

# **Protocol for attending to environmental complaints received at the Pollution Prevention and Control Division of the Department of Environment**

The Government of Mauritius has formulated a policy for different Ministries and Parastatal bodies to prepare their respective citizen charter. The main objective of the citizen charter is to inform the public on the services provided by a government organisation.

As illustrated in its citizen charter the Ministry of Environment & NDU attends to complaints received on environmental issues. In order to further inform the public on the expected quality of services delivered in case an environmental complaint has been received at the Pollution Prevention and Control Division of the Department of Environment a protocol to address and manage the environmental complaints has been devised.

However, it is important for the public to understand that the Environment Protection Act (2002) has made provision for different Ministries to be responsible for specific medium and these Ministries are referred to as Enforcing Agencies. The Ministry of Environment & NDU, over and above being the coordinating institution with the different Ministries, is also an Enforcing Agency for matters relating to Air pollution. Any member of the public wishing to make a complaint with regards to any case of environmental pollution may contact the respective enforcing agency as per the specified contact details.

**Table 1** indicates the relevant enforcing agencies for different types of environment complaints whilst **Table 2** provides the contact persons, their designation, phone and fax as well as the e-mail addresses of the Enforcing Agencies with their addresses to lodge the complaints

*Table 1: The different types of complaints and responsible Enforcing Agencies*

<b>Types of environmental complaints</b>	<b>Nature/ source</b>	<b>Responsible authority for initiating enforcement actions</b>	<b>Tel</b>	<b>Fax</b>
Air	From chimneys of industries, power plants	Ministry of Environment & NDU	203 6200	210 0865
	Dust from excavation works/ construction sites	Local Authorities Ministry of Environment & NDU	203 6200	210 0865
	Smoke from vehicles	National Transport Authority Police De L'Environnement (road side checks)	210 5151/2105252	211 1928
	Burning of wastes/ setting fire	Ministry of Local Government Local Police	213 0064	208 8804
	Burning of sugarcane fields	Ministry of Agro-Industries & Fisheries	212 0854	212 4427
Wastewater	Illegal discharge into river courses	Ministry of Public Utilities Central Water Authority Water Resources Unit	210 3830 601 5000 465 7988	211 3430 686 6254 465 7177
	Illegal discharge into irrigation canals	Ministry of Public Utilities  Irrigation Authority	210 3830  210 6596	211 3430  2127652 / 213 2955
	Seepage & overflow of wastewater from absorption pits/ septic tanks	Ministry of Public Utilities Wastewater Management Authority Ministry of Health & QoL	210 3830 206 3000 212 5399	211 3430 211 7007 212 5060

	Seepage/ leakage of domestic wastewater from households	Ministry of Health & QoL Local Authorities (Health Department)	212 5399	212 5060
	Illegal connection to sewerline / discharge into drains	Ministry of Public Utilities Wastewater Management Authority	210 3830 206 3000	211 3430 211 7007
Illegal construction	On Pas Geometriques	Ministry of Housing & Lands	212 7483	212 1331
	On state land	Ministry of Housing & Lands	212 7483	212 1331
	On public beach	Beach Authority	212 0059	212 0060
	On river reserves	Ministry of Agro-Industry & Fisheries (Forestry Services/ Conservator of Forest)	212 0854 670 7252/55	212 4427 674 3449
	On wetland	Ministry of Agro- Industry & Fisheries National Parks and Conservation Service- (Redit)	211 2470 464 2993	211 3407 465 8751
	On privately owned without permits/ on site boundary	Local Authorities (Municipality and District Council)		
	Construction causing modification of shoreline	Ministry of Environment & NDU Ministry of Housing & Lands Ministry of Agro- Industry & Fisheries	203 6200 212 7483 212 0854	210 0865 212 1331 212 4427
	On road sides/ classified roads	Road Development Authority Local Authorities (for non-classified roads)	686 6630	6869 7462
Erosion/landslide	Public Beach	Beach Authority	212 0059	212 0060

