



THE UNITED REPUBLIC OF TANZANIA

VICE PRESIDENT'S OFFICE

NATIONAL ENVIRONMENT MANAGEMENT COUNCIL (NEMC)



NEMC ENVIRONMENTAL AND SOCIAL COMPLAINTS REGISTER

The National Environmental Management Council (NEMC) maintains a formal Environmental and social complaints register to document and track grievance submitted by communities, civil society, organizations, investors and other stakeholders. Complaints are received through various channels including written submissions, email, telephone and direct reporting at NEMC headquarters and zonal office. Each complaint is recorded with a reference number and assessed by qualified Environmental Inspectors who are responsible for conducting investigations, site inspections and recommending corrective actions where necessary. The register records key information including the nature of the complaints, action taken, responsible officers and the status of resolution. This system ensures transparency, accountability and timely responses to environmental and social concerns in accordance with NEMC's mandate under the Environmental Management Act, (EMA).

Ref No	Date Received	Location	Complainant Source	Nature of Complaint	Action Taken	Responsible Officer	Date Resolved	Status
NEMC-GRM OO1	3/July/2023	Mwanza	Yacht Club, Mwanza	Loud music noise from Yacht Club	Club operators were instructed to reduce noise and report to NEMC office where they complied and were guided	Zonal Environmental Inspector	4/July /2023	Resolved
NEMC-GRM OO2	3/July/2023	Arusha City	Suye Street, Oloirien Ward,	Noise pollution from Mopao Bar & Lounge	Council issued a prohibition order to reduce noise	Zonal Environmental Inspector	6/July/2023	Resolved
NEMC-GRM OO3	7/July/2023	Arusha City	Plot 63 LDA, Haile Selassie Street, Sekei Ward, Arusha	Noise pollution from The Hub bar	Council issued a prohibition order to reduce noise	Zonal Environmental Inspector	7/July/2023	Resolved
NEMC-GRM OO4	7/July/2023	Mbeya	Mbeya City	Noise disturbance from entertainment businesses	Three offenders visited (1 bar, 2 CD vendors), educated and warned	Zonal Environmental Inspector	7/July/2023	Resolved
NEMC-GRM OO5	13/July/2023	Arusha	Engorora Village, Kisongo Ward,	Environmental damage from sand mining in valleys	Site inspected; village leaders guided on environmental protection	Zonal Environmental Inspector	15/07/2023	Resolved

NEMC-GRM OO6	15/July/2023	Mwanza	Mhandu Ward, Nyamagana District,	Cotton waste pollution from ICK Cotton Oil Co. Ltd affecting neighbors	Broken pipe identified; factory ordered to remove all scattered cotton	Zonal Environment al Inspector	16/July/2023	Resolved
NEMC-GRM OO7	18/July/2023	Mtwara	Madaba Street, Likombe Ward,	Coal dust from SEBDO Investment Limited storage	Company suspended until dust control systems installed; public meeting held; official response issued	Zonal Environment al Inspector	20/July/2023	Resolved
NEMC-GRM OO8	18/July/2023	Mbeya	Lwanjiro Ward,	Construction of vat- leaching plant near water source	Handled; instructed to observe 60m legal distance	Zonal Environment al Inspector	18/July/2023	Resolved
NEMC-GRM OO9	25/July/2023	Njombe	Ludewa, Madope	Stone mining near water source	Offenders ordered to vacate area	Zonal Environment al Inspector	27/July/2023	Resolved
NEMC-GRM OO110	1/Aug/2023	Mwanza	Matumbulu Street	Sand mining without permit	Project stopped; instructed to register project	Zonal Environment al Inspector	1/Aug/2023	Resolved
NEMC-GRM OO11	1/Aug/2023	Arusha	Mlima Sioni, USA River	Environmenta l damage from morrum mining	Site inspected; owners instructed to register for environmental audit	Zonal Environment al Inspector	3/Aug/2023	Resolved
NEMC-GRM OO12	4/Aug/2023	Arusha	Moshono,	Noise pollution from Club D	Advised to comply with noise standards	Zonal Environment al Inspector	4/Aug/2023	Resolved

