



## **Grievance Redressal Mechanism** **Cuffe Parade Metro Station**

Date:-30.08.2018

1. Hon'ble High Court, Bombay has withdrawn the stay granted on carrying out construction and /or ancillary activities during night hours, i.e. between 10pm to 6 am, subject to certain conditions contained in the order itself, vide order dated 24.8.2018 delivered in the writ petition (L) No. 2107/2017.
2. In compliance with the aforesaid order, M/s. L&T-STEC, JV, the contractor of Mumbai Metro Rail Corporation (MMRCL) has established a 24x7 grievance redressal mechanism at Cuffe Parade Metro Station site.
3. Any person, who is aggrieved by any specific instance of noise level exceeding permissible limits stated in table mentioned in item 6 hereunder, may approach the aforesaid grievance redressal mechanism, by registering their grievances on the following mentioned Toll-free number and/or E-mail and/or in person, at the Public Information Booth, created at plot no. 105, near CPRA garden, Cuffe Parade .

1) Toll Free Number (24x7) - 022 - 22186030

2) E-mail - [mumbaimetroline3ugc01@gmail.com](mailto:mumbaimetroline3ugc01@gmail.com)

4. Any person aggrieved due to noise arising none other than from ongoing metro construction work that is or will go on at Cuffe Parade are to disclose his identity i.e. name, mobile number, e-mail id and place of residence while registering the grievance, which is needed to be as specific and detailed as possible enabling all concerned to address the same as quickly as possible. This is necessary to prevent frivolous

complaints and also to report back the action taken and/or outcome of the grievance so made.

5. The complaint received in the grievance redressal system will, generally, be examined and all endeavour shall be made to address the same within 3 hours of its receipt.
6. Average Ambient Noise levels recorded by National Environmental Engineering Research Institute (NEERI) through Maharashtra Pollution Control Board as per the directions of Hon'ble High Court during 20<sup>th</sup> to 28<sup>th</sup> July, 2018 are reproduced in table below: (Extract of Table no. 3 of NEERI report – pg. no. 10)

Site Code	Location	Average Ambient Noise levels dB (A)	
		Leq Day	Leq Night
CF1	Inside Work Zone, Gate No. 5	83.3	72.6
CF2	Dalamal Park	82.3	73
CF3	Outside Venus Building	77.6	66.7
CF4	Outside Work Zone, Gate No. 3	82.3	75.2
CF5	Near Revills Building	83.1	78.4
CF6	Goolestan Building	85.9	77.2
CF7	CPRA Garden	86.6	76.3

7. An actionable grievance shall be the one when the recorded ambient noise levels of immediately preceding one hour in terms of dB (A) Leq exceed by 10 dB (A) from the aforesaid recorded existing average ambient noise levels.

By Order

Mumbai Metro Rail Corporation Ltd .

For information of concerned local residents at Cuffe Parade through their housing society offices.