

HyD Contract No.HY/2011/03
 Hong Kong - Zhuhai - Macao Bridge Hong Kong Link Road
 Section between Scenic Hill and Hong Kong Boundary Crossing Facilities

Complaint Register

| Complaint No. | Received Date | Received Time | Source | Category | Complaint Details | Location | Improvement Measures Taken | Status | Remarks |
|-----------------|---------------|---------------|--------------------------|--|---|-----------|--|--------|---------|
| COM-2012-008 | 22-Oct-2012 | 16:41 | EPD | Environmental (Water Pollution) | X先生投訴東涌機場對出港珠澳大橋地盤，有污水排到海中（懷疑是油污），污染環境，要求跟進及回覆。（Photos attached). The "phenomenon" was observed over the past week. The photos attached were taken on 19.10.2012, 22.10.2012 and 23.10.2012 | Portion X | The pelican barge as shown in the photos provided on 24 October 2012 did not belong to the Contractor. | Closed | - |
| COM-2012-009 | 05-Nov-2012 | - | 1823 CASE: 1-391341859 | Environmental (Noise and light) | The citizen complained about noise and light pollution from the barges working on the Zhuhai Macau Bridge project. Barge machinery working to about 10pm at night and sometimes can be heard intermittently through the night. The noise is more audible because the machinery is sited on/over the water. | Portion X | The Contractor has adjusted the emission angle of the lights on working vessels with a view to minimizing the glaring effect to the adjoining residential areas | Closed | - |
| COM-2012-009(2) | 11-Nov-2012 | - | 1823 CASE: 1-391341859 | Environmental (Noise, water quality & air quality) | The complainant noted that the barges are still working on a Sunday, up until 10pm at night, very noisy, causing pollution of the water and at times expelling black smoke from their engines. A photograph taken at 10.40am on Sunday 11 November 2012 was attached. | Portion X | - | Closed | - |
| COM-2012-009(3) | 14-Nov-2012 | - | 1823 CASE: 1-391341859 | Environmental (Noise) | The complainant did not accept the reply. He further said that "All staff has to do is come out either at night or a Sunday to check, so easy. If this continues I will have no choice to call the police out." | Portion X | The Contractor has taken the following further mitigation measures for the reclamation works: (a) Mitigation Measures for Noise Nuisance: • Improvement of noise covers onto the generators / motors on barges; and • Increase frequency of applying lubricant to all moving parts and gear wheels of the working barges. (b) Mitigation Measures for Smoke Emission: • Increase frequency of maintenance and checking of engines on barges that may emit smoke; and • Installation/ replacement of smoke suppression device such as air filter, at engines where necessary. | Closed | - |
| COM-2012-010(1) | 06-Nov-2012 | - | <hzmbenquiry@hyd.gov.hk> | Environmental (Noise) | The complainant stated that lately work has started opposite Le Bleu Deux estate using barges. The work in process is generated high level of noise from powered tools used on those barges. Even if the noise was acceptable on weekdays during daytime, it is definitely creating nuisance to local resident at night (past 7pm) and on Sunday. Basically as 5 November 12 evening, he could not leave his window open as the level of noise prevent his baby to sleep and he could not even hear the TV in his flat, the noise coming from the site is higher than the sounds from my TV. He would like to know what measure you are planning to put in place to address this issue. He did not think that the current level of noise are acceptable past 7pm and on Sunday. | Portion X | - | Closed | - |
| COM-2012-010(2) | 15-Nov-2012 | - | <hzmbenquiry@hyd.gov.hk> | Environmental (Noise & air quality) | The noise can be very annoying, on days depending of the wind direction, you are making more noise than the plane taking off (I measured it myself), to give you an idea of the disturbance you are creating again. <i>I would also like to bring an other topic beside the noise. Since the beginning of the filling operation, very strong smell of exhaust pipe gas can be smelt in the residential area and I think this is a huge health concern for the local population. On certain days when the wind is blowing towards the residential areas, I have the feeling that there is a diesel engine running in my living room! I would like to know how you are planning to address this?</i> | Portion X | - | Closed | - |

