

- **Public Complaints regarding air polluting activities**

Public Complaints regarding prominent air pollution issues in Delhi NCR were taken through ‘**Sameer App**’, ‘**e-mails**’ (**Aircomplaints.cpcb@gov.in**) and ‘**Social Media Networks**’ (**Facebook and Twitter**) to connect with general public and to resolve their problems regarding air pollution in Nation Capital as well as NCR town (Noida, Gurugram, Greater Noida, Faridabad and Ghaziabad).

- ✓ Complaints were lodged during the campaign through Twitter, Facebook, e-mail and Sameer.
- ✓ Immediate actions were taken on the complaints. Every complaint lodged was immediately forwarded to Teams of respective areas and immediate action as required was taken.

- **National Clean Air Programme (NCAP):**

A time bound national level strategy for pan India implementation to tackle the increasing air pollution problem across the country in a comprehensive manner in the form of National Clean Air Programme (NCAP) has been launched by Ministry of Environment, Forest and Climate Change.

“Collaborative and participatory approach involving relevant Central Ministries, State Governments, local bodies and other Stakeholders with focus on all sources of pollution forms the crux of the Programme.” that taking into account the available international experiences and national studies, the tentative national level target of 20%–30% reduction of $PM_{2.5}$ and PM_{10} concentration by 2024 is proposed under the NCAP taking 2017 as the base year for the comparison of concentration. “Overall objective of the NCAP is comprehensive mitigation actions for prevention, control and abatement of air pollution besides augmenting the air quality monitoring network across the country and strengthening the awareness and capacity building activities

5.3 NATIONAL AMBIENT NOISE MONITORING NETWORK

CPCB in association with State Pollution Control Boards has established National Ambient Noise Monitoring Network in 07 metropolitan cities and installed 70 Nos. of Noise Monitoring System in Bengaluru, Chennai, Delhi, Hyderabad, Kolkata, Lucknow and Mumbai (10 Nos. of stations in each city). Based on the Ambient Noise Level data for the year 2018, following observations are made:

1. During day time, 16 out of 16 stations in residential zone, 23 out of 25 in commercial zone, 2 out of 12 in industrial zone and 17 out of 17 in silence zone are non-complying with ambient noise standards.
2. Similarly, during night time 16 out of 16 stations in residential zone, 25 out of 25 in commercial zone, 2 out of 12 in industrial zone and 17 out of 17 in silence zone are non-complying with ambient noise standards.

**Non Complying Location of Seven Metro Cities
(With Respect to Ambient Noise Standards)**

	Zones	Residential		Commercial		Industrial		Silence	
Prescribed Limits dB(A)									
		Day	Night	Day	Night	Day	Night	Day	Night
		55 dB(A)	45 dB(A)	65 dB(A)	55 dB(A)	75 dB(A)	70 dB(A)	50 dB(A)	40 dB(A)
Sl. No.	Name of the City	Non Complying /Total Stations	Non Complying /Total Stations	Non Complying /Total Stations	Non Complying /Total Stations	Non Complying /Total Stations	Non Complying /Total Stations	Non Complying /Total Stations	Non Complying /Total Stations
1	Bangalore	3/3	3/3	3/3	3/3	0/2	0/2	2/2	2/2
2	Chennai	3/3	3/3	4/4	4/4	1/1	1/1	2/2	2/2
3	Delhi	2/2	2/2	3/4	4/4	0/0	0/0	4/4	4/4
4	Hyderabad	2/2	2/2	4/4	4/4	1/2	1/2	2/2	2/2
5	Kolkata	3/3	3/3	2/3	2/3	0/2	0/2	2/2	2/2
6	Lucknow	2/2	2/2	3/3	2/3	0/2	0/2	3/3	3/3
7	Mumbai	1/1	1/1	3/4	3/4	0/3	0/3	2/2	2/2
	TOTAL	16/16	16/16	23/25	25/25	2/12	2/12	17/17	17/17

Noise Stations Data for 2018 in dB(A)