

# Appendix E

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Cumulative Statistics on  
Exceedances, Complaints,  
Notifications of Summons and  
Successful Prosecutions

**Table E-1 Environmental Complaints Log**

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
EC184_CKRCT20240217_766	17 February 2024	The Contractor's Hotline	The Contractor & Engineer	Nighttime Noise	<p>A complaint was received on 17 February 2024 from resident of Grand Waterfront. The complainant complained about the noise nuisance from the work at Ma Tau Kok Site at nighttime.</p> <p>Based on the information from the Contractor, the complainant concerned noise nuisance during the complaint period was breaking works in the tunnel area, which was confirmed to comply with CNP (GW-RE0137-24).</p> <p>To minimize the noise nuisance, the Contractor would ensure the noise enclosure to be closed properly during the breaking works in the tunnel area. Site work activities would be monitored and supervised by Resident Site Staff (RSS).</p> <p>The Contractor was suggested to carry out noise monitoring at the sensitive receiver while conducting tunneling works if necessary.</p>	Investigation report was finalized on 12th March 2024.

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
EC185_CKRCT20240220_767	20 February 2024	1823	The Contractor & Engineer	Daytime and Nighttime Noise	<p>The Contractor was referred a complaint from 1823 on 20 February 2024. The complainant complained about the noise nuisance from the works at Sheung Lok Street carriageway. The complainant requested for rectification.</p> <p>According to the information provided by the Contractor, Highways Department explained to the complainant that the noise was caused by transporting construction materials to the underground tunnel. All on site concreting work has been completed and the construction site near Sheung Lok Street stopped operation on 24th February 2024.</p>	Investigation report was finalized on 9th April 2024.
EC186_CKRCT20240226_768	26 February 2024	1823	The Contractor & Engineer	Nighttime Noise	<p>The Contractor was referred a complaint from 1823 on 26 February 2024. The complainant complained about the noise nuisance from the works at Fat Kwong Street carriageway outside Ho Man Tin Estate.</p> <p>Based on the information from the</p>	Investigation report was finalized on 9th April 2024.

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>Contractor, the noise nuisance originated from the road reinstalment work during 22nd and 23rd February 2024. This activity was confirmed to comply with CNP (GW-RE0123-24). Breaking works were carried out within acoustic enclosure, which complied with the requirement of CNP (GW-RE0123-24).</p> <p>The road reinstalment work was completed on 23rd February 2024. There was no action to be taken by the Contractor.</p>	
EC187_CKRCT20240228_769	28 February 2024	The Contractor's Hotline	The Contractor & Engineer	Nighttime Noise	A complaint was received on 28 February 2024. The complainant complained that concrete truck loading was still carried out at 7:55pm.	Under investigation and the investigation results will be reported in the subsequent Monthly EM&A Report.

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
EC188_CKRCT20240304_770	4 <sup>th</sup> March 2024	1823	The Contractor & Engineer	Overflow of sewage	Complaints were referred from 1823 hotline to the Contractor on 4th and 5th March 2024 about overflow of sewage near the taxi stand at San Ma Tau Street.	Under investigation and the investigation results will be reported in the subsequent Monthly EM&A Report.
EC190_CKRCT20240305_772	5 <sup>th</sup> March 2024	Email referral from EPD	The Contractor & Engineer	Malodour from Concrete Truck	<p>A complaint was referred from EPD to Contractor on 5 March 2024. The complainant complained about the smell of exhaust gas emitted by heavy vehicles exiting from Yau Ma Tei construction site at about 8 p.m. on 4 March 2024. EPD requested for an investigation.</p> <p>Based on the information provided by the Contractor, construction works being carried out during the complaint period was concreting. There may be trucks transporting concrete away from the construction site. However, it is unavoidable to open the curtain door of the enclosure allowing the ingress or</p>	Investigation report was finalized on 19 <sup>th</sup> March 2024.

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					<p>gress for the concrete truck.</p> <p>According to the information provided by the Contractor, the model of their concrete truck is HOWO-T7H of SINOTRUK with an engine fulfilled the emission standard of EURO VI, which complies with Air Pollution Control (Vehicle Design Standards) (Emission) Regulations and was fueled with Ultra-low-sulfur-diesel (ULSD). It was also confirmed that examination and maintenance of construction vehicles had been conducted regularly.</p> <p>The Contractor will allow only one concrete truck operating at surface each time in order to minimize occurrence of similar issues.</p>	
EC189_CKRCT20240327_775	27 <sup>th</sup> March 2024	Contractor Hotline	The Contractor & Engineer	Nighttime Noise	A complainant lived in Prosperous Garden complained about 6-7 cement mixer trucks were parking along Public Square Street near Prosperous Garden with the mixer drum in operation, which generated noise and causing disturbance to the	Under investigation and the investigation results will be reported in the

Complaint Log No.	Date of Complaint	Received From	Received By	Nature of Complaint	Investigation/Mitigation Action	Status
					residents.	subsequent Monthly EM&A Report.

**Table E-2 Cumulative Statistics on Complaints, Notifications of Summons and Successful Prosecutions and Public Engagement Activities**

Reporting Period	Complaints	Notifications of Summons and Prosecutions	Public Engagement Activities
This Month	3	0	0
Cumulative Project-to-Date	191	0	0

**Table E-3 Cumulative Statistics on Monitoring Exceedance**

Monitoring Parameter	Month/Year	No. of Exceedance	
		Action	Limit
1-hour TSP	No. of Exceedance This Month	0	0
	Cumulative Project-to-Date	0	0
24-hour TSP	No. of Exceedance This Month	0	0
	Cumulative Project-to-Date	0	0
Noise (LAeq (30min))	No. of Exceedance This Month	1	0
	Cumulative Project-to-Date	154	0

**Note:**

No construction noise monitoring was conducted in the reporting month as the site had been handed over to Contract No. HY/2019/13 on 30 December 2023. Impact monitoring at M-A3/ M-N3 has been conducted by Environmental Team (HY/2019/13) since January 2024. The monitoring results at M-A3 and M-N3 are presented in the monthly EM&A Report prepared by Contract No. HY/2019/13.