against the units which have valid consent of DPCC but inspection reveals that the unit is flouting consent conditions, refusal of consent shall be issued along with the closure directions to the unit concerned. Standard Operating Procedure needs to be prepared covering all possible variations of such cases.

(Action: CMC)

6. All AGROs shall streamline their respective cases on the PGMS portal on the lines discussed within a week and report the progress to Member Secretary. PGMS Cell of DPCC shall extend all possible help in this work.

(Action: All AGROs and Nodal Officer, PGMS)

7. A training may be arranged for all the officers in DPCC to acquaint them with the proper handling of complaints.

(Action: PGMS Cell)

8. Every Friday a review of all the cases received through PGMS portal shall be taken by Member Secretary at 10.00 AM in the office of ISBT.

Meeting ended with thanks to the Chair.

To:

1. SEEs (CMC-I/II/III/IV/V)
2. SEE (WMC-II)
- ✓ 3. SEE (IT & Enquiry Counter)
4. SEE (EC/ EIA)
5. EE (WMC-I&III)
6. Scientist 'D' (Air Lab)
7. Sr. Scientist (Water lab)
8. EE (PGMS) : For taking necessary action at point 6.
9. Administrative Officer
10. Accounts Officer
11. LO-I
12. LO-II

Ajeeta
(Ajeeta Dayal Agrawal)
SEE (Nodal officer,
PGMS)

Copy to:

1. PS to Chairman: For kind information of Chairman pls.
2. PA to Member Secretary: For kind information of MS pls.