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Your Ref : FEHD/K (CR) 2/3/105 Pt.3

Our Ref : CB(3)/PAC/R51

16 December 2008

(Total : 51 pages)

Ms Serena CHU
Clerk to Public Accounts Committee
Legislative Council Building,
8 Jackson Road, Central,
Hong Kong
(Fax No.: 2537 1204)

By FAX & By Hand

Dear Ms CHU,

Public Accounts Committee
Public Hearing on Report No. 51 - Management of Public Markets
(Chapter 6)
Follow-up to the Meeting on 11 December 2008

I refer to your letter dated 12 December 2008 regarding Report No. 51 - Management of Public Markets (Chapter 6) and provide information on items (a) to (i) therein as follows:

- (a) **A checklist used by staff of the Food and Environmental Hygiene Department (FEHD), showing items/areas that they should check when carrying out market stall inspections and supervisory checking;**

Senior Health Inspectors (Market Management), Health Inspectors (Market Management), Overseers (Markets) and Foremen (Markets) (or Market Assistants and other staff engaging in the same tasks) are required to carry out inspections and supervision on the daily operation and management of markets according to the procedural guide on inspection at **Annex I**.

For public markets with management outsourced, market task forces headed by Overseers have been set up to conduct daily surprise checks in different markets in order to monitor the contractors' performance. Please refer to the inspection record on market management at **Annex II**.

(b) **Details of the plan and timetable for conducting checking in other public markets to identify improper subletting (paragraph 4.14(c) of the Director of Audit’s Report (Audit Report) refers);**

Apart from following up on the suspected subletting cases identified by Audit, FEHD will strengthen daily monitoring of stalls with higher risk of subletting. If the Business Registration (BR) of the stall is not under the name of the stall tenant, or the stall has been operated by someone else for a long time, or there are other signs of subletting, thorough investigations will be carried out and legal advice will be sought to determine whether the stall is involved in subletting. Stalls with high risk of subletting include those:

- (i) under complaints of subletting;
- (ii) whose tenants have been absent from the stall for over six months;
- (iii) rented by different tenants but displaying the same shop signs; or
- (iv) with existing rents far below the Open Market Rent.

FEHD plans to collect information on the above cases within three months. Relevant information includes records of absence, records of employment and MPF contribution of assistants, utilities bills of stalls, records of income and expenditure, etc. Further investigation will be carried out into suspected cases upon analysis.

(c) **Details of the “all possible means” deployed by the FEHD to collect evidence to substantiate subletting cases, referred to in paragraph 4.15(b) of the Audit Report;**

FEHD will flexibly deploy the following means to collect evidence as the case warrants:

- (i) The status of all stall operators will be checked and recorded by Foremen (Market)/Market Assistants/market management contractors at least once every fortnight. Warnings will be given to unauthorised operators. Those who take no heed of the warnings will be prosecuted for contravening Section 5 of the Public Markets Regulation. Warnings will also be given to the

tenants concerned for breach of the tenancy agreement. The agreement may be terminated should the tenants fail to give a reasonable excuse.

- (ii) If a tenant applies to appoint a registered assistant (RA), both the tenant and the RA will be required to sign an undertaking, declaring that the RA is not the owner, assignee, sublettee of the stall; nor does he hold any other unauthorised benefits in connection with the stall. Any false declaration will render the tenancy agreement terminated and criminal prosecution instituted against the declarant. Moreover, the tenant shall produce the engagement records of his RA for inspection and for making copies for future checking.
- (iii) If the tenant is absent continuously, FEHD staff will send for the tenant for an interview. The tenant will be requested to prove, for example, by producing MPF contribution records of the assistant, utilities bills of the stall, records of income and expenditure, etc, that he is still in charge of operating the stall. If the information collected indicates that the tenant is no longer in charge of operating the stall, legal advice will be sought to ascertain any subletting case. Subject to availability of resources, FEHD will strive to shorten the time of continuous absence of tenants that warrants follow-up action from six months to three months.
- (iv) In the past, the tenant or the person authorised by him/her was requested to sign an agreement of tenancy extension during the time of renewal of market stall tenancies. However, it was not specified that the signed undertaking had to be submitted by the tenant in person. In the future, the tenant will have to come to the FEHD office to sign the new tenancy agreement in person unless he gives a reasonable excuse.
- (v) Tenants who enter into a new tenancy agreement will be required to apply for BR under his/her own name, and the BR certificate shall be displayed at the stall. The BR of the stall will be checked regularly and suspected cases will be investigated.

