

Citizen charter under Graded Response Action Plan (GRAP)

Citizen charter under Stage I of GRAP

- Keep engines of your vehicles properly tuned.
- Maintain proper tyre pressure in vehicles.
- Keep PUC certificates of your vehicles up to date.
- Prefer hybrid vehicles or EVs to control vehicular pollution.
- Do not litter/dispose wastes, garbage in open spaces.
- Report air polluting activities through 311 App, Green Delhi App, SAMEER App etc.
- Plant more trees.
- Celebrate festivals in an eco-friendly manner- avoid firecrackers
- Do not drive/ply end of life/10/15 years old Diesel/Petrol vehicles.

Citizen charter under Stage II of GRAP

- People to use public transport and minimize use of personal vehicles.
- Use technology, take less congested route even if slightly longer.
- Regularly replace air filters at recommended intervals in your automobiles.
- Avoid dust generating construction activities during months of October to January.
- Avoid open burning of solid waste and bio-mass

Citizen charter under Stage III of GRAP

- Walk or use cycles for small distance
- Choose a cleaner commute. Share a ride to work or use public transport.
- People, whose positions allow working from home, may work from home.
- Do not use coal and wood for heating purpose
- Individuals house owners may provide electric heaters (during winters) to security staff to avoid open burning.
- Combine errands and reduce trips.

Citizen charter under Stage IV of GRAP

- Children, elderly and those with respiratory, cardiovascular, cerebrovascular or other chronic diseases to avoid outdoor activities and stay indoors, as much as possible.

For more details on actions listed under different stages of GRAP, CAQM website may be referred. (<https://caqm.nic.in/>)