	Landslide	Ministry of Public Infrastructure, LT & Shipping	211 2010/ 210 7311	208 7149
Drains/ canals	Blocked drains	Classified roads (Road Development Authority) Local Authorities	686 6630	6869 7462
	Construction	Classified roads (Road Development Authority) Local Authorities	686 6630	6869 7462
Fish mortality	At sea/ river	Ministry of Agro-Industry & Fisheries (Fisheries Division)	211 2470-75	208 1929
	In the port area	Ministry of Agro-Industry & Fisheries (Fisheries Division)	211 2470-75	208 1929
		Mauritius Port Authority	240 0871/72	242 8314
Cutting of mangroves	In river/ sea	Ministry of Agro-Industry & Fisheries (Fisheries Division)	211 2470-75	208 1929
Hawking	On beach	Beach Authority	212 0059	212 0060
	On public places	Local Authorities		

		Mauritius Police Force		
State of Road	Absence/ lack of lighting and maintenance	Local Authorities		
	Construction & road works	Road Development Authority	686 6630	6869 7462
Noise	Industrial activities	Ministry of Health & QoL and Local Police	210 0692	211 2625
	Discotheque			
	Restaurant/hotel			
	Workshop (Aluminium, cabinet making, panel beater)			
	Playing music in loud tone			
	Compressor of cold room			
	Wedding/entertainment hall Vandalism	Nearest Police Station		
	Dog, barking	MSPCA Local Police	454 1890	466 7164
	Traffic noise (vehicles)	National Transport Authority	202 2800	212 9386

Odour	Industries (Fish Meal, Prince Tuna etc)	Ministry of Health & QL	210 3948	212 5060
	Dead dog burial	<i>MSPCA</i> Ministry of Health & QL	454 1890 210 3948	466 7164 212 5060
	Discharge / seepage of domestic wastewater	Ministry of Health & QL	210 3948	212 5060
	Septic tank/ absorption pit.	Ministry of Health & QL	210 3948	212 5060
	Poultry rearing	Ministry of Health & QL	210 3948	212 5060
	Pig, cattle, goat and other livestock rearing	Ministry of Health & QL	210 3948	212 5060
	Thinner/paint/varnish used in workshops	Ministry of Health & QL	210 3948	212 5060
	Stagnant water	Ministry of Health & QL	210 3948	212 5060
	Cooking food/barbecue in restaurant/hotel	Ministry of Health & QL	210 3948	212 5060
	Treatment of tobacco leaves	Ministry of Health & QL	210 3948	212 5060
	Discharge of industrial wastewater	Wastewater Management Authority	206 3000	211 7007
	Wastewater treatment Plant/wastewater pumping station	Wastewater Management Authority	206 3000	211 7007
	Use of manure, pesticide, insecticide and	Ministry of Agro- Industry (Agro Division)	212 0854	212 4427

	fertiliser			
	Dead animal/carcasses	Local Authority		
	Canals not cleaned/ blocked	Local Authority		
	Solid waste not collected	Local Authority	Municipality / District Council	
	Storage and disposal of hazardous waste	Ministry of Health and Quality of Life Ministry of Local Government	210 3948 210 1388	212 5060 2117506
Algal bloom	Disposal of algae from Beach	Local Authority		
Solid waste	Dumping of solid waste on bareland, rivers, drains, canals, roadside, islets, such as chicken carcass, animal waste, carcass of dead animal on public road/places	Ministry of Local Government  Local authorities	210 1388	2117506
	Accumulation of tree leaves in yard and	Ministry of Local Government	210 1388	2117506
	roadside -green waste	Local authorities		
	Littering (throwing of paper, cigarette butts, used food packs, plastic	Police/ Ministry of Local Government/ Local authorities	210 1388	2117506

