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(SHARAT KUMAR SINHA) IPS  
Nodal Officer, Noise Pollution  
cum Dy. Commissioner of Police  
Police Control Room, Delhi

**BEFORE THE NATIONAL GREEN TRIBUNAL**

**PRINCIPAL BENCH, NEW DELHI**

**Original Application No.519/ 2016**

**WITH**

**Original Application No.496/2018**

**WITH**

**Original Application No.196/2018**

**WITH**

**Original Application No.197/2018**

**Hardeep Singh & Ors.**

**Versus**

**Applicant(s)**

**SDMC & Ors.**

**Respondent(s)**

**WITH**

**Akhand Bharat Morcha**

**Versus**

**Applicant(s)**

**Union of India & Ors.**

**Respondent(s)**

**REGARDING ACTION TAKEN REPORT IN OA NO.519/2016 IN THE  
MATTER OF HARDEEP SINGH AND ORS. VERSUS SDMC & ORS AND  
OA's NO. 496/2018, 196/2018 AND 197/2018.**

**MOST RESPECTFULLY SHOWETH:**

1. That this action taken report is being filed in compliance to directions of Hon'ble National Green Tribunal dt. 20-11-2019. The operative paragraphs of the order read as under :

**Para No. 18**

*"Special Commissioner of Police, has stated in Para 4 of the status report that the requisite equipment will be required by March, 2020. Accordingly, the Special Commissioner of Police and Deputy Commissioner of Police*

*(Provisioning and Logistics) will not be entitled to draw salary, if there is non-compliance even up to 01.04.2020, till compliance.”*

**Para No. 21**

*“We are informed that there are 2000 Eco-clubs in schools/colleges. Awareness programme may be coordinated in such a way that at least one programme on the subject is held once a month in all such institutions. The present level of awareness activities by Department of Environment, Govt. of NCT Delhi, is inadequate in terms of quality and quantity. It needs to be properly planned and coordinated. Yearly action plan covering different thematic areas of environmental problems needs to be clearly identified, awareness activities planned and monitored. It would be appropriate if target groups are properly identified, logistic and personnel earmarked and action taken is monitored. This may be ensured jointly by the Department of Environment, DPCC and the Special Commissioner of Police in coordination with the Education Department of Delhi and a compliance report furnished by the DPCC before the next by e-mail at [judicial-ngt@gov.in](mailto:judicial-ngt@gov.in).”*

2. That, in order to comply the above mentioned directions and earlier orders of Hon'ble Tribunal in letter and spirit, the matter has been reviewed by Commissioner of Police, Delhi and a new comprehensive plan has been devised to control noise pollution. For better implementation and monitoring the noise pollution matters, the Commissioner of Police, Delhi has constituted specialized Operational Committees under the Chairmanship of respective Spl.CsP. Details of the responsibilities of Operational Committees is annexed as Annexure –A. The respective Spl.CsP have been assigned to monitor, superintendence, regulation, co-ordination and effective control of noise pollution in their respective spheres and jurisdiction. While the heads

of Operational Committees will monitor the action taken concerning their respective areas, the Apex Committee will look into policy issues, if any, referred by the Operational Committees.

Apart from above, two meetings on noise pollution matters were conducted on 13-01-2020 and 20-01-2020, first chaired by Commissioner of Police himself, and the second chaired by Spl.CP/Genl. Adm. Various directions to the filed formations were given for better enforcement of noise pollution laws. Minutes of the meetings have been annexed at Annexure B1 & B2.

Besides the above, respective incharges of Operational Committees were shared with the status of action taken by field functionaries time to time with the observation of the Commissioner of Police for better enforcement of noise pollution laws and for compliance of directions of the Hon'ble Apex Court and NGT in this regard.

3. That, in pursuance to the directions mentioned in Para No -18 of the order, two hundred forty four (244) Sound Level Meters (SLMs) have been procured by Delhi Police on 05.03.2020. Further, the Sound Level Meters have been distributed in the manner that each designated Police Officer i.e. ACP/Sub-division and all Police Stations shall be equipped with at least one Sound Level Meter.

A Training for Trainers course for all the designated Police Officers under the noise pollution rules has been conducted on 13.03.2020 at Conference Hall, PCR Complex, Model Town-II, Delhi. In this course, all participants were sensitized on noise pollution rules and regulations. The engineers of the supplier company i.e. *Amsh productline* gave a

demonstration as to how to operate the SLMs and resolved the queries of trainers. Minutes of the training programme has been annexed at Annexure 'C'.

4. That, in view of the directions of Hon'ble Tribunal, the public redressal mechanism has been intensified so that the complaints of the people could be resolved promptly. The noise pollution calls are being attended 24x7 by trained operators at the Integrated Complex at ERSS, Haiderpur and immediately transferred to local police stations for redressal.

Further, the grievances registered on web portal are also being attended by respective SHOs and ACsP for early disposal.

