

Madhya Pradesh Pollution Control Board

Emergency Response Centre

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Minutes of the Meeting with Suppliers and the Service Providers of Online Real-time Monitoring Systems, Dated 24.08.2018

An interaction meet was held with manufacturers, suppliers and the service providers of Online Real-time Monitoring Systems (RTMS) on Friday, August 24, 2018 at HQ M.P. Pollution Control Board (MPPCB) to discuss various issues related with technological, financial, regulatory and post-sale services for effective implementation of real-time monitoring programme in Madhya Pradesh State, Annexure - I. The meeting was jointly chaired by Directors Environment, MPPCB Shri R.S. Kori and Shri Hemant Sharma.

The meeting was attended by senior executives of manufacturers, suppliers and the service provider firms of real-time monitoring systems. The list of participants is appended as Annexure - II. The core issues for discussion included Remote calibration check of CEMS and CAAQMS, Normalization of CEMS and CAAQMS data, Certification of RTMS, SMS alert services, Integration of IP-camera with portal, Site calibration, Data capture rate, Industries relates issues and Post-sale services.

The meeting started with formal introduction of all the participating executives followed by opening remarks and a presentation on 'Overview of Real-time Monitoring Status in Madhya Pradesh' by Dr. Rajendra Chaturvedi, Scientist, MPPCB. The present scenario of implementation of Real-time monitoring programme and the line of action to be followed by MPPCB in future for strict compliance of RTM Protocols in the State were presented before the executives. The expectations of MPPCB from the service providers/stack-holders for implementation and uninterrupted operation of real-time monitoring systems in the state were also clearly outlined.

Shri R.S. Kori, Director Environment, MPPCB in his address emphasized the need to further strengthen the real-time monitoring (RTM) mechanism and make use of best available tools to keep a constant vigil on industrial pollution and the environment as a whole. He told the vendors that the industrial monitoring data is displayed on the website, as per directions of H'ble Supreme Court, therefore the accuracy and credibility of data should be ensured. He also uttered that the outcome of the real-time monitoring exercise should be sound enough to assist in the strategic and policy plannings and at the same time should be simple enough to give a clear understanding to the common citizens about their surrounding environment. He made it clear to the participants that the MPPCB is committed to implement the RTM programme effectively to achieve the intended results which would require the services of the vendors to be stepped up.

Shri Hemant Sharma, Director Environment, MPPCB appreciated the professional support extended by vendors/companies but cautioned them to adopt fair practices and extend timely support and services to ensure activity of RTM in ceaseless and sustained manner in the State. He reiterated no tolerance for anyone found engaged in any unethical

practice or with negligent professional behaviour. He also categorically mentioned that the MPPCB will do the rating of suppliers/service providers on matrix basis hence all the service providers should strictly comply and provide services for the remote calibration check facility, normalisation of data, supply of RTM systems as per certified norms etc else their services in the State may be forbidden.

During technical session following issues of concern, pertaining to real-time monitoring, were discussed :

Remote Calibration Check of RTMS : The vendors were informed about the mandatory requirement of remote calibration (RC) check of CEMS and CAAQMS and were asked to ensure that the system they are supplying to the industries should have facility to perform calibration remotely. All the vendors claimed that RC feature is an integrated part of their instrument. The possible solutions to the RC of old systems, which do not have basic facility of RC, were also discussed. M/s Swan Hyderabad informed that they have developed an independent calibration kit which can be used for calibration of old systems which do not have RC facility. This kit is required to be installed before the analyser unit at the time of RC and this does not require any modifications or alterations in the existing installed system. The cost is claimed to be very affordable and this has been tried successfully at many industries as informed by the vendor. No details about certification or product reliability could be furnished by the claimant.

It was also noted during discussion that many of the vendors are still going with the solution using RS232 and RS485 Communication despite having advanced analyzers. The vendors have been advised to use IP based or full duplex communication network architecture for Real-time Monitoring system for transmission of data to the MPPCB. This is the latest technology and scalability and expansion is possible without changing the Hardware.

In order to ensure foolproof and end-to-end transparency at the time of RC the vendors/software service providers were advised to provide access to their analyzer window at their portal. The vendors opined that it is possible only if the OEM provides access of Admin Panel of the analyzer but agreed that it shall be done through coordinated efforts of stake-holders.

Normalization of RTM data : The issue of normalization of RTM data was discussed with the vendors and they were asked to ensure that the monitored data should be transmitted and reported in normalized values. Few vendors informed that their existing system is embedded with the required facility and is already taking care of normalized values. The representative of M/s Nevco Engineers Pvt. Ltd. informed that the users which have old CEMS without normalization feature need to install analysers for corrective parameters and a normalization unit and do not require to replace the old CEMS. All the vendors informed that they have facility in-place for normalized values and the same shall be available for all their clients.

SMS Alert Services : The vendors were shown examples of irregular functioning of SMS in the existing services. Some of the vendors have not even commissioned the SMS service yet. The problem of wrong and encrypted SMSs was also discussed. The vendors, specially M/s Knowledge Lens, Bangaluru and M/s Swan Environmental, Hyderabad who serve most of the industries in the State, assured that the gaps in SMS service will be looked into and the same shall be restored and streamlined soon.

IP-PTZ camera : The participating executives were informed that over 100 industries have installed IP-camera in the State and have provided access to the MPPCB. It is, however, often difficult to access the live view as no static IP is provided by the service providers and additional plug-ins and add-ons are needed to be installed for camera view which makes the process even more cumbersome. Low bandwidth and poor internet connectivity at industry end is another concern which multiplies the problem of live camera streaming. All the vendors were, therefore, advised to integrate the camera streaming at their portal and use industry storages to stream 60 sec delayed footage for smooth videos. The vendors have agreed to this and have assured to integrate the IP-camera on their portals.

Onsite calibration of RTMS : The issue pertaining to non-compliance of onsite calibration by majority of industries in the stipulated time was brought to the notice of vendors/service providers. They were cautioned and advised to follow the quarterly monitoring protocol as per guidelines. The vendors informed that not all the industries take AMC from the supplier firms and they get it done at their own or they engage other service providers. Most of the representatives said that they are performing onsite calibration of RTMS on quarterly basis at their clients site.

All the vendors were asked to take note of this and carry out the calibration as per prescribed frequency on regular basis.

On the issue of '**data capture rate**' most of the firms executives opined that this fairly depends on internet connectivity. There should not be any problem in achieving required data capture rate if proper internet connectivity is there and the industries be asked to take care of this matter.

The **issues raised by industries** for delayed and poor services by the vendors were also discussed and majority of them were resolved. The vendors confessed that there may be delay in services in some cases due to manpower shortage or due to time in arranging the spare parts etc but they assured to improve upon this gap. Unprecedented delay in payment by industries, coercing for cheaper and favourable services by them etc were the concerns raised by the vendors during the discussion. The participating executives were made clear that the industries are also bound with moral principles and believe in fair practices. There may be few exceptions in industries but the vendors should not bend to any unprincipled matter on the request of industries.

The meeting ended with thanks to the Chair.