

MAHARASHTRA POLLUTION CONTROL BOARD

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No.MPCB/AST/SOP-Complaint Redressal/TB-

Date-17/11/2021

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**Circular**

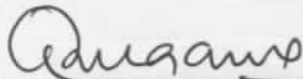
**Sub.:-** Standard Operating Procedure for Complaint Redressal in the Board's Web portal.  
**Ref.:-** Citizen Charter Published by the Environment and Climate Change Department, Government of Maharashtra and Maharashtra Pollution Control Board.

The Maharashtra Pollution Control Board receives various complaints concerned with environmental pollution and related issues and Board is taking all efforts to redress all types complaints within definite period. In order to facilitate the timely redressal of complaints the Board has developed Complaint Redressal Module in Board's Web Portal. The complaints received in the Board's offices through PG Portal, Aaple Sarkar Portal. E-Catalyst App, CPCB, VIPs and General Public, which are incorporated in the complaint module.

After reviewing the complaint module, it has been observed that there are some issues regarding timely redressal of complaints by the officers of the Board. Therefore, to simplify the process and to address the issues faced by the officers, the Standard Operating Procedure (SOP) for the Complaint Redressal has been prepared.

This circular is regarding implementation of the SOP for the Complaint Redressal, which shall be scrupulously followed by all the technical and related officers of the Board while redressing complaints.

This circular shall come into force with immediate effect.

  
(Ashok Shingare, IAS)  
Member Secretary

**Copy for favour of information to-**The Hon'ble Chairman, MPC Board, Sion, Mumbai.

**Copy to-**

1. All HODs, MPCB- for information and necessary action.
2. The System Officer, MPCB for Display on Board's website.

# MAHARASHTRA POLLUTION CONTROL BOARD

## GRIEVANCE REDRESSAL MECHANISM

### 1. Introduction

GRIEVANCE REDRESSAL MECHANISM is to clarify the steps which are to be followed by the Board officials for effective redressal of complaints within the stipulated time period, including joint inspection report, submission of Action taken report (ATR) and redressal of complaint followed by the communication of the ATR to the concerned departments or citizens.

### 2. Objective:

The objective of this policy is to provide efficient & effective grievance redressal mechanism of the complaints.

- Complaints raised by citizen's are dealt with courtesy and on time.
- Citizens are always treated fairly. Complete transparency is maintained with the citizens.
- All complaints are dealt in efficient and fair manner.
- Citizens are fully informed of avenues to escalate their complaints / grievances within the organization.
- Citizens are informed of their rights to alternative remedy if they are not fully satisfied with the response of the MPCB to their complaints.
- All citizen's complaints are logged and resolved in defined manner.
- Every category of citizen's Request or Complaint should have pre-defined time & same would be communicated to the citizens.

### 3. Definition of Grievances / Complaints

A "Grievance/Complaint" is defined as any communication that expresses dissatisfaction about an action or lack of action, about the standard of service/deficiency of service from the MPCB or asks for remedial action.

### 4. SCOPE OF POLICY

This policy covers all grievances raised by the Citizens or CPCB or PG Portal or AAPLE SARKAR, or VIP's (MLA / MLC / MP), E-catalyst etc. about an action or lack of action or ask for remedial action. The remedial action communicated to the concerned departments / citizens by any mode of communication i.e. Letter/ e-mail, etc. with a copy to concern HOD for favor of information.

### 5. GRIEVANCES REDRESSAL MECHANISM:

MPCB mainly receives GRIEVANCES from PG Portal, CPCB, VIP's complaint, Aaple Sarkar, E-catalyst and General public.

### **5.1 GRIEVANCES REDRESSAL MECHANISM FOR PG PORTAL & CPCB COMPLAINT: -**

- a) The complaints forwarded from PG Portal & CPCB through letter or email should be entered in the complaint portal available on Web-Portal through FTS by the receiving field office or respective section of HQ (based on coordinating regions) by uploading the scan copy of the complaint.
- b) The entered complaint must be forwarded /marked to concern Regional Officer (RO)/Sub-Regional Officer (SRO) through task flow by the respective HOD. (An email shall trigger automatically to concern RO/SRO for the purpose to review from time to time for successful redressal of the complaint.)
- c) Concern SRO can investigate the complaint or forward / mark the complaint to concerned Field Officer (FO) for investigation purpose.
- d) Investigation officer should submit observations in respect of the complaint in the form of Joint Visit Report/ Visit report and submit to the respective SRO/RO.
- e) The SRO/RO should initiate the action against the defaulter as per the report submitted by the investigation officer.
- f) The Concerned RO should forward the action taken report (ATR) to the complainant with a copy to the 1) CPCB / respective dept. (wherever applicable) & 2) the concerned HOD's immediately. The draft of the redressal letter is enclosed herewith. (ATR along with redressal letter to CPCB/ MOEF&CC/ Env. & CC dept or to any other Govt. department should be forwarded at RO level).
- g) After ATR submission by the concerned RO, complaint in the complaint module should be closed by RO, immediately to minimize the pendency.
- h) Upon closing the complaint in complaint module, it shall be closed by concerned HOD in PG portal.