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| COM-2012-010(3) | 15-Nov-2012 | - | EPD | Environmental (Noise, water quality & air quality) | The complainant has copied his reply from HyD dated 15 Nov 2012 to EPD and Health Department and he further complained on the following issues: • Noise nuisance generated by diesel engine; and • Smell of exhaust pipe gas in his residence; and • Suspected marine water pollution (see enclosed photo). The complainant also requested EPD to install noise and air quality monitoring at Le Bleu Deux estate. | WA6 Portion X | Noise from blowing horn from vessels and barges and Metallic Parts thrown on Ground • Reminded the Contractor to request the captains of the vessels and barges not blowing the horn except in case of emergency or prevention of ship collisions/serious safety matters; • The supervision teams would enhance their tight control on the vessels and barges working at that location, and monitor the situation and take corresponding actions; and • To enhance the work force of RSS to supervise each step of construction activities and the use of hand tools until the completion of the site office erection. Noise from Engines and Cranes of the Barges during Marine Operation • Installation of noise covers onto the generators / motors on all working barges; • Increase frequency of applying lubricant to all moving parts and gear wheels of the working barges to avoid generation of abnormal sound; and • Review of working hours for the reclamation works and switching off all unnecessary machinery and plants at night time and Sundays. Noise from power generators | Closed | - |
| COM-2012-010(4) | 19-Nov-2012 | 22:25 hrs. | EPD | Environmental (Air quality and Noise) | The complainant filed again a complaint for the strong exhaust pipe fumes smell coming for the construction site in Tung Chung tonight as well as the extremely high level of noise as at at 10:30 pm (19/11/12). | WA6 | • All generators shall be either screened or covered by adequate sound reducing materials; • All generators situated in front of Le Bleu Deux estate will be switched off at 19:00 hrs, except two generators will be kept running up to 22:00hrs and one generator will be kept running overnight for maintaining minimum power requirement; and • Arrangement with CLP Power HK Ltd (CLP) for the permanent power supply to the site offices has been chased in a matter of urgency. The use of power generators will be terminated in phase starting from 6 December 2012. Exhaust Fume Emission • Tight control on using the machine and generators in the vicinity of Le Bleu Deux estate; and • Closely monitor the frequency on engine cleansing and replacement of dust filter. Change of Sea Water in Yellow • The Contractor was reminded to move their vessels and barges at areas with adequate water depth as practically as possible. | | |
| COM-2012-010(5) | 24-Nov-2012 | 13:42 hrs. 13:49 hrs | EPD (cc to HyD) | Environmental (Air quality and Noise) | The noise is coming for the following sources: - power generator - engines from the barges used for marine operation - noise from the cranes use of the construction barges. - engine from the boat used to transport staff in and out - boats blowing their horn late in the evening and at night Gas emissions: - power generators - marine operation The complainant file again a complaint against the strong exhaust pipe emission flowing towards le Bleu Deux estate this afternoon 24/11/10 at 13:47. I can assure you that is it not "not that bad" whatever that means for you. And again strong noise of metallic parts being thrown on the ground. I thought you have already sorted out that problem according to your multiple replies to my complaints since July???" | WA6 | | | |
| | 25-Nov-2012 | 22:02 hrs. 22:08 hrs. | EPD (cc to HyD) | | A pictures taken this morning (25/11/12) around 9:30am-10am showing the water pollution in different area outside the floating barriers. At 21:56 hrs., boat used by the Highway Department against blew their horn repetitively at close proximity from the residential estate. | Portion X | | | |
| COM-2012-012(1) | 13-Nov-2012 | 22:27 hrs. | HyD | Environmental (Noise) | Once again your site continues to work late. The attached photo was taken at 10.15pm on Tuesday 13 Nov. The machinery used on the barges is very noisy. Why do you continue to work till 10pm and why do you work on a Sunday. Surely this is classified as a construction site for which you are in breach of various ordinances. An early reply is appreciated. | Portion X | The following further mitigation measures during the course of the reclamation works will be taken: • Installation of noise covers onto the generators / motors on all working barges; • Increase frequency of applying lubricant to all moving parts and gear wheels of the working barges to avoid generation of abnormal sound; and • Review of working hours for the reclamation works and switching off all unnecessary machinery and plants at nighttime and Sundays. | Closed | - |
| COM-2013-015 | 17-Jan-2013 | - | EPD | Environmental (Air) | The complainant raised that construction dust was arising from construction site of China State Construction Engineering (Hong Kong) Ltd near Siu Ho Wan Sewage Treatment Works due to insufficient dust suppression and inadequate wheel washing. | WA3 | The Contractor of HY/2011/03 would take the following actions with immediate effect • To ensure no loosed earth material exposed at the edges of eth stockpiled earth materials i.e. to prevent erosion by wind and water ; • To cover the stockpiled earth material by adequate tarpaulin; • To enhance the frequency of watering (3 times per day) onto existing haul road and other area as appropriate; and • To install a water sprinkler system to enhance the existing dust suppression measures once the water point is ready for water supply by WSD. | Closed | |

