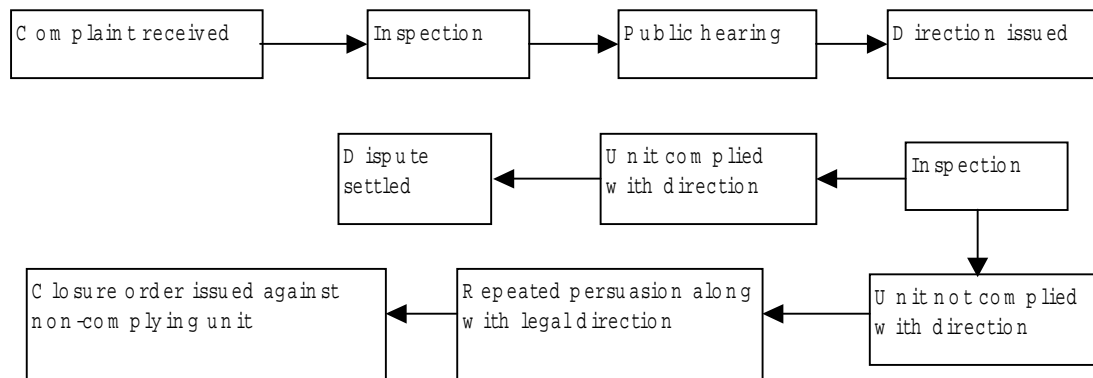


# PUBLIC GRIEVANCE

## CHAPTER EIGHT

**P**ublic hearing is a transparent method adopted by the West Bengal Pollution Control Board (WBPCB) for resolving the public problems related to environmental issues. The WBPCB hearing authority is composed of a retired Judicial Officer and other legal and technical officers of the Board. After careful consideration of the representations from both the complainant and the aggrieved, necessary directions are issued. If the directions are complied with within a time schedule, the case is disposed off. Otherwise, legal actions are taken against the errant unit during subsequent hearings. In the ultimate case, closure order is issued until the unit adopts an adequate precautionary arrangement for control of



### Flowchart of Public Grievance Process

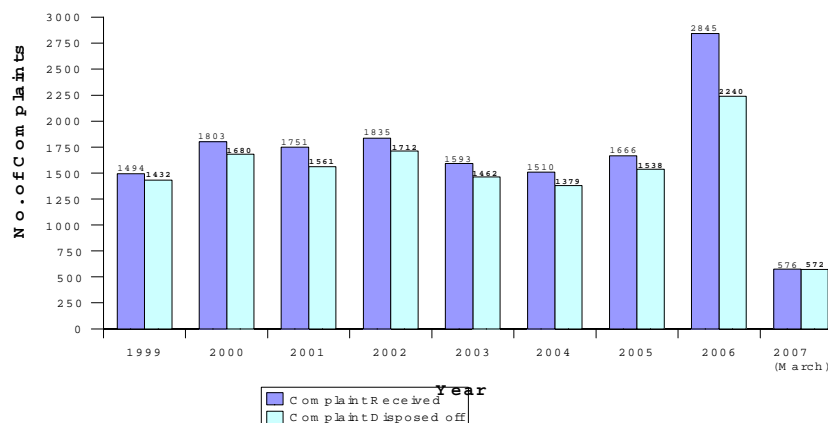
Following the general practice, the public lodges pollution-related complaints by directly approaching the office of the Board. The process of lodging public complaints at the WBPCB have been made simple. One can now lodge a complaint by just clicking [www.emis.wbpcb.gov.in](http://www.emis.wbpcb.gov.in) and submitting the necessary information related to the complaint. The complaints are acknowledged, inquired, inspected and subsequently redressed during a hearing in presence of both the parties involved. The Board punishes the defaulters with bank guarantees as well as with notices of disconnection of electricity and closure.

The basic essence of the WBPCB Public Grievance System is to provide 'solutions' to the public who lodges complaints on pollution problems faced by them. The number and nature of the complaints received by the WBPCB acts as an indicator of the environmental scenario of the state. The growing number of public grievances is

indicative of how people are getting increasingly aware about the environmental challenges we face today. People now realise that industrial units and other sources that are responsible for water, air and noise pollution also pose danger to their well being due to negligence and irresponsible functioning.

During 2006-2007, the Board has decentralised the public grievance system and has started to deal with the public complaints through its Regional Offices. With effect from 15-09-2006, public complaints relating to Special Red and Red categories of units have been communicated to the Central Technical Cell of the Board. The complaints relating to Orange and Green categories of units are communicated to concerned Regional Offices of the Board for proper disposal. The non-industrial issues are being dealt with in the Public Grievance Cell of the Board located at Paribesh Bhawan, Bidhan Nagar.

**FIGURE: 2.8.1**  
STATUS OF COMPLAINTS RECEIVED AND DISPOSED OF SINCE 1999



**TABLE: 2.8.1**  
STATUS OF PUBLIC COMPLAINTS DURING 2006-2007

|    | Issues  | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Total no. of complaints received                      |
|----|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|---|
| A. | Complainant received during the period.   | 215 | 138 | 233 | 268 | 123 | 34  | 339 | 215 | 199 | 207 | 180 | 187 | <b>2338</b>   |
| B. | Suggestion letter issued.   | 53  | 31  | 27  | 33  | 45  | 15  | 28  | 35  | 43  | 27  | 46  | 58  | <b>Action taken in respect of complaints received</b> |
| C. | Letter of Direction issued to other authorities of redressal of grievance.                      | Nil | 1   | 7   | 19  | 1   | 1   | Nil | 10  | 20  | 20  | 16  | 11  | <b>2292</b>   |
| D. | Public hearing arranged and specific direction issued for complaint received during the period. | 77  | 59  | 173 | 276 | 106 | 72  | Nil | Nil | Nil | Nil | Nil | Nil |   |
| E. | Under process/pending   | 654 | 701 | 727 | 667 | 638 | 584 | Nil | 10  | 27  | 34  | 43  | 46  |   |
| F. | Public hearing arranged for the review of old cases.  | Nil | Nil | Nil | Nil | Nil | Nil | Nil | Nil | Nil | Nil | Nil | Nil |   |
| G. | No. of complaints forwarded to the R.O. Of WBPCB  | -   | -   | -   | -   | -   | -   | 283 | 144 | 104 | 116 | 117 | 118 |   |
| H. | No. of complaints forwarded to the Technical Cell of WBPCB                                      | -   | -   | -   | -   | -   | -   | 28  | 18  | 13  | 13  | 5   | 13  |   |