

# **Appendix N Cumulative Statistics on Complaints, Notifications of Summons and Successful Prosecutions**

**Cumulative Complaint Log**

Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
C131126	26, November, 2013	Mr. Tony Hung from WWF	Mat Wat River (works sites for box culvert extension)	Suspected unauthorised discharge of water from a construction site to Ma Wat River, Tai Wo Service Road East, Tai Po	<p>It was found that the water leaving the end of the steel pipes was the diverted water from the upstream of the existing box culverts, instead of being discharged from the construction works sites.</p> <p>An EM&amp;A Programme is being undertaken to monitoring the environmental performance of the construction works, and the Contractor has also implemented appropriate mitigation measures to avoid silt-laden runoff discharging from the works sites into the river.</p> <p>The complaint is considered an invalid complaint under this Project.</p>	Completed

Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
C141120	20 November, 2014	EPD	Ng Tung River and Ma Wat River nearby the site of the Liantang/ Heung Yuen Wai BCP Project (Contract Number CV/2012/09)	At Bridge NF426 in Fanling, the whole Ng Tung River showed milky and suspected illegal discharge by nearby factory has undertaken. (粉嶺近天橋編號 NF426 梧桐河整條河河水呈奶白色懷疑附近有工廠非法排放污水)	<p>Water Supplies Department (WSD) conducted a washout procedure on 20 November 2014 at about 9:30am to flush the newly installed water pipe of diameter of 1400mm which has recently finished disinfection. It is understood that the procedure has lasted for about 1 hour and large amount of freshwater has been discharged into the Ma Wat River through a washout port.</p> <p>Although water was observed seeping from the gantry switch and flew into the works sites, the area is a sump pit and the water was unlikely to run off and entered the river directly. As such, it is anticipated that only freshwater has been discharged into Ma Wat River through the washout port.</p> <p>Both site inspections conducted by the ET before the complaint (19 November 2014), and after the complaint (24 November 2014) did not identify any deficiencies on environmental mitigation measures. Also, there were no rains during the period and the risk of construction site run-off is considered minimal.</p>	Completed

Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
					<p>The water from the Ma Wat Channel adjoins the Ng Tung River before passing through the complaint location, so other pollution sources may also occur at upstream of Ng Tung River</p> <p>The complaint is considered unlikely due to the construction works of this project.</p>	
C171228	28 December, 2017	1823	Kau Lung Hang and Hong Lok Yuen	<p>Air quality issue nearby Kau Lung Hang and Hong Lok Yuen area. Stockpiling within the Project area was observed to be uncovered, causing dust dispersion within the area. (大埔九龍坑附近的空氣污染問題嚴重。吐露港公路蓮塘口岸隧道工程經常見到沙泥沒有覆蓋，導致沙土飛揚散佈九龍坑，康樂園一帶，造成極大困擾與明顯健康風險。要求立即改善，懲罰相</p>	<p>The Environmental Team (ET) was informed of the complaint through Chun Wo and CEDD via 1823 online-enquiry/ complaint form received on 28 December 2017 at 9:04am. Investigation was triggered in accordance with the procedures as specified in Section 7.3 of the EM&amp;A Manual. A joint investigation by the ET and the IEC was conducted on 28 December 2017.</p> <p>As advised by the Contractor, no construction works were carried out during the public holiday.</p> <p>No exceedance of TSP level at the air monitoring station under this Contract was recorded in the past six months except 8 December 2017.</p>	

Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
				關建築商。附圖是該區狀況。昨日洗車，一日已經沙塵滿佈。)	<p>Exceedance on 8 December 2017 was considered not project related as no major excavation works located close to the monitoring location at SR77.</p> <p>Based on the routine environmental site inspection and information provided by the Contractor, it is considered that dust suppression measures have been implemented to minimize dust nuisance arising from the works areas. Nonetheless, the ET and IEC will continue the auditing and reviewing of the Contractor's implementation of mitigation measures during the construction period.</p>	