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| COM-2013-016 | 18-Jan-2013 | - | EPD | Environmental (Water) | The complainant advised that turbid water and concrete/cement has been arising from the Hong Kong-Zhuhai-Macao Bridge Hong Kong Projects to marine water. The complainant did not specify the source of the turbid water and concrete/cement. | N/A | - | Closed | - |
| COM-2013-018 | 02-Mar-2013 | - | HyD | Environmental (Noise) | The complainant advised that "It seems that the Contractor's cranes operating on the barges are again in need of bit of lubricant, as this evening i.e. 2 March 2013, the cranes are again polluting the neighborhood with intolerable noise." The complainant requested Mr. Ng from EPD to take note of this complaint and expected a detailed report. | Portion X | The Contractor has been reminded to continue the process of applying lubricant/ grease to all barges which are to be worked in the site area near Le Bleu Deux. | Closed | - |
| COM-2013-018 (2) | 04-Mar-2013 | - | EPD | Environmental (Noise) | The complainant complained that the cranes operating on the barges for the HZMB HK project generating squeak noise in the evening of 1 March 2013 causing an annoyance to him/her. | Portion X | The Contractor implemented the following measures : - Briefing given to the operator for the proper operation of marine vessels; - Keep adequate routine maintenance ; - Minimize the quantities of plant after 7pm ; & - Review the working hours of night time works and switch off all unnecessary machinery and plants at night time. | Closed | - |
| COM-2013-018 (3) | 13-Mar-2013 | - | HyD | Environmental (Noise) | The complainant asked what noise mitigation the Contractor was taking. The complainant pointed out that the noise in question was so strong that it woke up his baby girl. | Portion X | - | Closed | - |
| COM-2013-018 (4) | 22-Mar-2013 24-Mar-2013 | 14:19 hrs 10:28 hrs | HyD | Environmental (Noise) | The complainant complained that "the lifting appliance was operated gently and softly to keep the noise emission as low as possible" but the noise still woke up his baby. "Lubricant was regularly applied to smoothen all moving parts and gear wheels of the working barges" that did not seem to be the case at all. The complainant pointed that the crane operating at 10:27 hrs on 24 March 2012 needed lubricant. | Portion X | The Contractor will keep on closely monitoring the situation and carry out the necessary noise mitigation measures while barges are working in the site area nearby residential area. | Closed | - |
| COM-2013-018 (5) | 31-Mar-2013 1-Apr-2013 | 10:25 hrs 10:32 hrs | HyD | Environmental (Noise) | The complainant complained that noise emitted from a crane at 10:19 hrs. The complainant further complained that noise was generated from a barge at 07:30 hrs. | Portion Y | - | Closed | - |
| COM-2013-018 (6), (7) & (9) | 15-Apr-2013 | 15:41 hrs | EPD | Environmental (Noise) | The complainant complained that machinery noise generated from the construction site near Tung Chung Development Pier operating for the Hong Kong-Zhuhai-Macao Bridge Hong Kong during the normal working hours on 6 April 2013 and 13 April 2013 and the late evening of 10 April 2013 causing nuisance to public. | Portion X | The Contractor has been reminded to comply with CNP conditions for construction works undertaken during restricted hours. To minimize the potential noise impact during restricted hours and non-restricted hours, the Contractor has implemented the following additional measures: - Briefing given to the operator of the barges for proper operation of marine vessels; - Operating barge by experienced operators only; - Keeping adequate routine maintenance for barges e.g. application of lubricants into moving parts in order to minimize squeak noise; - Install noise covers onto noisy equipment where practicable. - Remind subcontractor only well-maintained plant should be operated on-site. - Minimized the quantities of plant used after 7pm as far as practicable; - Speed up of construction works in order to shorten the duration (days) of potential noise impact/nuisance to the surrounding environment; and - Regular review of working hours for night time works and switch off all unnecessary machinery and plants at night time. | Closed | - |

