



Rajasthan State Pollution Control Board

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

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F-14(PSC-54)RSPCB/PSC/1162-1196

Dated: 25-6-2021

S.O.P: Methodology to streamline issues received at RSPCB Helpline

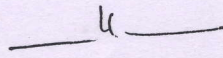
In compliance to State Board office order dated 15.01.2021, Helpline at RSPCB is operational since 20.01.2021 in order to resolve issues related to Consent/ Authorization procedure, MIS issues and IT related issues.

While receiving status of issues received at Helpline, It has been observed that some of issues escalated to concerning section and still pending to be resolved due to which concerned Industries/ Units are facing a lot of problems while filing for Consent/ Authorization or compliance submission.

In order to streamline the procedure, following standard operating procedure (S.O.P) is hereby laid down to resolve the issues received at RSPCB;

1. Helpline cell will forward the issues to the concerning cells through CEE on daily basis.
2. Each concerning cell shall resolve the issues within three working days.
3. Action taken report should be forwarded to Helpline.
4. Helpline shall duly communicate the action to be taken /resolution of complaint to complainant.
5. Every Monday the review of unresolved issues shall take place under the chairmanship of CEE.
6. In order to keep a track of issues at helpline the e-mail id i.e rspcbhelpline@gmail.com is being made operational.
7. Monthly statement of issues received, resolved and pending with reasons of pendency will be submitted to Member Secretary and Chairperson.

This order shall come into immediate effect.



(Dr. Gobind Sagar Bharadwaj)
Member Secretary

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Copy to following for information/necessary action please:-

1. PS to Chairperson, RPCB, Jaipur.
2. PS to Member Secretary, RSPCB, Jaipur.
3. CEE/ACEE/CSO/CAO/HOO, RSPCB, Jaipur.
4. Group Incharge Planning/ CPP&MUID/Textile/Mines & SCMG DS/HOGM/PDF, CD& Legal/Training Project & IEC/Solid & Plastic /IT/Liquid waste, Hazardous waste & e-waste/ BMW,ECC/RTI/PCV,Complaints, Grievances,VIP & EC compliance RSPCB,Jaipur
5. The Regional Officer, Regional Office, Alwar /Bhiwadi/Bharatpur/Kota/ Jaipur(North)/Jaipur(South)/Bikaner/Udaipur/Chittorgarh/Kishangarh/ Pali/ Sikar/Bhilwara/Balotra/Jodhpur


Member Secretary