

**BEFORE THE NATIONAL GREEN TRIBUNAL
WESTERN ZONE BENCH, PUNE
ORIGINAL APPLICATION NO. 80/2024 WZ**

IN THE MATTER OF: -

Scheduled Tribe Association & Ors. ... Applicants

Versus

Goa State Pollution Control Board & Ors. ... Respondents

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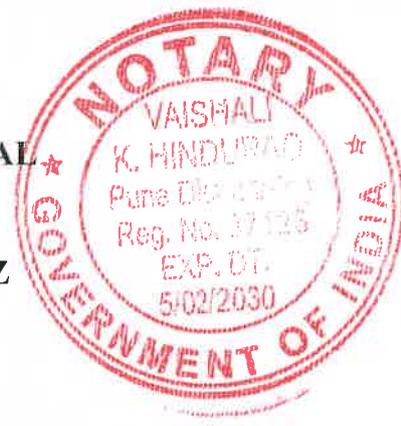
Place: Pune

Date 02.02.2026


FILED BY

1708

BEFORE THE NATIONAL GREEN TRIBUNAL
WESTERN ZONE BENCH, PUNE
ORIGINAL APPLICATION NO. 80/2024 WZ



IN THE MATTER OF:-

Scheduled Tribe Association & Ors. ... Applicants
Versus
Goa State Pollution Control Board & Ors. ... Respondents

**ADDITIONAL AFFIDAVIT ON BEHALF OF THE
RESPONDENT NO. 4 – GOA CARBON LIMITED**

I, Pravin Satardekar, S/o Late Rajendra Satardekar, C/o Goa Carbon Limited, Dempo House, Campal, Panaji – Goa 403001, the Authorized Representative of Respondent No. 4, do hereby solemnly affirm and state as follows:-

1. That I am duly authorized by the Respondent No. 4 Company, i.e., M/s Goa Carbon Limited in the above manner and as such am fully conversant with the facts and circumstances of the case based on the records maintained by the Respondent No. 4 Company and am, therefore competent to affirm this Affidavit.
2. That this Hon'ble Tribunal is presently seized of the above-mentioned Original Application No. 80/2024 which raises allegations pertaining to the alleged air pollution being caused by the Respondent No. 4 in violation of the Consent to Operate granted to it and further alleges that harm is being caused to the villagers living in the vicinity of the Respondent No. 4's calcination plant.
3. That during the course of the hearing on 28.01.2026, the Hon'ble Tribunal was pleased to raise certain questions based on the submissions of the Applicant for which the Answering

Respondent craves leave to place on record certain documents along with the present Affidavit.

4. That in order to bring a quietus to the confusion caused by the Applicant, the Respondent No. 4 clarifies that in January 2025 it had initiated the process for applying for renewal of its Consent to Operate Authorization and for a Consent to Operate (Expansion) for installation of the Flue Gas Desulphurization (FGD) System. A copy of the email from the Respondent No. 4 to the Goa State Pollution Control Board ("GSPCB") dated 22.03.2025 along with the agenda of the meeting of the Technical Advisory Committee of the GSPCB dated 20.03.2025 has been annexed herewith and marked as ANNEXURE R-4-A.
5. That thereafter on 11.04.2025, the Respondent No. 4 made a representation before the GSPCB *inter alia* praying for restoration of full term of five years for its Consent to Operate. A copy of the representation by the Respondent No. 4 dated 11.04.2025 has been annexed herewith and marked as ANNEXURE R-4-B.
6. That thereafter the GSPCB was pleased to restore the full term of the Consent to Operate of the Respondent No. 4 on 24.07.2025 (refer Page 1608 of Additional Affidavit of the Applicant dated 14.01.2026) and subsequently it was carrying out routine inspections for grant of the Consent to Operate (Extension) of the FGD System. It is categorically pointed out before this Hon'ble Tribunal that the inspection report being incorrectly relied upon by the Applicant in its Additional Affidavit dated 14.01.2026 pertains to the inspection of the Respondent No. 4's FGD system.
7. That thereafter, on 22.01.2026, the GSPCB was pleased to grant the Respondent No. 4 its Consent to Operate (Extension) of the



FGD System and a copy of the same has been annexed herewith and marked as ANNEXURE R-4-C.