### **5.2 GRIEVANCES REDRESSAL MECHANISM FOR VIP COMPLAINT: -**

- i) The complaints forwarded from VIPs by letter or email should be entered in the complaint portal available on Web-Portal through FTS by the receiving field office or respective section of HQ (based on coordinating regions) by uploading the scan copy of the complaint.
- j) The entered complaint must be forwarded /marked to concern Regional Officer (RO)/Sub-Regional Officer (SRO) through task flow by the respective HOD. (An email shall trigger automatically to concern RO/SRO for the purpose to review from time to time for successful redressal of the complaint.)
- a) Concern SRO can investigate the complaint or forward / mark the complaint to concerned Field Officer (FO) for investigation purpose.
- b) Investigation officer should submit observations in respect of the complaint in the form of Joint Visit Report / Visit report and submit to the respective SRO/RO.
- c) The SRO/RO should initiate the action against the defaulter as per the report submitted by the investigation officer.
- d) Thereafter, Regional Officer should redress the VIPs complaint with a copy to Head of the Department. The draft of the redressal letter is enclosed herewith.

- e) After ATR submission by the concerned RO, complaint in the complaint module should be closed by RO, immediately to minimize the pendency.

### **5.3 GRIEVANCES REDRESSAL MECHANISM FOR AAPLE SARKAR COMPLAINT: -**

- k) The complaints forwarded from Aaple Sarkar by letter or email should be entered in the complaint portal available on Web-Portal through FTS by the receiving field office or respective section of HQ (based on coordinating regions) by uploading the scan copy of the complaint.
- l) The entered complaint must be forwarded /marked to concern Regional Officer (RO)/Sub-Regional Officer (SRO) through task flow by the respective HOD. (An email shall trigger automatically to concern RO/SRO for the purpose to review from time to time for effective redressal of the complaint.)
- m) Concern SRO can investigate the complaint or forward / mark the complaint to concerned Field Officer (FO) for investigation purpose.
- n) Investigation officer should submit observations in respect of the complaint in the form of Joint Visit Report/ Visit report and submit to the respective SRO/RO.
- o) The SRO/RO should initiate the action against the defaulter as per the report submitted by the investigation officer.
  - a) The SRO/RO should initiate the action against the defaulter as per the report submitted by the investigation officer.
  - b) Thereafter, Regional Officer should redress the complaint with a copy to Head of the Department. The draft of the redressal letter is enclosed herewith.
  - c) After ATR submission by the concerned RO, complaint in the complaint module should be closed by RO, immediately to minimize the pendency.
  - d) Upon closing the complaint in complaint module, it shall be closed by concerned HOD in Aaple sarkar portal.

### **5.4 GRIEVANCES REDRESSAL MECHANISM FOR GENERAL and E-CATALYST COMPLAINTS:**

- p) The complaints forwarded from General public by letter, email or E-Catalyst should be entered in the complaint portal available on Web-Portal through FTS by the receiving field office or respective section of HQ (based on coordinating regions)-by uploading the scan copy of the complaint.
- q) The entered complaint must be forwarded /marked to concern Regional Officer (RO)/Sub-Regional Officer (SRO) through task flow by the respective HOD. (An email shall trigger automatically to concern RO/SRO for the purpose to review from time to time for successful redressal of the complaint.)
- r) Concern SRO can investigate the complaint or forward / mark the complaint to concerned Field Officer (FO) for investigation purpose.
- s) Investigation officer should submit observations in respect of the complaint in the form of Joint Visit Report/ Visit report and submit to the respective SRO/RO.
  - a) The SRO/RO should initiate the action against the defaulter as per the report submitted by the investigation officer.

- b) Thereafter, Concern SRO should redress the general complaints. The draft of the redressal letter is enclosed herewith.
- c) The concern SRO should forward the action taken report (ATR) to the complainant with a copy to the respective HOD. After ATR submission by the concerned SRO, complaint should be closed in the complaint module by concern SRO/RO immediately to minimize the pendency.

The GRIEVANCES received from PG Portal, CPCB, VIP (MLA / MLC / MP) complaint, Aaple Sarkar and General Complaints should be redressed properly so as to close the loop. Considering the significance, complaints received through PG portal and Aaple Sarkar portal shall be closed by the respective HOD as per coordinating region work distribution. HOD may designate field officer from their respective section for closing such complaints in PG portal and Aaple Sarkar portal. Critical complaints may be apprised to MS/Hon'ble Chairman, on need basis.

