

Complaint Log

Log Ref.	Location	Received Date	Details of Complaint	Investigation / Mitigation Action	Status
001	Lung Mun Road near Tuen Mun Area 38 Fill Bank	18 May 2015 (15:24)	One complaint received on 18 May 2015 (15:24), which was forwarded to ET on 09 July 2015, from public against the sand and debris dropped from the dump trucks and deposited on the road surface at the Lung Mun Road from River Trade Terminal to Eco Park.	Refer to the ET site investigation on 09 July 2015, the condition on Lung Mun Road was found improved. Details of Action(s) Taken by the Contactor 1. Regular water spraying by water lorries is provided for dust suppression on Lung Mun Road of the Fill Bank; 2. Regular cleaning on Lung Mun Road and the access road at the site exit by road sweeper to remove mud and gravel is arranged four times on each working day; 3. Mist spraying systems and automatic wheel washing facilities at the site entrance are operated properly; 4. Site vehicles are washed to remove any dusty materials from their bodies and wheels by using high pressure water jet manually at the entrance of work site before leaving; 5. All dusty material is sprayed with water prior to loading, unloading or transfer so as to maintain the material wet; 6. Site vehicle for transporting materials are covered properly by using clean tarpaulin sheets; 7. Regular cleaning at the site haul road is provided to minimize the fugitive dust emission.	Closed
002	Lung Mun Road near Tuen Mun Area 38 Fill Bank	20 May 2015 (14:29)	One complaint received on 20 May 2015 (14:29), which was forwarded to ET on 09 July 2015, from public against the sand and debris dropped from the dump trucks and deposited on the road surface at the Lung Mun Road from River Trade Terminal to Eco Park on 19 May 2015.		Closed
003	Lung Mun Road near Tuen Mun Area 38 Fill Bank	20 May 2015 (14:30)	One complaint received on 20 May 2015 (14:30), which was forwarded to ET on 09 July 2015, from public against the sand and debris dropped from the dump trucks and deposited on the road surface at the Lung Mun Road from River Trade Terminal to Eco Park.		Closed
004	Lung Mun Road near Tuen Mun Area 38 Fill Bank	21 May 2015 (11:28)	One complaint received on 21 May 2015 (11:28), which was forwarded to ET on 09 July 2015, from public against the sand and debris dropped from the dump trucks and deposited on the road surface at the Lung Mun Road from River Trade Terminal to Eco Park.		Closed
005	Lung Mun Road near Tuen Mun Area 38 Fill Bank	13 June 2015 (17:57)	One complaint received on 13 June 2015 (17:57), which was forwarded to ET on 09 July 2015, from public against the sand and debris dropped from the dump trucks and deposited on the road surface at the Lung Mun Road near Tuen Mun Area 38.		Closed

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006	Lung Mun Road near Tuen Mun Area 38 Fill Bank	02 July 2015 (15:29)	One complaint received on 02 July 2015 (15:29), which was forwarded to ET on 13 July 2015, from public against the rocks and debris dropped from the dump trucks and deposited on the road surface at the Lung Mun Road from River Trade Terminal to Fill Bank.	<p>Refer to the ET site investigation on 09 July 2015, the condition on Lung Mun Road was found improved.</p> <p>Details of Action(s) Taken by the Contactor:</p> <ol style="list-style-type: none"> Regular cleaning on Lung Mun Road and the access road at the site exit by road sweeper to remove mud and gravel is arranged four times on each working day; Site vehicles are washed to remove any dusty materials from their bodies and wheels by using high pressure water jet manually at the entrance of work site before leaving; Site vehicle for transporting materials are covered properly by using clean tarpaulin sheets. 	Closed
