

राष्ट्रीय राजधानी क्षेत्र और निकटवर्ती क्षेत्रों में वायु गुणवत्ता प्रबंधन आयोग  
**Commission for Air Quality Management in NCR and Adjoining Areas**  
17<sup>th</sup> Floor, Jawahar Vyapar Bhawan (STC Building), Tolstoy Marg, New Delhi – 110001  
Tel.: 011-23701213, E-mail: caqm-ncr@gov.in

F. No. 16015/05/2022/CAQM-Social Media -147

Date: 09/05/2025

**Sub.: Amendment to Standard Protocol (SoP) for Complaint Redressal over Social Media- reg.**

The Commission vide letter No. 16015/05/2022/CAQM-Social Media-118DK dated 13/01/2025 had issued a Standard Protocol (SoP) for Complaint Redressal over social media (Copy enclosed).

2. Para iii. of the aforesaid SoP reads as under:

*"After the complaint redressal, the Implementing Agency **may** mark it as Completed, providing an Action Taken Report (ATR) with supporting documents or photographs, while tagging back to CPCB and CAQM, whereas for Long-Term Tasks requiring time, timeline for compliance is to be provided by the concerned Implementing Agency along with reason/ other details, while tagging back to CPCB & CAQM. In cases where the complaint Does not pertain to the Agency, the concerned Implementing Agency shall tag back the complaint to CPCB with details of the responsible/ concerned agency."*

3. It is decided to revise the aforesaid Para by changing "**may**" to "**shall**" in the first line. The amended Para iii. of the SoP dated 13/01/2025 shall now be read as under:

*"After the complaint redressal, the Implementing Agency **shall** mark it as Completed, providing an Action Taken Report (ATR) with supporting documents or photographs, while tagging back to CPCB and CAQM, whereas for Long-Term Tasks requiring time, timeline for compliance is to be provided by the concerned Implementing Agency along with reason/ other details, while tagging back to CPCB & CAQM. In cases where the complaint Does not pertain to the Agency, the concerned Implementing Agency shall tag back the complaint to CPCB with details of the responsible/ concerned agency."*

4. This is issued with the approval of the competent authority.



(Dhananjay Kumar)  
Scientist – C  
Tel.: 011-23446853

**Encl.: As above**

**To:**

1. Member Secretary, Central Pollution Control Board (CPCB)



- 2. Member Secretary, Delhi Pollution Control Committee (DPCC)
- 3. Member Secretary, Uttar Pradesh Pollution Control Board (UPPCB)
- 4. Member Secretary, Haryana State Pollution Control Board (HSPCB)
- 5. Member Secretary, Rajasthan Pollution Control Board (RSPCB)
- 6. Member Admin, National Highway Authority of India (NHAI)
- 7. Commissioner, Municipal Corporation of Delhi (MCD), Delhi
- 8. Engineer-in-Chief, Public Works Department (PWD), GNCTD
- 9. Sr. DGM (ENVT), Delhi Metro Rail Corporation (DMRC), Delhi
- 10. Commissioner, Delhi Transport [Pollution Control Division (PCD)]
- 11. Special Commissioner of Police (Traffic) Delhi, Delhi Police
- 12. Chairman, New Delhi Municipal Council, New Delhi
- 13. Vice Chairman, Delhi Development Authority (DDA), New Delhi
- 14. Chief Executive Officer, Delhi Jal Board (DJB), GNCTD
- 15. Managing Director, DSIIDC, New Delhi
- 16. Secretary, Irrigation and Food Control Department (IFCD), GNCTD
- 17. Chairman, Nagar Palika Parishad, Hapur, Uttar Pradesh
- 18. Addl. Director General of Police, (Traffic), Uttar Pradesh
- 19. Chief Executive Officer, Greater Noida Industrial Development Authority (GNIDA), Greater Noida, Uttar Pradesh
- 20. Deputy Commissioner, Jhajjar, Haryana
- 21. Executive Officer, Municipal Council, Jhajjar, Haryana
- 22. Chief Executive Officer, New Okhla Industrial Development Authority (NOIDA), Noida, Uttar Pradesh
- 23. Commissioner, Ghaziabad Nagar Nigam, Ghaziabad, Uttar Pradesh
- 24. Commissioner, Meerut Nagar Nigam, Meerut, Uttar Pradesh
- 25. Commissioner, Municipal Corporation Gurugram (MCG), Gurugram, Haryana
- 26. Commissioner, Municipal Corporation Faridabad (MCF), Faridabad, Haryana
- 27. Commissioner, Municipal Corporation Panipat, Haryana
- 28. Deputy Commissioner, Faridabad, Haryana
- 29. Deputy Commissioner, Panipat, Haryana
- 30. Inspector General of Police (Traffic & Highways), Haryana
- 31. Principal Secretary, Urban Local Bodies, Haryana
- 32. Chief Engineer, Urban Local Bodies, Directorate of Urban Local Bodies, Haryana
- 33. Chief Executive Officer, Gurugram Metropolitan Development Authority (GMDA), Gurugram, Haryana
- 34. Chief Executive Officer, Faridabad Metropolitan Development Authority (FMDA), Faridabad, Haryana