- (d) **Whether the business hours for stalls of Market A, referred to in paragraph 5.6 of the Audit Report, were set with the prior approval of the FEHD, and why its business hours were shorter than the daily operational hours allowed for public markets;**

The opening hours of Market A are 6 a.m. to 8 p.m., same as those of other public markets; whilst the cooked food centre opens until after mid-night. The two tenants of Market A operate the cooked food centre on the ground floor and the stalls at the basement respectively. They are free to determine the opening hours of individual stalls according to their own business condition as long as they do not breach the tenancy agreements. The food court of Market A currently opens from 7 a.m. to 1 a.m., while the stalls at the basement open until 5 p.m.

- (e) **In respect of paragraphs 5.4 and 5.9 of the Audit Report, please elaborate on:**

- (i) **the background and reasons for the then Urban Council to approve the outsourcing of Market A's management and maintenance services (MSS) to the two tenants of the Market in 1993;**

Market A occupied the ground floor (G/F) and basement (B/M) of a hotel building with 13 and 8 stalls respectively. The then Urban Council (UC) planned to have the Market operated in the form of a supermarket selling fresh food and general provisions. UC took over Market A in October 1992 and agreed to let out the stalls thereof by open tender. Under the Deed of Mutual Covenant (DMC), the Financial Secretary Incorporated was the owner of Market A and the Refuse Collection Point (RCP) and should be responsible for their management and maintenance.

In January 1993, 84 tenders were received, including those of Company A and Company B, the subsidiaries of the developer. The tenders submitted by Company A and Company B for stalls on G/F and B/M of Market A respectively were accepted by the tender assessment panel on the basis that the prices tendered for individual stalls were close to the fair market rental and that the Market would be fully let.

It was later decided that negotiations be conducted with the two tenderers with a view to making further amendments to the tenancy clauses. Such amendments included UC's acceptance of the offers and conditions of the two companies (i.e. to rent all the stalls or offers to be regarded null and void); in return, Company A and Company B together would undertake the management and maintenance responsibilities of the Market and the RCP. UC considered the arrangements very advantageous both financially and otherwise. Had the tenders been accepted as originally submitted, UC's responsibility for security services, cleansing, utilities and maintenance would have entailed significant financial and staff resources. It was also UC's intention that the Market should be operated in a unique manner and in such a manner as to bring credit to UC. UC was satisfied that the proposal would accomplish that goal.

UC approved to let out the stalls of Market A on G/F to Company A and those on B/M to Company B at an aggregated yearly rental of \$2.93M under two tenancy agreements (TAs). A clause for automatically renew the TA with the tenant for three further years was also incorporated in each agreement. UC also approved to enter into a Management and Maintenance Agreement (MMA) with Company A and Company B for a period of three years (1994-1997) at a total annual contract price of \$1.35M.

(ii) **the reasons for the FEHD to award Market A's MMS contracts to the tenant(s) through single tenders in 2000, 2003 and 2006, and the process involved in carrying out single tendering;**

The tenants expressed their intent to convert vide a letter on 30 March 1996, at no cost to UC, the G/F of the Market into a Food Court. The tenants would be fully responsible for the maintenance and repair of the utensils, equipment, ablution facilities, ventilation system and any other fixtures/fittings installed in connection with the proposed conversion. In negotiation, the tenants proposed that the new tenancies should be extendable for a further period of three years subject to the rental being adjusted according to the prevailing UC's market rental policy.

In late 1996, UC endorsed the proposed conversion and approved to further let out the stalls on G/F and B/M of the Market to Company A and Company B respectively for three years. A clause for automatically renew the TA with the tenant for three further years was also incorporated in each agreement.

In March 1997, UC agreed to further award the MMA to Company A and Company B, again for three years (1997-2000). According to clause 2(a) of the signed MMA, ".....the Contractors' appointment herein shall be for a term of 36 months commencing from the 18th day of April 1997 to the intent that this Agreement shall co-exist with the respective tenancy agreements".