007	Lung Mun Road from River Trade Terminal to Tuen Mun Area 38 Fill Bank	22 July 2015 (15:55)	One complaint received on 22 July 2015 (15:55), which was forwarded to ET on 31 July 2015, from public (Case # 2-1179958890) against the mud and debris dropped from the dump trucks and deposited on the road surface at the Lung Mun Road from River Trade Terminal to Fill Bank.	<p>Refer to the ET site investigation on 01 August 2015, the condition on Lung Mun Road was found improved. (Photos on ET follow-up investigation at TM38 on 01 August 2015).</p> <p>Details of Action(s) Taken by the Contactor:</p> <ol style="list-style-type: none"> Site vehicles are washed to remove any dusty materials from their bodies and wheels by using high pressure water jet manually at the entrance of work site before leaving; Mist spraying systems and automatic wheel washing facilities at the site entrance are operated properly; Regular water spraying by water lorries is provided for dust suppression on Lung Mun Road of the Fill Bank; Regular cleaning on Lung Mun Road and the access road at the site exit by road sweeper to remove mud and gravel is arranged four times on each working day; Site vehicle for transporting materials are covered properly by using clean tarpaulin sheets. 	Closed
008	Lung Mun Road near site entrance of Tuen Mun Area 38 Fill Bank	23 July 2015 (14:51)	One complaint received on 23 July 2015 (14:51), which was forwarded to ET on 31 July 2015, from public (Case # 2-1182938384) against the rocks and debris dropped from the dump trucks and deposited on the road surface at the Lung Mun Road from River Trade Terminal to Fill Bank.	<p>Details of Action(s) Taken by the Contactor:</p> <ol style="list-style-type: none"> Site vehicles are washed to remove any dusty materials from their bodies and wheels by using high pressure water jet manually at the entrance of work site before leaving; Mist spraying systems and automatic wheel washing facilities at the site entrance are operated properly; Regular water spraying by water lorries is provided for dust suppression on Lung Mun Road of the Fill Bank; Regular cleaning on Lung Mun Road and the access road at the site exit by road sweeper to remove mud and gravel is arranged four times on each working day; Site vehicle for transporting materials are covered properly by using clean tarpaulin sheets. 	Closed
009	Lung Kwu Tan Road	06 December (12:25)	One complaint received on 06 December 2015 (12:25), which was forwarded to ET on 07 December 2015, from public (Case # 2-1627421506) against the rubbish, rocks and debris dropped from the dump trucks and deposited on the road surface at the Lung Kwu Tan Road. The complainant complained that waste and dust generated caused an environmental nuisance.	<p>Refer to the complaint, it was noted that the rubbish, rocks and debris were deposited on the road surface at the Lung Kwu Tan Road, where is outside the Public Cleaning Areas of Tuen Mun 38. Hence, the complaint was considered to be invalid.</p>	Closed

Log Ref.	Location	Received Date	Details of Complaint	Investigation / Mitigation Action	Status
010	Lung Mun Road (to Lung Kwu Tank)	16 January 2016 (10:29:19)	One complaint received on 16 January 2016 (10:29:19), which was forwarded to ET on 20 January 2016, from public (1823 Case # 2-1773873559) against the rocks and debris dropped from the dump trucks and deposited on the road surface on Lung Mun Road (to Lung Kwu Tank). The complainant complained that waste generated caused an environmental nuisance.	Refer to the ET site investigation on 21 January 2016, the condition on Lung Mun Road was found improved. Details of Action(s) Taken by the Contactor: 1. Regular water spraying by water lorries is provided for road cleaning on Lung Mun Road of the Fill Bank; 2. Regular cleaning on Lung Mun Road and the access road at the site exit by road sweeper to remove mud and gravel is arranged four times on each working day; 3. Site vehicles are washed to remove any dusty materials from their bodies and wheels by using high pressure water jet manually at the entrance of work site before leaving; 4. Site vehicle for transporting materials are covered properly by using clean tarpaulin sheets; 5. Regular cleaning at the site haul road is provided.	Closed
011	Lung Mun Road from Tuen Mun Area 38 Fill Bank to Lung Kwu Tank	16 January 2016 (11:52:36)	One complaint received on 16 January 2016 (11:52:36), which was forwarded to ET on 20 January 2016, from public (1823 Case # 2-1774073373) against the soil and sand dropped from the dump trucks and deposited on the road surface at Lung Mun Road from Tuen Mun Area 38 Fill Bank (TM38) to Lung Kwu Tank. The complainant complained that waste generated caused an environmental nuisance.		Closed