NEMC-GRM OO13	15/Aug/2023	Arusha	Moshono,	Noise from Seventh-day Adventist Church	Advised to comply with noise standards	Zonal Environment al Inspector	15/Aug/2023	Resolved
NEMC-GRM OO14	15/Aug/2023	Arusha	Moshono,	Noise from Amazing Pub	Advised to comply with noise standards	Zonal Environment al Inspector	15/Aug/2023	Resolved
NEMC-GRM OO15	15/Aug/2023	Mtwara	Mtwara Port Authority	Coal dust pollution	Inspection conducted; instructed to improve dust control systems	Zonal Environment al Inspector	16/Aug/2023	Resolved
NEMC-GRM OO16	22/Aug/2023	Arusha	Muriet Ward, Arusha	Noise from Nguvu ya Utimilifu Church	Inspection done; compliance order issued and prohibition enforced	Zonal Environment al Inspector	24/Aug/2023	Resolved
NEMC-GRM OO17	27/Aug/2023	Lindi	Masasi Town	Improper waste disposal from Tandale market	Authorities contacted; waste removed	Zonal Environment al Inspector	28/Aug/2023	Resolved
NEMC-GRM OO18	27/Des/2023	Arusha	Kiranyi Ward, Arusha	Noise from TAG Victory Gospel Centre	Inspection done; prohibition order issued	Zonal Environment al Inspector	27/Des/2023	Resolved
NEMC-GRM OO19	27/Des/2023	Dodoma	Kikuyu St. Mary's	Noise from brick factory	Activity stopped; warned to relocate	Zonal Environment al Inspector	27/Des/2023	Resolved
NEMC-GRM OO20	27/Des/2023	Dodoma	Nzuguni Street	Church noise	Meeting held with church leaders	Zonal Environment al Inspector	27/Des/2023	Resolved

NEMC-GRM OO21	28/Des/2023	Arusha	Moshono, Arusha	Noise from Kaanani Ministry Church	Advised to comply with standards	Zonal Environment al Inspector	28/Des/2023	Resolved
NEMC-GRM OO22	28/Des/2023	Arusha	Oloirien, Arusha	Noise from TAG Victory Gospel Centre	Inspection done; prohibition order issued	Zonal Environment al Inspector	28/Des/2023	Resolved
NEMC- GRM23	27/Des/2023	Arusha	Njiro, Arusha	Music noise from Orlando Garden bar	Advised to comply with noise limits	Zonal Environment al Inspector	27/Des/2023	Resolved
NEMC-GRM OO24	27/Des/2023	Arusha	Sakina, Arusha	Dust and noise from timber processing factory	Inspection done; prohibit order issued	Zonal Environment al Inspector	27/Des/2023	Resolved
NEMC-GRM OO25	8/January/2024	Mbeya	Sisimba, Mbeya	Burst sewage pipe	Issue resolved; improvements instructed	Zonal Environment al Inspector	8/January/20 24	Resolved
NEMC-GRM OO26	8/January/2024	Mbeya	Iwambi, Mbeya	Oil spillage into environment	Issue resolved; leakage sealed	Zonal Environment al Inspector	10/January/2 024	Resolved
NEMC-GRM OO27	8/January/2024	Mbeya	Kasumulu OSBP, Kyela	Noise from church	Issue resolved; instructed to clean and stop immediately	Zonal Environment al Inspector	8/January/20 24	Resolved

NEMC-GRM OO28	18/January/2024	Arusha	Kiranyi, Arusha	Noise from River of Life Church	Inspection done; prohibition order issued	Zonal Environment al Inspector	8/January/2024	Resolved
NEMC-GRM OO29	18/January/2024	Arusha	Sekei, Arusha	Noise from Evangelistic Assemblies of God Church	Visited and instructed on proper standards	Zonal Environment al Inspector	18/January/2024	Resolved
NEMC-GRM OO 30	25/January/2024	Arusha	Kijenge, Arusha	Noise from Divine Door Church	Inspection done; prohibition order issued	Zonal Environment al Inspector	26/January/2024	Resolved
NEMC-GRM OO 31	27/January/2024	Kilimanjaro	Hai, Kilimanjaro	Illegal dumping of solid waste near market	Prohibition order issued	Zonal Environment al Inspector	30/January/2024	Resolved
NEMC-GRM OO 32	8/March /2024	Mara	Butiama District, Mara	Loud music from neighbors at night	Case referred to local environmental office for action	Zonal Environment al Inspector	8/March/2024	Resolved
NEMC-GRM OO 33	12/March/2024	Manza	Bukangwa Street, Ilemela Ward, Ilemela Municipality, Mwanza Region	Discharge of sewage (toilet waste) from Rock City Mall building	Complaint submitted to the Municipal Director of Ilemela via memo by Mr. Phiniasi who was present when the complaint was received at NEMC office	Zonal Environment al Inspector	13/March/2024	Resolved

