

# Chapter 16: Citizens Service and Environmental Inspection

## Introduction

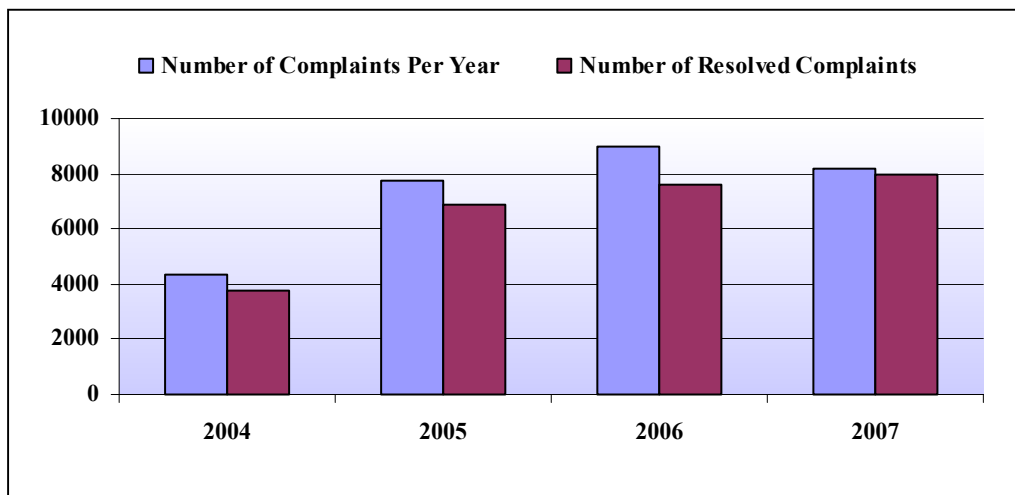
MSEA Citizens' Service Department provides services through the best means coping with modern communication to improve service level that, directly and indirectly, improves public health and environment, and in pursuance of Article 59 of the Egyptian Constitution stipulating that maintaining the environment is a national duty. It also works on facilitating procedures, especially in terms of investment promotion and EIAs required by the Law, through follow-up and feedback on EIA conclusions, in addition to eliminating environmental violations (air pollution, water pollution, sanitary drainage and garbage) in order to maintain the environmental healthy and sound.

## MSEA Achievements

### First: Citizens Service

**Table (16-1) Statistics of complaints received during 2004-2007**

Year	Number of complaints received per year	Number of resolved complaints	%
2004	4315	3743	86
2005	7718	6914	89.59
2006	9020	7584	85
2007	8199	7956	97
<b>Total</b>	<b>29252</b>	<b>26197</b>	<b>89.55</b>



**Figure (16-1) Handling complaints received during 2004-2007**

## RBO achievements in resolving environmental complaints during 2004-2007

EEAA RBOs received 28,920 complaints, of which 27,801 were investigated (96%).

Table (16-2) Number for complaints received by EEAA RBOs during 2004-2007

RBO's Year	Cairo	Alex.	Tanta	Mansoura	Suez	Asyut	Aswan	Red Sea	Total
2004	2008	648	880	513	95	--	12	48	4204
2005	1901	715	1366	1394	282	276	48	205	6187
2006	5845	517	1551	1442	332	340	54	153	10234
2007	4426	452	1206	1402	421	231	83	74	8295
<b>Total complaints</b>	<b>14180</b>	<b>2332</b>	<b>5003</b>	<b>4751</b>	<b>1130</b>	<b>847</b>	<b>197</b>	<b>480</b>	<b>28920</b>
<b>Number of handled complaints</b>	<b>14026</b>	<b>2328</b>	<b>4534</b>	<b>4486</b>	<b>966</b>	<b>818</b>	<b>163</b>	<b>480</b>	<b>27801</b>

## Second: Environmental Inspection

Environmental inspection aims at protecting environment and public health, as pollution caused by the establishments has harmful effects on both of them. Environmental inspection activities include several dimensions, especially technical and legal procedures. The general department for environmental inspection (GDEI) is one of the main components of the national subsystem for enforcement and compliance.

The department performs annually several inspection activities in coordination with RBO's. The attached table shows the statistics of inspection activities executed by GDEI during the year 2007 compared with the last few years.

Table (16-3) Statistics of facilities according to inspected sectors during 2004-2007

Year	Sector	Services	Health	Industry	Tourism	Total
2004		249	25	235	441	950
2005		196	43	681	78	998
2006		299	41	687	91	1118
2007		42	17	237	11	307
<b>Total</b>		<b>786</b>	<b>126</b>	<b>1840</b>	<b>621</b>	<b>3373</b>

## EEAA RBOs Achievements in Environmental Inspection

1. All industrial facilities within the geographical scope of different RBOs were surveyed (11,461).

Table (16-4) Number of facilities within the scope of RBOs till the end of 2007

RBO	Greater Cairo	East Delta	Middle Delta	West Delta	Central Upper Egypt	Canal and Sinai	South Upper Egypt	Red Sea	Total
No. of facilities	5392	1944	1514	1161	624	356	244	226	11461

2. 8,738 industrial, service and tourist facilities were inspected, of which 3,047 were found complying. The following table shows the number of facilities inspected by EEAA RBOs, including compliant and violating facilities.

