



# Rajasthan State Pollution Control Board

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

Phone :0141-5159699,5159604 e-mail : [member-secretary@rpcb.nic.in](mailto:member-secretary@rpcb.nic.in)

TollFreeHelpLineNo. : 18001806127 Ext. 7

F.14(PSC-54)RSPCB/PSC 62

Date: 15/01/2021

## Office Order

### HELP-LINE TO RESOLVE ISSUES RELATED TO OBTAINING CONSENT/ AUTHORIZATION FROM THE STATE BOARD, REGARDING.

The State Board by virtue of its powers under the various environmental laws receives applications for Consent to Establish/Operate and Authorization from industries/projects/ activities in the state. The process of filling of these applications is online through RSPCB MIS.

It has been observed by the Board that various Industries/ activities/ processes/ mines/ HCFs face several issues during filing of Consent/ Authorization Applications or during the course of obtaining the same from the Board.

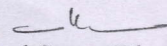
In order to resolve these issues and providing an user-friendly interface to the Industries/ activities/ processes/ mines/ HCFs, the State Board has decided to develop a Helpline at the Head Office which shall provide technical support and assistance in queries to the users w.r.t process of obtaining Consent/ Authorization from the State Board.

Smt. Prasputita Nanda, Scientific Officer, Project Cell is being nominated as the Nodal Officer of Help-Line. The following Young Interns are being allocated in the Help-line to provide support and resolve queries being received at the Help-line Number i.e. 0141-2716877;

1. Sh Rizwan Ul Haq
2. Sh Lokendra Singh Deora

This Help-line shall come into effect from 20.01.2021.

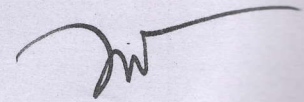
This bears approval of the competent authority.

  
(Dr. Gobind Sagar Bhardwaj)  
Member Secretary

Date: 15/01/2021

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1. P.S. to Chairperson, RSPCB, Jaipur.
2. Sr.PA to Member Secretary, RSPCB, Jaipur.
3. The CEE/CAO/CSO/ACEE/HOO, RSPCB, Jaipur.
4. Group In-Charge, Planning/ CPP & MUID/Textile/Mines & SCMG DS/ HOGM/ PDF, CD & Legal/Training, Project & IEC/Liquid Waste/Hazardous Waste Cell/ BMW, ECC, E-waste/Solid & Plastic waste cell, PCV, Complaints, Grievances, VIP & EC Compliance, RSPCB, Jaipur.
5. The Regional Officer, Regional Office, RSPCB, Alwar/ Balotra/ Bharatpur/ Bhiwadi/ Bhilwara/ Bikaner/ Chittorgarh/ Jaipur South/ Jaipur North/ Jodhpur/ Kishangarh/ Kota/ Pali/ Sikar/ Udaipur.
6. GIC (Admin), RSPCB, Jaipur with directions to provide all necessary infrastructure related to development of Help-line at Head Office, Jaipur and provide adequate seating arrangement to the above interns.
7. GIC (IT), with directions to upload on the State Board's website and provide all IT related logistics to the above cell.
8. Smt. Prasputita Nanda, Scientific Officer, Project Cell, RSPCB, Jaipur.
9. Sh Rizwan Ul Haq, Young Intern, Head Office, Jaipur.
10. Sh Lokendra Singh Deora, Young Intern, Head Office, Jaipur.

  
Member Secretary