

# Madhya Pradesh Pollution Control Board

Environment Surveillance 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. 19 /HOPCB/ERC/2023

Bhopal, Dt: 06/02/2023

To,

The Commissioner

Directorate of Urban Administration & Development

Palika Bhawan, Shivaji Nagar,

Bhopal - 462016 (M.P.)

**Sub : Inter departmental platform for redressal of environmental complaints.**

- Ref. : 1. H'ble Supreme Court directions to the CPCB for Social Media Accounts for Public Complaints  
2. This office letter no. 530/HOPCB/ERC/Dated 11.10.2019, no. 1261/ERC/07.03.2022 and subsequent e-mails.

Your kind attention is drawn to the above referred letters in connection with implementation of public grievance address system for environmental complaints as per direction of H'ble Supreme Court. As part of compliance of direction, an inter-departmental App 'EnvAlert' was launched to facilitate the citizens to file environment related complaints at a single platform.

The environment related complaints received on EnvAlert App vary in nature, viz. vehicular emission, traffic congestion, open burning of garbage, nuisance due to construction and demolition sites, industrial pollution, unpaved dusty roads, improper dumping of waste, illegal cutting of trees etc., and they are automatically redirected to the concerned civic authorities for necessary action and redressal at their end.

The grievance statistics available on App show that 178 complaints redirected to the Urban Administration and Development department on mail Id 'cmamp@mpurban.gov.in' are pending for action as on date. Owing to this high pendency your personal intervention is requested to look into the matter and direct the concerned official for an early action. It would be a great favour if contact details of Nodal officer are made available to this office for speedy coordination and to smoothen the complaints redressal process.

An early response in this activity of environment interest is thankfully anticipated.

Yours Faithfully,

Encl. : Complaints statistics.

*ant*  
*4/2/23*  
Chandra Mohan Thakur (IAS)  
Member Secretary



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## EnvAlert Complaints Status - 18-01-2023

S. No	Name	Pending	Close	Total
1	ESC MPPCB	0	6	6
2	Regional Office BHOPAL MPPCB	2	51	53
3	Regional Office Chhindwara MPPCB	4		4
4	Regional Office Dhar MPPCB	11		11
5	Regional Office Gwalior MPPCB	4	21	25
6	Regional Office Indore MPPCB	2	11	13
7	Regional Office Jabalpur MPPCB	7	6	13
8	Regional Office Mandideep MPPCB	7		7
9	Regional Office Rewa MPPCB	1	3	4
10	Regional Office Sagar MPPCB	2	22	24
11	Regional Office Satna MPPCB	13		13
12	Regional Office Singrauli MPPCB	3	6	9
13	Regional Office Ujjain MPPCB	34		34
<b>Total</b>		<b>90</b>	<b>126</b>	<b>216</b>
<b>Complaint of Other Department</b>				
1	DIHS	1	2	3
2	Forest Department	4		4
3	MP Police	21	33	54
4	NHAI	2		2
5	PWD	4		4
6	Urban Administration Deptt (UADD)	190		190
<b>Total</b>		<b>222</b>	<b>35</b>	<b>257</b>
<b>All Total</b>		<b>312</b>	<b>161</b>	<b>473</b>