

## **Environmental Pollution Complaints**

The Environmental Disputes Settlement Law provides for both the placement of environment pollution complaint counsellors in local governments and their mandates.

**Their main mandates are:**

- a. to hear complaints from residents,
- b. to provide advices to resolve complaints,
- c. to inform the cases to the administrative agencies concerned.

From 1 April 2006 to 31 March 2007, **97,713 complaints** have been received by local governments.

Process of handling complaints

### **Cooperation between Local Governments and the Environmental Dispute Coordination Commission**

The Environmental Dispute Coordination Commission and the Prefectural Pollution Examination Commissions handle environmental disputes independently according to the jurisdiction determined on the basis of the Environmental Disputes Settlement Law, but they communicate closely with each other to handle environmental pollution disputes smoothly.

The Commission provides necessary advisory services to local governments on their handling of environmental pollution complaints.