012	Lamp post (FC1778A – FC1808A) at Lung Mun Road	16 January 2016 (12:42:56)	One complaint received on 16 January 2016 (12:42:56), which was forwarded to ET on 20 January 2016, from public (1823 Case # 2-1774259372) against the soil and sand dropped from the dump trucks and deposited near lamp post (FC1778A – FC1808A) at Lung Mun Road. The complainant complained that waste generated caused an environmental nuisance.		Closed
013	Lung Mun Road near Tuen Mun Area 38 Fill Bank	16 January 2016 (12:44:19)	One complaint received on 16 January 2016 (12:44:19), which was forwarded to ET on 20 January 2016, from public (1823 Case # 2-1774296204) against the rocks, soil and sand deposited at Lung Mun Road near Tuen Mun Area 38 Fill Bank (TM38). The complainant complained that waste generated caused an environmental nuisance.		Closed
014	From No.201 Lung Mun Road (River Trade Terminal) to EcoPark	16 January 2016 (17:36:42)	One complaint received on 16 January 2016 (17:36:42), which was forwarded to ET on 20 January 2016, from public (1823 Case # 2-1774986539) against the construction waste dumped from the trucks from No.201 Lung Mun Road (River Trade Terminal) to EcoPark. The complainant complained that waste generated caused an environmental nuisance.		Closed
015	Lung Mun Road (River Trade Terminal to EcoPark)	21 January 2016 (09:55:04)	One complaint received on 21 January 2016 (09:55:04), which was forwarded to ET on 25 January 2016, from public (1823 Case # 2-1792038360) against the rocks and mud dumped along Lung Mun Road (River Trade Terminal to EcoPark). The complainant complained that waste generated caused an environmental nuisance.		Closed

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016	Lung Mun Road (River Trade Terminal to EcoPark)	23 January 2016 (12:22:45)	One complaint received on 23 January 2016 (12:22:45), which was forwarded to ET on 26 January 2016, from public (1823 Case # 2-1800289518) against the rocks and debris dumped along Lung Mun Road (River Trade Terminal to EcoPark). The complainant complained that waste generated caused an environmental nuisance.	<p>Refer to the ET site investigation on 26 January 2016, the condition on Lung Mun Road was found improved.</p> <p>Details of Action(s) Taken by the Contactor:</p> <ol style="list-style-type: none"> 1. Regular water spraying by water lorries is provided for road cleaning on Lung Mun Road; 2. Regular cleaning on Lung Mun Road and the access road at the site exit by road sweeper to remove mud and gravel is arranged four times on each working day; 3. Site vehicles are washed to remove any dusty materials from their bodies and wheels by using high pressure water jet manually at the entrance of work site before leaving; 4. Site vehicle for transporting materials are covered properly by using clean tarpaulin sheets; 5. Regular cleaning at the site haul road is provided to minimize the fugitive dust emission. 	Closed
017	Lung Kwu Tank Road to EcoPark	23 January 2016 (13:04:51)	One complaint received on 23 January 2016 (13:04:51), which was forwarded to ET on 26 January 2016, from public (1823 Case # 2-1800182690) against the sands dumped at Lung Kwu Tank Road to EcoPark. The complainant complained that waste generated caused an environmental nuisance.	<p>Refer to the complaint, it was noted that the sands were deposited on the road surface at the Lung Kwu Tan Road, where is outside the Public Cleaning Areas of Tuen Mun Area 38 Fill Bank. Hence, the complaint was considered to be invalid.</p>	Closed

