



Rajasthan State Pollution Control Board

Headquarter, 4, Institutional Area, Jhalana Doongri, Jaipur-302004

Phone :0141-2711263, 2716802 e-mail: member-secretary@rspcb.nic.in

RSPCB Helpline No: 0141-2716877

Registered Post/ E-mail

F.13/ Gen-138/RSPCB/ITS/ 1954-1962

Date: 07/11/2024

Office Order

It has been observed that various complaints/issues related with MIS 1.0 are received in the IT Cell on regular basis and needs to be addressed properly.

Following procedure shall be adopted for resolving all such complaints/issues:-

- All such complaints/issues shall necessarily be forwarded at email id its.rspcb@gmail.com and office order dated 15.10.2024 has already been issued regarding same.
- The JEE (IT Cell) shall compile all such complaints/issues with the help of IA (IT Cell) and forward the same to EE (IT Cell).
- EE (IT Cell) shall forward it to ACP, RSPCB on daily basis for resolution.
- The ACP, RSPCB shall resolve all such complaints/issues on daily basis and shall communicate to concerning complainants if any additional information/document is required to resolve complaints/issues.
- ACP, RSPCB shall forward the status of resolved/ unresolved complaints/issues to EE (IT Cell) on daily basis.

(Vijai N.)

Member Secretary

F.13/ Gen-138/RSPCB/ITS/ 1954-1962

Date: 07/11/2024

Copy to the following for information and necessary action:-

1. PS to Chairperson, RSPCB, Jaipur.
2. APS to Member Secretary, RSPCB, Jaipur.
3. CEE/CSO, RSPCB, Jaipur.
4. Joint Secretary, RSPCB, Jaipur.
5. Financial Advisor, RSPCB, Jaipur.
6. Group In charge, RSPCB, Jaipur.
7. Regional Officer, Regional Office....., RSPCB.
8. Shri Raakesh Kanodia, Dy. Director IT cum ACP, DoE, GoR with direction to display office order dated 15.10.2024 on the State Board website. He shall also ensure that email ID for complaint redresser related to MIS is prominently displayed on the State Board Website.



Signature valid
Digitally signed by N. Vijai
Designation: Member Secretary
Date: 2024.11.06 15:04:09 IST
Reason: Approved Member Secretary