

Noise Free Nagpur — Citizen Guide

Noise Pollution Grievance Portal — Guide for Citizens

1. System overview

Noise Free Nagpur lets any citizen file a complaint about any source of noise pollution — loudspeakers, DJs, vehicle horns, construction, firecrackers, industrial noise — and track it end to end.

Hierarchy

- **6 zones** — Nagpur city is divided into six police zones.
- Each zone has **2 ACPs** (12 ACPs in total).
- Each ACP oversees several **police stations** (35 stations in total).
- Each station has a **Police Inspector (PI)** who acts first on the complaint.

Escalation chain: Citizen → Police Station (PI, 30 min) → ACP (30 min) → DCP (30 min, final level). Once the PI reaches the site and marks the complaint as Attended, the SLA is paused. Complaints found fabricated can be closed as Fake.

2. For citizens

2.1 Registration and login

- 1 Click **Register** on the home page.
- 2 Enter name, email, phone and password to create your account.
- 3 Use **Login** next time to access your account.

2.2 Filing a complaint

- 1 Choose **File Complaint**.
- 2 Write a **title** (e.g. "Loud DJ past midnight").

- 3 Select **Noise source** — loudspeaker / vehicle / construction / DJ / industrial / firecrackers / other.
- 4 Select **Zone** then the concerned **Police Station** (grouped by ACP).
- 5 Enter **Address** and use **Capture GPS** to record your location.
- 6 Add a detailed **Description**.
- 7 Use the **Live Decibel Meter** — Peak/Avg/Min visible; the audio recording auto-attaches as evidence.
- 8 Record a **live video (max 2 MB)** using your device camera.
- 9 Optionally upload extra photos / audio / video as additional evidence.
- 10 Toggle **File anonymously** if you want your name hidden from officers.
- 11 Click **File Complaint** — you'll get a reference number in the form **NGP-XXXXXXXX**.

2.3 Tracking a complaint

- The **My Complaints** page shows every complaint you have filed with its live status and SLA countdown.
- Click any complaint to see the full **Timeline**.
- Anyone can use the public **Track Complaint** page to look up a complaint by reference number without logging in.

After resolution: The concerned officer uploads photo / PDF proof of action. It appears on your complaint page under "Officer proof of action".

3. SLA and CPCB noise limits

Level	Officer	Time limit	On breach
Police Station	Police Inspector (PI)	30 minutes	Auto-escalated to ACP if PI has not marked Attended
ACP	ACP	30 minutes	Auto-escalated to DCP
DCP	DCP	30 minutes	Final level — resolution expected

CPCB permissible limits (Noise Rules, 2000)

Area	Day dB(A)	Night dB(A)
Silence zone	50	40
Residential	55	45
Commercial	65	55
Industrial	75	70

4. Important notes

- Attaching a **video or audio** makes the case actionable much faster.
- The decibel meter is an **uncalibrated device-based approximation**, not a legal measurement.
- Filing a false complaint may attract penalties under IPC.
- Save your reference number carefully.

5. Contact

Police Control Room

Phone: 100 · 0712-2561200

Email: controlroom@nagpur.gov.in

Police Commissionerate, Nagpur

Civil Lines, Nagpur - 440001