

# GOA STATE POLLUTION CONTROL BOARD

## गोंय राज्य प्रदूषण नियंत्रण मंडळ

(An ISO 9001-2015, ISO 14001:2015, OHSAS 18001:2007 Certified Board)

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No. 1/5/19-PCB/Vol.XXV/Admn./10801 Date 28/10/2019

### OFFICE ORDER

Ref: 1/5/19-PCB/Vol.XXV/Admn./10209 dated 16/10/2019

This is with reference to the office order referred above regarding scrutinising of complaints received by the Board by Senior Law Officer.

In order to bring transparency and to address the complaints in time bound manner. The below mentioned instructions/guidelines are required to be implemented with immediate effect.

1. GSPCB inward shall inward the complaint and forward to P.A to Chairman for registering in the Complaint Register.
2. The complaint then shall be forwarded to Senior Law Officer for scrutiny and perusal.
3. The complaint then shall be forwarded to the concern delegated official after discussing with RO so as to ascertain the category of the unit and the allegations made therein.
4. If the issues/allegations made in the complaint are not under any category of units it shall be forwarded to Member Secretary for deciding further course of action.
5. The delegated official shall examine the issues mentioned in the complaint, conduct inspection wherever required and submit action taken report within 7 days.
6. The action taken report shall comprise of inspections report's recommendations, letters / show cause notice/ directions issued to all the concern including units.

7. The concern staff maintaining the register shall enter all the details in the status chart and submit to Senior Law Officer.
8. The Complaint status report with all details such as processing details/ pendency status shall be forwarded to IT section to upload the status report on the website on weekly basis. Copy of the status report shall also be emailed/ forwarded P.A to the Chairman in order to close the complaint in the register.
9. Once complaint is resolved, should be closed by entering in the complaint register by concerned official of Board (P.A to chairman).

For strict compliance by all concerned.

  
(Dr. Shamila Monteiro)  
Member Secretary

To,  
The concern Delegated officials/section heads to ensure implementation.

Copy to

1. Order file
2. Admin file
3. Website of GSPCB.