In view of the binding terms of the TAs and MMA, the Finance Bureau (FB) granted approval in April 2000 for FEHD to further let out the stalls of Market A and award the MMA to Company A and Company B for three further years (2000-2003) without having to undergo open tendering. Nevertheless, FB was of the view that it is not appropriate to include any provision that binds the Government to grant further agreements to the companies, or bind the 'co-existence' of the MMA with the TAs" and "..... in the event FEHD consider there were justifications for single or restricted tendering procedures to be adopted, they should seek FB's prior approval in accordance with Regulation 325 of the Stores and

Procurement Regulations.” Accordingly, FEHD deleted the clause entitling automatic renewal of the agreements when they were renewed.

When the TAs and MMA were about to expire, FEHD obtained legal advice on issues regarding property management and maintenance concerning Market A. FEHD appreciated that in view of the main structure of the Market and the hotel building, the hotel management might not agree to allow any third party contractor to carry out such maintenance and repair work on behalf of the public market authority by going through the hotel private areas on a daily basis. Taking the legal advice into full consideration, FEHD assessed the situation and advised the Financial Services and the Treasury Bureau (FSTB) that if the MMS of the Market was contracted out to a third party, it was anticipated that the hotel management would not be co-operative by purposely delaying or even refusing the request for access by the new contractor to the parts/private areas of the hotel building which were the only places where the maintenance works could be done.

FEHD sought approval from FSTB to invite a single tender jointly from Company A and Company B for the MMA.

When the MMA was about to expire in September 2005, FEHD obtained legal advice again and noted that from the legal point of view, FEHD should have sufficient rights under the DMC to carry out the MMS. It was a matter of administrative consideration as to which management company FEHD might appoint to carry out the MMS for the Market and the RCP. However, FEHD also noted from the legal advice that the owner of the hotel and the developer and management of the whole building might restrict the maintenance access, and the interpretation of DMC will be in issue. Taking the legal advice into full consideration, FEHD, based on the same reasons given in 2003, sought and obtained approval from FSTB to invite a single tender for the MMA again.

- (f) **A copy of the letter of July 2008 from the Independent Commission Against Corruption to the FEHD (paragraph 5.7 of the Audit Report refers);**

Please refer to **Annex III**.

- (g) **The then guidelines/principles adopted in the planning of the Tai Kok Tsui Market and the Aldrich Bay Market, and how these guidelines/principles were actually applied to the planning of these markets (paragraphs 6.3 to 6.7 of the Audit Report refer);**

The then guidelines/principles adopted in the planning of Tai Kok Tsui Market and Aldrich Bay Market were generally based on the following principles adopted by the then UC in 1987 in the construction and design of markets:

- A market should be placed in a central location within its residential catchment area.
- There should be an adequate demand in the catchment area to sustain the number of stalls provided in the market. Due consideration should be given to competition from retail outlets including markets in public and private housing, supermarkets and fresh provision shops.
- Competition from on-street hawkers nearby selling wet goods commodities should be eliminated.
- The extent of resiting commitment should be set at a realistic level having regard to viability.

In April 1997, the Urban Services Department conducted a viability study on the construction of Tai Kok Tsui Market. The study concluded that the construction of Tai Kok Tusi Market was well justified. The following were considered in the viability study:

- Population in the catchment area of the new market: 59 300 (based on 1991 Census)
- Number of market stalls required in accordance with the Hong Kong Planning Standards and Guidelines: 247
- Number of supermarkets in the vicinity: 3

- Number of licensed fresh provision shops in the catchment area of the Market : 32
- Number of licensed hawkers in the vicinity: 40
- Based on the above data, the USD considered that the proposed number of stalls of 170 was well justified. In September 1998, it was agreed that the number of stalls be reduced to 127 having regard to various factors, including site constraints and improved stall design. In late 1999, the USD reviewed the ratio between the number of stalls and the resiting commitment for 183 hawkers and considered that the market should be viable.
- In early May 2000, FEHD further reviewed the utilisation rates of public markets in Mong Kok district, including the number of market goers, the number of stalls provided in the markets and their vacancy position. It was noted that:
 - the average daily number of market goers of, for example, Fa Yuen Street Market was 6 000, Mong Kok Market was 1 200, and Tai Kok Tsui Temporary Market was 5 000;
 - the number of stalls provided in, for example, Fa Yuen Street Market was 192, Mong Kok Market was 146, and Tai Kok Tsui Temporary Market was 194; and
 - the vacancy rate of, for example, Fa Yuen Street Market was 2.6%, Mong Kok Market was 51.4%, and Tai Kok Tsui Temporary Market was 23.7%.

