

CITIZEN'S CHARTER

MIZORAM POLLUTION CONTROL BOARD (2020)



Address : Mizoram Pollution Control Board
Mizoram New Capital Complex (MINECO)
Khatla, Aizawl, Mizoram – 796001

Website : www.mpcb.mizoram.gov.in

Date of issue :

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MIZORAM POLLUTION CONTROL BOARD (2020)

VISION AND MISSION

VISION

To achieve the satisfactory state of environment with improved quality of life for the citizens of Mizoram through sustainable developments, proper environmental managements and effective pollution abatement programs thereby safeguarding the fundamental rights of the citizens, 'Right to clean air and water'

MISSION

- To protect the environment of the State through prevention, control and abatement of pollution of water, air and land by effective implementation of pollution control legislations and environmental laws.
- To monitor status, formulate and implement Action Plan/innovative measures for prevention and abatement of air, water and noise pollution for attaining prescribed quality standards.
- To ensure sustainable developments through control of pollution at sources to the maximum extent possible by close monitoring of the polluting sources in order to ensure compliance of effluents/emissions standards.
- To develop efficient and effective waste management practices for waste reduction and proper disposal and to ensure that waste management rules are complied with by concerned stakeholders.
- To coordinate with other agencies of the State Government and local authorities for effective implementation of the pollution control Acts, Rules and Regulations and to develop measures for sustainable use and conservation of resources.
- To inculcate the importance of environmental protection among the citizens through mass awareness campaigns, education and trainings in collaboration with educational institutions, communities, NGOs etc. for cleaner, greener and healthier environment of Mizoram.

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MAIN SERVICES

Sl. No.	Services delivered by the Office to citizens or other departments/organizations including non-governmental organizations	Responsible Official with designation	Email & Mobile (Phone No.)	Process for delivery of service within the office	Documents, if any, required for obtaining the service to be submitted by the citizen/client	Fees, if any, for the Service with amount.
I. Services provided to Industries for Consent to Establish (CTE) /Consent to Operate (CTO)						
1.	<p>Consent to Establish& Consent to Operate for installation /operation of Industries (Green Category)</p> <p>List of Green Category of industries is provided in the Board's website</p> <p>https://mpcb.mizoram.gov.in/page/categorization-of-industry</p>	<p>P.C. Lalmuanpuii</p> <p>A.E.E</p>	<p>mpcb@mizoram.gov.in</p> <p>Mb: 9436151809</p>	<ul style="list-style-type: none"> • Scrutiny of application • Inspection as per requirement • Granting/refusal 	<ul style="list-style-type: none"> • Application in prescribed form which is available at MPCB's website via Link: https://mpcb.mizoram.gov.in/page/cte-form • Self certified readiness of the plant to operate the unit at least 15 days in advance (if ready to operate) 	<ul style="list-style-type: none"> • Fee is mandated as prescribed by the Board under Water &Air Act • Details of the fee is available at MPCB's website via Link: https://mpcb.mizoram.gov.in/page/consent-fee-structure

2.	Consent to Establish for installation of Industries(<i>Orange and Red Category</i>)			<ul style="list-style-type: none"> • Scrutiny of application • Inspection • Granting/refusal 	<ul style="list-style-type: none"> • Application in prescribed form which is available at MPCB's website via Link: https://mpcb.mizoram.gov.in/page/cte-form • DPR clearly indicating process description with flow chart 	-do-
3.	Consent to Operate for operation of Industries (<i>Orange and Red Category</i>)			<ul style="list-style-type: none"> • Scrutiny of application • Inspection • Granting/refusal • Compliance monitoring 	<ul style="list-style-type: none"> • Application in plain paper enclosing self-certified compliance report on the CTE conditions and a photocopy of CTE Certificate. 	-do-