In this reference, a detailed Standard Operating Procedure (SOP) has also been made by DCP/Operations and Communications for developing a robust protocol for disposal of calls received through phone/ web portal and their timely and effective transfer to districts concerned for appropriate legal action. (Annexure-D)

5. That, analysis of calls received on exclusive helpline and dedicated website w.e.f. 01.01.2020 to 15.03.2020, reveals that 971 calls were received on helpline no. and 502 grievances were registered on web portal. During the above-mentioned period, 4427 legal actions were taken on the grievances registered on web portal, calls received on helpline and ERSS-112 against the noise violators under Indian Penal Code, Criminal Procedure Code and local and special laws like DP Act, Environment Protection Act, etc.
6. That, Traffic Unit of Delhi Police has taken regular actions against the drivers indulging in honking, using pressure horns, modified silencers and violating noise violations in silence zone.

During 01.01.2020 to 15.03.2020, 662 violators were booked for honking, 3583 for pressure horns, 1792 for modified silencers and 273 for violating silence zone restrictions.

7. That, in compliance to the directions of the Hon'ble Tribunal, awareness programme has been undertaken by Delhi Police. An advertisement on 'Noise Pollution' publishing dedicated helpline No.155271 and website <http://ngms.delhi.gov.in> has been released in 30 newspapers (English, Hindi, Urdu and Punjabi) on 19.02.2020. Beside the above, an FM radio spot on 'Noise Pollution' of 35 seconds duration was allotted w.e.f. 28.02.2020 to 08.03.2020 (10 days) on 08 FM Channels. (Annexure-E)
8. That, in compliance to the orders of Hon'ble NGT, Delhi Police has taken proactive steps at district level too. During the period 01-01-2020 to 15-03-2020, 992 meetings were conducted with RWAs, Volunteers and NGOs and 281 sensitization programmes in educational institutions were organized at Police Station and District level.

Further, as per the directions of the Hon'ble NGT, Special Secretary, Dept. of Environment cum Member Secretary, DPCC, being the pivot nodal agency, was also requested to organize awareness workshop in coordination with 2000 Eco clubs. A copy of the letter is annexed at Annexure 'F'.



(SHARAT KUMAR SINHA) IPS  
Nodal Officer, Noise Pollution  
cum Dy. Commissioner of Police  
Police Control Room, Delhi

A

**OFFICE OF THE COMMISSIONER OF POLICE, DELHI**

**ORDER**

For better implementation and monitoring of the directives of the Hon'ble NGT in OAs No. 519/2016, 196-197-496/2018, the Commissioner of Police has constituted Operational Committees chaired by respective Spl. CsP, who have jurisdiction over these responsibilities/scope of work. The respective Spl. CsP will ensure timely action through their Joint CsP/Senior officers. The summary of important directions of the Hon'ble NGT and the responsibilities/scope of work of Spl. CsP are given below. Action taken may be intimated in time to the Apex Committee chaired by Spl. CP/Traffic. The Joint Committee headed by Jt. CP/ER will follow up the action taken with the Operational Committees and ensure timely submission of reports to the Apex Committee.

SNo	Head of the Committee	Responsibilities
01.	<i>Spl.CP/L&amp;O/ South</i>	<ol style="list-style-type: none"><li>i. Effective steps for enforcement of directions of Hon'ble Apex Court , NGT and Statutory rules, regulations and instructions in this matter.</li><li>ii. To ensure proper legal actions on the calls received on <i>ERSS-112</i>, helpline <i>155271</i> and website <i>ngms.delhi.gov.in</i>.</li><li>iii. Proper training to all designated Police officers reg SLMs &amp; rules.</li><li>iv. Pro Active Actions reg. sensitizations &amp; awareness programmes in educational institutions, RWAs etc.</li><li>v. Awareness programmes through 2000 Eco-clubs in schools &amp; colleges.</li><li>vi. Mapping of vulnerable Noise Pollution hotspots of the District may be done.</li></ol>
02	<i>Spl.CP/L&amp;O/ North</i>	<ol style="list-style-type: none"><li>i. Effective steps for enforcement of directions of Hon'ble Apex Court , NGT and Statutory rules, regulations and instructions in this matter.</li><li>ii. To ensure proper legal actions on the calls received on <i>ERSS-112</i>, helpline <i>155271</i> and</li></ol>

		<p>website <i>ngms.delhi.gov.in</i>.</p> <p>iii. Proper training to all designated Police officers regSLMs &amp; rules.</p> <p>iv. Pro Active Actions reg. sensitizations &amp; awareness programmes in educational institutions, RWAs etc.</p> <p>v. Awareness programmes through 2000 Eco-clubs in schools &amp; colleges.</p> <p>vi. Mapping of vulnerable Noise Pollution hotspots of the District may be done.</p>
03.	<i>Spl.CP/Traffic</i>	To ensure proper action and special drives against Noise violations by vehicles such as honking, use of pressure horns, modified silencers, noise violations of silence zones, etc.
04	<i>Spl.CP/Prov&amp; Log</i>	To ensure that the time line for procurement of Noise meter may be strictly complied.
05	<i>Spl.CP/Operations</i>	<p>i. Devising a complete public redressal mechanism system for receiving complaint through phones /SMS/Web portal.</p> <p>ii. Effective functioning of Noise pollution Helpline &amp; website.</p> <p>iii. Monitoring of calls and their effective transfer to districts concerned for speedy &amp; prompt action.</p>
06	<i>Spl.CP/Legal cell</i>	<p>i. Proper monitoring of OA's pending in Hon'ble Tribunal.</p> <p>ii. Preparation of status report/quarterly reports.</p>
07.	<i>Spl.CP/ Transport Range</i>	<p>i. To ensure proper action against marriage halls, banquet halls, public processions, etc., in OA No 400/2017.</p> <p>ii. To pursue OA No. 400/17 in Hon'ble Tribunal as DCP/ Licensing is the Nodal officer.</p>

The Officers chairing the committees should ensure that actions on directions of the Hon'ble NGT, which falls in their domain, is under taken with due seriousness and within the stipulated time. Regular monitoring of same may also be ensured.

