

# **LIST OF ENVIRONMENTAL COMPLAINTS**

## **AND RESPONSIBLE AUTHORITIES**

*Ministry of Environment, Solid Waste Management  
and Climate Change*

## ENVIRONMENTAL COMPLAINTS AND RESPONSIBLE AUTHORITIES

<b>Nature of complaints</b>	<b>Responsible Authorities</b>
<b>1. Noise</b>	
a. Mechanical devices or equipment such as pumps, ventilation systems, air conditioners, air compressors, extractors and generators	
b. Revving and warming of machineries and stationary motor vehicles	Ministry of Health and Wellness
c. Industrial noise/commercial activities	
d. Place of worship	
e. Multipurpose halls or any type of halls used to accommodate various types of events	
f. Playing of loud music from any premises	Ministry of Health and Wellness / Local Police
g. Animal noise	Ministry of Health and Wellness / Ministry of Agro Industry, Food Security, Blue Economy and Fisheries (Agro-Industry and Food Security Division) / Mauritius Society for Animal Welfare (MSAW)
h. Loud music from pleasure crafts	Ministry of Health and Wellness / National Coast Guard
i. Modification of silencers causing excessive noise	National Land Transport Authority (NLTA)
<b>2. Air Pollution</b>	
a. Backyard burning of wastes	Local Police
b. Burning of sugarcane fields	
c. Black smoke emission from vehicles	NLTA
d. Air emission from industries and workshops	Department of Environment
e. Dust nuisance from construction works	Department of Environment / Local authorities
f. Social Housing Projects by New Social Living Development - NSLD	NSLD
<b>3. Odour nuisances</b>	
a. Industrial/commercial activities, including workshops	Ministry of Health and Wellness
b. Excessive spraying of pesticides	Ministry of Agro-Industry, Food Security, Blue Economy and

<b>Nature of complaints</b>	<b>Responsible Authorities</b>
	Fisheries (Pesticide Regulatory Office) / FAREI
c. Animal rearing and farming	Ministry of Agro-Industry, Food Security, Blue Economy and Fisheries (Agro-Industry and Food Security Division) / FAREI / Animal Production Division (APD) Ministry of Health and Wellness
<b>4. Wastewater</b>	
a. Wastewater nuisances pertaining to disposal of domestic wastewater (unsewered area)	Local authorities / Ministry of Health and Wellness
b. Wastewater nuisance pertaining to wastewater systems vested in the WMA	Wastewater Management Authority
c. Wastewater discharge into natural watercourses	Ministry of Energy and Public Utilities (Water Resources Commission) / Local authorities
d. Wastewater discharge directly into the sea	Ministry of Agro-Industry, Food Security, Blue Economy and Fisheries (Blue Economy and Fisheries Division)
e. Wastewater discharge into storm water drain	Local authorities / Ministry of Health and Wellness
<b>5. Solid Wastes</b>	
a. Illegal dumping of solid wastes onto land/any watercourse	Local authorities
b. Collection of solid wastes	
c. Nuisances from waste carriers	Solid Waste Management Division
d. Nuisances from transfer stations and landfill	
<b>6. Used Oil</b>	
a. Disposal of used oil from any activity	Solid Waste Management Division
b. Disposal of used cooking oil	
<b>7. Fish Mortality</b>	
a. Sea	Ministry of Agro-Industry, Food Security, Blue Economy and Fisheries (Blue Economy and Fisheries Division)
b. Rivers	Ministry of Energy and Public Utilities (Water Resources Commission) / CWA

<b>Nature of complaints</b>	<b>Responsible Authorities</b>
c. Fresh Water (naturally occurring water on the earth's surface in bogs, ponds, lakes, reservoirs or canals), including wetland	Ministry of Energy and Public Utilities (Water Resources Commission) / CWA/ Ministry of Agro-Industry, Food Security, Blue Economy and Fisheries (National Parks Conservation Services – NPCS)
<b>8. Animals</b>	
a. Illegal breeding of dogs	Mauritius Society for Animal Welfare (MSAW)
b. Stray dogs/cats	MSAW
c. Ill treatment of domestic animals	Ministry of Agro-Industry, Food Security, Blue Economy and Fisheries (Animal Welfare Unit and Mauritius Society for Animal Welfare)
d. Wild animal (Monkeys)	Ministry of Agro-Industry, Food Security, Blue Economy and Fisheries (NPCS)
e. Myriapodes (Millepattes)/Bees	Ministry of Agro Industry and Food Security (Entomology Section)
f. Dead bodies of dogs/cats/birds on roads	Local authorities
<b>9. Nuisances from Trees</b>	
a. Request for trimming of trees and removal of all dangerous trees on road under the jurisdiction of the Road Development Authority	Road Development Authority
b. Request for trimming of trees on non-classified roads	Ministry of Agro-Industry, Food Security, Blue Economy and Fisheries (Agro Industry and Food Security Division) – Forestry Service
c. Leaning of trees on CEB cables	Central Electricity Board (CEB)
d. Leaning of trees on Mauritius Telecom cables	Mauritius Telecom
e. Request for felling of trees including lopping or pruning on state forest lands and all state lands, road reserves, river reserves (rivers, rivulet, feeder and natural water path or natural drainage path), mountain reserves and Pas Géométriques	Ministry of Agro-Industry, Food Security, Blue Economy and Fisheries (Agro Industry and Food Security Division) – Forestry Service
f. Leaning of trees between neighbours on a private land (excluding the road reserves) representing a hazard	Local Police
<b>10. Illegal activities</b>	

