

CITIZEN CHARTER

KARNATAKA STATE POLLUTION CONTROL BOARD

This citizen's charter emphasises the Board's commitment to work for a cleaner and greener Karnataka. This is part of our endeavour to improve our responsiveness to the needs and demands of the citizens and other stakeholders in a transparent manner. The sheer span and the scope of work of the KSPCB are immense. Through this charter we are attempting to identify some of the areas of interface between the KSPCB and its stakeholders and make commitments in terms of the time and the quality of services we render. This charter is meant to be a dynamic document and has been first published in 2004. Since then many new legislations have been introduced, government of Karnataka has come out with citizen service guarantee scheme "Sakala" and based on the feedback and our own efforts to constantly set newer and higher standards for delivery of services, we revise this charter now.

The Vision we have is

..... towards a cleaner and greener Karnataka.

Our Mission

We are committed to a Pollution Free Environment for a better quality of life through:

- Effective implementation of laws;
- Creating awareness among the public; and
- Co-operation with our stakeholders.

The Basic Goal we want to help achieve is:

Improved quality of life for everyone and a better Karnataka to live in.

The Environmental Outcomes we aim for are:

- Clean air for every one;
- Improved and protected inland and coastal waters; and
- Restored, protected land with healthier soils;

The changes we are work for are:

- Synergising with the corporate sector for a "greener" business world ; and
- Sustainable management of natural resources with emphasis on the process of reduce, recycle and reuse.
- Increased interaction with Resident Associations, voluntary Organisations and Academic Institutions.

Who We Are and What We Do

The Karnataka State Pollution Control Board is constituted under Section 4 of the Water (Prevention and Pollution Control) Act, 1974. The KSPCB enforces the pollution control laws in Karnataka. The Board plays a major role in promoting a better quality of life for everyone by preventing pollution. KSPCB is headed by a full-time Chairperson and assisted by a Member Secretary and has a working strength of 300.

All policy decisions are taken by the Board, Board meeting is held at least once in 3 months to take decisions.

The Board is following a three tier structure with Head Office, 9 Zonal Offices and 44 Regional Offices spread across the state. The Head Office besides policy making is providing support to the Zonal and Regional Offices. The Zonal and Regional Offices enable the Board to discharge its duties in close proximity to the stakeholders. The Board has established one Central Environmental Laboratory and 8 well equipped Environmental Laboratories for analysis of samples of Water, Wastewater, Air, Stack emissions etc. The Regional Offices are headed by an Environmental Officer.

Our work

The Board has a wide range of responsibilities derived from various enactments of law touching on almost every aspect of the environment. The Board aims to deliver integrated environmental management, but the stakeholders often see only a part of the Board work, relating to a particular function or an environmental issue. The Board's work covers the following areas:

- Enforcing laws to control pollution ;
- Collection of cess from stakeholders as per the provisions of law;
- Defining and monitoring standards;
- Responding to pollution incidents;
- Awareness creation; and
- Advice to stakeholders.

Further details on the extent of the Board work can be found on the Board's website <http://kspcb.gov.in>

Legislations enforced by the Board

The Board enforces the following legislations to protect the environment by prevention of pollution.

- Water (Prevention & Control of Pollution) Act, 1974;
- Water (Prevention & Control of Pollution) Cess Act, 1977;
- Air (Prevention & Control of Pollution) Act, 1981;
- Environment (Protection) Act and Rules, 1986
 - Hazardous Waste (Management, Handling & Transboundary Movement) Rules, 2008;
 - EIA Notification, 2006;
 - Bio-medical Waste (Management & Handling) Rules, 1998;

- Noise Pollution (Regulation & Control) Rules, 2000;
- Municipal Solid Wastes (Management & Handling) Rules, 2000;
- Batteries (Management & Handling) Rules, 2001;
- e-Waste (Management & Handling) Rules, 2011;
- Plastic Waste (Management & Handling) Rules, 2011

Consents, authorizations and registrations

Any activity that results in discharge of effluents and emissions requires prior consent from the Board under the Water Act and Air Act. The three major steps involve entrepreneurs approaching us under the applicable Act. We consider their application issue consents/authorisations/registration with conditions. The entrepreneurs shall adhere to the conditions.