Table (16-5) Number of facilities inspected by RBOs during (2004-2007)

RBO	Greater Cairo	Alexandria	Tanta	Mansoura	Suez	Assiut	Aswan	Red Sea	Total
2004	696	151	90	130	60	--	213	55	1395
2005	1976	244	849	333	87	208	136	438	4271
2006	191	173	422	346	105	188	98	343	1866
2007	142	186	247	164	62	205	48	152	1206
<b>Total inspected facilities</b>	<b>3005</b>	<b>754</b>	<b>1608</b>	<b>973</b>	<b>314</b>	<b>601</b>	<b>495</b>	<b>988</b>	<b>8738</b>
Compliant	1277	84	680	383	39	29	38	517	3047
Violating	1728	670	928	590	275	572	457	471	5691

### 3. Post-inspection legal pursuit:

Inspections revealed 3,047 compliant facilities and 5,691 reports were filed against violating facilities. MSEA follows up the reports issued until judgment is passed and penalty imposed on violating facilities.

### 4. Facility environmental compliance:

A schedule was made to check 568 of the most polluting facilities to assess their environmental compliance. 143 were shown to be complying; 160 developed a scheduled compliance plan and were followed up by RBOs, and 256 coordinated for developing an environmental compliance plan.

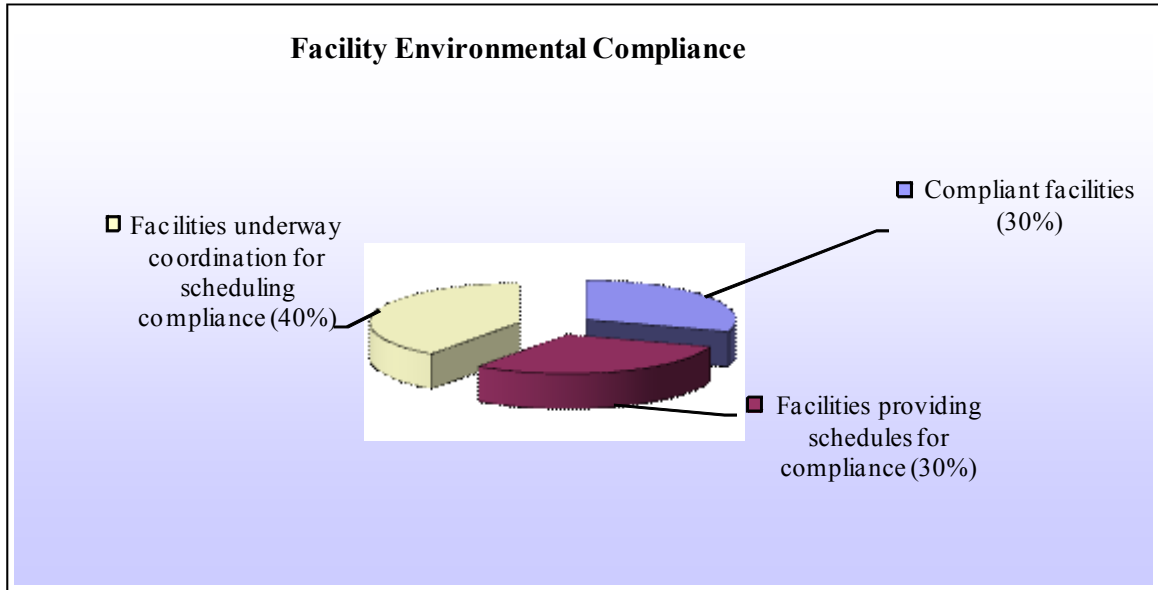


Figure (16-2) Facility situations in terms of environmental compliance

## Road Vehicle Exhaust Inspection Program

The Road Vehicle Exhaust Inspection Program is currently applied in Greater Cairo along with regular inspections of vehicle on license renewals in collaboration with the Ministry of Interior, through Traffic Departments, Environment and Water Police. The Program aims at minimizing vehicle emissions as one of the main causes of air pollution in Greater Cairo.

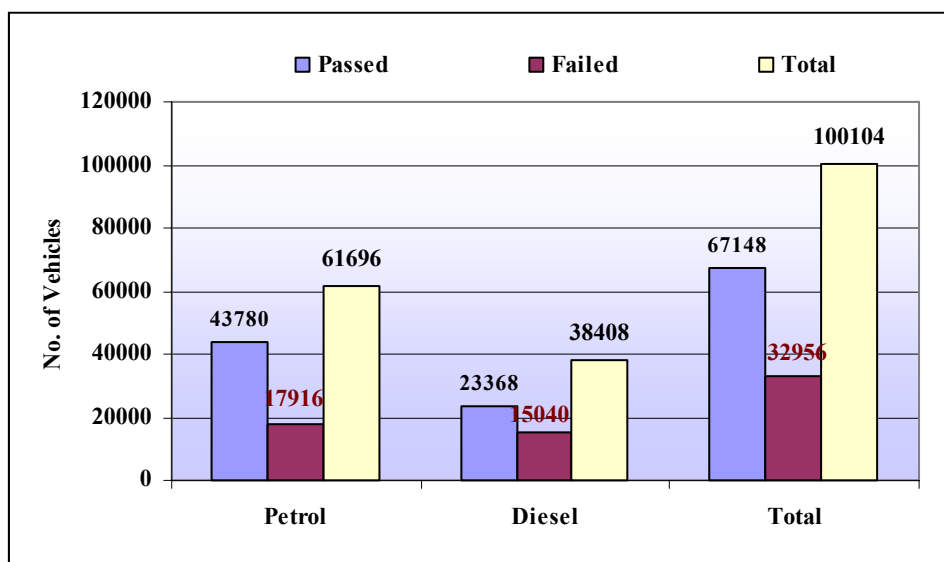


Figure (16-3) Number of vehicles inspected on the road