



Environmental Complaints Log

Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
100321a	21/3/2010	ICC Case no. 1-224618029, Ms. Tsang	Location near Tin Hau	Complaint regarding the loud noise and dark smoke in the course of dredging works on 21 March 2010 (Sunday).	<ol style="list-style-type: none">1) A valid Construction Noise Permit no. GW-RS0119-10 was granted from EPD since 18th Feb. 2010 for the dredging works which carry out at area for North Point Reclamation.2) Officer from Marine Department, Police and EPD's officer attended the scene for inspection and investigation.3) The Contractor (CHEC-CRBC JV) strictly comply all the conditions in CNP and take all mitigation measures in order to minimize the potential impacts to surrounding sensitive receivers. A formal letter was issued out by CHEC-CRBC JV and to explain the status of the recent construction activities.4) No limit level exceedance was recorded on the noise measurement during day time and evening time noise measurement on 23 March 2010. Additional restrict hours noise monitoring at Causeway Bay Community and City Garden was conducted on 5 April 2010 (Public Holiday). No limit level exceedance was recorded in the monitoring.5) No further complaints were received from Mr. Tsang in the reporting month. The complaint is considered closed.	Closed
100321b	21/3/2010	Unknown	Near the eastern breakwater of the Causeway Bay Typhoon Shelter	A public complaint and enquiry regarding loud noises emanated from dredging activities on 21/3/2010 (Sunday) until 2220 hours and between 1920-1946 hours in the evening of 22 March 2010(Monday).	<ol style="list-style-type: none">1) A valid Construction Noise Permit no. GW-RS0119-10 was granted from EPD since 18th Feb. 2010 for the dredging works at area for North Point Reclamation during general holidays including Sunday between 0700-2300 hours and any day not being a general holiday between 1900-2300hours. It is complied with the condition of CNP.2) Officer from Marine Department, Polic and EPD's officer attended the scene for inspection and investigation.3) No limit level exceedance was recorded on the noise measurement during day time and evening time noise measurement on 23 March 2010. Additional restrict hours noise monitoring at Causeway Bay Community and City Garden was conducted on 5 April 2010 (Public	Closed



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					Holiday). No limit level exceedance was recorded in the monitoring. 4) No further complaints were received in the reporting month. The complaint is considered closed.	
100504	4/5/2010	Public complainant received by ICC (ICC case: 1-233384048)	Watson Road	Complaint on the noise nuisance due to the large scale of dredging machine (face to Island East Corridor) in particular the hours 1900 to 0800 and request to reduce the noise level.	1) Contractor for HY/2009/11 was granted valid Construction Noise Permit no. GW-RS0119-10 for their dredging works. Contractor has implemented mitigation measures to reduce the working hour not later than 2230. 2) According to RSS 's record, no more daytime and night time dredging since the departure of the split hopper barge from the workplace on 29 April 2010 at 1900 hrs to 5 May 2010. 3) No further complaints were received in the reporting month. The complaint is considered closed.	Closed
100731	31/7/2010	Mr. Lee received by ICC (CC Case: 1-250702681)	Oil Street to Watson Road	Complaint on the noise nuisance due to the dredging works. Three construction plants were operated concurrently.	1) Contractor for HY/2009/11 was granted valid Construction Noise Permit no. GW-RS0371-10 for their dredging works. 2) There was only 1 grab dredger operated by Contractor within NPR project site area for dredging works. 3) No noise exceedance was recorded at noise monitoring station at Victoria Centre on 27 July and 3 August 2010 during daytime and evening time period. 4) It is considered as invalid from the EP and CNP point of view.	Closed
100812	12/8/2010	Mr. Wong, Harbour Heights (Management) Ltd.	Harbour Heights	Management office received their resident complained on the noise nuisance from the dredging works at the marine works area adjacent to the Harbour Height during the period from 0700 to 2200.	1) Contractor for HY/2009/11 was granted valid Construction Noise Permit no. GW-RS0371-10 for their dredging works. Contractor has implemented mitigation measures to reduce the working hour not later than 2230. 2) No noise exceedance was recorded at noise monitoring station at Victoria Centre on 10 and 17 August 2010 during daytime and evening time period. 3) It is considered as invalid complaint. No further complaints were received in the reporting month. The complaint is considered closed.	Closed



Complaint Log No.	Date of Complaint	Received From and Received By	Location of Complainant	Nature of Complaint	Outcome	Status
101108	8/11/2010	Mr. Peter Nip received by ICC (CC Case)	Sai Wan Ho	Visual concern around the seaside silt screen outside the WSD freshwater intake pump at Sai Wan Ho (Monitoring station ref no.. WSD15)	<ol style="list-style-type: none">1) Contractor for HY/2009/11 has been regular checked of condition and removal of trapped rubbish before the dismantling of the floating silt screen to be replaced by wall mount silt screen.2) Follow-up action had been immediately carried out to check and clear the floating refuse around the seaside silt screen after receipt of the complaint.3) Removal of seaside silt screen outside the WSD freshwater intake (WSD15) by contractor HY/2009/11 was checked and confirmed dated 9 November 2010. Silt screen has been deployed into the existing steel frame at WSD15 for the protection of WSD salt water intake.	Closed
101110	10/11/2010	Mr. Wong, Harbour Heights (Management) Ltd.	Harbour Heights	Management office received their resident complained on the noise nuisance from the power mechanical equipment during the 0700 to 2200hrs	<ol style="list-style-type: none">1) Contractor for HY/2009/11 was granted valid Construction Noise Permit no. GW-RS0870-10 for their dredging works during evening time. Contractor has implemented mitigation measures to reduce the working hour not later than 2230.2) No noise exceedance was recorded at noise monitoring station at Victoria Centre on 4 and 10 November 2010 during daytime and evening time period.3) It is considered as invalid complaint. No further complaints were received in the reporting month. The complaint is considered closed.	Closed