

DIVISION OF MINERAL MINING PROCEDURES MANUAL		PROCEDURE NO.	2.13.00
		ISSUE DATE	05/21/97
SUBJECT	Blasting Complaint Investigations	Section	Enforcement
		Last Revised	09/21/95

OBJECTIVE AND INTENT:

An established policy in the handling of blasting complaints is necessary to provide for a consistent and impartial response to these investigations while meeting the requirement of law and regulation. It is also essential in documenting and establishing a history for complaints received on individual mine sites.

PROCEDURES:

Notification from Complainant:

Refer to *DMM Policy 2.12* for actions to be taken.

Arrival at the Mine Site:

- The mine inspector will contact the complainant as soon as practical, but no later than 5 working days after the initial complaint is registered, to begin the complaint investigation.
- The mine inspector will review the complaint with the complainant and any additional information pertaining to the complaint will be recorded on the ***Blasting Complaint Investigation Form (DMM-104e)***.
- Upon arrival at the mine site, the mine inspector will inform the operator or his agent in charge of the mining operation of the nature of the complaint and the intention to conduct an investigation.
- When investigating a blasting complaint, the mine inspector will not divulge the name or location of the complainant to the mine operator unless the complainant has expressly indicated that their identification may be released.
- The mine inspector will review blasting records and loading procedures for a time period sufficient to establish any possible pattern (approximately 6 months).
- If seismic monitoring of airblast and ground vibration are not being routinely conducted, or the location of the monitoring device make determination of a blasting complaint difficult, the mine inspector may require the operator to perform seismic monitoring for the next three consecutive blasts.
- The mine inspector will be present and observe the loading and shooting of one or more of the blasts being monitored as a result of the complaint.
- In complaints involving flyrock, the mine inspector may where necessary issue a Closure Order to cease blasting operations until such time as the mine inspector observes monitored shots, and a blasting plan is submitted and approved by the Division. Video documentation of the monitored blasts taken by the operator or his blasting contractor may be considered in lieu of monitoring by the mine inspector for two of the three blasts.

Preparation of the Investigation Report:

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- The mine inspector will place any detailed finding, recommendations, and a summary of any enforcement action initiated as a result of the complaint on the ***Blasting Complaint Investigation form (DMM-104e)***.
- If monitoring is required, seismic data for the three shots monitored will be obtained by the mine inspector from the operator or his contractor and recorded on the ***Blasting Complaint Investigation Form (DMM Form 104e)***.
- The mine inspector will distribute the Blasting Complaint Investigation Report in the following order:
 - * the original with the complainant information will be submitted to the DMM office;
 - * the first copy will be sent to the operator or his agent at the affected mine site;
 - * the second copy will be placed in the mine inspector's field file for the affected mine site;
 - * the third copy will be hand delivered or mailed to the complainant, if name and mailing information have been provided by them; and
 - * the final copy will be mailed to the mine inspector supervisor in the weekly mailing of other inspection documents.
- The mine inspector will distribute any corresponding Inspection Reports and Notice/Order forms generated during the complaint investigation in accordance with *DMM Policy 2.7*.

Data Entry:

- The mine inspectors will enter any complaint data pertaining to actions taken on the Complaint Investigation in the Complaint Tracking screen (DMM.CMSS.01).
- The Permit Section Program Support Technician will file complaint investigation reports in the individual permit files. Blasting complaint investigation reports containing confidential information, such as the complainants name, telephone number, or address, will be placed in a special confidential folder contained within the permit file.