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II. Services provided under various Waste Management Rules							
1.	<p>Bio-Medical Waste Management Rules, 2016</p> <p><i>(Authorization to all health care and veterinary institution facilities including hospitals, clinics, pathological laboratories, blood banks and or facilities generating bio- medical wastes as per Schedule I of the BMWM Rules, 2016.)</i></p>	<p>Lucy Ngurkhumi Sailo</p> <p>S.A</p>	<p>mpcb@mizoram.gov.in</p> <p>Mb:9774350028</p>	<ul style="list-style-type: none"> • Scrutiny of application • Inspection • Granting/refusal • Compliance monitoring 	<ul style="list-style-type: none"> • Complete application in Form-II which is available at MPCB's website via Link: https://mpcb.mizoram.gov.in/page/bmw • Copy of consent from MPCB in respect of bedded Health Care Facilities • Contingency plan in case of CBMWTFs 	<p>The fee structure as notified by the State Government under the Environment (Protection) Act, 1986 is available at: https://mpcb.mizoram.gov.in/page/consent-fee-structure</p>	
2.	<p>E-waste Management Rules, 2016</p> <p><i>(Authorization to manufacturer, dismantler, recycler and refurbisher of electrical electronic equipments and e- waste)</i></p>	<p>C. Rochungnunga</p> <p>S.A</p>	<p>mpcb@mizoram.gov.in</p> <p>Mb:8729918918</p>	<ul style="list-style-type: none"> • Scrutiny of application • Inspection • Granting/refusal • Compliance monitoring 	<ul style="list-style-type: none"> • Manufacturer: Application in Form 1(a) of the EWM Rules 2016 • Dismantler, recycler: ✓ Application in Form-4 of the Rules in triplicate. 	<p>No fee is required for authorization</p>	

					<ul style="list-style-type: none"> ✓ Certificate of Consent to Establish granted by the Mizoram Pollution Control Board. ✓ Certificate of registration issued by the District Industries Centre. ✓ Proof of installed capacity of plant and machinery issued by the District Industries Centre ✓ A certificate of compliance of effluent and emission standards, treatment and disposal of hazardous wastes as applicable from the Mizoram Pollution Control Board. • <i>In case of renewal:</i> <ul style="list-style-type: none"> ✓ A certificate of compliance of effluent and emission standards, treatment and disposal of hazardous wastes as applicable from Mizoram Pollution Control Board 	
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					<ul style="list-style-type: none"> • Refurbisher: ✓ Application in Form 1(a) of the Rules ✓ Consent Certificate granted by the Mizoram Pollution Control Board ✓ Certificate of registration issued by the District Industries Centre ✓ Proof of installed capacity of plant and machinery issued by the District Industries Centre. <p>https://mpcb.mizoram.gov.in/page/e-waste-forms</p>	
3.	<p>Plastic Waste Management Rules 2016, and as per (Amendment) 2018</p> <p><i>1) Registration to Producers or Brand-owners</i></p>	<p>Dr. Alfred Malsawmsanga</p> <p>S.A</p>	<p>mpcb@mizoram.gov.in</p> <p>Mb: 8794767753</p>	<ul style="list-style-type: none"> • Scrutiny of application • Inspection • Granting/refusal • Compliance monitoring 	<ul style="list-style-type: none"> • Application in Form-I of the PWM Rules, available at MPCB's website via Link: https://mpcb.mizoram.gov.in/page/plastic-waste-forms • Documents required: <ul style="list-style-type: none"> ✓ CTE Certificate ✓ CTO Certificate ✓ Certificate of registration from DIC 	<p>No fee is required for registration.</p>

					<ul style="list-style-type: none"> • In case of renewal : Action plan on collecting back the plastic wastes endorsed by the Secretary, UD & PA Department. 	
	2) <i>Registration to Recyclers & Manufacturers</i>			-do-	<ul style="list-style-type: none"> • Application for registration in Form II of the PWM Rules available at MPCB's website via Link: https://mpcb.mizoram.gov.in/page/plastic-waste-forms • Other required documents: <ul style="list-style-type: none"> ✓ CTE Certificate ✓ CTO Certificate ✓ Certificate of registration from DIC • In case of renewal : Action plan on collecting back the plastic wastes endorsed by the Secretary, UD & PA Department. 	-do-

