

Complaint Log on Reporting Month (September 2024)

Log Ref.	Location	Received Date	Details of Complaint/warning/summon and prosecution	Investigation/Mitigation Action	Status
EC007_CKRB EM20240807_008	HVB	7 August 2024	A complaint was received from 1823 on 7 August 2024 regarding water leakage to the storm drains	The channel was cleaned up and repaired. No leakage events have been observed at the reported location.	EPD have no further comment. The complainant has a follow-up comment on 13 September 2024.
		13 September 2024	A follow-up comment from the complainant was received regarding the odour of sewage and water discharge.	The Contractor has implemented the mitigation measure, including providing deodorant, re-scheduling of faecal suction, and cleaning up the channel in low-lying areas	EPD and the complainant have no further comment.

Remarks: No environmental warning/summon and prosecution were received in the reporting period.

Cumulative Statistics on Complaints, Notifications of Summons and Successful Prosecutions and Public Engagement Activities

Reporting Period	Site Location	Frequency	Cumulative	Details
September 2024	Kai Tak East	Environmental Complaint Statistics		
		0	3	N/A
		Environmental Non-compliance Statistic		
		0	0	N/A
		Environmental Summon and Prosecution Statistic		
		0	0	N/A
	Yau Ma Tei West	Environmental Complaint Statistics		
		0	0	N/A
		Environmental Non-compliance Statistic		
		0	0	N/A
		Environmental Summon and Prosecution Statistic		
	Ho Man Tin	Environmental Complaint Statistics		
		0	4	EC007_CKRBEM20240807_008
		Environmental Non-compliance Statistic		
		0	0	N/A
Environmental Summon and Prosecution Statistic				
		0	0	N/A