According to the Public Works Subcommittee (PWSC) Paper submitted to the Finance Committee (FC) of the Legislative Council (LegCo) in May 2000 for funding approval, the new market would be used to reprovision Tai Kok Tsui Temporary Market, Boundary Street Market, Canton Road Temporary Cooked Food Bazaar and Tai Kok Tsui Temporary Cooked Food Bazaar.

In the planning of Aldrich Bay Market, FEHD completed a preliminary feasibility study on the proposed Aldrich Bay Market in September 2000. It was stated in the Study Report that a new market was required to meet the demand of the new population and to resite the on-street hawkers at Kam Wa Street and its vicinity to resolve the environmental hygiene problems.

The preliminary feasibility study revealed that:

- A new market was required to meet the demand of the new population of 30 000 in the housing development in Aldrich Bay Reclamation Area.
- The activities of the 196 on-street hawkers at Kam Wa Street and its vicinity created environmental hygiene, street cleansing, noise, smell and street obstruction problems.
- In June 2001, FEHD conducted a survey on the retail facilities in the vicinity of the proposed market and found that those facilities were inadequate to meet the local demand for market services. Regarding the retail facilities, the following was noted:
 - Number of supermarkets: 2
 - One of the supermarkets: 600 m² (with only one vegetable stall/rack)
 - The other supermarket: 1 220 m² (with one fresh meat stall, one fresh fish/seafood stall and one vegetable stall)
- Fresh provision shops in the Reclamation Area: 3

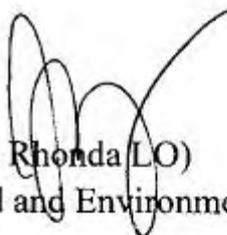
In the light of the above findings, FEHD submitted in November 2001 a funding application for the project which was endorsed by PWSC and approved by FC of LegCo.

(h) The relevant Legislative Council and Eastern District Council papers/documents relating to the planning of the Aldrich Bay Market, referred to in paragraphs 6.16 and 6.17 of the Audit Report;

The Eastern District Council (EDC) paper reporting the results of the two questionnaire surveys conducted in early 2004 and FEHD's suggestion to abandon the project is at Annex IV. Minutes of the EDC meeting held on 4 March 2004, minutes of the LegCo case conference held on 19 March 2004, and FEHD's written reply dated 23 April 2004 are at Annexes V to VII respectively.

(i) **Details of the market promotion initiatives implemented in the Tai Kok Tsui Market since its commission in December 2005, and the effectiveness of these initiatives;**

A total of 20 market activities have been held since the commission of the Tai Kok Tsui Market. These activities included opening publicity, festive decorations, cooking demonstrations, roving health exhibitions, lucky draw for shoppers and workshops for market tenants to enhance customer service skills. Details and effectiveness of these activities are at Annex VIII.



(Ms Rhonda LO)
for Director of Food and Environmental Hygiene

Encl.

c.c. Secretary for Financial Services and the Treasury

(Attn: Ms Bernadette LINN)

(fax no.: 2596 0729)

Secretary for Food and Health

(Attn: Mr Francis HO)

(fax no.: 2136 3281)

Director of Audit

(Attn: Mrs Josephine NG)

(fax no.: 2587 9741)

***Note by Clerk, PAC: Annexes III to VII not attached.**

**Guideline to FEHD Staff for Inspection and
Supervision of the Operation of Markets**

30. Guideline for Inspections of Markets and Cooked Food Markets

(1) The purpose of this procedural guide is to set out the responsibilities of the different levels of supervisory staff engaged in managing markets and cooked food markets.

(2) Inspections should be made generally in peak trading hours but visits should also be made in off-peak hours taking into account the prevailing circumstances. Should an inspecting officer discover any serious irregularities he should take appropriate action and report them immediately to his senior officer.

(3) Each market should keep an occurrence/inspection book, a Daily Inspection Record on Market Cleansing, a staff attendance book, a staff duty roster and a record of prosecutions (Appendix I).

Foreman (Markets)

(4) The Foreman in-charge of market should conduct daily inspections to each and every stall to ensure compliance with tenancy agreement and Public Markets Regulation. He must check the items listed in Appendix II and sign the inspection register to confirm his inspection. He must also record any discrepancies or infringements discovered and state the remedial action or disciplinary action taken.