Non adherence to our consent/authorisation/registration conditions will compel us to initiate legal action.

We constantly update our knowledge in legislation and technology to issue consents, authorisations and registration under various Acts and Rules. Our service includes review of application for consents/authorisations/registration and issue of consents/authorisation/registration with conditions. Our conditions are binding, practicable and is activity specific.

We issue various conditional consents and authorizations to allow people to:

- Discharge effluents;
- Discharge emissions;
- Dispose hazardous waste;
- Dispose biomedical waste; and
- Dispose municipal waste.
- Dispose e-waste
- Registration for authorized recyclers of hazardous waste, e-waste and Plastic recyclers

Further details of the procedure and applications for Consents/Authorisation are available in our website <http://kspcb.gov.in>. All the consent/authorisation/ registration forms can be downloaded from our website.

The Board has categorized industries into 3 categories on pollution potential

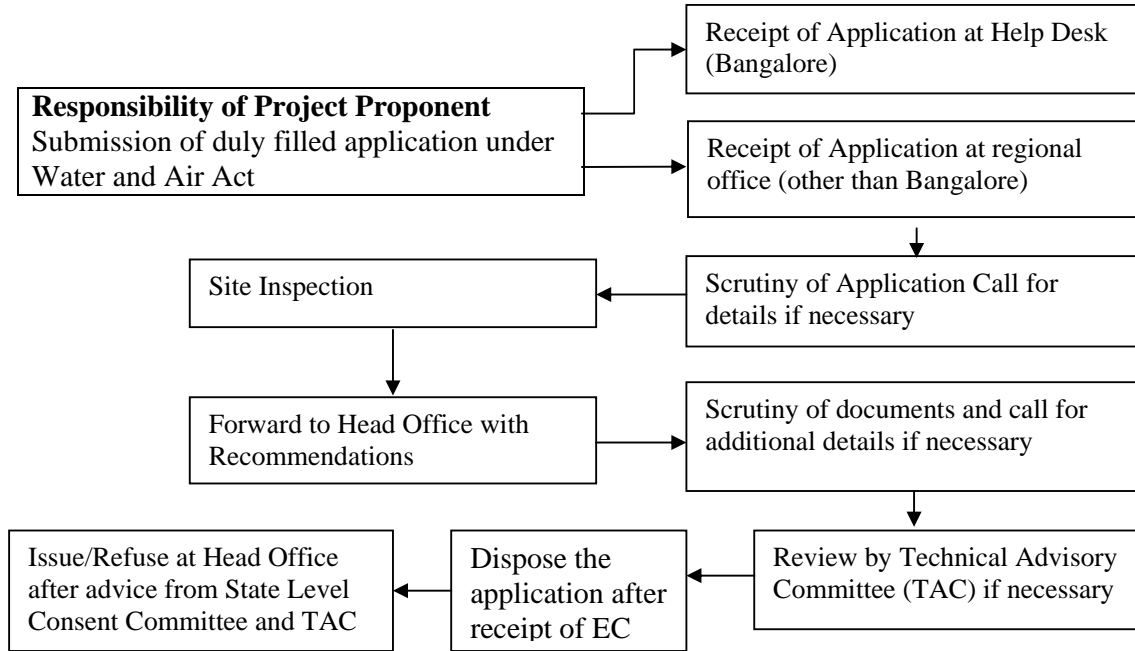
1. Red : High Pollution Potential units;
2. Orange : Moderate pollution potential units;
3. Green : Least polluting units.

There are 3 types of consents. Consent for establishment (CFE) has to be obtained prior to establishment of an industry, operation or a process. Consent for operation (CFO) has to be obtained prior to commission of an industry and for continuation of discharge of emission and effluents. Consent for Expansion when an industry expands/modifies/changes products or processes.