**Copy to:**

- 1. PS to Chairperson, CAQM
- 2. PS to Member (SKB), CAQM
- 3. PS to Member-Technical (SDA, VS), CAQM
- 4. PPS to Member-Secretary, CAQM
- 5. Director-Technical, CAQM
- 6. Scientist - E (VS, RPG), CAQM
- 7. Scientist - D (Atulesh, PG), CAQM
- 8. Scientist - C (VK, DK), CAQM

9. Scientist - B (PM, RK, GKG, SJ), CAQM
10. Sr. Consultant (SKP, SC), CAQM
11. Sh. Vinayak Azad, Consultant (IEC & Media), CAQM
12. Ms. Shruti Malhotra, Jr. Consultant (Social Media), CAQM



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Tel: 011-23701213, E-mail: caqm-ncr@gov.in

F. No.-16015/05/2022/CAQM-Social Media - 118DK

Date: 13/01/2025

**Sub.: Standard Protocol (SoP) for Complaint Redressal over Social Media**

**Standard Protocol (SoP) for Complaint Redressal** developed by CAQM establishes a systematic process for addressing air pollution-related complaints in NCR as received on social media. The SoP is enclosed for information and necessary action.

2. This is issued with the approval of the competent authority.

(Dr. Dhananjay Kumar)  
Scientist – C  
Tel.: 011-23446853

**Encl.: As above**

**To:**

1. Member Secretary, Central Pollution Control Board (CPCB)
2. Member Secretary, Delhi Pollution Control Committee (DPCC)
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1. PS to Chairperson, CAQM
2. Member (SKB), CAQM
3. PPS to Member-Secretary, CAQM
4. PPS to Member-Technical (SDA), CAQM
5. PPS to Member-Technical (VS), CAQM
6. Director-Technical, CAQM
7. Dr. Vikas Singh, Scientist – E, CAQM
8. Dr. Preeti Gunwani, Scientist – D, CAQM
9. Sh. Vijay Kumar, Scientist – C, CAQM
10. Dr. Dhananjay Kumar, Scientist – C, CAQM
11. Dr. S.K. Paliwal, Sr. Consultant (ES), CAQM
12. Sh. Vinayak Azad, Consultant (IEC & Media), CAQM
13. Sh. Naveen Kumar, Scientist-B, CAQM