8. That the abovementioned documents are only being filed before this Hon'ble Tribunal in view of the last hearing on 28.01.2026 to provide the full picture and to remove any confusion being raised by the Applicant.

9. That the facts stated above are true and correct to the best of my knowledge

[Signature]
DEPONENT

VERIFICATION

I, the deponent above named, do hereby verify the contents of the above affidavit as being true and correct. I state that nothing material has been concealed therefrom.

Verified at PUNE on this, the 2nd day of February 2026.

Shri. The Depon
S. Shri.
Advocate

[Signature]
DEPONENT

NOTARIAL REGISTER
Sr. No. 02/2026
Date 02.02.2026



BEFORE ME

[Signature]
ADV. VAISHALI K. HINDURAO
NOTARY GOVT. OF INDIA
Tapklnnagar, Kalewadi, Pimpri, Pune-17

2/1/26, 11:58 PM

Fw: 54th TAC Meeting scheduled on 24th March 2025 at 03.00PM

 Outlook

[Draft] Fw: 54th TAC Meeting scheduled on 24th March 2025 at 03.00PM

From pravin@goacarbon.com

Draft saved Sun 2/1/2026 11:58 PM

 1 attachment (12 MB)

FGD R04 dt 24.03.25.pptx;

From: Gurudas Kalsekar <gurudas.kalsekar@goacarbon.com>**Sent:** Saturday, March 22, 2025 11:25 AM**To:** mail.gspcb@gov.in <mail.gspcb@gov.in>; mgirap <mgirap@gmail.com>; sidhant.parab <sidhant.parab@goa.gov.in>**Cc:** Ravindra Narvekar <technical.advisor@goacarbon.com>; Pravin Satardekar <pravin@goacarbon.com>; Divesh Naik <divesh.naik@goacarbon.com>**Subject:** Re: 54th TAC Meeting scheduled on 24th March 2025 at 03.00PM

Dear Sir/Madam,

Greetings from M/s Goa Carbon Limited.

With reference to your trail mail dated 20.03.2025 informing us about the TAC meeting scheduled on 24.03.2025 at 3pm .

We are attaching herewith the presentation which will be presented on 24.03.2025.

1. Renewal of combined consent to operate authorization valid up to 03.04.2025. Attached PPT.
2. Consent to operate (expansion) for installation of wet scrubber system.(Attached in next email due to higher mb of size)

Request for the acknowledgment of same.

Regards,
Gurudas Kalsekar
Plant Head
Goa Carbon Limited |
St Jose De Areal,
Salcete -403 709,Goa, India

 +91 9049269861 |  www.goacarbon.com |  www.demos.com

 Please consider the environment before printing this e-mail

From: mail.gspcb <mail.gspcb@gov.in>**Sent:** 20 March 2025 10:41**To:** Pravin Satardekar <pravin@goacarbon.com>

1712

2/1/26, 11:58 PM

Fw: 54th TAC Meeting scheduled on 24th March 2025 at 03.00PM

Cc: mgirap <mgirap@gmail.com>; sidhant.parab <sidhant.parab@goa.gov.in>

Subject: 54th TAC Meeting scheduled on 24th March 2025 at 03.00PM

Sir/Madam,

With respect to above cited subject matter please find the attached copy of Agenda for 54th TAC Meeting scheduled on 20th March 2025 at 03.00PM and PPT format.

With reference to the presentation to be made before TAC, you are hereby requested to compile the same in the prescribed format enclosed herewith. The presentation may be submitted to the office for information by 23-03-2025 and make in person project specific presentation (strictly as per prescribed format) which should not exceed 15min.

You're requested to be present in the office along with project specific presentation.

Please note that presentation will be on first come basis and not on sequence of agenda items.