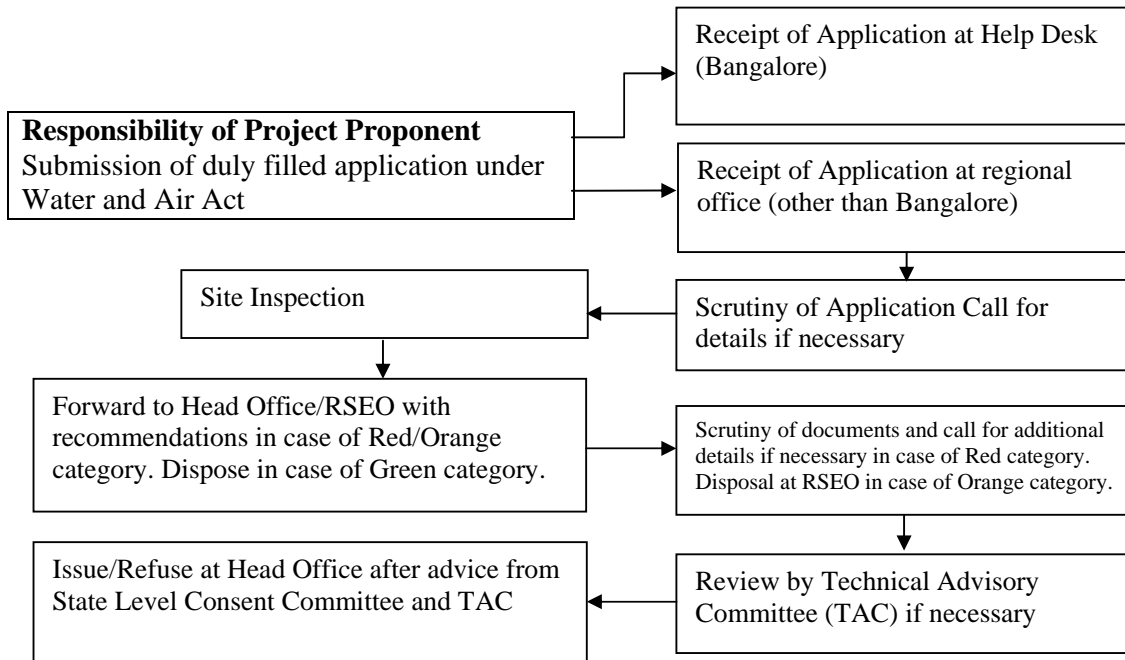
Consent for Establishment (CFE).

The process of obtaining CFE which attracts Environmental Impact Assessment (EIA) notification, 2006 of Government of India is different from the rest of the projects.

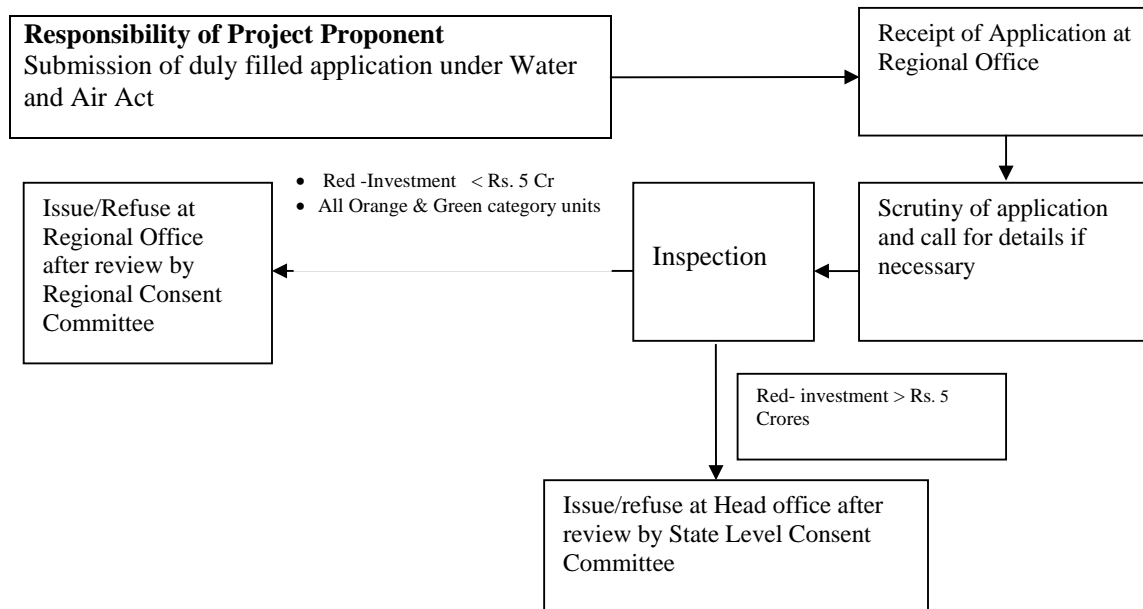
1. Projects attracting EIA notification:



2. Projects that do not attract EIA notification:



Consent For Operation (CFO)



Periodicity of consent renewal/authorisation

Category	Capital Investment
Small	Upto Rs.5 Crores
Medium	Rs.5 to 10 Crores
Large	More than Rs.10 crores

Category	Consent validity		
	Red	Orange	Green
Large	1 year (1 fee)	2 years (2 fees)	10 years (5 fees)
Medium	2 years (2 fees)	2 years (2 fees)	10 years (5 fees)
Small	5 years (3 fees)	5 years (3 fees)	10 years (1 fee)
Micro (<25 Lakhs)	5 years (1 fee)	5 years (1 fee)	One time permanent consent (1 fee)

Authorisation	Category of units	Validity period
Authorisation under BMW Rules	All category	Three years (First year for 1 year)
Authorisation under HMW Rules	All category	Five years

Registration	Category of units	Validity period
Registration under Plastic Rules	All category	Three years
Registration under Battery Rules	All category	Five years
Registration under e-waste rules	All category	Five years (First year for 2 years)

SAKALA

The Consent For Establishment (CFE) and Consent For Expansion issued under water Act, 1974 & Air Act, 1981 has been brought under Sakala vide No.PCB/730/COC/2012-13/3766, dated 29-11-2012. The stipulated time for disposal of consent for establishment and consent for expansion application of Red, Orange and Green category under water & Air Acts as below:

Sl. No.	Our Service	Our standards
1	Disposal of CFE/CFExp applications under Water Act, 1974 & Air Act, 1981 in respect of Green category,	30 working days
2	Disposal of CFE/CFExp applications under Water Act, 1974 & Air Act, 1981 in respect of Orange category (except garment washing units)	40 working days
3	Disposal of CFE/CFExp applications under Water Act, 1974 & Air Act, 1981 in respect of Red category, (Non EIA & without TAC).	70 working days
4	Disposal of CFE/CFExp applications under Water Act, 1974 & Air Act, 1981 in respect of Red category, (without EIA & with TAC)	100 working days
5	Disposal of CFE/CFExp applications under Water Act, 1974 & Air Act, 1981 in respect of Red category, (projects covered under EIA Notification 2006)	120 working days

As a part of e-governance initiatives Board has taken up computerization of its activities in a phased manner. At present, Form-OG has been made online. The other applications such as BMW, HWM, e-waste authorization and Plastic Registration and also facility to file water cess returns online is being introduced from 01.04.2013. These applications/cess returns will be processed online.

The Water (Prevention and Control of Pollution) Act 1974 & The Air (Prevention & Control of Pollution) Act, 1981.

This Act establishes an institutional structure for preventing and abating water pollution. It establishes standards for water quality and effluent. We issue consent under this Act for all industries and local bodies, which discharge effluents.

Air Act provides for the control and abatement of Air pollution. We issue consent to industry which emits air pollutants and likely to emit air pollutants.

Our Service	Our Standard		
Responding to an application submitted by the stakeholders under this Act.	Application Form	Purpose	If the application and checklist are completed in all respect, We resolve to Issue/Refuse within
	Form -XIII & Form -1	CFE/CFO for Red category under Water/Air Act – EIA projects	120 days
	(CFE/ CFO)	CFE/CFO for Red category under Water/Air Act – non EIA projects with TAC	100 days
		CFE/CFO for Red category & Orange category garment washing units under Water/Air Act – non EIA projects & TAC	70 days
	Form -XIII & Form -1 (Or as applicable)	CFE/CFO for Orange category (excluding garment washing) under Water/Air Act	40 days
	Form XIII & Form -1 (Or as applicable)	CFE/CFO for Green category under Water/Air Act	30 days

* CFO renewal across the counter is being issued for organization which meets the specified criteria with effect from November, 2011. To avail this facility, the organization to apply in specified Form within 30 days of expiry of valid consent.