<b>Nature of complaints</b>	<b>Responsible Authorities</b>
a. Carrying out any undertaking listed under the Sixth Schedule of the Environment Act 2024 without a PER/EIA/SEA Licence	Department of Environment
b. Carrying out development works without a Building and Land Use Permit (BLUP) under the Local Government Act 2011	Local authorities
c. Illegal construction on Pas Geométriques and/or State Land	Ministry of Housing and Lands
d. Cutting of mangroves	Ministry of Agro-Industry, Food Security, Blue Economy and Fisheries (Blue Economy and Fisheries Division)
e. Sand removal from the beach and lagoon	Ministry of Housing and Lands
f. Operation of illegal scrapyard	Ministry of Commerce and Consumer Protection (Trade Division) / Local authorities
g. Illegal use of banned plastic bags or banned single use plastic products	Department of Environment
h. Illegal manufacture of plastic products	
i. Illegal water abstraction from watercourses	Ministry of Energy and Public Utilities (Water Resources Commission) and CWA (Anti-Fraud Unit)
j. Illegal operation of tourist residence, nightclub, private club and Pub	Tourism Authority
k. Backfilling of wetland and its buffer	Ministry of Agro-Industry, Food Security, Blue Economy and Fisheries (National Parks and Conservation Service)
<b>11. Flooding issues</b>	
a. Mitigating measures for flooding problems	Land Drainage Authority / Local authorities
b. Backfilling/tampering of river reserve	Ministry of Agro-Industry, Food Security, Blue Economy and Fisheries (Agro Industry and Food Security Division) – Forestry Service
c. Backfilling or obstruction of a natural water path or natural drainage path	
d. Obstruction/diversion of watercourses	Ministry of Energy and Public Utilities (Water Resources Commission) / CWA
e. Cleaning/desilting of rivers	Local authorities

<b>Nature of complaints</b>	<b>Responsible Authorities</b>
f. Discharge of roof top rain water onto public road/neighbouring premises	
<b>12. Oil spill</b>	Department of Environment
<b>13. Disposal of hazardous wastes and materials, including asbestos</b>	Solid Waste Management Division
<b>14. Proliferation of mosquitoes</b>	Ministry of Health and Wellness
<b>15. Bare lands</b>	Local authorities
<b>16. Vehicle wrecks causing obstruction on public road</b>	Local Police
<b>17. Landslide</b>	Local authorities / Ministry of National Infrastructure
<b>18. Beach erosion</b>	Department of Environment
<b>19. Laying of CWA pipes on roads causing nuisances</b>	Central Water Authority (CWA)
<b>20. Enforcement within proclaimed public beaches including cleaning, amenities, facilities, trading activities on public beaches</b>	Beach Authority
<b>21. Quality control of drinking water</b>	Ministry of Health and Wellness
<b>22. Pollution in the port area</b>	Mauritius Ports Authority
<b>23. Nuisances from dormitories</b>	Ministry of Labour and Industrial Relations
<b>24. Health and safety of workers including accident at workplace</b>	
<b>25. Derelict/ruinous building</b>	Local authorities

**Note:**

The contact details of the responsible authorities are at Annex.