(5) He should identify any problems regarding the performance of staff or contractor, general cleanliness, structural defects, and provision/storage of working gear and equipment etc. The observations should be recorded in the inspection book/record. He should also help to ensure prompt settlement of market stall rents and check the attendance book daily to ensure that the market staffs work their conditioned hours. Supervision of staff on punctuality and conduct is a matter of office routine and disciplinary action should be recommended where necessary.

(6) It is not possible to draw up a comprehensive list of events, which should be recorded in the inspection book/record. In general, action taken in respect of significant events should be entered. These shall include arrests made, seizures of articles, major clean-up operations, discovery of cash and valuables, occurrence of

accidents/crime and complaints made by stall tenants etc. The record should show the date, time and particulars of the events, action taken and initial of the officer concerned.

(7) The Foreman shall also make regular checks on the time cards of security guards to ensure that they have patrolled the markets as scheduled. At least once a month, the foreman shall make surprise inspections outside office hours to ensure that the security guards are performing their duties. Such surprise inspections must be recorded in the inspection book/record.

Overseer (Markets)

(8) The Overseer shall take necessary steps to ensure that all markets and cooked food markets in the district are maintained in an orderly and hygienic condition. He shall inspect each market/cooked food market under his charge daily and counter-check staff attendance, entries in the inspection book/record, general cleanliness and structural defects. After each inspection, he shall report his assessment in the inspection book/record together with follow-up action taken and instructions given to staff. The Overseer shall also ensure that the comments made by senior officers or prominent visitors on the inspection book/record have been properly attended to. He is required to submit monthly reports to the SHI(MM)/HI(MM) on action taken, using the proforma (Appendix III).

Health Inspector (Market Management)

(9) The HI(MM) shall assist SHI(MM) to ensure that all markets and cooked food markets in the district are maintained in an orderly and hygienic condition. He shall inspect each market/cooked food market under his charge at least once a week to check the performance of market staff and cleansing contractors. After each inspection, he shall report his assessment in the inspection book/record together with follow-up action taken and instructions given to staff. The HI(MM) shall also ensure that the comments made by senior officers or prominent visitors on the inspection book/record have been properly attended to. He shall review any operational shortfalls and identify measures for improvement to SHI(MM). He is required to vet the monthly reports (Appendix III) on actions taken submitted by the Overseer (Markets) before forwarding them to the SHI(MM).

Inspection by Senior Staff

(10) SHI(MM) shall inspect bi-weekly each market/cooked food market in the district to check the performance of the market staff and contractor. He shall ensure that appropriate follow-up actions have been taken in regard to the comments made in the inspection book/record. He shall review any operational shortfalls and identify measures for improvement. More frequent inspections should be conducted if there are high incidence of written warnings, complaints and adverse comments from senior officers recorded in the inspection book/record.

(11) As far as practicable, CHI/DEHS shall also carry out inspection to each market/cooked food market in the district not less than once quarterly. Their comments should also be recorded in the inspection book/record.

Disciplinary Action

(12) It is the current guideline that sale or possession for sale of unstamped pig carcasses/meat is considered as a serious offence and the tenancy agreement of the stall tenants convicted of this offence shall be terminated forthwith.

(13) For taking disciplinary actions against stall tenants, please follow the procedural guides for termination of tenancy agreement on account of contravention of any provision of the Public Health and Municipal Services Ordinance (Cap. 132) and its subsidiary legislation, and breaches of the tenancy agreement.

List of items to be checked by Inspecting Officers

1. Obstruction
2. Display of Stall Card
3. Unauthorized alterations
4. Non-operation
5. Provision of dustbin
6. Stall Cleanliness
7. Change of Commodity
8. Being used for storage
9. Sale of non-permitted commodity
10. Other breach of lease condition (Please specify)

