

Guidelines for addressing complaints related to national waters and their associated public assets

Mexico City, May 14, 2025

On February 7, 2025, the National Water Commission (*Comisión Nacional del Agua*, "CONAGUA") approved the "[Agreement establishing the Guidelines for addressing complaints related to national waters and their associated public assets are issued](#)" (the "Agreement"), the purpose of which is to establish the provisions governing the filing and processing of complaints related to potential administrative violations concerning national waters and their associated public assets, such as the discharge of wastewater or the occupation of national property under CONAGUA's administration.

Subsequently, on May 6, 2025, the "[Notice informing the General Public of the Electronic Portal where the Agreement establishing the Guidelines for addressing complaints related to national waters and their associated public assets are issued is available](#)" was published in the Federal Official Gazette (*Diario Oficial de la Federación*). Through this notice, CONAGUA informed the public about the Agreement and provided the electronic address for submitting complaints related to this matter.

This new regulatory framework aims to provide greater legal certainty and transparency in the procedures for handling complaints related to the use, exploitation, or impact on national waters and their associated public assets.

Below are the key elements and scope of the Agreement.

I. National Waters Complaints Portal

The [National Waters Complaints Portal](#) (the "Portal") is the digital mechanism through which any individual or legal entity may file complaints regarding alleged administrative violations involving national waters.

Complaints will be received by the Receiving Unit, which is responsible for registering, analyzing, and forwarding them to the competent area within CONAGUA. This area -referred to as the

Responsible Unit- will handle the verification and assessment of the reported facts to determine the necessary legal actions.

This mechanism aims to strengthen communication between citizens and the authorities by providing an efficient and secure channel for reporting water-related irregularities.

II. Applicable provisions for filing complaints

Complaints must include a clear description of the acts or omissions allegedly constituting administrative violations concerning national waters. Upon registration, a tracking number will be generated, enabling the complainant to identify and follow up on their submission.

The following categories are available for filing complaints through the Portal:

- **Use, exploitation, and extraction of national waters:** (i) use of national waters without a concession title or without a registered concession title, (ii) use of national waters for purposes other than those authorized, (iii) use of national waters in volumes exceeding those authorized, (iv) absence or bad condition of recording or metering devices (meters), and (v) unauthorized modification or tampering with facilities and/or meters.
- **Contamination of national waters:** (i) discharge or disposal of pollutants into watercourses, (ii) infiltration of materials or substances that contaminate groundwaters, (iii) causing environmental damage that disrupts water resources, (iv) irregular wastewater discharges, (v) unauthorized use of wastewater, and (vi) use of clean water to dilute wastewater.
- **Use or impact on national property:** (i) unauthorized occupation of national property, (ii) unauthorized modification or diversion of watercourses, channels, or streams that constitute national property, (iii) exploitation or use of national property or stone materials (e.g., sand, gravel) without a concession title or construction permit, and (iv) exploitation or use of national property or stone materials in a greater quantity or in a different manner than that authorized.
- **Hydraulic works:** (i) damage or unauthorized alterations to infrastructure (works), (ii) failure to adapt works or facilities to prevent harm to third parties or water sources or basins, (iii) construction of works to extract or access groundwater without the corresponding permit (illegal wells), and (iv) failure to seal wells to prevent water contamination.

The complaint may include any evidence supporting the alleged facts. If deemed necessary, the Receiving Unit may request additional information from the complainant through the email address provided.

Complaints may be filed anonymously, and the confidentiality of the information submitted will be guaranteed. Only an email address will be requested for the purpose of notifying the receipt of the complaint or its eventual referral to the competent authority. Once received, the authority will assess whether the reported facts constitute violations of national waters regulations. If so, the complaint will be forwarded to the competent authority for its handling in accordance with the law.

III. Conclusions

- The Agreement formalizes the creation of a digital tool to facilitate the filing of citizen complaints related to national waters and their associated public assets.
- It establishes clear guidelines for the processing, analysis, and referral of complaints, thereby strengthening transparency and public participation.
- The mechanisms set forth aim to improve oversight of the use of national waters, prevent their contamination, and ensure the lawful use of national water resources and related infrastructure.

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