Regards
Member Secretary



GOA STATE POLLUTION CONTROL BOARD
Near Pilerne Industrial Estate, Opp Saligao
Seminary,
Saligao - Goa - 403511
www.goaspcb.gov.in

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ANNEXURE -A4 B

Goa Carbon Limited



GOA PLANT

Sao Jose de Areal, Salcete - Goa - 403 730, INDIA
 Tel.: +91 (0832) 286 0336, 63, 66 to 68, 286 1052 Fax: +91 (0832) 286 0364
 E-mail: head_works@goacarbon.com
 Website: www.goacarbon.com
 Corporate Identity Number - L23109GA1967PLC000076

REF: PLT/25.26/006

To
 Chairman,
 Goa State Pollution Control Board
 Nr. Pilerne Industrial Estate,
 Opp. Saligao Seminary,
 Saligao, Goa 403511

Date: 11.04.2025

Sanjeev Joglekar
 11/04/25
 Goa State Pollution Control Board
 Opp. Saligao Seminary
 Saligao, Goa - 403 511

Kind Attention: Shri Sanjeev Joglekar, Member Secretary of the Board

Respected Sir,

Subject: Request for Restoration of Full-Term Consent to Operate

This is with reference to the Consent to Operate granted to our unit, which was initially valid up to 31.03.2029. Subsequently, we received an addendum to the said consent on 19.06.2024, wherein the validity of the CTO was reduced to one year, making it valid only up to 03.04.2025.

We were informed that this revision was pursuant to a recommendation given by the Goa State Human Rights Commission vide its Inquiry Report dated 15.03.2022, which largely addressed matters related to housekeeping – a condition also reflected in the Consent to Operate. The final point of the said order recommended that the CTO should be granted for a period of one year instead of five years.

Subsequent to this advice from the GSHRC, during our discussion with the officials of the GSPCB, we had clarified to the PCB officials that the recommendation from the GSHRC is advisory in nature, as the Hon'ble Commission is not the technical authority for issuing consent under the Water (Prevention & Control of Pollution) Act, 1974 and the Air (Prevention & Control of Pollution) Act, 1981. The GSPCB, being the designated technical and statutory authority, holds the function to decide the term and conditions for the CTO, in accordance with applicable environmental laws and policies.

Registered & Corporate Office :

Dempo House, Campal, Panjim - Goa - 403 001., INDIA.

Tel.: +91 (0832) 2441300, Fax: +91 (0832) 2427192

E-mail: goacarbon@gmail.com Website: www.goacarbon.com

ISO 9001:2015

BUREAU VERITAS
CertificationUKAS
MANAGEMENT
SYSTEMS
0008

ISO 14001:2015

BUREAU VERITAS
Certification

0008

1714

Goa Carbon Limited



GOA PLANT

Sao Jose de Areal, Salcete - Goa - 403 730, INDIA
Tel.: +91 (0832) 286 0336, 63, 66 to 68, 286 1052 Fax: +91 (0832) 286 0364
E-mail: head_works@goacarbon.com
Website: www.goacarbon.com
Corporate Identity Number - L23109GA1967PLC000076



Further, we would like to submit that as per the Central legislation, a Consent to operate is granted for a period of five years for our industry. This, however, does not restrict the GSPCB from revoking or modifying the Consent to Operate at any point if any non-compliance or violation is observed which was the main concern of the GSHRC. Hence, the granting of a five-year of Consent to Operate does not preclude the Board from taking appropriate action as and when required.

Additionally, as informed to your earlier, our unit is required to obtain an import license for raw materials from the Directorate General of Foreign Trade (DGFT) on an annual basis. A mandatory requirement for this application is the submission of a valid CTO issued by the State Pollution Control Board. In the current situation, the need to renew our Consent to operate annually from GSPCB (through TAC mode) and simultaneously apply to the DGFT within strict time constraints is placing the unit in a challenging and uncertain position.

We are also facing hardships while executing long term contracts with our Raw Material suppliers as well as our Esteemed Customers where we have to submit all statutory compliances reports.