Inspection Record on Market Management
街市管理情況視察記錄

District : _____
地區
Market : _____
街市

Contractor : _____
承辦商
Supervisor : _____
督導人員

Page No. : _____
頁次
File Ref : _____
檔案編號

Particulars 視察範圍	Date 日期		Shift 更次											
	AM 早上	PM 下午												
(A) Cleansing and Minor Maintenance 潔淨及小型維修														
(1) Floors, passages, walls & fixtures up to 2 meters 地面、通道、兩米以下的牆壁及固定裝置														
(2) Drainage systems: surface channels, sump buckets, floor drains, sump pits, grease traps & manholes 排水系統：明渠、污物隔濾桶、地面排水渠、污水坑、隔油池及沙井														
(3) Toilets 廁所														
(4) High-level including lighting, air ducts, fans, windows, louvers, etc. 高處：包括電燈、氣喉、電風扇、窗、百葉窗等														
(5) Lifts, escalators, staircases, loading bays, open spaces, vacant stalls, market sign, poultry stall and poultry scalding room etc. 升降機、電動扶梯、樓梯、貨物裝卸區、空地、空置攤檔、街市標誌、家禽檔/家禽屠宰室等														
(6) RCP, refuse room & refuse bins 垃圾收集站、垃圾房及垃圾桶														
(7) Completion of work schedules 完成工作表上的工作														
(8) Cleansing materials/equipment/tools 潔淨用的材料/設備/用具														
(9) Minor repairs, maintenance services and supply of consumable 小型維修、保養工程及用品供應														
(10) Building and structural defects, damages to equipment and installations, etc. 樓宇及結構缺陷、工具及裝置損壞等														
(11) Provision of supervisor & labour 督導人員及工人														

Particulars 視察範圍	Date 日期		Shift 更次											
	AM 早上	PM 下午												
(12) Staff uniform, efficiency, conduct 員工制服、效率及操守														
(13) Compliance with instructions 遵照指示辦理														
(B) Market Management 街市管理														
(14) Handling of all matters relating to the use and occupation of the markets, implementation of the terms and conditions of the stall tenancies and assist Government representative to enforce legislative provisions and regulations relating to market matters (e.g. stalls cleanliness, provision of dustbins, non operation, stalls used for storage, change of commodity, sale of non-permitted commodity, sub-letting etc) 處理所有有關使用和佔用街市的事務、執行與檔位租戶簽訂的租約條款及協助政府代表執行有關街市事務的條款和法例 (如攤檔清潔、設置垃圾桶、休業、攤檔用作貯物用途、改替其他貨品、售賣未獲准出售的貨品、分租攤檔等)														
(15) Control of market obstruction, illegal extension of stall boundary illegal occupation of stalls and illegal hawking in market 管制街市通道阻塞、非法伸展攤檔範圍、非法佔用攤檔及非法小販														
(16) Delivery of demand notes, letters or notices to the tenants, handling over stalls to/resumption of stall from tenants 派發租單、信件及通告予租戶、向街市攤檔承租人移交/收回攤檔														
(17) Processing of application for fitting-out works and action against illegal alteration work 處理檔位加裝工程的申請及對非法改建檔位工程採取行動														
(18) Watching out for the maintenance condition of the market building and monitoring the progress of improvement work 監察街市大廈的保養情況及監察維修工程的進度														
(19) Handling of complaints/enquiries 處理投訴及查詢														
(C) Monitoring of Security Services 監察保安服務														
(20) Are duty security guards listed on market office records, duty records available for inspection, in tidy uniforms 保安員是否列入街市辦事處記錄、每日值勤記錄、穿着整齊制服														
(21) Security guard on duty in the designated post 保安員在指定崗位當值														
(22) Records on the incoming and outgoing of vehicles in the loading and unloading bay 貨物起卸區的車輛進出記錄														
(23) Illegal parking in loading and unloading bay 在貨物起卸區內違例停泊車輛														
(24) The watchman clocks adequate and serviceable 更鐘數目足夠及性能良好														
(25) The security guards equipped with a serviceable radio transceiver and a torch 每名保安員都配備有效的對講機及電筒														

Particulars 視察範圍	Date 日期		Shift 更次											
	AM 早上	PM 下午												
(26) The door and gates of the Market timely open/closed and properly locked 街市的門開準時間、關及鎖好														
(27) Patrol duty including clock-in of record by watchman clock at designated check points at specified patrol frequency 執行巡邏工作包括在指定地點用更鐘記錄指明的巡邏次數														
(D) Pest Control 防治蟲鼠														
(28) Pest control services (including pest control material/equipments/tools) 防治蟲鼠服務(包括防治蟲鼠用的材料/設備/用具)														
(29) Proper keeping of records 妥善貯存記錄														
(30) Other irregularities 其他不當情況														
Inspecting Officer (FEHD) 視察人員(食環署)														
	Rank 職級													

