

# Homepage – To lodge complaint by Complainant



Central Pollution Control Board  
Ministry of Environment, Forest and Climate Change  
Government of India

Ticket Tracker Home

Login as Complainant

## Lodge your Complaint

First Time Complainant ?

Email Id

Upload Screenshots (Only .pdf)

@ example@gmail.com

Choose File

No file chosen

Select the portal

☐ EPR Plastic ☐ E-Waste Management ☐ EPR Battery ☐ EPR - Management of Waste Tyre

Select the Issue from the following

- ☐ Sign up Issues
- ☐ Login Issues
- ☐ Registration Issues
- ☐ Post-registration Issues
- ☐ PIBO Operations Issues
- ☐ PWP Operations Issues
- ☐ Certificate Generation Issues
- ☐ Annual Report Issues
- ☐ Other

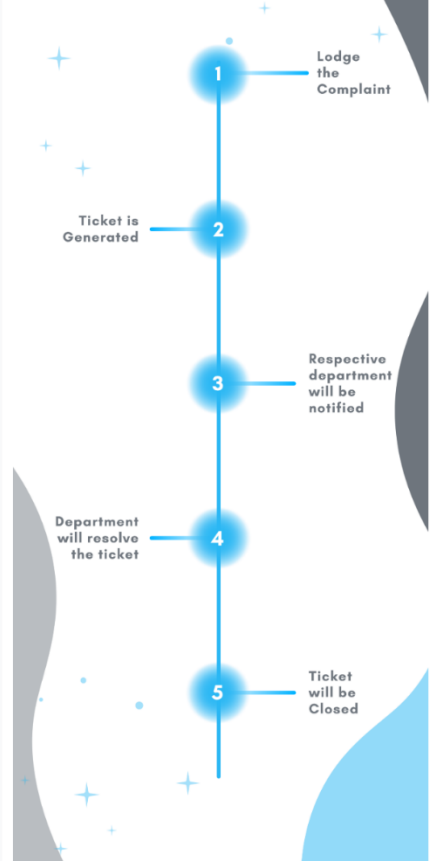
Issue:

Elaborate your issue here (Optional)

☐ Agree to terms and conditions

Generate Ticket

How Ticket Tracker works?



## Form to register as new complainant

The screenshot shows the 'Create New Complainant' form overlaid on the CPCB Ticket Tracker website. The background website has a header with the CPCB logo and navigation links like 'Ticket Tracker' and 'Home'. The main content area is titled 'Lodge your Complaint' and includes an email input field with 'example@gmail.com', radio buttons for selecting a portal (EPR Plastic, E-Waste Management), and a list of issue types (Sign up Issues, Login Issues, Registration Issues, Post-registration Issues, PIBO Operations Issues). The 'Create New Complainant' form contains the following fields:

- Company Name:** A text input field with the placeholder 'Provide the legal name of the unit'.
- Select your role:** A dropdown menu currently showing 'Producer'.
- EPR Registration Number (Optional):** A text input field with the placeholder 'Type your EPR No here if allotted, otherwise leave blank'.
- Full Name:** A text input field with the placeholder 'Full Name'.
- Registered Email Id:** A text input field with a placeholder '@' and the text 'Type your email id here...'.
- Registered Contact Number:** A text input field with a placeholder '+91' and 'XXXXXX XXXXX'.
- Password:** A text input field with the placeholder 'Set your Password here'.
- Confirm Password:** A text input field with the placeholder 'Set your Password here'.

A blue 'Create Complainant' button is located at the bottom of the form. In the background, a 'Login as Complainant' button and a flowchart titled 'How Ticket Tracker works?' are visible.

## Login form for Complainant



The screenshot shows the 'Login Required' form overlaid on the CPCB Ticket Tracker website. The background website is the same as the previous image. The 'Login Required' form contains the following fields:

- Email Id:** A text input field with a placeholder '@' and the text 'email id'.
- Password:** A text input field with the placeholder 'Password'.

A blue 'Submit' button is located at the bottom right of the form. In the background, the 'Login as Complainant' button and the 'How Ticket Tracker works?' flowchart are visible.

# Complainant Dashboard

## (Open Ticket)



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Ticket TrackerHome

Logged in as complainantLogout

Ticket ID	Generated On	Issue	Remark	Closed On	Status	Modified On
PLASTIC658	24/03/2024	(1) We are not able to login because CAPTCHA is not available (2) Absurd results are shown on a different PC if we try to login (3) One time we are able to login few days back but it is not going ahead when we are trying to renew the registration.		Not Closed Yet	OPEN	24/03/2024



About CPCB

The Central Pollution Control Board (CPCB), statutory organisation, was constituted in September, 1974 under the Water (Prevention and Control of Pollution) Act, 1974. Further, CPCB was entrusted with the powers and functions under the Air (Prevention and Control of Pollution) Act, 1981.

About Ticket Tracker Portal



A complaint lodging portal facilitating ticket generation for tracking updates. Enhances communication, prioritizes tasks, and streamlines issue resolution within organizations, optimizing workflow management.

About Ministry of Environment

The Ministry of Environment, Forest and Climate Change (MoEFCC) is the nodal agency in the administrative structure of the Central Government for the planning, promotion, co-ordination and overseeing the implementation of India's environmental and forestry policies and programmes.

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## (Closed Ticket)



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Ticket TrackerHome

Logged in as complainantLogout

Ticket ID	Generated On	Issue	Remark	Closed On	Status	Modified On
PLASTIC752	06/04/2024		Error has been resolved by DH	06/04/2024	CLOSED	06/04/2024
PLASTIC753	06/04/2024	This is dummy issue	Done.	06/04/2024	CLOSED	06/04/2024



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