The Water (Prevention and Control of Pollution) Cess Act, 1977.

This Act provides for the levy and collection of cess on water consuming industries and local authorities. As per this Act we collect the cess to enhance the funds for effective implementation of environmental legislation.

Our Service	Our Standard
We scrutinise the returns submitted under this Act and	The assessment order will be issued as follows: Cess amount/month – frequency of issue of assessment order. Rs.500 or more - 30 days

issue assessment Order to enable stakeholders to pay the Cess.	Rs.250-500	-	90 days
	Rs.100-250	-	180 days
	Rs.100 or less	-	365 days

Hazardous Waste (Management, Handling and Transboundary Movement) Rules, 2008.

The objective of this Rule is to control generation, collection, treatment, import, storage, handling & Transboundary movement of hazardous waste. We issue authorizations/registrations under this Rule to enable the applicant/recyclers to know about his responsibilities within the legal framework.

Our Service	Our standard		
Responding to an application for authorization to handle or to establish or operate facility, which is likely to generate, collect, treat, import, store and handle hazardous waste.	Application Form	Purpose	If the application and checklist are completed in all respect, Issue/Refuse within 120 days
	Form – I	Authorization under HWM Rules	

Registration of Hazardous waste Recyclers

Our Service	Our standard		
Responding to an application for registration of hazardous waste recycling, reprocessing or re use	Application Form	Purpose	If the application and checklist are completed in all respect, Issue/Refuse within 120 days
	Form – 5	Registration (pass book) under HWM Rules	

Registration of Traders for Schedule-III Part-D

Our Service	Our standard		
Responding to an application for Registration of Traders for import of Non-ferrous metal scrap (Part-D of Schedule-III)	Application Form	Purpose	If the application is completed in all respect, Issue/Refuse within 30 days
	Form – I6	Registration of traders for Schedule-III Part-D under HWM Rules	

Biomedical Waste (Management and Handling) Rules 1998

This Rule is binding on the health care institutions to streamline the process of proper handling of Bio Medical waste such as segregation, disposal, collection and treatment. The KSPCB is the prescribed authority under this Rule and we issue authorisations to enable the applicant about his responsibilities as per legislation.

Our Service	Our Standard		
Responding to an application submitted by the stakeholders under this Rule.	Application Form	Purpose	If the application and checklist are completed in all respect, Issue/Refuse within
	Form- I	Authorization under BMW Rules for : <ul style="list-style-type: none"> • HCEs with less than 200 beds & veterinary institutions, blood banks, pathological lab, clinics, diagnosis centers, animal houses • HCEs more than 200 beds & common waste facilities 	90 days as per BMW Rules

The Municipal Solid Wastes (Management & Handling) Rules, 2000.

This Rule is being enforced in India from 2000 and it is applicable to every municipal authority responsible for collection, segregation, storage, transportation, processing and disposal of municipal solid wastes. According to this Rule the municipal authority or an operator of a facility shall obtain authorization for setting up waste processing and disposal facility from the Board.

Our Service	Our Standard
Responding to an application submitted by the stakeholders under this Rule.	Issue/refuse an authorisation within 45 days of receiving a filled-in application and supporting information. If the application is refused the reasons will be indicated there in.

Batteries (Management and Handling) Rules, 2001.

This Rule is being enforced in India from 2001 and it fixes responsibility to every manufacturer, importer, re-conditioner, assembler, dealer, recycler, auctioneer, consumer and bulk consumer involved in manufacture, processing, sale, purchase and use of Lead acid batteries or components thereof. This Rule explains the responsibilities of manufacturer, importer, assembler, bulk consumer, auctioneer, re-conditioner and dealers.

According to this Rule the Dealers shall obtain Registration and shall submit returns to the Board in the prescribed format as per period mentioned in the Rule.

Registration of Dealers

Our Service	Our standard		
Responding to an application for Registration of Dealers of Batteries.	Application Form	Purpose	If the application is completed in all respect, Issue/ cancel within 30 days
	Form – IV	Registration of Dealers of Batteries under Batteries Rule, 2001.	

