



राजस्थान राज्य प्रदूषण नियंत्रण मण्डल

4, संस्थानिक मार्ग झालाना डूंगरी जयपुर।

PBX- 5159600, 5159622, FAX : 5159697

Office Order

In supersession to earlier office order dated 22.06.2020, the procedure to deal with complaints received in the PCV Group of State Board will be henceforth as under:-

1. The complaints will be sent by the PCV Group to the concerned Regional Officer for verification of contents of the complaint by e-mail followed with hard copy. A copy of the complaint along with the enclosures (if any) will be sent to the concerning GIC too.
2. The concerned Regional Officer will verify all the points stated in complaint within 15 days and shall ensure taking further action (such as show cause notices, closure of the unit, transfer to other department etc. as per law) in the matter.
3. In case the project is in the purview at H.O. level, the Regional Officer will send the verification report in the matter to the concerned Group at the Head Office for further action as required, otherwise after taking action at their own level the Regional Officers will inform the complainant with a copy to PCV Group and concerned Group.
4. On receiving the verification report, the concerned GIC at H.O. will take action as per law on the matter and will inform the complainant with a copy to PCV Group and concerned RO within 15 days.
5. ROs/GICs shall make no unnecessary correspondence with PCV Group like interim reply, incomplete reply etc. regarding disposal of complaints.

This bears approval of the competent authority

(Uday Shankar)
Member Secretary

Date: 27.11.20

F.14 (5-Adm)/RPCB/Plg/ 2144

Copy to the following for information and necessary action:-

1. P.S. to Chairperson, RSPCB, Jaipur.
2. P.A. to Member Secretary, RSPCB, Jaipur.
3. CEE/CSO/CAO, RSPCB.
4. Group In-Charge:- Planning/Textile/ Mine & SCMG DS/ HOGM/ MUID(B & C)/ CD/ PDF/ Project & IEC/Liquid Waste/ MSW/ Hazardous Waste/ E-Waste/ BMW/ Legal/ PCV & EC/ CPP/Central Lab /Plastic Waste.

5. Regional Officer, Regional Office, RSPCB:- Alwar/ Balotra/ Bharatpur/
Bhiwadi/ Bhilwara/ Bikaner/ Chittorgarh/ Jaipur South/ Jaipur North/ Jodhpur/
Kishangarh/ Kota/ Pali/ Sikar/ Udaipur.

6. GIC(IT) to upload it on website.


Member Secretary

