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Madhya Pradesh Pollution Control Board

Emergency Response Centre

Paryawaran Parisar, E-5, Arera Colony, Bhopal -462 016 (M.P.)

Ph : 0755-2469180, PBX : 2466191, Fax : 0755-2463742 E-mail : ercmppcb@nic.in Web : www.erc.mp.gov.in

No. 1261 /HOPCB/ERC/2022

Bhopal, Dt: 07/03 /2022

To,

**The Commissioner
Directorate of Urban Administration & Development
Palika Bhawan, Shivaji Nagar,
Bhopal - 462016 (M.P.)**

Sub : Public Complaints pending on Inter Departmental Platform EnvAlert App - reg.

Ref. : This office letter no. 530/HOPCB/ERC, dated 11.10.2019, E.mail dated 22.01.2021 and 21.03.2021

Dear Sir

Your kind attention is drawn to the aforesaid reference in connection with public complaints redirected from EnvAlert App to Urban Administration and Development (UADD) for redressal. As you are aware that the EnvAlert App has been developed by Environment Surveillance Centre, M.P. Pollution Control Board in line with the order passed by H'ble Supreme Court to attend the environemnt related complaints coming under purview of different civic authorities. The complaints received on the App are pushed automatically to the concerned department for redressal.

The grievance statistics available on the App show that 168 of the total complaints, redirected to your department on e.mail Id cmamp@mpurban.gov.in, are pending and yet to be attended. Your personal intervention is requested to look into the matter and direct the concerned for early action in the pending complaints.

If there is any need to change the said e.mail Id the same may please be communicated to this office for necessary amendment. It would, however, be a great favour if details of Nodal officer, viz. name of concerned person of your office with mobile number and e.mail ID, for this task are shared with this office to streamline the grievance redressal process.

For any relevant technical query Dr. RajendraChaturvedi, Scientist (mob. 8989879758) or Shri Pracheer Dixit (mob. 9926535758) may be contacted.

Yours Faithfully,


(V.K. Ahirwar)

Director, Environment

o/c