Plastic Waste (Management & Handling) Rules, 2011.

This Rule fixes the responsibility to every manufacture of plastic carry bags & multi-layered plastics and recycling of carry bags or multi-layered plastics or any plastic waste.

Our Service	Our Standard		
Responding to an application for registration.	Application Form	Purpose	Time line
	Form I	Registration under plastic Rules	If the application is completed in all respects, Issue/ cancel within 90 days
1) Manufacture of carry bags and multi-layered plastics	Application Form	Purpose	Time line
	Form II	Registration under plastic Rules	If the application is completed in all respects, Issue/ cancel within 90 days
2) Recycling of carry bags or multi-layered plastic or any plastic waste	Application Form	Purpose	Time line
	Form II	Registration under plastic Rules	If the application is completed in all respects, Issue/ cancel within 90 days

e-waste (Management and Handling) Rules 2011

This Rule is being enforced in India from 1st May, 2012. This Rule is applicable to every producer, consumer or bulk consumer involved in the manufacture, sale, purchase and processing of electrical and electronic equipment or components as specified in Schedule-1. According to this Rule the producers, collection centres, dismantlers and Recyclers of electronic equipment or components shall obtain authorization and shall submit returns the Board in the prescribed format as per period mentioned in the Rules. Also, we issue registrations under this Rule to recyclers indicating his responsibilities in the legal framework.

Our Service	Our standard		
Responding to an application for authorization under e-waste (M & H) Rules-2011	Application Form	Purpose	Time line
	Form -1	Authorization under e-waste Rules - 2011	If the application is completed in all respect, Issue/ cancel within 90 days

Registration for e-waste Recyclers

Our Service	Our standard		
Responding to an application for registration under e-waste (M & H) Rules, 2011.	Application Form	Purpose	Time line
	Form -4	Registration under e-waste Rules - 2011	If the application is completed in all respect, Issue/ cancel within 90 days

The consent and authorisation applications are available on our website or the applications can be obtained free of cost from any of our offices. Further for all the applications referred to above if the application and checklist are completed in all respect, application will be cleared within the time specified.

Incentives

We solicit the co-operation of Industry Associations in self compliance to pollution control laws and for this assistance, the KSPCB will give an incentive to the industrial association for an amount equal to 10% of the consent fee if at least 95% of the industries registered with the association obtain consent from the Board.

In addition we also encourage industries to adopt ISO 14001 standards for which the Board will give an amount of Rs. 35,000/- as an incentive to Red category Small and Medium scale units adopting ISO 14001 standards.

Regulation.

Regulation covers a range of activities from advising an industry on its operational procedure to reduce waste and pollution, to consent and authorization mechanism and through enforcement and possible prosecution. We aim to discharge our duties:

- Consistently;
- With transparency and
- Accountability.

We regularly inspect and monitor the environment and licence-holders, and we check that the standards we have set are being met.

Enforcement

To ensure compliance to the law we may have to initiate action when the law is violated.

We explain what we are doing and why, before we take enforcement measures as mandated by the statute, we also provide advice and guidance along with the enforcement action.

Procedure for enforcement

We enforce environmental Acts in line with the principle of natural justice. The following are the procedures we adopt for enforcement.

- Routine inspection of Industry or in reaction to complaint (complaint received will be duly entered into complaint register); or at the time of consent renewal;
- Bringing to the attention of the defaulters to non-compliance to law with time frame to initiate corrective measures;
- Issuing a 'show cause notice' to furnish explanation why action should not be initiated;
- Issuing 'notice of proposed direction' like disconnecting power supply to an industry or water supply or any other essential services;
- Conducting 'Personal Hearing' for non-complying industries about violations, with complainants if any;
- Issuing 'prohibitory orders' to prohibit some of the activity like discharging wastewater outside their premises;
- Issuing 'closure order;
- Issuing 'seizure order;

We may choose to file a criminal case against any defaulting industry in the court of law depending on the extent of violation and damage to the natural resources and local environment.

Monitoring.