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018	202 Lung Mun Road (near River Trade Terminal)	27 January 2016 (16:43:26)	One complaint received on 27 January 2016 (16:43:26), which was forwarded to ET on 02 February 2016, from public (1823 Case # 2-1815145897) against the mud noted at 202 Lung Mun Road (near River Trade Terminal). The complainant complained that waste generated caused an environmental nuisance.	Refer to the ET site investigation on 04 February 2016, the condition of Lung Mun Road near Tuen Mun Area 38 Fill Bank was found satisfactory. Details of Action(s) Taken by the Contactor: 1. Regular water spraying by water lorries is provided for road cleaning at Lung Mun Road; 2. Regular cleaning on Lung Mun Road and the access road at the site exit by road sweeper to remove mud and gravel is arranged four times on each working day; 3. Site vehicles are washed to remove any dusty materials from their bodies and wheels by using high pressure water jet manually at the entrance of work site before leaving; 4. Site vehicle for transporting materials are covered properly by using clean tarpaulin sheets; 5. Regular cleaning at the site haul road is provided to minimize the fugitive dust emission.	Closed
019	Near Lamp post (FC1808) at Lung Mun Road	02 February 2016 (14:12:38)	One complaint received on 02 February 2016 (14:12:38), which was forwarded to ET on 05 February 2016, from public (1823 Case # 2-1836900647) against the mud and debris noted near lamp post (FC1808) at Lung Mun Road. The complainant complained that waste generated caused an environmental nuisance.		Closed
020	Lung Mun Road (River Trade Terminal)	02 February 2016 (14:32:46)	One complaint received on 02 February 2016 (14:32:46), which was forwarded to ET on 05 February 2016, from public (1823 Case # 2-1837034183) against the sand and rocks noted at Lung Mun Road (River Trade Terminal). The complainant complained that waste generated caused an environmental nuisance.		Closed
021	Lung Mun Road (From Chu Kong Warehouse 2 to Tuen Mun Public Riding School)	02 February 2016 (17:25:55)	One complaint received on 02 February 2016 (17:25:55), which was forwarded to ET on 05 February 2016, from public (1823 Case # 2-1837632311) against the rocks noted at Lung Mun Road (From Chu Kong Warehouse 2 to Tuen Mun Public Riding School). The complainant complained that waste generated caused an environmental nuisance.	Refer to the complaint, it was noted that the rock noted on the road surface at the Lung Mun Road (From Chu Kong Warehouse 2 to Tuen Mun Public Riding School), where is outside the Public Cleaning Areas of Tuen Mun Area 38 Fill Bank. Hence, the complaint was considered to be invalid.	Closed

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022	Lung Mun Road (River Trade Terminal to Tuen Mun Area 38 Fill Bank)	02 February 2016 (18:41:08)	One complaint received on 02 February 2016 (18:41:08), which was forwarded to ET on 05 February 2016, from public (1823 Case # 2-1837685278) against the muddy water and rocks noted at Lung Mun Road (River Trade Terminal to Tuen Mun Area 38 Fill Bank). The complainant complained that waste and water generated caused an environmental nuisance.	Refer to the ET site investigation on 04 February 2016, the condition of Lung Mun Road near Tuen Mun Area 38 Fill Bank was found satisfactory. Details of Action(s) Taken by the Contactor: 1. Regular water spraying by water lorries is provided for road cleaning at Lung Mun Road; 2. Regular cleaning on Lung Mun Road and the access road at the site exit by road sweeper to remove mud and gravel is arranged four times on each working day; 3. Site vehicles are washed to remove any dusty materials from their bodies and wheels by using high pressure water jet manually at the entrance of work site before leaving; 4. Site vehicle for transporting materials are covered properly by using clean tarpaulin sheets; 5. Regular cleaning at the site haul road is provided to minimize the fugitive dust emission.	Closed
023	Lung Mun Road (Near EcoPark)	03 February 2016 (11:12:03)	One complaint received on 03 February 2016 (11:12:03), which was forwarded to ET on 05 February 2016, from public (1823 Case # 2-18400906883) against the mud and rocks noted at Lung Mun Road (Near EcoPark). The complainant complained that waste generated caused an environmental nuisance.	Refer to the ET site investigation on 04 February 2016, the condition of Lung Mun Road near Tuen Mun Area 38 Fill Bank was found satisfactory. Details of Action(s) Taken by the Contactor: 1. Regular water spraying by water lorries is provided for road cleaning at Lung Mun Road; 2. Regular cleaning on Lung Mun Road and the access road at the site exit by road sweeper to remove mud and gravel is arranged four times on each working day; 3. Site vehicles are washed to remove any dusty materials from their bodies and wheels by using high pressure water jet manually at the entrance of work site before leaving; 4. Site vehicle for transporting materials are covered properly by using clean tarpaulin sheets; 5. Regular cleaning at the site haul road is provided to minimize the fugitive dust emission.	Closed