	bottles)			
	Littering on beach	Beach Authority	213 1740	213 1745
	<b>Bulky waste</b> Vehicle carcass Washing machine Television Refrigerator Used tyres Demolition waste Used mattress	Ministry of Local Government  Local authorities	210 1388	2117506
	<b>Hazardous waste</b> Obsolete chemicals from textile industry/ Laboratories/ other industries. Photographic film Solutions used in x-rays Disposal of containers hazardous chemicals	Ministry of Local Government	210 1388	2117506
	Improper disposal of electronic waste Improper disposal of used oil			
	Eyesores/ illegal postering	Ministry of Local Government  Local Authorities  Police Station	210 1388	2117506

	Scraps yard	Ministry of Industry		
Bareland	Overgrown vegetation	Local authorities		
	Dumping	Local authorities		
		Police Station		
	Stagnant water/ proliferation of vectors (eg malaria, paludism, chikungunya)	Ministry of Health & QoL	210 3948	212 5060
	Drug addicts/thieves etc	Local Police		
	Derelict or Abandoned, house	Local authorities		
Stray dogs	Barking	Ministry of Agro- Industry Police Station	212 0854	212 4427
		MSPCA	454 1890	466 7154
	Scattering of solid waste	Ministry of Agro-Industry MSPCA	212 0854 454 1890	212 4427 466 7154
		MSPCA Local authority Ministry of Local Government	454 1890 210 1388	466 7154 2117506
Operating without licence	Private dwellings converted into dormitory	Local authorities / Ministry of Health & Q.Life	210 3948	212 5060
	Hawkers	Local authorities		
	Cottage industry (food processing, workshop)	Local authorities		



**Table 2 indicating the various enforcing agencies in respect of the different environmental medium.**

S.N	ORGANIZATION	NAME	DESIGNATION	TEL. NO.	FAX NO.	Mobile	Email Address
1	M/Health & Q.o.L  Atchia Building, Suffren and Mgr Gonin Street Port Louis	Mr S. K. Sohun  Mr Caumal  Mr C. Ciceron  Mr. Soobratty	Ag. Chief Health Inspector S.H.E.A  S.H.E.O  Sanitary Engineer	212 5399 210 3948  2122098  208 6304 212 2428	212 5060    211 2625	256 8306  7574576  258 4129	<a href="mailto:moh-chi@mail.gov.mu">moh-chi@mail.gov.mu</a>    <a href="mailto:eheumohql@yahoo.com">eheumohql@yahoo.com</a>
2 (a)	M/Public Utilities  Level 10 Air Mauritius Building Port Louis	-Mr. R. Mungur	Principal Planner	210 3164	208 6497	257 4188	<a href="mailto:ramungur@mail.gov.mu">ramungur@mail.gov.mu</a>
(b)	Water Resources Unit  3 <sup>rd</sup> Floor Commercial Centre RoseHill	-Mr A.Gungah	Engineer	465 7988	465 7177 467 2997		<a href="mailto:wru@intnet.mu">wru@intnet.mu</a>
(c)	CEB	-Mr. S. Sookhraz	Engineer	208 3222	208 3224		
(d)	Wastewater Management Authority	Mr R.S. Uchamah	Executive Engineer (Civil)	<b>800 1300</b> 206 3120 (O)	2117007	254 3381	<a href="mailto:wma@intnet.mu">wma@intnet.mu</a> <a href="mailto:k.domun@wma.intnet.mu">k.domun@wma.intnet.mu</a>
(e)	Central Water Authority	Mr. S. K. Pem		601 5130	686 6264		<a href="mailto:cwa@bow.intnet.mu">cwa@bow.intnet.mu</a> <a href="mailto:pem_s@cwa.intnet.mu">pem_s@cwa.intnet.mu</a>