NEMC-GRM OO 34	18/March/2024	Mwanza	Kirumba Ward, Ilemela District, Mwanza Region	Noise pollution from Bible & Mission Centre church	Inspection found the water chamber repaired and in good condition; confirmed to be a MWAUWASA pipe	Zonal Environment al Inspector	18//2024	Resolved
NEMC-GRM OO 35	28/March/2024	Arusha	Mohamed Road, Olosiva Sub- village, Sakina Ward, Arusha City, Arusha Region	Noise pollution from Gethseman Pentecost Church	Council inspected and issued a prohibition order to reduce noise	Zonal Environment al Inspector	28/March/20 24	Resolved
NEMC- GRM OO3 6	28/March/2024	Arusha	Mohamed Road, Olosiva Sub- village, Sakina Ward, Arusha City, Arusha Region	Noise pollution from Ukombozi Rain of Deliverance and Holiness Church	Council inspected and issued a prohibition order to reduce noise	Zonal Environment al Inspector	28/March/20 24	Resolved
3 NEMC- GRM OO 7	8/June/2024	Arusha	Mohamed Road, Olosiva Sub- village, Sakina Ward, Arusha City, Arusha Region	Noise pollution from Malindi Night Club bar	Council inspected and issued a prohibition order to reduce noise	Zonal Environment al Inspector	8/June/2024	Resolved

NEMC-GRM OO 38	11/June/2024	Moshi	Renguo Street, Mawenzi Ward, Moshi Municipality, Kilimanjaro Region	Grazing cattle near a water source	Council inspected, issued prohibition order, and warning letter for possible court action if non-compliance continues	Zonal Environmental Inspector	11/June/2024	Resolved
NEMC-GRM OO 39	11/June/2024	Mbeya	Near Holiday Hotel, Sokoine Ground	Noise pollution from Victorious Church of Tanzania	Issue resolved; responsible party instructed to comply with water source regulations	Zonal Environmental Inspector	11/June/2024	Resolved
NEMC-GRM OO 40	19/June/2024	Arusha	Kijenge Juu Street, Kijenge Ward, Arusha City, Arusha Region	Gold mining near water source and damage to water pipes	Council inspected and issued prohibition order	Zonal Environmental Inspector	19/June/2024	Resolved
NEMC-GRM OO 41	21/June/2024	Mbeya	Makongolosi, Chunya DC	Accident involving fuel tanker and sulfur truck	Complaint found to have no merit; no pipe damage occurred	Zonal Environmental Inspector	21/June/2024	Resolved
NEMC-GRM OO 42	24/June/2024	Mbeya	Chimala, Mbarali DC	Accident involving fuel tanker and sulfur truck	Issue resolved	Zonal Environmental Inspector	24/June/2024	Resolved
NEMC-GRM OO 43	24/June/2024	Tabora	Nyasubi Street, Nyasubi	Smoke spreading into	Inspection found poor infrastructure at POAPOA elution	Zonal Environmental Inspector	24/June/2024	Resolved

			Ward, Kahama District	residential area	plant; operations halted until corrections made			
NEMC-GRM OO 44	24/June/2024	Mbeya	Sai, Mwakibete, Mbeya City	Fuel tanker accident (Olympic company)	Issue resolved; cleanup completed	Zonal Environment al Inspector	24/June/2024	Resolved
NEMC-GRM OO 45	24/June/2024	Mtwara	Madaba Mdenga, Mtwara	Complaint against Alistair company regarding Mbunda family land	NEMC forwarded complaint; Municipal Director confirmed compensation and relocation land were provided	Zonal Environment al Inspector	25/June/2024	Resolved
NEMC-GRM OO 46	8/August/2024	Mwanza	Buswelu Ward, Ilemela District	Environmenta l pollution complaint (LHRC letter to DECE dated 09/06/2022)	Owner found not to have changed land use; ordered to relocate factory	Zonal Environment al Inspector	8/August/202 4	Resolved
NEMC-GRM OO 47	21/August/2024	Mwanza	Gonsera Sub- village	Complaint letter to City Director about noise from EAGT Thobias Church	Issue being handled by NEMC HQ; LHRC letter responded	Zonal Environment al Inspector	21/August/20 24	Resolved
NEMC-GRM OO 48	21/August/2024	Arusha	Chadulu Street	Noise from plastic	Parties called for a joint meeting with church leadership	Zonal Environment al Inspector	21/August/20 24	Resolved

