Summary of Mass/Individual Complaints received

- Mass Complaint: 41%
- Individual Complaint: 49%
- Others: 10%

Summary of Complaints against different categories of industries

- Red: 22%
- Orange: 30%
- Green: 48%

Average duration taken for Complaint processing

- Within 15 days: 14%
- Within 16-30 days: 14%
- Within 31-60 days: 42%
- Within 61-90 days: 14%
- Above 90 days: 16%
### Status of Nature of Complaints

- **Air**: 52.0%
- **Sound**: 16.6%
- **Sound+Air**: 22.9%
- **Others**: 1.2%
- **Municipal Problem**: 0.4%
- **Air+Water**: 5.7%
- **Water**: 1.2%

### Summary of Orders Issued

- **Direction Issued**: 31.3%
- **Submit Statutory Document**: 13.7%
- **Erect Pollution Control**: 1.2%
- **Fine**: 0.8%
- **Inspection Order**: 10.9%
- **Not to Operate**: 7.5%
- **Refd. To Others**: 10.2%
- **Suspension of Closure**: 1.0%
- **Closure & Elect. Disconeection**: 4.0%
- **Bank Guarantee Imposition**: 1.0%
- **Bank Guarantee Forfeit**: 0.0%
- **Apply for Consent**: 16.2%
Status of Bank Guarantee

Year


No. of Bank Guarantee Imposed

Districtwise Breakup of Complaints (Categorywise)

Graphical Representation

Districts:
- 24 Parganas (N)
- 24 Parganas (S)
- Bankura
- Birbhum
- Bolpur
- Bankura
- Darjeeling
- Coochbehar
- Dinajpur (N)
- Dinajpur (S)
- Dumka
- Durgapur
- East Midnapore
- East Midnapore
- Habibpur
- Hooghly
- Howrah
- Jalpaiguri
- Kolkata
- Midnapore (E)
- Midnapore (W)
- Murshidabad
- Nadia
- Purulia
- Bankura
- Birbhum
- Bankura
- Darjeeling
- Coochbehar
- Dinajpur (N)
- Dinajpur (S)
- Dumka
- Durgapur
- East Midnapore
- East Midnapore
- Habibpur
- Hooghly
- Howrah
- Jalpaiguri
- Kolkata
- Midnapore (E)
- Midnapore (W)
- Murshidabad
- Nadia
- Purulia

No. of Complaints

Graphical Representation

Colors:
- Red
- Orange
- Green
### Trend of Red Category of Industries Complaint

- **Glass & Ceramics**: 6.7%
- **Foundary & Furnace**: 7.3%
- **Spice Grinding (above 20 HP)**: 7.3%
- **Acid Lead Battery**: 9.1%
- **Electroplating**: 9.7%
- **Electroplating**: 9.7%
- **Bleaching & Dyeing of Fabrics**: 12.1%
- **ETP Sludge Dumping**: 13.3%
- **Chemical/Petrochemical/Electrochemical**: 14.5%
- **Rubber Industries**: 3.6%
- **Plastic/PVC**: 3.6%
- **Coke Briquette**: 4.8%
- **Polythene/PVC**: 3.6%
- **Aluminium Plants**: 3.6%
- **Chemical/Petrochemical/Electrochemical**: 14.5%
- **Rubber Industries**: 3.0%

### Trend of Green Category of Industries Complaint

- **Hotel & Restaurant**: 22.2%
- **Printing/Press/Silk**: 10.2%
- **Housing Complex/Other Construction**: 9.2%
- **Electric Appliances repair, servicing**: 7.7%
- **Puffed Rice**: 4.9%
- **Leather Cutting / Stitching**: 3.7%
- **Cement Concrete Block/Ferro Cement etc.**: 3.1%
- **Jobbing & Machining**: 3.7%
- **Gold & Silver Smithy (<5 Workers)**: 0.3%
- **Engg. Machineries**: 15.7%
- **Sweet Shop**: 19.4%

### Trend of Orange Category of Industries Complaint

- **Fabrication Job/Grill/Steel Furniture mfg.units**: 24.3%
- **Paint & Varnish using industries**: 5.3%
- **Metal Forging**: 6.3%
- **Manufacturing of Steel Furniture**: 8.6%
- **Hatchery/Poultry/Mushroom Product**: 9.6%
- **Brick Field**: 10.6%
- **Saw Mill (With Fugitive dust)**: 12.3%
- **Rice Mill/Husking Mill**: 14.3%
- **Plastic Reprocessed**: 3.7%