4.	<p>Solid Waste Management Rules, 2016</p> <p><i>(Authorization to Operator or Local body or any agency authorised by local authority dealing with solid wastes)</i></p>	<p>CasyLalnunsangi</p> <p>S.A</p>	<p>mpcb@mizoram.gov.in</p> <p>Mb: 7005040963</p>	<ul style="list-style-type: none"> • Scrutiny of application • Inspection • Granting/refusal • Compliance monitoring 	<ul style="list-style-type: none"> • Application in Form-I of the SWM Rules along with necessary documents listed below : <ul style="list-style-type: none"> ✓ Site clearance from Local body ✓ Proof of Environmental Clearance ✓ CTE Certificate ✓ CTO Certificate ✓ Agreement between municipal authority and operating agency (only for outsourced activity) ✓ Investment on the project and expected return • Form-I of the SWM Rules available at MPCB's website via Link: <ul style="list-style-type: none"> https://mpcb.mizoram.gov.in/page/solid-waste-forms 	<p>No fee is required for authorization</p>
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5.	Hazardous and other Wastes (Management and Transboundary Movement) Rules, 2016 1) <i>Authorization to Generators, Occupiers or Collectors of Hazardous wastes</i>	T. Vanlalhnema S.A	mpcb@mizoram.gov.in Mb:8415845334	<ul style="list-style-type: none"> • Scrutiny of application • Inspection • Granting/refusal • Compliance monitoring 	<ul style="list-style-type: none"> • Application in Form - I of the H&OWM Rules,2016 along with the following documents: ✓ CTE Certificate ✓ CTO Certificate https://mpcb.mizoram.gov.in/page/hazardous-forms 	No fee is required for authorization
	2) <i>No Objection Certificate</i> for transportation of hazardous and other waste for disposal to a facility in other State &Information to The MPCB for transportation of hazardous and other waste for recycling or utilisation including co-processing in other States			<ul style="list-style-type: none"> • Scrutiny of application for verification of required facilities • Granting/refusal • Checking for submission of manifest 	<ul style="list-style-type: none"> • Application in plain paper to the Member Secretary • The sender shall intimate the concerned State Pollution Control Boards before handing over the waste to the transporter. 	-do-

6.	Battery (Management & Handling) Rules, 2001 <i>(Registration to authorised dealers)</i>	Francis Rinsangpuia SA	mpcb@mizoram.gov.in Mb:6033052762	<ul style="list-style-type: none"> • Scrutiny of application • Inspection • Granting/refusal • Compliance monitoring 	<ul style="list-style-type: none"> • Application for registration in Form – IV of the Battery Rules which is available at MPCB’s website: https://mpcb.mizoram.gov.in/page/batteries-forms 	No fee is required for registration
7.	Construction and Demolition Waste Management Rules, 2016 <i>(Authorization to Operators of construction and demolition waste processing facility)</i>	Dr Lalramnghaki Pachuau Scientist B	mpcb@mizoram.gov.in Mb:9436146946 0389-2326590	MPCB shall grant authorization to C&D waste processing facility in Form-II as specified under the Rules after examining the application received from operator in Form-1	<ul style="list-style-type: none"> • Application as per prescribed Form-I, available at https://mpcb.mizoram.gov.in/page/c-d-form • Documents required: <ul style="list-style-type: none"> ✓ Location of site approved and allotted by the Competent Authority. ✓ Site clearance from Prescribed Authority. ✓ Salient points of agreement between competent authority or local authority and operating agency (attach relevant document). 	No prescribed fee.

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III. Services under EIA Notifications					
Public Hearing for projects requiring Environmental Clearances	P.C. Lalmuanpuii A.E.E	mpcb@mizoram.gov.in Mb: 9436151809	<ul style="list-style-type: none">• Application in plain paper• Notice of Public Hearing in leading Newspaper• Conducting Public Hearing• Report preparation & submission to SEAA(for Category B) Or, Ministry of Environment, Forests and Climate Change (for Category A)	<ul style="list-style-type: none">• Application in plain paper• Documents required: 10 hard plus 10 soft copies of Draft EIA Report & Executive Summary in Mizo & English	Details of Fees available at MPCB's website through the link: https://mpcb.mizoram.gov.in/page/public-hearing-fee-structure

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IV. Services provided through Laboratory based activities						
1.	Providing technical assistances and extending the use of Lab. facilities/equipments to scholars, researchers engaged in environmental research works.	Dr Lalramnghaki Pachuau Scientist B	mpcb@mizoram.gov.in Mb: 9436146946 0389-2326590	<ul style="list-style-type: none"> • MPCB, after due consideration of the application may issue permission with amount of fees to be paid and SOP and other instructions to be followed. • Certain amount of fees (to be specified) is to be paid in advance before work is started. • Data generated during the project will be joint property of MCPB and the client. 	<ul style="list-style-type: none"> • Application in plain paper to the Member Secretary countersigned by concerned Head of Department/institutions sponsoring the project. • Application should be completed with details of the requirements from the Lab., purpose, scope and duration of the research, details of parameters with expected no. of samples to be analyzed during the whole project period. 	Fee structure available at https://mpcb.mizoram.gov.in/page/water-lab
2.	Testing of water samples for citizens, agencies/organizations etc. as per requirements or upon receipt of application	Joseph Lalhmunliana JSA	mpcb@mizoram.gov.in Mb: 9436351035	-do-	-do-	-do-

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V. Environmental Informations and data provided to Citizens / Scholars / Govt. Departments / Agencies & NGOs						
1.	Providing Real Time Air Quality information of Aizawl City (24 hrs. data) <i>(Station at Sikulpuikawn, Aizawl)</i>	Lalhriatkimi Scientific Asst.	mizennis@nic.in Mb:8794587381	Data readily displayed through: <ul style="list-style-type: none">• Public LED Display Board at Sikulpuikawn, Aizawl (24 hours a day)• https://app.cpcbcr.com/AQI_India/• MPCB website https://mpcb.mizoram.gov.in/page/caaqms	Application in plain paper addressed to: <i>The Coordinator, Mizoram ENVIS Hub, Mizoram Pollution Control Board, Mizoram New Capital Complex, Khatla, 796001</i>	Information/ Data provided free of cost.