				recycling factory				
NEMC-GRM OO 49	25/August/2024	Tabora	Gongoni Street,	Noise pollution from The Dons bar	Inspection conducted and warning issued	Zonal Environment al Inspector	25/August/20 24	Resolved
NEMC-GRM OO 50	25/August/2024	Arusha	Viwandani Street, Them i Ward,	Noise pollution from The Hub bar	Council inspected and issued prohibition order to reduce noise	Zonal Environment al Inspector	25/August/20 24	Resolved
NEMC-GRM OO 51	27/August/2024	Arusha	Haile Selassie Street, Sekei Ward,	Noise pollution from Access Pub bar	The council inspected and issued a prohibition order to reduce noise pollution	Zonal Environment al Inspector	27/August/20 24	Resolved
NEMC-GRM OO 52	27/August/2024	Arusha	Haile Selassie Street, Sekei Ward, Arusha City,	Noise pollution from Serengeti Bluestone Lounge & Bar	The council inspected and issued a prohibition order to reduce noise pollution	Zonal Environment al Inspector	28/August/20 24	Resolved
NEMC-GRM OO 53	10/November /2024	Arusha	Uzunguni Street, Them i Ward, Arusha City,	Noise pollution from Mount Point bar	The council inspected and issued a prohibition order to reduce noise pollution	Zonal Environment al Inspector	10/November /2024	Resolved
NEMC-GRM OO 54	10/November /2024	Arusha	Philips Street, Sekei Ward, Arusha City,	Noise pollution from the Kingston Bar	The council inspected and provided directives to reduce noise pollution	Zonal Environment al Inspector	10/November /2024	Resolved

NEMC-GRM OO 55	24/November /2024	Mwanza	Kigereshi Street, Mhandu Ward, Nyamagana District	Environmenta l nuisance from oil discharge from Serengeti Breweries Limited	A report was prepared and the factory was ordered to restore the environment to its original condition	Zonal Environment al Inspector	27/November /2024	Resolved
NEMC-GRM OO NEMC- GRM OO 56	11/March /2025	Dodoma	Hazina Street	Wastewater discharge from a DUWASA pipe	The council communicated with DUWASA and the systems were repaired	Zonal Environment al Inspector	11/March /2025	Resolved
NEMC-GRM OO 57	11/March /2025	Shinyang a	Ntyuka Street	Concern over mud spreading around residences, covering Almasi dam and farms, with fear of toxic effects on plants, animals, people, and the environment from Williamson	Inspection was conducted and a warning was issued	Zonal Environment al Inspector	12/March /2025	Resolved

				Diamond Limited mine				
NEMC-GRM OO 58	24/March /2025	Shinyanga	Tarangire Street, Mbezi Beach, Block H	Spread of mud into residential areas from the mine	The mine was instructed to compensate all victims, remove the mud, provide humanitarian assistance, and pay a fine	Zonal Environmental Inspector	25/March /2025	Resolved
NEMC-GRM OO 59	11/July /2025	Dodoma	Area D Street	Leakage from a pipe transporting water from Gokona Water Sediment Trap (WST) to Lugwe dam at North Mara mine	The pits were filled by DUWASA technicians	Zonal Environmental Inspector	11/July /2025	Resolved
NEMC-GRM OO60	11/Sept /2025	Mara	Nyamongo, Tarime District, Mara Region	Noise pollution from Masjid Zawiyatul	Inspection team, in collaboration with the Government Chemist Office,	Zonal Environmental Inspector	11/Sept /2025	Resolved

				Qadiriyya Mosque	collected water samples for testing for possible chemicals			
NEMC-GRM OO 61	27/Sept /2025	Arusha	Near Shinda Primary School / Unga Ltd, Maua Street, Sokoni One Ward, Arusha City, Arusha Region	Noise	The council inspected and issued a prohibition order to reduce noise pollution	Zonal Environmental Inspector	27/Sept /2025	Resolved