3	M/Local Govt. & S.W.M Level 6 Renganaden Seeneevassen Bldg, Jules Koenig St Port Louis	Mr. M. Marie Mr G. Gooly	Ag. Principal Enforcement Officer	213 0064 201 3061 213 0988 454 1135 (R) 201 1361	2088804	754 1654 769 6330	<a href="mailto:mlg@mail.gov.mu">mlg@mail.gov.mu</a>
4 (a)	Min of Agro Industry & Fisheries (Agr Division)  Head Office Reduit	Mr. V. A. Punchoo,	Deputy Chief Agricultural Officer	401 2800 (O) 467 2782 (R)	464 8749	258 4274	<a href="mailto:vpunchoo@mail.gov.mu">vpunchoo@mail.gov.mu</a>
4 (b)	Min of Agro Industry and Fisheries (Fisheries Division)  4 <sup>th</sup> Floor, LIC Bldg, President John Kennedy St, Port Louis	Mrs M.D. Hurbungs  Mrs. M.S. Koonjul	Ag Divisional Scientific Officer  Scientific Officer	238 4829 238 4100	238 4184	254 1030	<a href="mailto:mhurbungs@mail.gov.mu">mhurbungs@mail.gov.mu</a>  <a href="mailto:mkoonjul@mail.gov.mu">mkoonjul@mail.gov.mu</a>
5	Mauritius Ports Authority Capitainerie Bldg, 6th floor, Port Louis	Captain A. Stephen  Mr S. Parahoo	Port Inspector  PEEC	240 0871/72  242 9426	242 8314	738 9990	<a href="mailto:portmaster@intnet.mu">portmaster@intnet.mu</a>  <a href="mailto:a.stephen@mauport.com">a.stephen@mauport.com</a>
6	Police de l'Environnement  Ken Lee Tower Barracks St Port Louis	Inspector Ramnauth	Inspector	210 5151 210 5252	211 1928		<a href="mailto:police-env@mail.gov.mu">police-env@mail.gov.mu</a>

