MINISTRY OF HEALTH AND QUALITY OF LIFE
ENVIRONMENTAL HEALTH ENGINEERING UNIT

NOISE COMPLAINT PROTOCOL

Complainant

Ministry of Health (Head Quarters)

Department of Environment

ENVIRONMENTAL HEALTH ENGINEERING UNIT (EHEU)

Does it Concern EHEU?

Site Investigation
Owner holds a licence/permit?

Complainant, MOH, DOE informed accordingly

No

Matter Referred to other Competent Authority/Enforcing Agency.

Yes

Noise Survey

Noise Levels within limits?

Programme Notice
Author of Nuisance to submit proposed remedial measures for approval

No

Enforcement Notice
(to carry out the additional remedial measures)

Judicial Actions, whilst keeping MOH & DOE informed or Prohibition Notice by DOE

Yes

Noise Survey

Programme Approval Notice

Author of nuisance to take remedial measures

Yes

No

- Discuss complaint informally with the owner.
- Warn the owner about actions that can be initiated against him.

Legend
MOH: Ministry of Health (Head Quarters)
DOE: Department of Environment