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| COM-2013-018 (11) | 28-Apr-2013 | 15:44 | EPD | Environmental (Noise) | The complainant complained that machinery noise generated from the reclamation site near Tung Chung Development Pier at around 22:00 of 28 April 2013 causing nuisance to public. | Portion X | The Contractor has been reminded to comply with CNP conditions for construction works undertaken during restricted hours. To minimize the potential noise impact during restricted hours, the Contractor has implemented the following additional measures: - Briefing given to the operator of the barges for proper operation of marine vessels; - Operating barge by experienced operators only; - Keeping adequate routine maintenance for barges e.g. application of lubricants into moving parts in order to avoid squeak noise; - Install noise covers onto noisy equipment where practicable. - Remind subcontractor only well-maintained plant should be operated on-site. - Speed up of construction works in order to shorten the duration (days) of potential noise impact/nuisance to the surrounding environment; and - Regular review of working hours for night time works and switch off all unnecessary machinery and plants at night time. | Closed | - |
| COM-2013-022 | 08-Apr-2013 | -- | EPD | Environmental (Water) | The complaint alleged that oil was dumped from various vessels operating for HZMB HK projects near Tung Chung Development Pier over the past few months. Photos were provided by the complainant. | Portion X | The Contractor has checked the photos provided by the complainant and confirmed that the vessels and boats shown in the photos do not belong to Contract No. HY/2011/03. As this complaint is not related to this Contract, no follow up action is required. The Contractor has reminded their subcontractors to implement the measures recommended in the Spill Response Plan (SRP) in case of accidental release of oils from vessel. | Closed | - |
| COM-2013-022(2) | 23-May-2013 | 09:15 hrs | EPD | Environmental (Water) | This complaint was a follow-up of a previous complaint received by EPD on 8 April 2013 regarding oil slicks caused by vessels. It was alleged that oil was still being dumped from various vessels operating for HZMB HK projects near Tung Chung Development Pier over the past few months. On the other hand, the complainant would | Portion X | The Contractor has reminded their subcontractors to implement the measures recommended in the Spill Response Plan in case of accidental release of oils from vessel and handle the chemical waste (waste oil) in accordance with the requirements provided in the EM&A Manual. | Closed | - |
| COM-2013-023 | 02-May-2013 | -- | HyD | Environmental (Noise) | The complainant alleged that there were metal parts dropped on the ground creating noise at 12:58 on 1 May 2013 | WA6 | If there are metal handling works, the Contractor will not carry out the metal handling works in early morning in order to minimize potential noise disturbance as far as practicable in future. | Closed | - |
| COM-2013-024 | 23-May-2013 | 09:50 hrs | EPD | Environmental (Noise) | A complaint was received on 23 May 2013 regarding noise generated from dropping metal parts on numerous occasion on the pier opposite Le Blau Deux at around 08:45 to 10:00 hrs of 18 May 2013 and loading/unloading activities creating noise disturbance by the contractor of HY/2011/03. | WA6 | If there are metal handling works, the Contractor will not carry out the metal handling works in early morning in order to minimize potential noise disturbance as far as practicable in future. | Closed | - |
| COM-2013-027 | 29-Jun-2013 | 10:02 hrs | RSS | Environmental (Noise) | A complaint was received on 29 June 2013 regarding noise generated from the works area near the site office (WA6) around 10:00 hrs on 29 June 2013 | WA6 | The Contractor was recommended to minimize the potential noise impacts generated from the construction sites as far as practicable in future. | Closed | - |
| COM-2013-033 | 13-Sep-2013 | Around 22:00 hrs | RSS | Environmental (Noise) | A complaint was received regarding the noise nuisance from barge at about 22:20 hrs on 13 September 2013 and 02:30 hrs on 14 September 2013. | Portion X | The Contractor has been reminded to comply with CNP conditions for construction works undertaken during restricted hours. To minimize the potential noise impact during restricted hours, the Contractor has implemented the following additional measures: - Minimized the quantities of plant used after 7pm as far as practicable; and - Regular review of working hours for night time works and switch off all unnecessary machinery and plants at night time. | Closed | - |
| COM-2013-034 | 17-Sep-2013 | -- | HyD | Environmental (Noise) | A complaint was received on 17 September 2013 regarding the noise nuisance from tree transplanting activities in the morning of 14 September 2013. | Portion Y | The Contractor has been reminded to comply with CNP conditions for construction works undertaken during restricted hours. To minimize the potential noise impact during restricted hours, the Contractor has implemented the following additional measures: - Minimized the quantities of plant used after 7pm as far as practicable; and - Regular review of working hours for night time works and switch off all unnecessary machinery and plants at night time. | Closed | - |