In view of the above, we sincerely request the Goa State Pollution Control Board to kindly consider restoring the full five-year term for our Consent to Operate, while conducting annual inspections of the unit as per the observations of the GSHRC.

We remain committed to adhering to all environmental norms and improving housekeeping and operational practices as per the directions of the Board.

Thank you for your kind consideration.

Yours sincerely,

For Goa Carbon Limited


Gurudas Kalsekar
Plant Head,



Registered & Corporate Office :

Dempo House, Campal, Panjim - Goa - 403 001., INDIA.
Tel.: +91 (0832) 2441300. Fax: +91 (0832) 2427192
E-mail: goacarbon@gmail.com Website: www.goacarbon.com

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BUREAU VERITAS
Certification



GOA STATE POLLUTION CONTROL BOARD
गोंय राज्य प्रदूषण नियंत्रण मंडळ
(An ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 Certified Board)

Phone Nos : 0832- 2407700,
 2407701, 2407702,
 2407703

Tel/Fax No: 0832-2407700



Email Ids:
 Chairman, GSPCB: chairman-gspcb.goa@nic.in
 Member Secretary, GSPCB: ms-gspcb.goa@nic.in
 Office: mail.gspcb@gov.in

No.12/2025-PCB/2895647/R00019339

Date: 23 /01/2026

Consent to Operate under Section 25/26 of the Water (Prevention & Control of Pollution) Act, 1974 & under Section 21 of the Air (Prevention & Control of Pollution) Act, 1981 and Authorization under Rule 6(1) of the Hazardous And Other Wastes (Management and Transboundary Movement) Rules 2016 as amended thereafter.

[To be referred as Water Act, Air Act and HW (M & T) Rules respectively]

CONSENT TO OPERATE AND AUTHORIZATION (EXPANSION) is hereby granted to:

M/s. GOA CARBON LIMITED
(Represented by: Shri. Anupam Misra)
(Large Scale Enterprise)
(Red Category)

Plot No. 66, 67, 68 & 75,
 St. Jose de Areal,
 Salcete – Goa.

Located in the area declared under the provisions of the Water Act, Air Act and Authorization under the provisions of HW (M, H & T) Rules, subject to the provisions of the Act and the Rules and the Orders that may be made further and subject to the following terms and conditions:

1. This Consent to operate and Authorization (Expansion) is in addition to Consent Orders issued vide Order No.12/2024-PCB/2072562/R00014597 dated 03/04/2025 & Amendment issued vide No.12/2024-PCB/2072562/R00014597/2798949 dated 24/07/2025 is valid up to 31/03/2029.
2. This Consent to Operate and Authorization (Expansion) is valid for the manufacture of:

Sr. No	Description	Capacity
1.	Operation of Flue Gas Desulphurization (FGD) System	---

3. **CONDITIONS REQUIRED TO BE COMPLIED UNDER THE AIR ACT:**

- (i) The unit shall maintain and operate air pollution control system of adequate capacity for the following equipments:

Sr. No.	Name of Equipments/ Installation	No of Installation	Capacity	SO2 Mg/Nm3	Particulate matter mg/Nm3
1.	Rotary Kiln	1	1,00,000 MT/Annum	300	50
2.	Cooler	1	----	300	50

- (ii) The unit shall erect the chimney(s) of the following specifications:

Sr. No	Chimney attached to	Height
1.	Rotary Kiln	30 mts
2.	Cooler	25 mts

- (iv) The unit shall observe the following standards: -

Sr. No.	Type of fuel	Quantity/hr
1.	LSHS (for Rotary Kiln, only during initial firing)	180 Litres/hr

- (v) The Stack Port Hole and Platform is to be designed as per CPCB guidelines Method 1 Part 1 of Stack Monitoring – Material & methodology for isokinetic sampling.

- (vi) The unit shall install Continuous Emission Monitoring System (CEMS) for PM and SO₂, CO monitoring by CEMS and volatile Organic Compounds (VOC) testing shall be conducted quarterly to have better process Control.

