

Appendix J

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	22 November 2024	<p>Environmental Complaint No.: EC-074</p> <p>Details of Complaints: The Complaint case EC-074 was received CLC Hotline on 22 November 2024. and referred by the Contractor on 4 December 2024.</p> <p>The complaint related to the air (odour) is described as follows:</p> <ul style="list-style-type: none"> - - Complaint of odour from De-sludge tanker at Ma Tau Kok. <p>Details of Investigation and findings:</p> <ul style="list-style-type: none"> - As reported by the Contractor, three Desludge Points are located in the Central Kowloon Route liaison Centre and MTK site office. - The desludge tanker provides service for three (3) times per week. Before the complaint was received, the parking area for the desludge tanker was originally located at Long Yuet Street, which is near public area. - After receiving the complaint, one of the mitigation measures implemented by the contractor was to rearrange the parking area for the desludge tanker. The new parking area is located within the boundary of the Central Kowloon Route Liaison Centre to maintain distance from the public. - Regarding the at-source odour from the desludge tanker, the contractor also added deodorizer to the odour filter in the desludge tanker to reduce the odour. <p>Conclusion:</p> <ul style="list-style-type: none"> - The complaint regarding odour from De-sludge tanker was received via CLC Hotline on 22 November 2024, and referred by Contractor on 4 December 2024. - Mitigation measures were implemented properly by the Contractor to minimize the odour nuisance from the desludge works to public. <p>Recommendations:</p> <ul style="list-style-type: none"> - Ensure all construction activities carried are compliance with the requirements of the EIAO; - -Recommended increasing the frequency of adding deodorizer to the desludge tankers; - Keep communication channels available and maintain the relationships with the nearby stakeholders. 	Closed	1	74
Notification of summons	--	--	--	0	0
Successful prosecutions	--	--	--	0	0