This order is issued in continuation to the earlier order No: 10949-65/AC(IV)/C&T/PHQ dated 03-04-2019.

4  
20/12/19

( M.I. HAIDER )DCP/HDQRS.  
FOR COMMISSIONER OF POLICE  
DELHI.

No. 47588-612 /C&T (AC-IV)/PHQ dated Delhi, the 20/12 2019

Copy to the:-

1. Special CsP/Traffic, Law & Order (South) &(North), Prov. & Log., Operations, Legal Cell, Transport Range, Delhi/New Delhi.
2. All Joint CsP/Ranges, Licensing, Operations, Traffic, Delhi/N.Delhi.
3. Addl.CP/Licensing, Delhi.
4. DCsP/PCR, Licensing, Traffic(HQ), Legal Cell, SCRB, Prov.& Log., Ops. & Commn., Delhi/New Delhi.
5. SO to CP, Delhi.

**MINUTES OF THE MEETING HELD ON 13<sup>th</sup> JANUARY, 2020**  
**REGARDING NOISE POLLUTION**

CP/Delhi convened a meeting in his Office Chamber at PHQ, Jai Singh Road, New Delhi on 13.01.2020 at 7.00 pm, to discuss noise pollution issues (NGT matters). The following officers were present:

1. Sh. Taj Hassan, Spl. CP/Traffic
2. Sh. R. S Krishnia, Spl. CP/L&O (S)
3. Sh. Sanjay Singh, Spl. CP/Tpt & Licensing
4. Sh. Virender Chahal, Spl. CP/Ops.
5. Sh. Satish Golchha, Spl. CP/L&O (N)
6. Sh. Praveer Ranjan, Spl. CP/Legal Cell
7. Sh. Alok Kumar, Jt. CP/Eastern Range
8. Sh. Sharat Kumar Sinha, DCP/PCR
9. Sh. S.K. Singh, DCP/Ops. & Communications

The following directions were issued:

1. Spl. CsP/L&O (S) & (N) were directed to regularly review the action taken on the calls received through website, helpline, and ERSS 112.
2. In each District Control Room, one ASI/HC well conversant with noise pollution data and suitably briefed by DCP should be deployed for next three months, to follow up the legal action taken on the calls related to noise pollution, and also regularly update on the website.
3. Each police station should identify and depute a trained HC to deal with matters related to violation of noise pollution norms. Training programme should be organized for the field staff for better enforcement of noise pollution norms/laws.
4. Awareness campaigns should be conducted with the help of RWA's, Eco Clubs. Other effective means like local cable operators may also be used to create awareness regarding noise pollution. DCsP District should also coordinate with DPCC for publicity of noise norms.

5. To ensure data reconciliation, the communication staff posted in District Control Room and local police should maintain close coordination between themselves. District DCsP should task their SO Branch for data reconciliation.
6. Spl. CP/Ops. will look into the anomalies in the calls received at the control room and data shown by the District Control Room/field units/SCRB.
7. All Spl. CsP will submit the action taken report to Spl. CP/Legal Cell directly for submission before the Hon'ble Tribunal before 31.03.2020.
8. Heads of each operational committee will resolve all operational issues and monitor the action taken concerning their respective areas and the Apex Committee will look into policy issues, if any, referred by the Operational Committees.
9. Spl. CP/Licensing should ensure proper action with regard to calls related to noise pollution and other actions related to marriage halls, banquet halls, etc., as in OA No. 400/2017.
10. The next meeting will be held on 20<sup>th</sup> January, 2020 at 12.00 Noon.

*Alok Kumar*  
(Alok Kumar)IPS 17/1  
Joint Commissioner of Police,  
Eastern Range, Delhi

No 32-49 NGT Sectt/PHQ, dated Delhi, the 17/1/20  
Copy forwarded to:

1. Spl CP/P&L
2. Spl. CP/Traffic
3. Spl. CP/L&O (S)
4. Spl. CP/Tpt & Licensing

5. Spl. CP/Ops.
6. Spl. CP/L&O (N)
7. Spl. CP/Legal Cell
8. Jt. CP/Eastern Range
9. DCP/PCR
10. DCP/Ops. & Communications

**MINUTES OF THE MEETING HELD ON 20<sup>th</sup> JANUARY, 2020**  
**REGARDING NOISE POLLUTION**

In pursuance to the CP's meeting on 13-01-2020, the second meeting on Noise Pollution issues was held under the chairmanship of Spl CP/GA in his office chamber, PHQ at 12:30 PM on 20.01.2020, to discuss the followup & feedback of previous meeting held on 13-01-2020. The following officers were present in the meeting:

1. **Sh. Taj Hassan, Spl. CP/Traffic**
2. **Sh. Mukhtesh Chander, Spl. CP/Operations.**
3. **Sh. R.S. Krishnia, Spl. CP/ L&O, South**
4. **Sh. Satish Golcha, Spl. CP/ L&O, North**
5. **Sh. Praveer Ranjan, Spl. CP/Legal Cell**
6. **Sh. Alok Kumar, Jt. CP/Eastern Range**
7. **Sh. Suvashish Chaudhary, Jt. CP/Licensing**
8. **Sh. Sharat Sinha, DCP/PCR**
9. **Sh. S.K. Singh, DCP/Ops & Comn.**

The following issues were discussed in the meeting:

1. On detailed analysis & scrutiny of fortnightly data, it was observed that hence forth the percentage should be calculated on the basis of data received from Operations & Communications only. By this process, anomalies & discrepancies in the data are expected to be removed.
2. Regarding deputing of one exclusive ASI/HC at Distt. Police Control Room, only East, North East, South, South West and West districts have complied so far. Other remaining districts are directed to depute one ASI/HC accordingly.
3. Regarding compliance of deputing one HC at Police Station level, to ensure action and proper follow up on Noise Pollution calls, no compliance has been received so far. Directions were issued to depute the HC at Police Station level at the earliest.

4. Regarding procurement of noise meters (SLMs), the meeting was informed that expenditure sanction is awaited. After sanction, approx 45 days are required for supply of SLM's. It was decided that the matter may be expedited.
5. Many grievances received on the website are still pending. Directions were issued that all website grievances should be disposed off on priority and legal action should be ensured wherever possible.
6. All the district have been directed to prepare hotspot mapping of noise prone areas in their jurisdiction.
7. All the districts should take suo-motto action against noise pollution and their separate diaries be submitted to NGT Sectt, 3<sup>rd</sup> floor, PHQ on weekly basis on every Monday.
8. DCP/Ops. & Comn. has been directed to prepare the separate detail of calls received in the focussed areas of Rajokari, Mahipalpur, PallaBakhtawarpur and same should be forwarded to NGT Sectt& Licensing branch for further necessary legal actions against Banquet halls, Marriage halls etc.
9. Compliance of the directions of Hon'ble NGT w.r.t religious institutions violating noise norms as mandated in OA no.196, 197,496/2018 be ensured.
10. Wide publicity through advertisements & public notices should be given to Web Portal and Helpline Number. Further, awareness programme should be conducted through local DTH Channels and meetings with RWA's & Market Associations.
11. Additional manpower is required for proper & smooth functioning of NGT branches at Police Stations, Districts, Ranges and Operations & Communications unit. DCP/Estt is directed to

prepare a fresh proposal for additional staff exclusively for NGT branches in view of Hon'ble NGT mandate and send the same to MHA for approval.

The meeting ended with vote of thanks to the chair.

*Alok Kumar*  
23/11

ALOK KUMAR (IPS)  
Chairman,  
Joint Committee of Noise Pollution,  
cum Joint Commissioner of Police  
Eastern Range, Delhi.

No. 78-109 NGT Sectt. /PHQ dated Delhi, the 23/01 ) 2020

Copy for information:-

1. DCP/PCR
2. DCP Legal Cell
3. DCP/Licensing
4. DCP/Traffic (HQ)
5. DCP/Ops & Comn
6. DCP/Prov. & Log
7. DCP/Estt
8. DCsP/ All Districts
9. SO to CP Delhi
10. SO to Spl CP/GA
11. SO to Spl. C.P/Prov. & Log.
12. SO to Spl. CP / Traffic
13. SO to Spl. CP/Ops.
14. SO to Spl. CP L&O (South)
15. SO to Spl. CP L&O (North)
16. SO to Spl CP/HQQRS
17. SO to Spl. CP/Tpt. Range

## MINUTES OF SOUND LEVEL METERS TRAINING CUM ORIENTATION PROGRAMME

In compliance to the mandate of Hon'ble National Green Tribunal in OA No.519/2016 and in pursuance to the directions of CP/Delhi, training cum orientation course was organized at 11:30 AM on 13.03.2020 (Friday) at Conference Hall, PCR Complex, Model Town-II, Delhi.

This training for trainers (TOT) Course was organized and conducted to impart practical training to designated Nodal officers of all Districts & Traffic unit of Delhi Police i.e. Addl. DCP-I /ACP(Operations) and in pursuance following officer have attended the training:

1. Sh. Jaipal Singh, ACP (Ops)/ North Distt.
2. Sh. Brahamjeet Singh, ACP (Ops)/ Rohini Distt.
3. Sh. Richhpāl Singh, ACP (Ops)/ Outer North Distt.
4. Sh. Abhinendra Jain, ACP (Ops)/ South West Distt.
5. Sh. K.G.Tyagi, ACP (Ops)/ North West Distt.
6. Sh. Subhash Vats, ACP (Ops)/ Outer Distt.
7. Sh. Naresh Khanka ACP (Ops)/ North East Distt.
8. Sh. Jogender Joon, ACP (Ops)/ Dwarka Distt.
9. Sh. Virender Singh ACP (CAW)/ Shahdara Distt.
10. Sh. Naresh Kumar, ACP (Ops)/ Central Distt.
11. Sh. Rakesh Kumar, ACP (Ops)/ New Delhi Distt.
12. Sh. Sudesh Ranga, ACP (Ops)/ West Distt.
13. Sh. Ram Sunder, ACP (Ops)/ South East Distt.
14. Sh. Sanjeev Parmar, ACP (Traffic)/ Road Safety
15. Sh. Vivek Bhagat, ACP / South West Distt.
16. Sh. Rahul Vikram ACP / South West Distt.
17. Dr. Rakesh Kumar, Insp./ Training/ PCR
18. Sh. Mahaveer Singh, Insp./ Training/ Traffic

Apart from the above, South & East districts have failed to send any representative to the training programme. After brief formal introduction, the following agenda was taken up.