- (vii) The unit is required to strictly comply with the provisions of the Noise (Regulation and Control) Rules, 2000 as below;

The unit shall take adequate measures for control of noise levels from its own source within the premises in respect of noise. The limits are as follows:

Category of Area/ Zone	Limits in dB (A) Leq	
	Day time	Night time
Industrial Area	75	70
Commercial Area	65	55
Residential Area	55	45
Silence Zone	50	40

- (viii) Adequate mitigation measures shall be taken to control emissions of SO₂, NO_x, PM_{2.5}, RSPM. Applicant shall achieve following Ambient Air Quality standards:

SO ₂	Not to Exceed (Annual Average)	50 µg/ m ³
	Not to Exceed (24 hours)	80 µg/ m ³
NO _x	Not to Exceed (Annual Average)	40 µg/ m ³

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	Not to Exceed (24 hours)	80 $\mu\text{g}/\text{m}^3$
PM ₁₀	Not to Exceed (Annual Average)	60 $\mu\text{g}/\text{m}^3$
	Not to Exceed (24 hours)	100 $\mu\text{g}/\text{m}^3$
PM _{2.5}	Not to Exceed (Annual Average)	40 $\mu\text{g}/\text{m}^3$
	Not to Exceed (24 hours)	60 $\mu\text{g}/\text{m}^3$
CO	Not to Exceed (8 hours)	02 $\mu\text{g}/\text{m}^3$
	Not to Exceed (1 hour)	04 $\mu\text{g}/\text{m}^3$

(ix) **The Unit shall carry out Ambient Air Quality Monitoring from a laboratory recognized by MOEF under the Environment Protection Act., 1986 and the report should be submitted to the Board by the 15th of the subsequent months**

(x) The unit shall maintain sprinkler system for dust suppression, wherever applicable.

4. **CONDITIONS REQUIRED TO BE COMPLIED UNDER THE HAZARDOUS AND OTHER WASTES (MANAGEMENT AND TRANSBOUNDRY MOVEMENT) RULES 2016, AS AMENDED THEREAFTER:**

(i) The unit is hereby granted authorization to operate a facility for generation, storage and disposal of hazardous wastes as specified below:

Sr. No.	Category	Type of waste	Quantity	Mode of disposal
1	35.1	Sodium Sulphate Salts	3.2 MT/Day	To recycler registered with SPCB and having valid authorization of SPCB

(ii) The authorizer shall comply with the provisions of the Environment (Protection) Act, 1986 and the rule made there under.

(iii) The person authorized shall not rent, lend, sell or transfer or otherwise transport the hazardous waste without obtaining prior permission of the Goa State pollution Control Board.

(iv) Any unauthorized change in personnel, equipment or working conditions as mentioned in the application by the person authorized shall constitute a breach of his authorization.

(v) It is a duty of the authorized person to take permission of the Goa State Pollution Control Board to close down the facility.

(vi) The inner bottom surfaces of the tank shall be impervious enough to prevent leakage or seepage of these wastes into the sub surface soil or ground water.

(vii) The occupier shall maintain a manifest system as per Rule 21 (1) for disposal of hazardous wastes to ensure that these wastes are delivered to the designated facility preventing pilferage and clandestine disposal due to unforeseen events that may occur during transit.

(viii) The manifest shall be endorsed by the dispatcher, transporter and receiver of hazardous wastes. The endorsed copy shall be furnished to the Goa State Pollution Control Board.

(ix) Under no circumstances the hazardous waste shall be disposed to unauthorized facilities.

