

APPENDIX M
COMPLAINT LOG

Appendix M - Complaint Log

Reporting month: November 2025

Complaint Log Ref.	EPD Log Ref.	Location	Received Date	Details of Complaint	Investigation/ Mitigation Action Status	Status
C001	N07/RN/00020836-23	Kong Nga Po Road (Lamp post GD0470)	29-Aug-23	The complainant alleged that the general construction noise except renovation (within Restricted Hours) from at Kong Nga Po Road (Lamp post GD0470), and commented that "晚上八九點地盤有噪音有人工作". The work sites under complaint are adjacent to the captioned Designated Project area.	Record of Site Investigation Refer to the public complaint which was no mention the certain time, based on daily record provided, CSJV was confirmed that the working period on 26, 27 & 28 Aug 2023 and the working hours were within the approved restricted hour. The equipment applied on the mentioned periods were listed in the Group D of the CNP No. GW-RN0882-23 (Effective date from 24/08/2023 to 23/11/2023) According to the written reply, the Contractor has implemented both the notification of the neighborhood on the schedule of night works and erect noise barriers to screen noisy works for neighborhood. Please be advised that the Contractor is strictly adhering to the conditions of the construction noise permit.	Closed
C002	N07/RN/00029993-23	The river(s) near the San Uk Ling Holding Centre	14-Dec-23	The complainant alleged that the river(s) near the San Uk Ling Holding Centre has recently had a large amount of soil/muddy water. (新屋嶺扣留中心附近的河流，近日有大量黃泥水)	Record of Site Investigation In reference to the public complaint, it has been noted that the complainant did not provide a precise description of the river(s) location adjacent to the San Uk Ling Holding Centre, where there has been a recent influx of soil-laden water. EPD officers carried out site inspection on 15/12/2023 at 11:20 –12:00. EPD officers checked the U-channels, catchpits and wastewater treatment facility at WTF. No water including muddy water was discharged from Construction sites to the drainage. The Contractor has checked the drainage and wastewater treatment facilities at WTF and SOTF, which is near the complaint area. No water was discharged from the above locations. Advice: For the Contractor: 1)The Contractor strictly complies with the	Closed

					requirements of relevant environmental ordinances and EM&A Manual. 2)The promotional flyer contains a Community Liaison Hotline: 9790 2879 that can be placed in residents' mailboxes, so they can directly contact you to resolve environmental issues. For EPD officer: 1)Please consider that the Community Liaison Hotline: 9790 2879 will be provided for the complainant to directly contact the Contractor to resolve environmental issues. 2) Please consider encouraging the complainant to provide more accurate and detailed information to facilitate our follow-up efforts.	
C003		Soil/muddy water from San Uk Leng at Man Kam To Road near Designated Project of the Police Facilities in Kong Nga Po, near San Uk Leng at Man Kam To Road	7-Apr.-2024	The complainant alleged in Chinese, as shown below: 1)4月6日下午約一點下了一場雨，但到7號已過一天，河水還是泥黃色 2)投訴人表示為上水新屋嶺附近居民，在新屋嶺練靶場附近有一政府地盤，由中國建築進行有關政府機動步隊的工程。投訴人表示建築公司沒有一個妥善的排污系統，把地盤所產生的黃泥水直接排在新屋嶺或經新屋嶺排走，導致黃泥水經引水道流入新屋嶺及新屋嶺漁塘，嚴重影響附近居民，現要求有關部門盡快跟進及處理。	Record of Site Investigation Based on a complaint investigation conducted by the Contractor, no muddy water was found discharged from the site. Mitigation measures have been strengthened by plugging off the last manholes of the site. According to the document provided, the improvement measures implemented by the Contractor include the following: 1) Manhole SMH-0503 was plugged off, 2) Water pump was placed in the manhole to pump wastewater, if any, to the wastewater treatment facilities, 3) Manhole SMH-1305 was plugged off, and 4) Water pump was placed in the manhole to pump wastewater, if any, to the wastewater treatment facilities.	Closed

Cumulative Complaint Log

Complaint Log Reporting Period	Total no. of Complaint Received
This reporting month	0
From 1st April 2023 to end of the reporting month	3