## **INTRODUCTION**

*Insp./Training/PCR has explained the object & purpose of this orientation course. This course has been planned to sensitize the designated officers with the newly procured Sound Level Meters.*

## **OVERVIEW OF NOISE RULES**

*An overview of Noise Rules, introduction of OA's pending, Public Redressal mechanism, legal actions by Delhi Police was explained to all by I/C NGT Sectt. A PPT reg. performance appraisal & work done so far, was also displayed & explained at the workshop.*

*All the participants were requested to collect Sound level Meters (SLM) from P&L and to impart further training to all the officers using SLM in their districts & units at their end. They were further requested to utilize this meter in taking legal actions, and the figure of actions & prosecutions using this meter should be reflected in diaries separately.*

## **PRACTICAL DEMONSTRATION OF NOISE METERS**

*A PPT presentation as well as practical demonstration was given by Sound level meter supplier at the workshop. The Company AMSH Productive Pvt. Ltd was represented by its director Sh. Ramesh Kumar, along with company engineer Sh. Amit Kumar. They had explained the advantages & worthiness of the supplied sound level meter and given a practical demonstration about its handling & operation. After that they had resolved all the queries of the attending officers and all the participants were requested & invited to operate & handle the instruments and record the readings themselves.*

*Further, the contact details & mobile numbers of the supplier company were supplied to all participants, to sort out any practical difficulties in future.*

*19/12/20*

**(SHARAT SINHA) IPS,  
Nodal officer, Noise Pollution,  
Dy. Commissioner of Police,  
Police Control Room, Delhi**

No. 177-200 NGT Sectt. /PHQ, dated Delhi the 17/03/2020

Copy Forwarded to:

1. DCsP/All Districts, Traffic & P&L
2. SO to CP/Delhi
3. SO to Spl.CsP/P&L, Traffic, Operations, L&O (South & North)
4. SO to Chairman of Joint Committee of Noise Pollution (Jt.CP/ER)



**OFFICE OF THE DEPUTY COMMISSIONER OF POLICE**  
**OPERATION & COMMUNICATION, DELHI**

Integrated Complex, Operation & Communication, FC-50 Shalimar Bagh, Delhi-110088.  
Tel: 011-27492401, Tel/Fax: 011-27492501, E-mail: [dcp.opscomn@delhipolice.gov.in](mailto:dcp.opscomn@delhipolice.gov.in)

In compliance to the directions of the Apex Committee of Noise Pollution of Delhi Police and in order to facilitate the process of disposal of grievances registered on website portal 'ngms.delhi.gov.in' call received on noise pollution helpline No. 155271 & ERSS-112, a detailed standard operating procedure has been prepared for effective management & disposal of grievances and calls.

The SOP has been prepared for developing a robust protocol of public redressal mechanism for receiving complaints through phone/web portal and their timely & effective transfer to districts concerned for speedy & prompt disposal.

This has the approval of Spl.CP/Ops.

 06/03/2020

(S.K.SINGH)

Dy. Commissioner of Police,  
Operations & Communication,  
Delhi Police.

**Enclosure. As above**

No. 197-208/SO/DCP/Ops.& Comn. dated Delhi, the 06 / 03 / 2020.

Copy Forwarded to:

1. DCP/PCR- Nodal officer of Noise Pollution
2. DCP/Licensing- Nodal officer in OA No. 400/17
3. SO to CP/Delhi- for kind information
4. SO to Spl. CP/Traffic – Chairman Apex Committee
5. SO to Spl. CP/L & O (South)
6. SO to Spl. CP/L & O (North)
7. SO to Spl. CP/Prov. & Log
8. SO to Spl. CP/Operations
9. SO to Spl. CP/Legal Cell
10. SO to Spl. CP/Transport Range
11. SO to Jt. CP/ER- Chairman of Joint Committee of Noise Pollution.
12. SO to Jt. CP/Operations

## **NOISE POLLUTION HELPLINE/WEB/SMS/ERSS-112:**

Noise Pollution Help Line telephone No.155271 has been set up in the CPCR to render assistance for controlling noise pollution in addition to 112. In case of call at 112, Case Record Management (CRM) is a GIS enabled desktop application to receive emergency and non-emergency signals landing on the single emergency number (112). Signals may be either in the form of voice calls, SMS, e-mails or web request. A call taker or CRM agent will be responsible for interacting with the public over telephone, obtaining information on emergency situation/ incidents, gathering maximum information from the caller, record all information in the software, deciding on the services required for the caller and forwarding the event to another skilled CAD agent or dispatcher for further necessary action as per enclosed SOP. The calls will be monitored round-the-clock by officers at CPCR. Depending on the facts of the case, they may direct the MPV where police intervention is required & inform the concerned District Control Room and Police Station for appropriate action. Police Station will record the same while closing the case.