#### 6. COMPLAINT REDRESSAL TIMELINES:

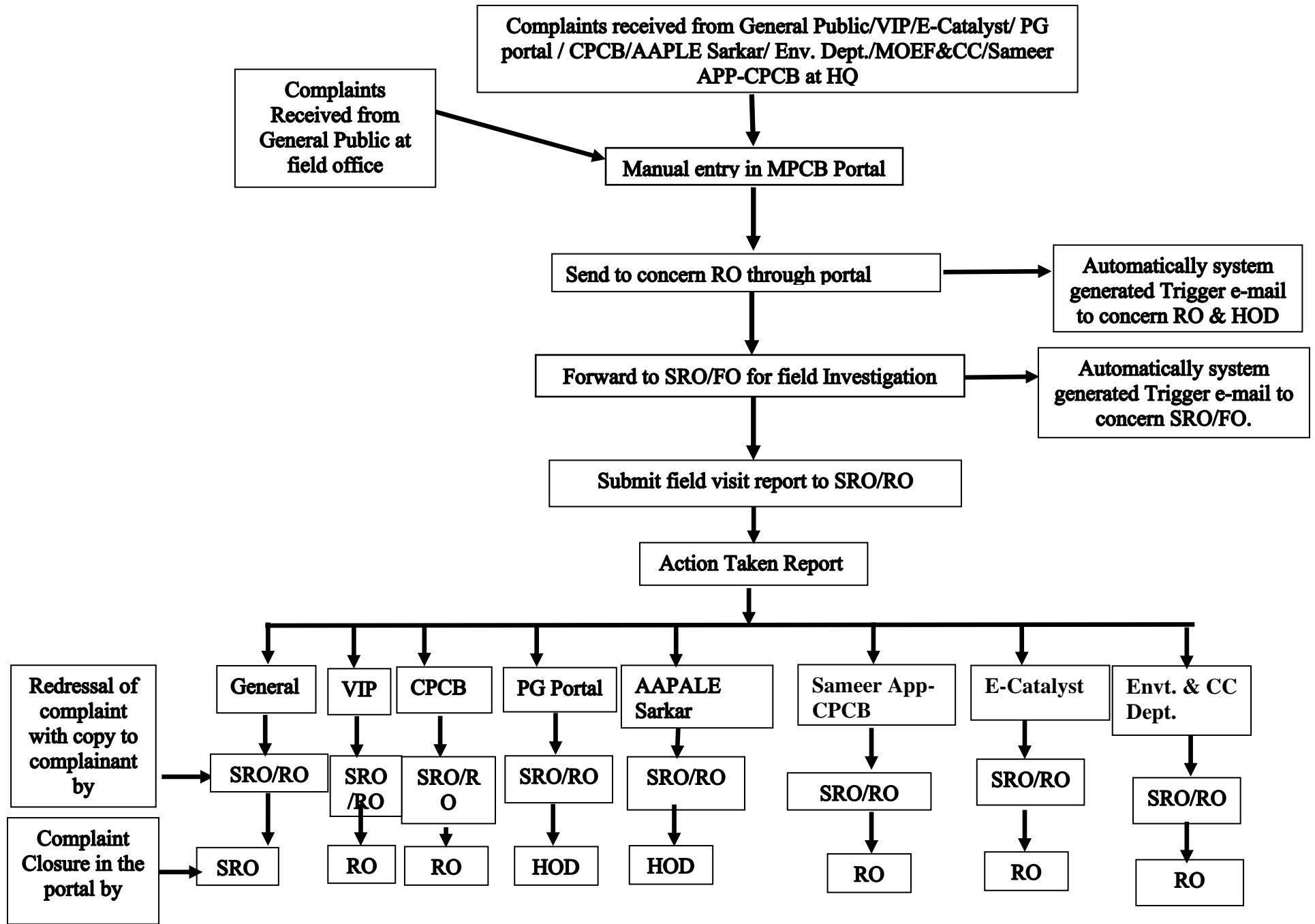
The timelines for the entry/inward to disposal of the complaint may be observed as given below.

Sr. No.	Complaint received from	Time		
		SRO Level	RO Level	HOD/HQ
1.	PG Portal	7 days	7 days	7 days
2.	CPCB	7 days	7 days	7 days
3.	VIP (MLA / MLC / MP) complaint	7 days	7 days	--
4.	AAPLE SARKAR	7 days	7 days	7 days
5.	General Complaints	10 days	10 days	--

The RO should submit detail report of complaint redressal related to Aaple Sarkar, PG Portal to concern Area Co-Ordinator/HOD on weekly basis for further closure of the complaint in the Aaple Sarkar and PG Portal.

#### 7. Grievance Escalation

The Grievance Redressal Mechanism to ensure that all complaints are addressed within defined Time and those exceeding the timeline are escalated to the next higher authority with due reasoning about the delay.



**Task flow of the Complaint Redressal**