2.	Providing Air Quality information for the whole state (2 days a week data) <i>(19 monitoring stations located in 8 districts of the state)</i>	C.Malsawmzuali Information Officer, ENVIS Hub	mizenvnis@nic.in Mb:94363660107	Data readily available at: <ul style="list-style-type: none"> • Envis Website: http://www.mizenvnis.nic.in/PublicationCommo.n.aspx?LinkId=829 • MPCB website https://mpcb.mizoram.gov.in/page/air-quality-data-index • Mobile App: Mizoram Air Quality https://play.google.com/store/apps/details?id=com.lailen.envishub) • Mizo-ENVIS (Quarterly Newsletter): http://www.mizenvnis.nic.in/PublicationCommo.n.aspx?LinkId=727 	<ul style="list-style-type: none"> • Application in plain paper addressed to the Coordinator, Mizoram ENVIS Hub • Online Query: <ul style="list-style-type: none"> ✓ E-mail: miz@envnis.nic.in ✓ Website: www.mizenvnis.nic.in (Sign-in to the website) 	-do-
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3.	Providing Water Quality information (monthly data) (76 no. of various water sources located all over the state)	-do-	-do-	Data readily available at: <ul style="list-style-type: none"> • Envis Website: http://www.mizervis.nic.in/PublicationCommon.aspx?LinkId=830 • MPCB website https://mpcb.mizoram.gov.in/page/water-quality-data-index • Mizo-ENVIS (Quarterly Newsletter): http://www.mizervis.nic.in/PublicationCommon.aspx?LinkId=727 	-do-	
4.	Providing Noise Data of Aizawl city (from 4 locations)	-do-	-do-	Data available at : <ul style="list-style-type: none"> • Envis Website: http://www.mizervis.nic.in/PublicationCommon.aspx?LinkId=842 http://www.mizervis.nic.in/PublicationCommon.aspx?LinkId=897 • MPCB website https://mpcb.mizoram.gov.in/page/noise-data 	-do-	-do-

5.	<p>Providing information and data on Environmental status and related issues in Mizoram through printed publication in the form of: Newsletter, Research papers, Pamphlet/Leaflet, Book/Booklet, Poster, Video Clip, Educational kits, etc.</p>	-do-	-do-	<p>Availability:</p> <ul style="list-style-type: none"> • Hard Copies available at the Office • Soft copies at: www.mizenvis.nic.in • Facebook Page: https://www.facebook.com/MizoramENVISCentre • Youtube: Mizoram ENVIS Hub 	-do-	-do-
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SERVICE DELIVERY STANDARD

<i>Sl. No.</i>	<i>Services delivered by the Office to citizens or other departments/organizations including non-governmental organizations,</i>	<i>Stipulated time limit for delivery of service (days/weeks/months)</i>	<i>Remarks, if any</i>
1.	Consent to Establish & Consent to Operate for installation /operation of Industries (Green Category)	Time period mandated for disposal of consent cases is 120 days as per the provision of Water and Air Act.	
2.	Consent to Establish for installation of Industries (Orange and Red Category)	-do-	
3.	Consent to Operate for operation of Industries (Orange and Red Category)	-do-	
4.	Authorization under the Bio-Medical Waste management Rules, 2016 <i>(Applicable to all health care and veterinary institution facilities including hospitals, clinics, pathological laboratories, blood banks and or facilities generating bio- medical wastes as per Schedule I of the BMW Rules, 2016.)</i>	Every application for authorization shall be disposed off by the Board within 90 days from the date of receipt of duly completed application	
5.	Authorization under E-waste Management Rules, 2016: <i>(Applicable to manufacturer, dismantler, recycler and refurbisher of electrical electronic equipments and e- waste)</i>	Every application for authorization shall be disposed off by the Board within 120 days from the date of receipt of duly completed application	