We are monitoring water quality of rivers and lakes at 64 locations, ambient air quality at 23 locations in the State in addition to 2 CAAQM stations in Bangalore and sound levels at 5 Continuous Ambient Noise Monitoring Stations in Bangalore. The air quality data for Bangalore city is being displayed on our website .

Advice

Before our stakeholders undertake an activity that may need our consent or authorization, we offer need-based advice. We firmly believe that prevention is better than cure, and getting things right the first time will reduce future regulatory burdens on our users and us.

Our officers will help (if you need assistance) in filling up applications and provide advise regarding procedural issues. If you need advise in sector wise or on technical details of your unit you may contact any of our Senior Officers at the Head Office.

Information and awareness

We are keen to support learning about the environment. We believe education is an important part of our role. We work with schools, colleges, and universities, professional institutions, NGOs, Voluntary organisations and other to set up links, carry out joint projects and to explain our activities in the context of our duties. Further, details on the scope of awareness programs and the application forms can be seen at our website <http://kspcb.gov.in>

What we are not responsible for

We do not cover all areas of environment and services to the public. The table below shows some major issues that we may help out on, but where responsibility lies with another organisation.

Services or Issues for which we are not responsible for:

Service or Issue	Concerned Agency
Government policy and legislation affecting the environment	Ministry of Environment and forest, Government of India Department of Environment and Ecology, Government of Karnataka
Flooding from drains, sewers, streams or ditches	Local Body
Litter (except when related to illegal waste dumping, although local body may still have the main responsibility)	
Dog nuisance	
Pest control	
Road construction/maintenance	
Collecting waste	
Environmental health and food hygiene	
Vehicular Pollution	Department of Transport
Contaminated land	Sometimes we will have the lead role. We will guide to concerned agencies/organisations on a case to case basis
Quality or supply of drinking water	Local body
Conservation of forest, afforestation	Forest Department
National parks	The appropriate National Park Authority/ Forest Department
Nuisance due to Noise, smoke, smell problems (except when they relate to a site we regulate, although local body may still have the main responsibility)	Police and Local Body
Illegal quarrying of minerals	Department of Mines and Geology

Our Standards of Service

We deal with Government, individual members of the public, community groups, and industry and business of all sizes. Our standards are high and we will work in coordination with the stakeholders to improve the environmental conditions.

General services and standards

We are committed to treating everyone fairly, and to maintain high standards of work.

- Our office working hours are from 10.00 am to 5.30 pm. Please contact the nearest office for any information that you may require.
- We will be polite and sensitive while dealing with your queries; and
- Our staff will wear identity cards and give their names on phone and in all our correspondence.

Grievance Redressal

Our Service	Our Standard
Responding to general enquiries and requests for information	A written response within 7 working days of receiving your letter or e-mail, including the information you need.
Responding to SMS based complaint to Mobile No.9449049049.	An immediate response wherever possible. A written response within 15 working days of receiving your complaint.

When to complain

If we fail to meet our standards, please let us know. We serve you within the legal framework and limited staff. Hence your feedback is very valuable to us to correct ourselves and serve you better.

How to complain

If you are not happy with our service, this is how you can make a complaint.

1. Contact our local office.
2. We aim to sort out your problem immediately. If this is not possible, we will investigate your complaint and send a written reply within ten working days.
3. If we cannot deal with the matter within 15 working days, that is if a provision of the Water Act/Air Act or any of the legislations has to be invoked then, we will send you a letter giving the reason for the delay, information on who is dealing with your complaint and when they will contact you next.
4. If you are not satisfied with the response you receive, you should contact our Head Office. We do prefer to provide solutions to your complaints at our local Office itself whenever possible.

Pollution Incidents

Every time a pollution incident or accidents takes place it is the citizens who observe the incident first. Please let us know immediately by telephoning or fax the details to the nearest Regional Office. The time of our officers is valuable, we request you to furnish complete details. This will enable our officers to attend the matter at earliest. You could also send information through SMS to Mobile No. 9449049049.