- (x) The occupier shall maintain the records for collection, storage and disposal of hazardous waste in Form 3 of as per Hazardous and Other Waste (Management & Transboundary Movement) Amended Rules 2018.
- (xi) The occupier shall furnish monthly returns for collection, storage and disposal of hazardous waste through online OCMMS system.
- (xii) The unit shall put up an online board (minimum size 6x4 Feet) at prominent location near the main gate providing details as follows in English and Konkani languages: -
- Hazardous Waste category number.
 - Hazardous Waste quantity number.
 - Treatment facility for each category.
 - Mode of disposal for each category.
 - Hazardous Waste Authorization number, date and validity period.
 - Water Consent number, date and validity period.
 - Air Consent number, date and validity period.
 - Quantity and Nature of Hazardous Chemicals being used.
- (xiii) The occupier shall ensure that the Hazardous Wastes are not allowed to be stored for more than 90 days.
- (xiv) **The unit shall submit annual returns in prescribed format to the Board for financial year by 30th June of every year for the previous financial year.**

5. GENERAL CONDITIONS:

- (i) The unit shall not change or alter the quantity, quality of discharge, temperature or the mode of the effluent/ emission or hazardous wastes or control equipments provided for without previous permission of the Board.
- (ii) The unit shall provide facility for collection of samples of effluent, air emissions and hazardous wastes to the Board staff.
- (iii) An application in prescribed form along with the prescribed fees for renewal of Consent shall be submitted at least 60 days before the expiry of validity of this Consent. An application for renewal of Consent submitted after expiry of the validity shall accompany with penalty of 50% of the Consent fees in addition to the prescribed consent fees.
- (iv) The Board shall be forthwith informed of any accident or unforeseen event involving discharge of any poisonous, noxious or polluting matter into a stream or well or on land or into the atmosphere, as result of such discharge water/ air is being polluted.
- (v) This Consent to operate is granted without any prejudice to any of the permission(s) required under any law, by laws and regulations in force. The Consent to Operate is confined to matters arising out of the Air Act and Water Act and Hazardous and Other Wastes (Management and Transboundary Movement) Rules 2016.
- (vi) The Board reserves the right to amend or add any conditions in this consent and the same shall be binding on the applicant.

- (vii) The unit shall submit to this office, the Environmental Statement Report in Form V for the Financial Year ending April to March by 30th September of the succeeding year as per the provisions of the rule 14 of the Environment (Protection) (Second Amendment) Rules, 1992.
- (viii) Reliable flow meter shall be installed to maintain record of water consumption/waste water generation per day. The records so maintained shall be made available to the Board officials whenever required.
- (x) The industry shall bear the cost of analysis / monitoring in case of complaints received by the Board/ reinspection due to non compliances observed by the Board & monitoring carried by the Board.
- (xi) The unit shall submit the details of the Public Liability Insurance Policy under the PLI Act 1991, to the Board office as applicable.
- (xii) The unit shall submit returns for disposal of batteries under the Battery Waste Management Rules 2022, if applicable.
- (xiii) The unit shall submit returns for disposal of e - waste under the E- Waste Management Rules 2016 as amended thereafter, if applicable.
- (xiv) The unit shall submit returns for disposal of plastic waste under the Plastic Waste Management Rules 2016 as amended thereafter, if applicable.
- (xv) The unit has to obtain no objection certificate from the Central Ground Water Authority, or the concerned state authority for any ground water abstraction.
- (xvi) **The unit shall comply to the Guidelines and DUST Mitigation measures in handling Construction materials and C & D waste issued by Central Pollution Control Board and are placed on Board website goaspcb.gov.in.**
- (ix) **This Consent to Operate Order is issued strictly in terms of the provisions of the Water (Prevention and Control of Pollution) Act, 1974 and the Air (Prevention and Control of Pollution) Act, 1981, the Guidelines issued there under and the Goa Water (Prevention and Control of Pollution) Rules, 2021 and the Goa Air (Prevention and Control of Pollution) Rules, 2021.**
- (x) **This Consent to Operate Order does not entitle the unit to commence operations unless and until all other statutory permissions /clearances required for the operation of the unit including Local body, Fire and Emergency Services, Excise, Factories and Boilers, FDA, Health Department, Legal Metrology, etc. are obtained by the unit.**
- (xi) **This Consent to Operate Order primarily certifies that the Air and Water pollution control measures installed by the unit are adequate and efficient and that the same are required be operating for its operation.**

6. ADDITIONAL CONDITIONS:

- (i) **The unit shall provide a collection trough below kiln to collect excess water from kiln's external surface.**

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- (ii) The unit shall provide suitable mechanism for collection of dried salt from the surface of the Kiln as well as, provide interlocks to ensure right concentration of scrubbing caustic solution.
- (iii) The unit shall install proper collection mechanism for storm-water runoff prior to its discharge outside the premises.