✓ satisfactory 滿意

○ unsatisfactory 不滿意

Record of Action Taken by FEHD Inspecting Officer

食環署視察員人行動記錄

District : _____
 地區 _____
 Market : _____
 街市 _____

Contractor : _____
 承辦商 _____

Page No. : _____
 頁次 _____
 File Ref : _____
 檔案編號 _____

Date 日期	Shift* 更次		Item 項目	Irregularities Found/Observation/Action Taken 視察人員發現的不當情況／觀察所得／採取的行動	Time allowed for rectification 給予糾正不當情況 的時限	Actual time taken to complete the rectification 糾正不當情況 實際所用時間	Signature of site supervisor 駐場管工簽署	Inspecting Officer 視察人員	
	Day 日更	Night 夜更						Name 姓名	Rank 職級

V/W = Verbal Warning (口頭警告)

W/W = Written Warning (書面警告)

* Please tick appropriate one 請在適當的空格內劃上『✓』號
 FEHM 3A

Tai Kok Tsui Market Promotional Activities

Date		Activity	Detail
2005	November to December	Opening publicity	<ul style="list-style-type: none"> - roadside banners - stickers on refuse bins at the periphery of the Market - advertisements at MTR stations and bus stations - posters distributed to residents' organisations and non-government organisations in the catchment area.
	December	"Patron Reward for the Opening of Tai Kok Tsui Market"	<ul style="list-style-type: none"> - souvenirs for market goers who signed to show support <p>No. of participants: 3 500</p>
2006	January	"Know More About Avian Flu" Market Roving Exhibition	<ul style="list-style-type: none"> - panel exhibition <p>No. of participants: 100</p>
	January	"Great Shopping Fun in Markets with the God of Wealth"	<ul style="list-style-type: none"> - festive decorations - spring scrolls calligraphy performance - souvenirs distributed by the God of Wealth <p>No. of participants: 900</p>
	January to February	"Guess and Win"	<ul style="list-style-type: none"> - prizes for participants who made the right guess on the total value of the food <p>No. of participants: 62</p>
	February	"Healthy Soup" Add-Value Workshop	<ul style="list-style-type: none"> - cooking demonstration <p>No. of participants: 63</p>
	March to April	"Shopping with Fun Lucky Draw"	<ul style="list-style-type: none"> - shoppers collected coupons to redeem lucky draw entry tickets and gifts <p>No. of participants: 9 500</p>
	April	"Pleasure in Gardening" Add-value Workshop	<ul style="list-style-type: none"> - plant care know-how and flower arrangement techniques <p>No. of participants: 26</p>
	May	"Tuen Ng Festival 'Cook with Fun' in Markets"	<ul style="list-style-type: none"> - festive decorations - cooking demonstration video show - cooking demonstration <p>No. of participants: 150</p> <p>93% of the respondents were satisfied/very satisfied with the activity</p> <p>89% of the respondents supported the organisation of similar activities</p>

	May to June	“Know More About Japanese Encephalitis” Market Roving Exhibition	- panel exhibition No. of participants: 100
	August	“Customer Service Training for Market Tenants” Add-value Workshop	- customer service enhancement techniques No. of participants: 54
	September	“Mid-Autumn Festival ‘Cook and Shop with Fun’ in Markets”	- festive decorations - cooking demonstration No. of participants: 160 92% of the respondents were satisfied/very satisfied with the activity 90% of the respondents supported the organisation of similar activities
	October	“Elderly Health” Market Roving Exhibition	- panel exhibition No. of participants: 100
	November	“Fun with Western Cookery” Add-Value Workshop	- cooking demonstration No. of participants: 110 92% of the respondents were satisfied/very satisfied with the activity
2007	February	Lunar New Year	- festive decorations - red packets distributed by the God of Wealth No. of participants: 1 000
	September	Mid Autumn Festival – lantern riddles	- festive decorations - prizes for participants who solved the riddles No. of participants: 1 000
	November to December	Lucky draw	- shoppers redeemed lucky draw entry tickets to win prizes No. of participants: 2 000
2008	February	Lunar New Year promotion - wheel of fortune - lucky draw	- shoppers played the wheel of fortune game to win prizes - shoppers redeemed lucky draw entry tickets to win prizes No. of participants: 2 500
	September	Mid Autumn Festival	- festive decorations
	October	National Day – gift redemption	- gift rewards for shoppers No. of participants: 750