**Ministry of Environment,  
Solid Waste Management  
and Climate Change**

**02 June 2025**

## **ANNEX**

### **Contact Details**

#### **A. Local Authorities**

<b>Local Authority</b>	<b>Phone Number</b>	<b>Email</b>
City Council of Port Louis	4056600	portlouiscity@municipalcouncil.org
Municipal Council of Beau Bassin/Rose Hill	4137600	rosehill@la.govmu.org
Municipal Council of Quatre Bornes	4548054	mcqb@yahoo.com
Municipal Council of Vacoas/Phoenix	6869539	mcvp@mail.la.govmu.org
Municipal Council of Curepipe	6609776	curpip@intnet.mu
District Council of Pamplemousses	2438300	chiefexecutive.dcp@gmail.com
District Council of Rivière du Rempart	2662095	ceo.rdr@la.govmu.org
District Council of Moka	435-5531 / 435-7432	ceomfdc@intnet.mu
District Council of Flacq	413 7008	ceofdc@la.govmu.org
District Council of Grand Port	627 4542/75, 627 7633, 627 5075, 627 7605	dcp@la.govmu.org
District Council of Savanne	603-7930	dcsavanne@mail.la.govmu.org
District Council of Black River	603-7930	brdc@la.govmu.org

## B. Ministries/Departments

Ministry/Department	Phone Number	Email
Ministry of Environment, Solid Waste Management and Climate Change (Environment and Climate Change Division)	2036200	menv@govmu.org
Ministry of Environment, Solid Waste Management and Climate Change (Solid Waste Management Division)	4904400	swmd@govmu.org
Beach Authority	4686209/10/11/12	beachauthority@intnet.mu
Ministry of Health and Wellness	201 2175 (H.O)	moh@govmu.org
Ministry of Health and Wellness - Environmental Health Engineering Unit	210 0692/ 4904200	moh@govmu.org
Ministry of Agro-Industry, Food Security, Blue Economy and Fisheries (Agro Industry and Food Security Division)	2120854 / 2122940 (H.O)	moaheadoffice@govmu.org
Ministry of Agro-Industry, Food Security, Blue Economy and Fisheries (Agro Industry and Food Security Division) – Forestry Service	6707254/55	moa-forestry@govmu.org
Ministry of Agro-Industry, Food Security, Blue Economy and Fisheries (Agro Industry and Food Security Division) – National Parks and Conservation Service	4644053 / 4642993	npcs@govmu.org
Ministry of Agro-Industry, Food Security, Blue Economy and Fisheries (Blue Economy and Fisheries Division)	2112470	blueconomy@govmu.org
Ministry of Agro-Industry, Food Security, Blue Economy and Fisheries (Agro Industry and Food Security Division) - Animal Welfare Unit	4644891	animalwelfaredev@govmu.org
Ministry of Agro-Industry, Food Security, Blue Economy and Fisheries (Agro Industry and Food Security Division) - Animal Production Division	466 0021/466 0011/401 2800	moa-apd@govmu.org
Ministry of Agro Industry and Food Security, Blue Economy and Fisheries (Agro Industry and Food Security Division) - Entomology Section	4664983	moa-entomology@govmu.org

<b>Ministry/Department</b>	<b>Phone Number</b>	<b>Email</b>
Mauritius Society for Animal Welfare (MSAW)	4645084 / 4667154	admin@msaw-mu.org
Ministry of Agro-Industry, Food Security, Blue Economy and Fisheries (Agro Industry and Food Security Division) - Pesticide Regulatory Office	4012800	moaheadoffice@govmu.org morpro22@gmail.com
Food & Agricultural Research & Extension Institute (FAREI)	4651011/ 4663885	farei@intnet.mu
National Coast Guard (NCG)	2083935 / Hotline: 177	ccncg.mpf@govmu.org
Mauritius Ports Authority (MPA)	206 5400	info@mauport.com
National Land Transport Authority (NLTA)	Hotline: 260 0919	nta@govmu.org
Ministry of Housing and Lands	4016808 / 4016809	mhou@govmu.org
New Social Living Development (NSLD)	4687020	contact@nsld.mu
Ministry of Energy and Public Utilities	210 3774/75/76	mpu@govmu.org
Ministry of Energy and Public Utilities – Water Resources Commission (WRC)	403 5400	wru@govmu.org
Central Water Authority (CWA)	601 5000	infodesk@cwa.mu
Central Electricity Board (CEB)	4042000	ceb@ceb.mu
Wastewater Management Authority (WMA)	Hotline: 800-1300	contact@wma.mu
Ministry of National Infrastructure	4050700	ndu-hr@govmu.org
Tourism Authority	2031000	tourism.authority@intnet.mu contactadmin@tourismauthority.mu
Ministry of Commerce and Consumer Protection - Trade Division	4602500	mcom@govmu.org
Road Development Authority	4678600	registry@rda.intnet.mu
Ministry of Labour and Industrial Relations	207 2600	mol@govmu.org