

Ministry of Agro Industry, Food Production and Security

Environmental Complaints

Protocols issued to the relevant units

SN	ISSUES	OVERVIEW
1.	Burning of sugar cane fields	Cases are not dealt by the Ministry of Agro Industry Agro Industry, Food Production and Security, but referred to the Police for necessary action.
2.	Illegal Construction on River Reserves	Upon detection of offence within River Reserves, and if offender fails to comply to delays granted to demolish illegal structure or remove dumped materials the case is brought before a Court of Law
3.	Illegal Construction on Wetland	Complaints are registered in appropriate files and site visits are effected within 1 week. Cases are raised up in National Ramsar Committee and the Secretary of NRC sends letters to relevant authorities of the decision of the Committee.
4.	Odour – Use of Manure, pesticide, insecticide and fertiliser	After receipt of complaint, complainants are contacted to determine the circumstances of odour event. If odour persists, DOE conduct odour measurement at receptors and sources to identify odour source and emission factor. There is a follow up until the problem is ultimately solved.
5.	Odour – Treatment of Tobacco Leaves	In Mauritius pesticides are applied on the growing bud to protect the small leaves against attacks of Caterpillar, and odour during these operations is that of the pesticide. There is no odour problem during flue-curing of tobacco leaves with diesel; however, since some planters have reintroduced the usage of wood as curing fuel, the smoke from burning of wood may be a source of odour/inconvenience.
6.	Stray Dogs -Barking	Complaints are filed and a report is written. In case problem cannot be solved, a request for statement is made to the Police by the person making the complaint. If the problem persists, then MSPCA inspector accompanies the Police Officer, and there is a follow up.
7.	Stray Dogs – Scattering of solid waste	Complaint goes to complaint file. If problem is not solved, the reasons are investigated and referral is made to higher authorities. Remedial actions are also undertaken.
8.	Stray Dogs - Accident	Upon receipt of complaints or if sightings of stray dogs is made in public places, tourist sites, hotels or EPZ, then arrangement is made for a van to call at these venues. Routine dog catching is done on established routes on a regular basis. If the problem is not solved then sustained visit are undertaken on the venues of complaints/sites.