

Attending Complaints and Enforcement

One of the major role of the Public Health Department is to carry out regular inspection of private and public premises and to attend to complaints to ensure compliance with the relevant enactments pertaining to general cleanliness, waste collection and disposal, environmental sanitation, cemeteries, cremation grounds and illegal traders.

The department enforces, inter alia, the relevant parts of the Local Government Act 2011 as subsequently amended and regulations made there under. Health Inspectors are also empowered to serve eyesore abatement notices and issue fixed penalties under the relevant part of the Environment Protection Act 2002.

The Health Inspectors use number of intervention approaches to influence contraveners and abate the nuisances.

- provision of advice and guidance
- proactive interventions including inspection
- reactive interventions e.g. to investigate into a complaint, carry out joint visit with other relevant authorities

Inspectors may use enforcement powers, including the issue of formal enforcement notices to address and secure compliance with the law. Prosecution may be initiated to hold any person to account for failures to comply with enforcement notices.

Complaints may be made by calling at the District council of Black River or through letters, mails and phone calls. The public is advised to use The **Citizen Service Portal** to file their complaints so as to receive online updates and feedbacks.