



Complaint Register

Complaint No.	Complaint Received Date	Category	Complaint Details	Follow up Action /Recommendation	Status
001	22 May 2015	Air Quality and Noise	According to ENPO's email to the ET on 22 May 2015, it was noted that EPD had received a complaint regarding the noise nuisance and dark smoke emission during the night time at HKBCF Project work area recently.	After investigation, there is no sufficient evidence to justify the concerned dark smoke and noise nuisance are related to Contract No. HY/2013/01. In this case, no follow up action is required. However, the Contractor has been reminded to provide maintenance for all machinery regularly to prevent dark smoke emission and comply with CNP conditions for construction works undertaken during the restricted hours.	Closed.
002	13 July 2015	Noise	According to ENPO's email to Highways Department on 13 July 2015, it is noted that EPD received a complaint regarding the noise nuisance generated from the construction site near Tung Chung Development Ferry Pier and HKBCF construction site opposite to Seaview Crescent during night time period from 3 to 12 July 2015. Afterwards, EPD sent an email to Highways Department on 15 July 2015 to clarify that the noise complaint referred to the noise generated due to excavation with a grab dredger, transfer of excavated material using a derrick barge and a tug boat, and backfilling with a pelican barge at the Hong Kong Boundary Crossing Facilities Site near Hong Kong Skycity Marriott Hotel. Based on EPD's record, the above construction activities were covered by Construction Noise Permit (CNP) no. GW-RS0503-15.	The Contractor confirmed that CNP no. GW-S0503-15 is not for Contract No. HY/2013/01. In addition, no barges, dredger and tug boats were used for Contract No. HY/2013/01. Based on the investigation results, it is found that the noise nuisance is not related to Contract No. HY/2013/01. No follow up action is required. It is noted that the Contractor has Construction Noise Permit (CNP) No. GW-RS0685-15 to undertake construction works during restricted hours. The Contractor has been reminded to comply with CNP conditions for construction works undertaken during the restricted hours. To minimize the potential noise impact during restricted hours, the Contractor has implemented the following measures to minimize noise nuisance. <ul style="list-style-type: none">– Minimize the quantities of plant used during restricted hours as far as practicable; and– Regular review of working duration for restricted hours works and switch off all unnecessary machinery and plant during restricted hours.	Closed



Statistics on Environmental Complaints, Notifications of Summons and Successful Prosecutions

Reporting Period	Cumulative Statistics		
	Complaints	Notifications of summons	Successful prosecutions
This reporting period	0	0	0
From commencement date of contract to end of reporting period	2	0	0