### **STANDARD OPERATING PROCEDURE FOR THE NOISE POLLUTION CALL OPERATORS:**

#### **(A) GENERAL INSTRUCTIONS FOR THE NOISE POLLUTION OPERATORS:**

- i) Operator shall at all times be extremely polite and give a patient hearing to the caller.
- ii) The Help-line/Web/SMS/ERSS-112 operator should reassure the caller that help is on its way.
- iii) The operator shall not insist on the caller for disclosing his/her identity unless the caller so agrees and should assure the caller that the confidentiality of his/her identity and contact information shall be maintained.
- iv) A confidential record will be maintained in the format: - Identity of the caller, address, contact number, if disclosed by him/her, information related to PS/Distt. and name of the officer to whom information was passed on with date and time.

**(B) DUTIES OF THE NOISE POLLUTION OPERATOR:**

1. Only well-conversant operators shall be deployed to handle calls received at this Help-line number.
2. The operators should have good communication skills and a good command over Hindi as well as English language.
3. The operator shall behave cordially while dealing with the caller and shall respond promptly and effectively.
4. The operator should be familiar with the layout/topography of Delhi and NCR as well as jurisdictions of police stations concerned.
5. The caller shall be given a patient hearing.
6. The grievance of the caller shall be listened carefully and noted down in the words of the caller.
7. If the operator faces any difficulty regarding language or any other issue, he/she will immediately transfer the call to the senior officer present on duty at Control Room at that time.
8. (i) As soon as a call is received through Help-line/Web/SMS/ERSS-112, the operator shall listen to the caller patiently by keeping in mind physical/mental condition of the caller and shall take all possible information about the grievance of the caller (i.e. type of problem/grievance, type of help/assistance he/she required etc.), including the details of the caller (whatever he/she discloses at that point of time without insisting too much on this aspect).  
(ii) On receiving call on the ERSS-112, the operator (CRM) shall select Noise Pollution head & Sub head and the same shall be immediately passed to dispatcher operator (CAD). The Dispatcher (CAD) shall immediately pass it to the local police, nearest MPV and PCR motorcycle to reach at the spot. It shall be clearly mentioned that it is ERSS-112 call.  
(iii) On receiving call on the Helpline number 155271, the operator (CRM) shall select the Noise Pollution Helpline head and the same shall be immediately passed to dispatcher (CAD). The Dispatcher (CAD) shall immediately pass it to the local police, nearest MPV and PCR motorcycle to reach at the spot. It shall be clearly mentioned that it is Helpline number 155271 call.  
(iv) On receiving message on the NGT portal (Web/SMS), the operator (CRM) shall select the Noise Pollution Web head and the same shall be immediately passed to dispatcher (CAD). The dispatcher (CAD) shall immediately pass it to the

local police, nearest MPV and PCR motorcycle to reach at the spot. It shall be clearly mentioned that it is NGT Portal call.

9. The operator will also assure the complainant/caller of quick action and shall encourage the caller to keep patience and not to lose his/her control/temper/composure.

10. After passing the information to all concerned, a brief note about the caller, mentioning the maximum details available i.e. name, age, sex, present location, type of grievances/complaint, as well as the name of the officer to whom the call has been passed/entrusted for further action, shall be prepared.

11. The complete situation report shall be recorded before closing the noise pollution call.

12. The Operator would close noise pollution calls from his/her task list once the entire follow up action has been taken.

13. The calls pertaining to noise pollution received at Help-line/Web/SMS and ERSS-112 shall be entered in Noise Pollution Helpline Register by the concerned operator.

#### **(C) Duties of Inspector Command Room**

1. Inspector Command Room I/C shift will be responsible for the overall discipline and smooth functioning of the executive as well as the communication staff deployed in Police Control Room. He will mention the points which may require special attention of In-charge of the next shift and also handover the complete charge of the shift while going off duty. He will also brief his successor about all the important incident/ happening etc., which took place during his duty hours.

2. The main function of the Inspector/CPCR will be to receive information from general public, police officers and other agencies and carefully judge the nature of action to be taken and issue appropriate instructions to Radio Mobiles/ Wireless Operators and also to the concerned police stations/locations.

3. Inspector/CPCR will keep senior officers informed about the important incidents and latest situation as well by maintaining contact with the officers at the spot/place of incident.

4. Inspector / CPCR will closely monitor the time taken by MPVs in reaching

the scene of the incident and giving the "Haalat Report". Any instance of inordinate delay would be brought to the notice of the ACP/Command Room and a report in this regard will be submitted to DCP/PCR.

5. He will prepare a daily report after each shift, regarding important incidents etc. occurred during the shift and send the same to senior officers in the early morning.

6. In all the important law and order arrangements and crime situations, he will compile the information and pass it on to the concerned senior officers and also maintain close liaison with District police to help them in containing situations. Permission of CP/Delhi should be taken by ACP/Inspr. Command Room on phone before passing on information to any outside agency.

7. He will ensure that the staff working in CPCR including communication staff put on the prescribed uniform and maintain proper discipline. He will also ensure that entry of other than those on duty would be restricted and no one is allowed to carry mobile phone, as the use of mobile phones distracts attention from the assigned duty.