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| COM-2013-037 | 8-Oct-2013 9-Oct-2013 16-Oct-2013 | -- | Supervising Officer's Representative | Environmental (Noise) | The complainant complained the noise from barge operation from 21:30 to 22:30 hrs on 4 October 2013. The complainant complained that several loud bangs were heard starting from 21:00 hrs on 7 October 2013. The complainant complained that it was very noisy at the noon of 14 October 2013. | Portion X | The Contractor has been reminded to comply with CNP conditions for construction works undertaken during restricted hours. To minimize the potential noise impact during restricted hours, the Contractor has implemented the following additional measures: -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 plants during restricted hours. | Closed | - |
| COM-2013-041 | 31-Oct-2013 | 21:52 hrs | EPD | Environmental (Noise) | A complaint was received on 31 October 2013 regarding the noise generated from a barge being moved by a tug boat in the morning of 31 October 2013 (around 05:55). | N/A | The Contractor has been reminded to comply with CNP conditions for construction works undertaken during restricted hours. To minimize the potential noise impact during restricted hours, the Contractor has implemented the following additional measures: - 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 plants during the night-time and early morning period (7pm to 7am). | Closed | - |
| COM-2013-043 | 11-Nov-2013 | -- | EPD | Environmental (Noise) | A complaint was received on 11 November 2013 regarding a barge moving through the southern channel of HyD's construction site after 23:00 hrs on 8 November 2013. | Portion X | The Contractor has been reminded to comply with CNP conditions for construction works undertaken during restricted hours. To minimize the potential noise impact during restricted hours, the Contractor has implemented the following additional measures: - 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 plants during restricted hours. | Closed | - |
| COM-2013-045 | 27-Dec-2013 | -- | HyD | Environmental (Noise) | A complaint was received on 27 December 2013 regarding barges operating at the south channel of Portion X in the afternoon of 26 December 2013. | Portion X | The Contractor has been reminded to comply with CNP conditions for construction works undertaken during restricted hours. To minimize the potential noise impact during restricted hours, the Contractor has implemented the following additional measures: - 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 plants during restricted hours. | Closed | - |
| COM-2014-046 | 16-Jan-2014 | 17:22 hrs | HyD | Environmental (Air Quality) | A complaint was received on 16 January 2014 regarding heavy exhausts generated at around 8 a.m. and 10 a.m. over past few months and or even midnight. | N/A | The Contractor has implemented the following measure to minimize exhaust fumes generated from machinery: - Maintenance for the all machinery regularly. | Closed | - |
| COM-2014-048 | 18-Jan-2014 | -- | EPD | Environmental (Other: Blackish mud) | A complaint was received on 18 January 2014 regarding blackish mud along the edge of the construction site of Hong Kong-Zhuhai-Macao Bridge Hong Kong Project near the airport in the morning of 18 January 2014. | Portion X | Based on the investigation results, it is considered that the blackish mud raised in the complaint was not related to HKLR03 Contract. In this case, no follow up action is required. | Closed | - |
| COM-2014-050 | 24-Mar-2014 | -- | EPD | Environmental (Other: Dredged Marine Sediment) | A complaint was received by EPD on 24 March 2014. The complainant advised that there was dredged material found being mixed with soil in the construction site of Hong Kong-Zhuhai-Macao Bridge Hong Kong Link Road Project in the vicinity of CAD headquarters and transported out of the site. The complainant suspected that there was improper disposal of dredged marine sediment. | Portion X | Based on the investigation results, it is considered that the complaint is invalid. In this case, no follow up action is required. | Closed | - |
| COM-2014-051 | 29-Apr-2014 | -- | SOR | Environmental (Noise) | A complaint was received on 29 April 2014 regarding loud bang coming from the site at 21:37 hrs on 28 April 2014. | Portion X | Based on the Contractor's site diary and our investigation, no non-compliance was identified. | Closed | - |
| COM-2014-052 | 02-May-2014 | -- | EPD | Environmental (Noise) | A complaint was received by EPD on 1 May 2014. The complainant advised that there was noise nuisance arising during the evening of 1 May 2014. | Portion X | The Contractor has been reminded to comply with CNP conditions for construction works undertaken during restricted hours. To minimize the potential noise impact during restricted hours, the Contractor has implemented the following additional measures: - 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 | - |