

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.ercmp.nic.in

No. 320 /HOPCB/ERC/2016

Bhopal, Dt: 02/12/2016

Priority Matter

To,

M/s Swan Environmental Pvt. Ltd.
Plot No. 922, Swami Ayyappa Co-op Society
Mahidpur, Hyderabad – 500081, Telangana

Sub: Lack of Response in Real-time Monitoring Services.

Ref: This office e.mail dated 23.06.2016, dt. 25.07.16 and 30.07.16.
This office letter no. 233/ERC/HOPCB/ dt.04.08.2016.

It is well in your knowledge that the industries in Madhya Pradesh State have installed online real-time systems for self monitoring of compliance. Some of the industries are reported to have contracted your company for real-time monitoring services but their reporting feature is still not in line with our actual requirement for quick decision purpose. Some of the issues, stated in the referred letters, are still pending for response from your end.

It is requested to look into the matter for an early response. Meanwhile, provide following information at earliest for our immediate requirement, preferably through e.mail to ercmppcb@nic.in, for decision support and include this in your Dashboard features to meet our future needs.

1. Total SMS and e.mail alerts generated till date for exceedance of norms by industries in the State.
2. Day-wise status, in graphical and tabular form, of SMS and e.mail alerts generated for individual industry.
3. Graphical reports of SMS and e.mail alerts should clearly depict the time of alert generation for trend study.

Yours Faithfully,

(A.A. Mishra)
Member Secretary

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Your attention is drawn to the above referred mail communications and subsequent telephonic reminders for not attending the complaints causing inaccessibility to the real-time monitoring of industries in the State. Following are the major issues :

1. The Server System installed at MPPCB is not responding since last about a month.
2. The SMS service is non-functional since about a month.
3. Installation of 1 KVA dedicated UPS for server system is also pending.
4. Tabular/graphical reports of SMS generation on daily/monthly basis is yet awaited.
5. Provision of Back-up of monitoring data of all the industries.

It is again requested to attend the stated shortcomings and resolve the same on priority basis .

Dr

(Dr. Reeta Kori)
Chief Scientific Officer

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