8. He will ensure that all the calls/information meant for the neighboring State/Distt. but received in the CPCR, are properly disseminated to the concerned neighboring States/Districts and the caller/informer is apprised of it. He will ensure that all relevant details of such calls /information are kept separately for reference and records.

9. In the absence of ACP on duty in CPCR, the Inspr. Command Room/ I/C Shift will also assume the duties and responsibilities as mentioned under 'Duties of ACP/CPCR' in addition to his own duties.

10. He will also ensure that departmental and operational information is not diverted/passed on to unauthorized persons/agencies.

**(D) Duties of ACP/CPCR (COMMAND ROOM)**

The ACP In-charge of Central Police Control Room shall perform the following duties:-

1. He will supervise and monitor the overall working of the CPCR including that of the Inspectors, SIs, Call Centre, dedicated Help-Lines, Tele-printers (TP),

Communication staff Automatic Call Distribution (ACD) system, Telefax and Computers etc.

2. He will ensure that the distress calls from the public are attended to promptly and proper follow up action is taken immediately thereon.

In the event of law and order problem and important incidents of crime, he will keep the senior officers posted of the latest situation, by maintaining contact with the officers at the spot/ in the field.

3. ACP/CPCR will give proper direction to preserve important and sensitive records as recorded in Voice Logger/ACD, PCR forms and Wireless Log etc.

4. ACP/CPCR will periodically monitor the Video Wall of the GPS System in the Command Room in order to keep a track of the GPS-fitted MPVs. Discrepancies and unauthorized digressions will be brought on record and reported to DCP/PCR and other senior officers for further necessary action.

5. ACP/CPCR will conduct an analysis of the response time of MPVs on a day-to-day basis in order to detect instances of undue delay in the response of MPVs, and submit a report in this regard to DCP/PCR for further necessary action.

6. Last but not the least, it will be the duty of ACP/CPCR to ensure that close coordination is maintained with the Distt. Control Rooms of the neighboring States.

**(E) DCP/Ops & Comn:- Areas of Responsibility**

He will be responsible for overall administration and operations of CPCR functioning as well as responsible for the overall upkeep and maintenance of the entire technical infrastructure in CPCR. He will also supervise smooth functioning of CPCR.

**(F) Preparation of Diary etc highlighting pending calls to District/Ranges:-**

all the supervisory officers shall ensure a regular deployment of at least two experienced police personnel at Noise Pollution Helpline and they shall not be moved to any other task without valid reasons and prior approval of the DCP/Ops & Comn. All the supervisory officers shall also ensure the counter checking as well as reconciliation of the data, preparation of Diary, pending calls to District/Ranges, prior forwarding it to the senior officers or senior offices or other agencies.

(G) **Overall supervision**

The smooth functioning of CPCRR will be supervised by the respective ACsP and Inspectors under the overall supervision of DCP/ Ops & Comn.



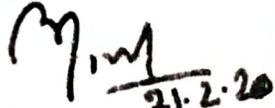
**OFFICE OF THE COMMISSIONER OF POLICE: PHQ: DELHI.**

Police Headquarters, MSO Building, ITO, New Delhi – 110002  
Tel: 011 – 23317008, Fax – 23490263, e-mail: [advtprophaq@gmail.com](mailto:advtprophaq@gmail.com)

Subject: Comprehensive action w.r.t. Noise Pollution – Discrepancies & Anomalies.

Kindly refer to your office U.O. No.113-24/NGT Sectt./PHQ dated 19.02.2020, on the subject cited above.

An advertisement on "Noise Pollution" publicising dedicated Helpline Number – 155271 and website <http://ngms.delhi.gov.in> has already been released in 30 newspapers (English, Hindi, Urdu & Punjabi) on 19.02.2020. Copy of advertisement is enclosed for reference. Besides, the file regarding broadcast of Radio Spots on Radio FM Channels has also been submitted for selection and approval by the competent authority.



(Anil Kumar)

Addl. Public Relations Officer  
Delhi Police: PHQ: Delhi.

**I/C NGT Section/PHQ**

No. 3002 /Advt. (PRO)/PHQ

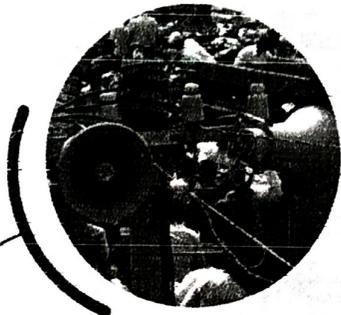
Dated 21/02/2020.



# VOICE YOUR COMPLAINTS ON NOISE POLLUTION



Call on  
24x7 Helpline No.  
**155271**



Call or register your complaints at  
<https://ngms.delhi.gov.in/>

E-mail to CP, Delhi at: [cp\\_amulyapatnaik@delhipolice.gov.in](mailto:cp_amulyapatnaik@delhipolice.gov.in) OR Write to CP, Delhi at P.O. Box No. 171, GPO, New Delhi

FOR IMMEDIATE POLICE HELP CALL 112

FOR HELPLINE SERVICES CALL 1090

DP/9219/2020



**OFFICE OF THE COMMISSIONER OF POLICE : PHQ: DELHI.**

Police Headquarters, MSO Building, ITO, New Delhi – 110002  
Tel: 011 – 23317008, Fax – 23490263, e-mail: advtprophq@gmail.com

No. /Advt. (PRO)/PHQ dated, N. Delhi, the /2020.