6.	Registration under the Plastic Waste Management Rules 2016, and as per (Amendment) 2018 <i>(Applicable to Producers or Brand-owners)</i>	Every application for registration for producers or brand owners shall be disposed off by the Board within 90 days from the date of receipt of duly completed application.	
7.	Registration under the Plastic Waste Management Rules 2016, and as per (Amendment) 2018 <i>1) Applicable to Producers or Brand-owners</i> <i>2) Applicable to Recyclers & Manufacturers</i>	Every application for registration shall be disposed off by the Board within 90 days from the date of receipt of duly completed.	
8.	Authorization under Solid Waste Management Rules, 2016 <i>(Applicable to Operator or Local body or any agency authorised by local authority dealing with solid wastes)</i>	Time period mandated is 60 days as per the provision of Solid Waste Management Rules.	
9.	Authorisation under Hazardous and other Wastes (Management and Transboundary Movement) Rules, 2016 <i>(Applicable to Generators, Occupiers or Collectors of Hazardous wastes)</i>	Time period mandated for disposal of consent cases is 120 days as per the provision of Water and Air Act. The Authorization is valid for 5 years.	
10.	Authorization under Construction and Demolition Waste Management Rules, 2016 <i>(Applicable to Operators of construction and demolition waste processing facility)</i>	No prescribed time limit as per the Rules.	Application will be processed and disposed off in the quickest manner and within shortest time possible
11.	Public Hearing for projects requiring Environmental Clearances	45 days from receipt of application.	

12.	Providing technical assistances and extending the use of Lab. facilities/equipments to scholars/researchers engaged in environmental research works.	Within Project period / as per the agreement between MPCB and service recipients.	
13.	Testing of water samples for citizens, agencies/organizations etc. as per requirements or upon receipt of requests	Within 1 week after receipt of samples.	
14.	Providing Real Time Air Quality information of Aizawl City (24 hrs. data) (Station at Sikulpuikawn, Aizawl)	No stipulated time schedule. Usually within 1-5 days from the date of receipt of application	
15.	Providing Air Quality information for the whole state (2 days a week data) (19 monitoring stations located in 8 districts of the state)	-do-	
16.	Providing Water Quality information (monthly data) (76 no. of various water sources located all over the state)	-do-	
17.	Providing Noise Data of Aizawl city (from 4 locations)	-do-	
18.	Providing informations and data on Environmental status and related issues in Mizoram in the form of:	-do-	

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GRIEVANCE REDRESSAL MECHANISM

- *Website Address to lodge grievance:* www.mpcb.mizoram.gov.in :- Public Grievance (**pgportal.gov.in**)
- *Mobile App in respect of Air pollution related grievances :* Mizoram Air Quality (available at Android Playstore)

<i>Sl. No.</i>	<i>Name of the responsible officer to handle public grievance in the office</i>	<i>Contact No.</i>	<i>Email</i>	<i>Time limit for redress of grievances</i>
1.	Joseph Lalhmunliana, JSA	Mb: 9436351035	mpcb@mizoram.gov.in	Time taken varies depending upon the case and the location. However, all grievances are attempted to redress and disposed off in quickest manner which usually takes 1-2 weeks.
2.	Dr.Alfred Malsawmsanga, S.A	Mb: 8794767753	-do-	

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LIST OF STAKEHOLDERS / CLIENTS

<i>Sl. No.</i>	<i>Stakeholders / Clients</i>
1.	Industrial units
2.	Health Care Facilities (HFC)
3.	Bulk Consumers of E-waste
4.	Projects requiring Environmental Clearance as specified by Schedule of EIA Notification 2016
5.	Central/State Govt. Departments/ Agencies, Statutory Bodies, Local bodies
6.	Citizens, Students, Research Scholars, NGOs and Community Based Organizations, Societies etc.

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EXPECTATIONS OF THE OFFICE FROM CITIZENS / SERVICE RECIPIENTS

<i>Sl. No.</i>	<i>Expectations of the Office from citizens/ service recipients</i>
1.	All existing industrial units within the state to obtain valid industrial consents to establish and to operate as per statutory requirements under the Acts/Rules/Notifications.
2.	All the various stakeholders/prescribed authorities under various waste management rules to take up their concerned responsibilities under the Rules and Obtain authorization/registrations as specified by concerned waste management Rules from State Pollution Control Board.
3.	Complete application as per prescribed formats with all necessary documents
4.	Full compliance of the terms and conditions stipulated in the certificates of consent/authorizations/registrations.
5.	Timely renewal of certificates and payment of fees
6.	Maximum utilization of the services, informations and data provided for awakening the citizens in protecting the environment and for the policy makers in formulating pollution abatement programs.