MINISTRY OF HEALTH AND QUALITY OF LIFE
ENVIRONMENTAL HEALTH ENGINEERING UNIT

ODOUR COMPLAINT PROTOCOL

Complainant
Ministry of Health (Head Quarters)
Department of Environment

ENVIRONMENTAL HEALTH ENGINEERING UNIT- EHEU
(Noise, Odour from Industrial Sources, Drinking Water Quality)

Does it Concern EHEU?

Site Investigation
Owner holds a licence/permit?

Is MOH, the Enforcing Agency w.r.t the source of the problem?

Determine Source of Odour

Matter Referred to other Competent Authority/Enforcing Agency.

Complainant, MOH, DOE informed accordingly

Refer the case to the competent authority dealing with the source (E.g Wastewater Treatment Plant – WMA)

Complainant, MOH, DOE informed accordingly

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

Has the warning been effective- after having given a reasonable

Initiate appropriate actions under the Public Health Act/ EPA (2002), whilst keeping MOH and DOE informed

Legend
MOH: Ministry of Health
DOE: Department of Environment