



Rajasthan State Pollution Control Board

Headquarter, 4, Institutional Area, JhalanaDoongri, Jaipur-302004

Phone :0141-5159699,5159604 e-mail : member-secretary@rpcb.nic.in

TollFreeHelpLineNo. : 18001806127 Ext. 7

Office Order

In supersession to all earlier office order, henceforth the procedure to deal with complaints received in the State Board will be as under:-

1. All complaints received in the State Board will be dealt by VTR section. The section will examine, scrutinize and dispose of all complaints not related with the State Board or of general nature at their level.
2. Complaints which require further information/analysis will be forwarded to concerning Group Incharges by VTR section.
3. Concerning Group Incharge will examine the matter, collect all required information and reports from Regional Offices, prepare comprehensive reply and forward to VTR section.
4. Group Incharges wherever required will take appropriate action in the subject matter with the approval of competent authority and forward reply to VTR section incorporating action taken.
5. VTR will communicate reply to concerned authority and complainant if required.

This bears approval of the competent authority.

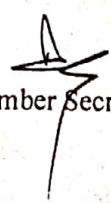
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(Dr. Vijai Singhal)
Member Secretary

F.14 (5-Adm)/RPCB/Plg/Part file/ 454-490 .

Date: 22/06/2020 .

Copy forwarded to the following for information and necessary action:-

1. P.S. to Chairperson, RSPCB, Jaipur.
2. Sr.P.A. to Member Secretary, RSPCB, Jaipur.
3. CEE/CSO/CAO, RSPCB.
4. Group In-Charge, Planning/ CPP/Textile/Mines & SCMG DS/ HOG/ MUID/CD/PDF, Training Project & IEC/ Solid, Plastic & Liquid Waste/Hazardous, Metals & E-waste/ BMW & ECC/ Legal/ PCV, Complaints, Grievances, VIP & EC Compliance/ MS Cell/ CP Cell
5. Regional Officer, Regional Office, RSPCB, Alwar/ Balotra/ Bharatpur/ Bhiwadi/ Bhilwara/ Bikaner/ Chittorgarh/ Jaipur South/ Jaipur North/ Jodhpur/ Kishangarh/ Kota/ Pali/ Sikar/ Udaipur.
- ✓ 6. Incharge IT with request to upload on boards website.
7. Master File


Member Secretary