To,
M/s. GOA CARBON LIMITED
C/o Shri. Anupam Misra
Plot No. 66, 67, 68 & 75,
St. Jose de Areal,
Salcete – Goa.

Received Consent fee of: The capital Investment of the unit is Rs. 3,52,25,000/-

Ref no.	Amount	Date
2908056	Rs. 167454 /-(Water & Air Consent fees)	19/08/2025
2908060	Rs. 60102 /-(Water & Air Consent fees)	

This consent has been issued with the approval of chairman, Goa State Pollution Control Board.

GEETA SURESH
NAGVENKAR

Digitally signed by GEETA SURESH NAGVENKAR
Date: 2026.01.23 23:37:24 +05'30'

(Dr. Geeta S. Nagvenkar)
Member Secretary
Goa State Pollution Control Board

Copy to:-

1. The Collector and District Magistrate (North Goa District) Collectorate Building, Margao Goa... *For information.*
2. The Director, Directorate of Industries, Trade & Commerce, Udyog Bhavan, Panaji – Goa.
3. The Director, Directorate of Fire and Emergency Services, St Inez, Panaji-Goa
4. The Commissioner of Excise, Department of Excise, Abkari Bhavan, Old High Court building, Altinho, Panaji-Goa.
5. The Chief Inspector, Inspectorate of Factories And Boilers, Altinho, Panaji-Goa
6. The Director, Directorate Food And Drugs Administration, Bambolim-Goa
7. The Member Secretary, Goa Coastal Management Authority, 4th Floor, Dempo Towers, EDC Patto Plaza, Panaji-Goa
8. The Director, Department of Legal Metrology , Legal Metrology Bhavan, Near Air India Colony, Housing Board, Panaji-Goa
9. The Principal Chief Engineer, Public Works Department, Altinho, Panaji-Goa
10. The Chief Engineer, Vidyut Bhavan, M G Road, Panaji-Goa Electricity,
11. The Chief Town Planner, 2nd Floor, Dempo Towers, EDC Patto, Patto Panaji-Goa
12. The Secretary, Village Panchayat of St.Jose De Areal Salcete Goa
13. Accounts Section.
14. Concerned File.
15. Guard File.

1721

Goa State Pollution Control Board

QEHS-CIE-F(06-03)

CUSTOMER FEEDBACK

Dear Citizen / Customer,

We appreciate you for sparing a few minutes for giving us your valuable feedback on our services

Name :

Contact

Address:

.....

Email: Date:

Name of the service availed:

.....

Are you aware that service standards are included in the Citizen's Charter as available on Board's website : www.goaspcb.gov.in?

Yes No

If yes, is the Citizen Charter simple and easy to understand?

Yes No

Description of service delivery parameters (Consents/Authorisation/RTI's/Complaints etc.)	Excellent	Good	Fair	Average	Poor	Reason for grading
Time taken to deliver service in comparison to service standards mentioned in Citizen's Charter						
Quality of service (accuracy, completeness)						
Knowledge of dealing hand / staff regarding services/schemes						
Courtesy of staff						
Board's response in view of your query/requirement is to your satisfaction						
Date of your visit to the office and your overall experience						

Suggestions for improvement, if any

.....
.....
.....

Signature & date

To,

The Member Secretary,
Goa State Pollution Control Board,
Near Pilerne Industrial Estate,
Opposite Saligao Seminary, Saligao, Bardez, Goa. 403511

❖ Please note that your feedback is considered essential for overall improvement and development of Board functions in service of environment.