

**Appendix L
Cumulative Statistics on Complaints, Notification of Summons and Successful Prosecutions**

	Date received	Subject	Status	Total no. received in this month	Total no. received since project commencement
Environmental complaints	1 November 2018 (Referred by the Contractor on 21 November 2018)	<p>Environmental Complaint No: EC-004-CKRKTW20181121_01_C009</p> <p><u>Details of Complaint:</u> A complaint (EPD ref.: 18-30023) was received by Environmental Protection Department on 01 November 2018. The complaint was referred by the Contractor on 21 November 2018. The complaint concerned about general construction noise from the site at San Ma Tau Street, Ma Tau Kok, Kowloon and ensure the work fulfill the relevant environmental legislation and take necessary measures to reduce the nuisance.</p> <p><u>Details of Investigation and findings:</u> According to the information provided by the Contractor, the construction activities on 01 November 2018 were relocation of water filled barrier, hole coring for corbel at Vehicular Ferry, site clearance at new bus stop for Temporary Traffic Management stage 5 and drilling activity.</p> <p>Mitigation measure for the noise nuisance source were implemented by Contractor, such as the acoustic sheet deployed for engine of the construction equipment during the observation of weekly site inspection on 31 October 2018 and 07 November 2018.</p> <p>It is considered that the potential source of noise nuisances from the site was minimized by the proper mitigation measure. In conclusion, the noise nuisance in this case was considered to be not project related. However, the mitigation measures should be reviewed daily before commencement of and during construction.</p> <p>The investigation report was finalized on 28 November 2018.</p>	Closed	2	5

	Date received	Subject	Status	Total no. received in this month	Total no. received since project commencement
	5 November 2018 (Referred by the Contractor on 21 November 2018)	<p>Environmental Complaint No: EC-005-CKRKTW20181121_01_C010</p> <p><u>Details of Complaint:</u> A complaint (EPD ref.: 18-30337) was received by Environmental Protection Department on 05 November 2018. The complaint was referred by the Contractor on 21 November 2018. The complaint concerned about dust from grinding work for construction site of Central Kowloon Route at Kowloon City Bus Terminus, Ma Tau Kok, Kowloon and ensure the work fulfill the relevant environmental legislation and take necessary measures to prevent the nuisance.</p> <p><u>Details of Investigation and findings:</u> According to the information provided by the Contractor, the construction activities on 05 November 2018 were Installation of panel for water filled barrier, hole coring for corbel at Vehicular Ferry Pier, modification of Tactile near Lucky Building and drilling activity.</p> <p>Mitigation measure for the potential air nuisance source were implemented by Contractor, such as proper cover was provided on the stockpiles and the water spraying was provided regularly and most of the surface at Ma Tau Kok was paved during the observation of weekly site inspection on 07 November 2018.</p> <p>It is considered that the potential source of air nuisances from the site was minimized by the proper mitigation measure. In conclusion, the air nuisance in this case was considered to be not project related. However, the mitigation measures should be reviewed daily before commencement of and during construction.</p> <p>The investigation report was finalized on 28 November 2018.</p>			
Notification of summons	--	--	--	0	0
Successful prosecutions	--	--	--	0	0