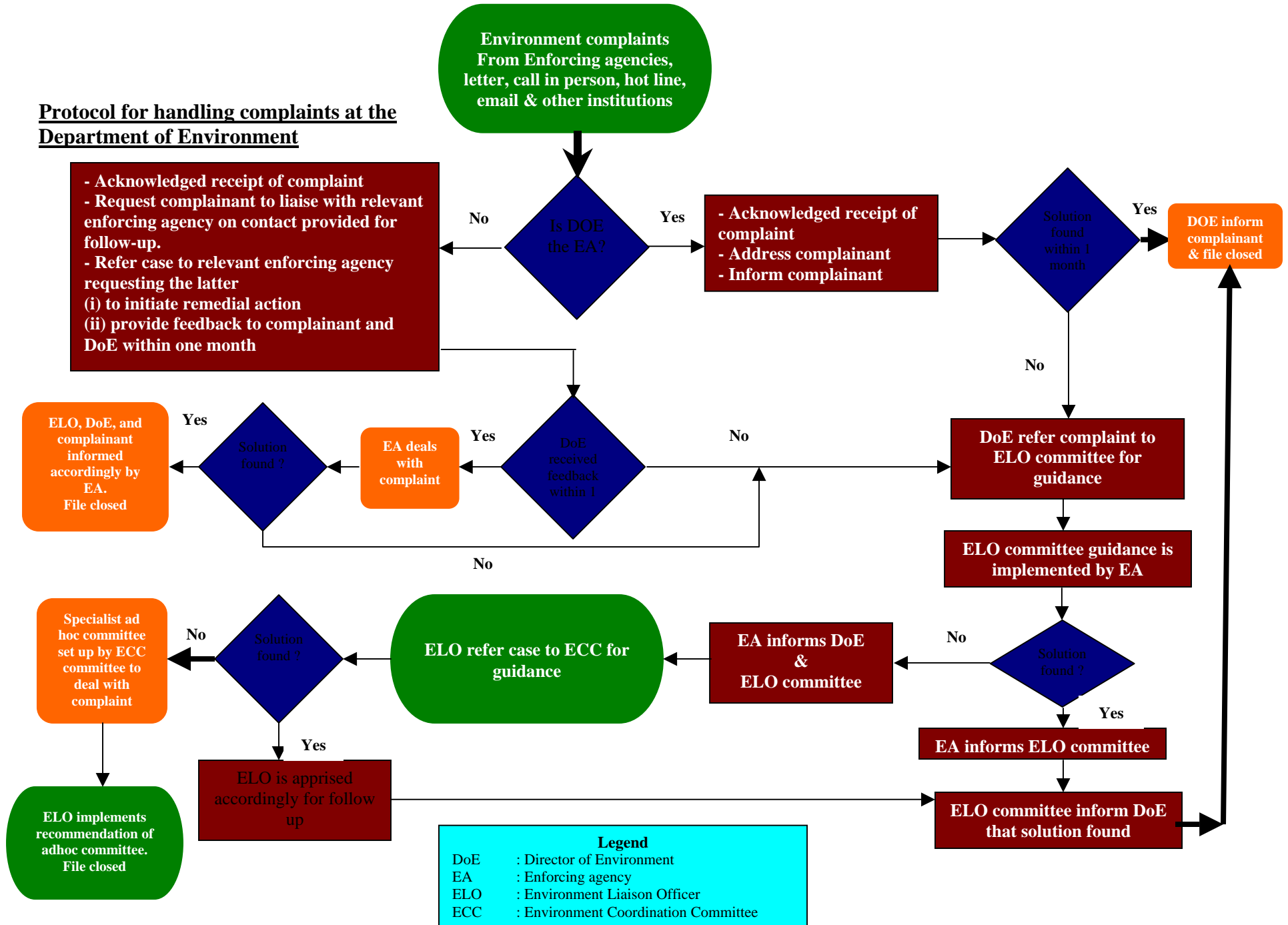
7	Ministry of Environment and NDU  Ken Lee Tower Barracks St Port Louis	Mr R.Beedassy	Ag Divisional Environment Officer	203 6200	210 0865		<a href="mailto:rbeedassy@mail.gov.mu">rbeedassy@mail.gov.mu</a>
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Mechanisms such as the Environment Coordination Committee and the Environment Liaison Officers meetings have been set up to handle complaints which require combined and concerted actions from different Ministries. In addition, Police de L`Environnement provides a 24 hr service to tackle the environmental problems (Hotline 210 5151, 210 5252). Moreover, the Pollution Prevention and Control Division have devised a Protocol to address environmental complaints in a more efficient way.

Following receipt of a complaint, the Pollution Prevention and Control Division of the Ministry of Environment and NDU acknowledges receipt of same within two weeks. If the latter is related to air pollution, appropriate actions are initiated to remedy the situation within reasonable time depending on the gravity of the pollution and complainant is informed accordingly. However, if the complaint relates to other medium such as odour, noise, solid waste, waste waster amongst others, the complaint is referred to the relevant Enforcing Agency for remedial actions and complainant is informed accordingly and requested to liaise with the relevant Enforcing Agency.

In case problem persists, the issue is raised at the Environment Liaison Officers Committee (ELO) and/or the Environmental Coordination Committee (ECC) which is being attended by the different Enforcing Agencies for guidance.

**Protocol for handling complaints at the Department of Environment**



**Protocols for attending to environmental complaints received at police de l'Environnement, Unit of  
Mauritius Police Force established under section 9 of the Environment Protection Act 2002**

**Two hotlines (210 5151 and 210 5252) are manned on a 24 hours basis so as to register environmental complaints. In addition, complaints are also reported by way letters, electronic mail or complainant calling personally at the office. A reception desk is available everyday for the public.**

PDE : Police de l'Environnement  
 ELO : Environment Liaison Officer  
 ECC : Environment Coordination Committee  
 EA : Enforcing Agency

## Protocol for handling complaints at the Police de l'Environnement