024	Lung Mun Road (Near Tuen Mun Area 38 Fill Bank)	01 February 2016 (14:24:22)	One complaint received on 01 February 2016 (14:24:22), which was forwarded to ET on 24 February 2016, from FEHD staff (1823 Case # 2-183307884) against the muddy water noted at Lung Mun Road (Near Tuen Mun Area 38 Fill Bank). The complainant complained that water and waste generated caused an environmental nuisance.	Refer to the ET site investigation on 04 February 2016, the condition of Lung Mun Road near Tuen Mun Area 38 Fill Bank was found satisfactory. Details of Action(s) Taken by the Contactor: 1. Regular water spraying by water lorries is provided for road cleaning at Lung Mun Road; 2. Regular cleaning on Lung Mun Road and the access road at the site exit by road sweeper to remove mud and gravel is arranged four times on each working day; 3. Site vehicles are washed to remove any dusty materials from their bodies and wheels by using high pressure water jet manually at the entrance of work site before leaving; 4. Site vehicle for transporting materials are covered properly by using clean tarpaulin sheets; 5. Regular cleaning at the site haul road is provided to minimize the fugitive dust emission.	Closed
025	Lung Mun Road (River Trade Terminal and EcoPark)	06 February 2016 (10:46:36)	One complaint received on 06 February 2016 (10:46:36), which was forwarded to ET on 24 February 2016, from public (1823 Case # 2-1851530283) against the muddy water and rocks noted at Lung Mun Road (River Trade Terminal and EcoPark). The complainant complained that water and waste generated caused an environmental nuisance.	Refer to the ET site investigation on 04 February 2016, the condition of Lung Mun Road near Tuen Mun Area 38 Fill Bank was found satisfactory. Details of Action(s) Taken by the Contactor: 1. Regular water spraying by water lorries is provided for road cleaning at Lung Mun Road; 2. Regular cleaning on Lung Mun Road and the access road at the site exit by road sweeper to remove mud and gravel is arranged four times on each working day; 3. Site vehicles are washed to remove any dusty materials from their bodies and wheels by using high pressure water jet manually at the entrance of work site before leaving; 4. Site vehicle for transporting materials are covered properly by using clean tarpaulin sheets; 5. Regular cleaning at the site haul road is provided to minimize the fugitive dust emission.	Closed

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026	Lung Mun Road	31 May 2016 (10:51:37)	<p>One complaint received on 31 May 2016 (10:51:37), which was forwarded to ET on 11 June 2016, from public (1823 Case # 2-2293334454) against the rocks and debris deposited on the road surface at the Lung Mun Road. The complainant complained that waste generated caused an environmental nuisance.</p>	<p>Refer to the ET site investigation on 14 June 2016, the condition of Lung Mun Road near Tuen Mun Area 38 Fill Bank was found satisfactory.</p> <p>Details of Action(s) Taken by the Contactor:</p> <ol style="list-style-type: none"> 1. Regular cleaning on Lung Mun Road and the access road at the site exit by road sweeper to remove mud and gravel is arranged four times on each working day; 2. Regular water spraying by water lorries is provided for road cleaning at Lung Mun Road; 3. Site vehicles are washed to remove any dusty materials from their bodies and wheels by using high pressure water jet manually at the entrance of work site before leaving; 4. Site vehicles for transporting materials are covered properly by using clean tarpaulin sheets; 5. Regular cleaning at the site haul road is provided. 	