**COMMISSION FOR AIR QUALITY MANAGEMENT  
IN NATIONAL CAPITAL REGION AND ADJOINING AREAS**

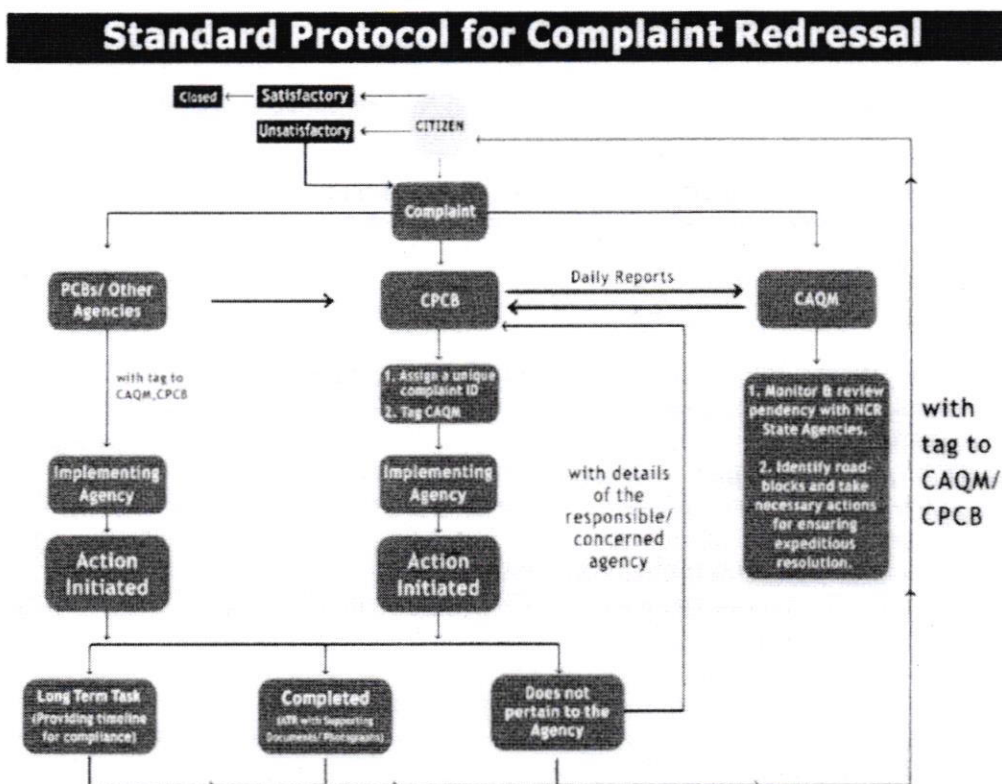
17<sup>th</sup> Floor, Jawahar Vyapar Bhawan (STC Building), Tolstoy Marg, New Delhi-  
110001

**F. No.-16015/05/2022/CAQM-Social Media - 1/82K      Date: 13/01/2025**

**Standard Protocol (SoP) for Complaint Redressal over Social Media**

**Standard Protocol (SoP) for Complaint Redressal** developed by CAQM establishes a systematic process for addressing air pollution-related complaints in NCR as received on social media. The steps involved in the protocol are as under:

- i. The process begins when a **citizen of NCR lodges a complaint** on social media ('X') tagging either the concerned Pollution Control Board/ other agencies in NCR or CPCB or CAQM. Further, **CPCB upon receiving the complaint, assigns a unique complaint ID** and tags the CAQM for information. The complaint is then **directed to the concerned Implementing Agency** of NCR or relevant State Pollution Control Boards (PCBs)/ other agencies, **initiating appropriate action**.
- ii. To ensure effective resolution, CAQM closely monitors the process through **daily reports** as received from CPCB and actively reviews pending cases with NCR State Agencies. It also identifies roadblocks and facilitates necessary actions to **ensure expeditious resolution**.
- iii. After the complaint redressal, the Implementing Agency may mark it as **Completed**, providing an **Action Taken Report (ATR)** with supporting documents or photographs, while **tagging back to CPCB and CAQM**, whereas for **Long-Term Tasks** requiring time, **timeline for compliance** is to be provided by the concerned Implementing Agency along with reason/ other details, while tagging back to CPCB & CAQM. In cases where the complaint **Does not pertain to the Agency**, the concerned Implementing Agency shall tag back the complaint to CPCB **with details of the responsible/ concerned agency**.
- iv. CPCB shall close the complaint based on the details provided by the Implementing Agency or tag it back to Implementing Agency for more details or further action.
- v. In case, the complainant/ citizen is **not satisfied** with the response/ action taken leading to another complaint by him/her on the same issue, **a fresh complaint ID with suffix/ prefix to previous ID shall be provided** to the complaint by CPCB.
- vi. Based on above, the process flow for complaint redressal is as under:



4. This SoP is expected to ensure effective and expeditious resolution of complaints on social media, identification of roadblocks in redressal and fixing accountability of the concerned agencies of NCR.

5. All concerned agencies of NCR shall work in coordination and while responding to complaints, the agencies should also try to sensitize the complainant about dedicated grievance related platform/ app available in the respective state, if any, for centralised tracking and time-bound redressal of the complaint.

6. To tackle the issue of lack of coordination between CPCB and agencies concerned for control of air pollution in NCR and smooth flow of information, a **WhatsApp group** has already been created specifically for monitoring the redressal for complaints received on social media to strengthen the monitoring and redressal mechanism for complaints.

7. All the concerned agencies responsible for control of air pollution in NCR to strictly follow the Standard Protocol (SoP) for Complaint Redressal over social media.

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