Helpdesk

To facilitate the stakeholders, approaching KSPCB for various consents, authorizations and Registration pertaining to the Regional Offices at Bangalore, we have established a HELP DESK from June 2004 at the ground floor of "Parisara Bhavan" No. 49, Church Street, Bangalore – 560 001. Helpdesk headed by Deputy Environmental Officer (DEO) / Assistant Environmental Officer (AEO), will receive applications for consents, authorizations and Registration, scrutinize and acknowledge the receipt of such applications along with the details of consent fee and indicate the date on which the applicant can collect the consent across the same counter or as per the choice of the applicant, the consent will be posted to the mailing address furnished by the applicant. The HELPDASK will receive the applications by post too. The applications can be posted to **"Helpdesk, Karnataka State Pollution Control Board, Ground Floor, "Parisara Bhavan", No.49, Church Street, Bangalore – 560 001."** Acknowledgement in case of applications received by post will be sent by post. Applicants should enclose a self addressed envelope for this purpose. The Help Desk also despatches the consent, authorization & Registration issued from Head Office and the Bangalore based Regional Offices.

The HELPDASK functions on all working days from 10.00 am to 4.30 pm with a break from 1.00 pm to 2.30 pm. The main purpose of setting up the Helpdesk is to facilitate immediate scrutiny of the applications so that shortcomings if any as per the checklist can be intimated immediately thereby reducing the time taken for scrutiny. Consequently applications can be processed well within the time limit we have resolved and the date on which the consent order/authorisation/Registration can be collected is indicated at the time of filing in the application. Help Desk activity is ISO 9001: 2008 certified.

As per the simplified consent renewal procedure, the Help Desk is extending the consent validity across the counter for organisations which meets the specified criteria.

Appeals against our decisions

We aim to provide transparent decisions to uphold the law. If we have refused your application for consent or authorisation or conditions, which you may feel not as per statute you may contact the concerned Appellate Authority the details are as follows:

Type of action/Act	Appellate authority
<ul style="list-style-type: none">Refusal of consent under Water Act & Air ActClosure order under Air Act.	Appellate Authority, 6 th Floor, Public Utility Building, M.G. Road, Bangalore - 560 001.
<ul style="list-style-type: none">Orders passed by the Appellate Authority under Section 31 of Air Act	National Green Tribunal, 950/1, Poonamallee High Road, TNPCB Building, Arumbakkam, Chennai-600106

<ul style="list-style-type: none"> • Closure order under Water Act • Orders made by Appellate Authority under Water Act and Air Act. 	National Green Tribunal, 950/1, Poonamallee High Road, TNPCB Building, Arumbakkam, Chennai – 600 106.
Refusal of authorization under HWM Rules	Secretary to Government , Department of Ecology and Environment, 7 th Floor, M.S. Building, Bangalore – 560 001.
Discrepancies in Cess assessment under Water Cess Act	Chairman , Karnataka State Pollution Control Board, Parisara Bhavan, 49, Church Street, Bangalore - 560 001
Orders/decisions made by Appellate Authority under Water Act Cess Act.	National Green Tribunal, 950/1, Poonamallee High Road, TNPCB Building, Arumbakkam, Chennai – 600 106.
Refusal of authorization under BWM Rules	Principal Secretary , Department of Forest, Ecology and Environment, 4 th Floor, Multi Storied Building, Bangalore - 560 001.

If you are not sure about your appeal rights, you should contact our local office as soon as you receive our decision.

Citizen's Rights and Duties

Article - 21 of the Constitution:

Right to live is a fundamental right under this Article and it includes the right of enjoyment of pollution free water and air for full enjoyment of life.

Article 51-A (g) of the constitution

It is the fundamental duty of every citizen of India to protect and improve the natural environment, including forest, lakes, rivers and wild life, and to have compassion for living creatures.

Citizen Suit provision in Pollution Control Laws

Section 49 of Water Act and Section 43 of Air Act

A person has a right to lodge a complaint to a court on pollution offence, provided he/she has given a notice of not less than sixty days to the Board on the alleged offence and of his intention to lodge a complaint in the prescribed manner.

The Board shall, on demand by such person, make available the relevant reports in its possession and it may refuse to make any such report available if the same is, in its opinion, against the public interest.

Contact Addresses of our Offices.

The contact address of our Head Office, Regional Offices and Central Environmental Laboratory are hosted at Website: <http://kspcb.gov.in>