



TELANGANA STATE POLLUTION CONTROL BOARD

Paryavarana Bhavan, A-III, Industrial Estate, Sanathnagar,
Hyderabad-500 018, Phones : 040-23887500

CITIZEN'S CHARTER

1. Services

- Guiding users to continuously improve Environment Quality Management (EQM)
- Attending to Public grievances on environmental issues
- Providing Environment Education along with specific and general Environmental Quality (EQ) information.
- Continuously following up on compliance of conditions issued.

2 Name of the Service

Time limit (Days)

- | | |
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| 1. Issuing industry consent for operation with conditions | Red Category - 30
Orange Category - 21,
Green Category - 7 |
| 2. Issuing Industry Consent for Establishment with Conditions | Red Category - 21,
Orange Category - 14,
Green Category - 7 |
| 3. Issuing Hazardous Waste Management Authorisation | Red Category - 30,
Orange Category - 21,
Green Category - 7 |
| 4. Issuing Bio-Medical Waste Management Authorisation | 90 |
| 5. Issuing Municipal Solid Waste Management Authorisation | 60 |
| 6. Legal hearing and remedial legal action | 30 |
| 7. Dissemination of information through electronic and print media | RO - 30
ZO - Need based
HO - Need Based |
| 8. World event days, National Green Corps, Educational programmes | Monthly |
| 9. Environmental baseline database management and dissemination | Ongoing |

3.	Information	Officer	Designation	Location	Tel. No.
a.	Consent Management	P.Ramesh Gupta	SEE	Board Office	9177303206
b.	Hazardous Waste	D.Narender	SEE (FAC)	Board Office	9177303212
c.	Bio-Medical Waste , Air Water Quality information	P.Ramesh Gupta	SEE	Board Office	9177303206
d.	Legal Matters (Environmental Laws)	K.Sreenivasa Reddy	SEE (FAC)	Board Office	9177303201
e.	Environmental Education & Awareness	N.Murali Mohan	JCES (FAC)	Board Office	9177030227
f.	Municipal Solid Waste	D.Narender	SEE (FAC)	Board Office	9177303212
g.	Public Grievances (Pollution)	G.Gangadhar	SEE (TF)	Board Office	9177303200

4. All the information on Board activities available at TSPCB website a(www.tspcb.cgg.gov.in).

5. Complaints can also be registered at TSPCB website:www.tspcb.cgg.gov.in. (Public Grievances)
Toll Free No: 10741.

6. Areas where we seek your co-operation

- a) Report perceptible pollution to the officers of the Board whose names, address, contact numbers are available above.
- b) Complaints should be factually correct.
- c) Reward upto Rs. 10,000/- on information on illegal discharges and dumping of Industrial Waste and any other violation of Pollution control.

WE ARE COMMITTED TO IMPROVE OUR SERVICES UNDER THIS CHARTER AND WE SEEK YOUR CO-OPERATION IN THE EFFORT