

Complaint Logs

Log Ref.	Location	Received Date	Details of Complaint	Investigation / Mitigation Action	Status
001	Wan Po Road near TVB City	27 March 2006	A complaint was received by EPD on 27 March 2006, concerning the dust and debris on Wan Po Road near TVB City Caused by dump trucks from CEDD site.	<p>In response to the complaint, EPD, RE and Contractor had taken a joint site investigation on 27 March 2006. During this joint site investigation, the performance of the wheel washing facilities was found satisfactory in cleaning the wheels of outgoing dump trucks. Besides, the area where vehicle washing takes place and the section of the road between the washing facilities and the exit point was paved with concrete. It is no evidence to show the complaint was not related to the Fill Bank and it is believed that traffic other than Fill Bank (such as dump trucks from the Construction Waste Sorting Facility) deposited the mud and debris to road surface as they travel through Wan Po Road.</p> <p>Although the complaint was not related to the operation of Fill Bank, some mitigation measures has been taken by the Contractor to maintain the haul road and Public road:</p> <ul style="list-style-type: none"> • The Contractor arranged water lorries to carry out ad-hoc additional washings on the section of Wan Po Road as well as the access road concerned during and after the joint site visit; • The Contractor arranged road sweeper to carry out routine cleaning the haul road and the public roads outside the Fill Bank including the section of Wan Po Road nearby TVB City; • All dump trucks and other vehicle were washed and removed all dusty materials from its body and wheels through wheel washing facilities before leaving the Fill Bank; and • Main haul road was sprayed with water by using mist-spraying system to maintain the road surface wet. <p>From ET's weekly site inspection on 30 March 2006, it was noted that no dust and debris were observed on the Wan Po Road. The haul road and public road near the exit point were found wet and clean (Appendix C). Wheel washing facilities were operated properly and all dump trucks and other outgoing vehicles were washed by passing through the wheel washing facilities before leaving the Fill Bank. No violation relating depositing of debris and mud on road surface was observed during the site inspection. Hence, it was believed that the complaint was not related to the operation of Fill Bank and no further action was required to be implemented.</p>	Closed