To

Mr. Rohit Sharma (Account Director),  
M/s Critique Communication Pvt. Ltd.  
602 & 605, 6<sup>th</sup> Floor, Akash Deep Building,  
Barakhamba Road, New Delhi – 110001.

Subject: Release/Broadcast of Radio Spot on selected 08 Radio Channels on DAVP Rates/Govt. of India Rates on the subject "Noise Pollution".

Sir,

I am to state that the radio spot on "Noise Pollution" of 35 seconds duration submitted by you has been approved by the competent authority. (Copy of approved script is enclosed) has been approved by the competent authority for broadcast on Radio FM Channels. It is, therefore, requested to release / broadcast the radio spot from 28.02.2020 to 08.03.2020(10 days) as per schedule given below on DAVP/Govt. Rates: -

Sl. No.	Subject with Duration of spots	FM Channels	Time Band	Spots per day
1.	Noise Pollution (One Spot of 35 seconds – 'DJ Ya Loud Speaker Ka Shor ..... Dhwani Pradushan Na Failayein')	Radio Mirchi, Radio City, Red FM, Big FM, Fever FM, Hit 95 FM, Radio One 94.3 FM AIR FM Gold	7 am to 11 am 11 am to 6 pm 6 pm to 11 pm	2 2 2

After the broadcast of the Spot, the pre-receipted bill (in triplicate) on DAVP/Govt. Rates along with documentary proof of broadcast of Radio Spot from the concerned channels, to this effect may be sent to this office for making payment. The cost of production of Radio Spots shall be borne by the Agency itself. Besides, one CD on each subject with final script of the spot may also be sent to this Hdqrs., before the broadcast of Radio Spots, immediately.

Yours faithfully,

(Anil Kumar)

Addl. Public Relations Officer  
Delhi Police: PHQ: Delhi.

Encl: As above.

No. 3021-23 /Advt. (PRO)/PHQ dated, N. Delhi, the 27/02/2020.

Copy forwarded for information to the: -

1. Special CP/Traffic (Chairman, Apex Committee)
2. Joint CP/Eastern Range (Chairman, Joint Committee)
3. I/C NGT Cell, 3<sup>rd</sup> Floor, PHQ.

  
(Anil Kumar)

Addl. Public Relations Officer  
Delhi Police: PHQ: Delhi.



'F'

**OFFICE OF THE DEPUTY COMMISSIONER OF POLICE**  
**Police Control Room, PCR Complex, Model Town-II, New Delhi**

No. 959 NGT Sectt./PCR dated, Delhi, the 27/12 /2019

To

The Special Secretary / Environment  
cum Member Secretary, DPCC  
Delhi Secretariat, Delhi

**Subject: - REG. MASS AWARENESS PROGRAMME IN OA NO.519/2016.**

Sir,

Kindly refer to the orders of Hon'ble NGT dt. 20.11.2019 in OA No.519/2016. In the order Hon'ble Tribunal has observed that:

*"We are informed that there are 2000 Eco-clubs in schools/ colleges. Awareness programme may be coordinated in such a way that at least one programme on the subject is held once a month in all such institutions. The present level of awareness activities by Department of Environment, Govt. of NCT Delhi, is inadequate in terms of quality and quantity. It needs to be properly planned and coordinated. Yearly action plan covering different thematic areas of environmental problems needs to be clearly identified, awareness activities planned and monitored. It would be appropriate if target groups are properly identified, logistic and personnel earmarked and action taken is monitored. This may be ensured jointly by the Department of Environment, DPCC and the Special Commissioner of Police in coordination with the Education Department of Delhi and a compliance report furnished by the DPCC before the next by e-mail at [judicial-nqt@gov.in](mailto:judicial-nqt@gov.in)."*

From the perusal of above Para, it becomes evident that Hon'ble Tribunal is not satisfied with the efforts done by Dept. of Environment, GNCTD and has now fixed the collective responsibilities of Dept. of Environment, GNCT Delhi, DPCC and Delhi Police to implement the mandate.

In order to achieve the objectives set by the Hon'ble Tribunal, a co-ordinated and planned policy is urgently required and Dept. of Environment being the pivot nodal agency in this matter is requested to co-ordinate and synchronize the collective efforts of GNCT Delhi, DPCC, Delhi Police, 2000 eco clubs and educational institutes, so that proper compliance of the orders could be done with in time limit set by Hon'ble NGT.

You are therefore requested to pay kind attention and expedite the process, so that the task could be completed well before the next date of hearing.

*26/12/19*

**SHARAT SINHA (IPS)**  
**NODAL OFFICER NOISE POLLUTION**  
**cum DCP/PCR, Delhi**

*No 960-13/NGT. Secy/Prd. dt 27/12/19*  
Copy Forwarded to:

1. Principal Secretary, Environment, GNCTD
2. Chairman Apex Committee, Noise Pollution
3. Chairman Joint Committee, Noise Pollution
4. SO to Chief Secretary, GNCTD