

Your Ref. : CB4/PAC/R73  
Our Ref. : FEHD CI&PC/32-60/10/11C

By fax 2543 9197 and e-mail  
(ahychu@legco.gov.hk, kmho@legco.gov.hk, pkwlai@legco.gov.hk)

24 January 2020

Mr. Anthony Chu,  
Clerk to Public Accounts Committee,  
Legislative Council Complex,  
Legislative Council Road,  
Central, Hong Kong

Dear Mr. Chu,

### **Public Accounts Committee**

#### **Consideration of Chapter 1 of the Director of Audit's Report No. 73**

#### **Planning, provision and management of public toilets by the Food and Environmental Hygiene Department**

I refer to your letter of 10 January 2020. Our reply for items (a) to (n) is provided in the ensuing paragraphs.

#### **Item (a)**

2. In relation to the prevention of pneumonia of novel coronavirus infection, the Food and Environmental Hygiene Department (FEHD) has enhanced cleansing of public toilets including floor, water closets, urinals, wash hand basins, toilet seats, door handles and handrails by using 1:99 diluted household bleach every two hours for toilets with attendant services and at least twice daily for toilets without attendant services.

## **Item (b)**

3. Open and competitive tendering procedures are adopted for Government procurement of street cleansing services. Tender invitations issued by FEHD are published in the Government of the Hong Kong Special Administrative Region Gazette and uploaded to FEHD Webpage.

4. FEHD adopts a two-envelope approach, which is a requirement stipulated in the Government Stores and Procurement Regulations and a government-wide practice, in evaluating the tenders. Under this approach, FEHD first conducts a technical assessment of each tenderer's proposal and calculates the technical score. The assessment criteria for technical score include the quality of the proposed execution plans submitted by the tenderer, the proposed wage level and daily maximum working hours of the cleansing workers employed for executing the contract as well as the contractors' experience/performance track record for relevant government contracts.

5. After completion of the technical assessment, the Tender Assessment Panel will open the price proposals of tenders to determine the weighted price score of each conforming tender. For the marking scheme adopted in FEHD's tender exercise for street cleansing contract, a weighting of 50% for technical score and 50% for price score is adopted since April 2019. The tender with the highest combined score will normally be accepted by the Government.

6. FEHD has generally adopted an "outcome-based" approach in outsourcing cleansing services. Clear and precise performance-based service requirements including the scope of the services required, level of cleanliness expected, response time for rectification of unsatisfactory performance, etc. are incorporated in the tender document. Minimum requirements relating to manpower, work shift, and cleansing frequency may be stipulated in the tender document based on operational needs. The tenderers are required to apply their expertise and experience in devising the staff deployment plan and the mode of operation to provide cleansing services up to the performance standard as required by the Department. On the other hand, the performance of FEHD in-house cleansing workmen is assessed on an individual basis in accordance with staff management mechanism for the civil service. We could not readily compare the cost-effectiveness of the two modes of operation.

### **Item (c)**

7. As at May 2019, FEHD has selected 94 public toilets with relatively high utilisation rates, particularly those at tourist hotspots as target toilets for service enhancement.

8. In addition to the regular inspection and monitoring system for public toilets as set out in item (e) below, we have implemented the following enhancement measures for the target toilets to improve hygiene conditions and to better monitor the performance of contractors to provide quality service at public toilets:

- (1) Foremen/Senior Foremen and Health Inspectors are assigned to the target public toilets to conduct enhanced inspections. The designated Foreman/Senior Forman would inspect each target public toilet twice daily and to follow up irregularities identified with the contractor. The designated HI would conduct supervisory check on a weekly basis. Officers at district management level would conduct monthly inspections;
- (2) four performance indicators, i.e. (a) floor always dry; (b) floor, wall and facilities free from stains and dirt; (c) no strong foul smell; and (d) no prolonged malfunctioning of toilet facilities, were devised and contractors must maintain these standards at all times; and
- (3) deep cleansing services are enhanced and carried out by dedicated cleansing team (DCT) on a regular basis.

9. The enhanced measures has brought about noticeable improvement to the hygiene condition of the target toilets. FEHD would extend the DCT services to all street cleansing services contracts upon next contract renewal. The four performance indicators are similarly applied to public toilets other than the target toilets.

### **Item (d)(i)**

10. Based on experience, FEHD has made broad categorisation of the level of cleanliness of a public toilet to Grade A, Grade B and Grade C with photographs illustrating level of cleanliness as extracted from street cleansing contracts in **Annex I**.

11. We are not aware of any readily available guidelines that may be put to use in the local context. These categories are formulated to facilitate monitoring of the cleanliness condition in public toilets. If the cleanliness level is found to have deteriorated, i.e. Grade B or Grade C, as a contract obligation, contractors are required to carry out remedial actions to rectify the irregularity within the prescribed time to bring cleanliness to a satisfactory level, i.e. Grade A as laid down in street cleansing contracts.

**Item (d)(ii)**

12. The number of default notices issued to a street cleansing contractor will be taken into account for assessment of technical score in future tender evaluations, if the contractor comes forward to make a bid.

**Item (d)(iii)**

13. To ensure prudent use of public money and timely response to restore normal service of public toilets, we have assigned cleansing contractors to handle minor repair works which are simple and easy to be fixed. Staff of the contractors can provide a quick response and rectify the defects swiftly upon notification.

**Item (e)(i) & (ii)**

14. FEHD's departmental guidelines require its frontline supervisory staff (i.e. foreman grade staff) to carry out inspections of toilets at predetermined frequencies as follows:

Cleansing Inspection Frequency for Foreman in Supervising In-house Cleansing Services

<u>Facility/Service</u>	<u>Frequency</u>
<u>Public toilets in populated villages/areas and public bathhouses</u>	<u>Once/shift</u>
<u>Aqua privies and public toilets in remote areas*</u>	<u>Weekly</u>

\* Examples of remote areas include locations without vehicular access or on remote outlying islands. Senior Health Inspector (SHI) of respective District Environmental Hygiene Offices (DEHO) can exercise discretion to determine whether the facilities are located in “remote areas” based on the ground situation on a case-by-case basis.

Inspection Guidelines for Senior Foreman in Management of Public Cleansing Services Contracts

<u>Facility/Services</u>	<u>Frequency</u>
Flushing toilets with toilet attendant Public bathhouses	Inspect at least once for every work shift. **
Flushing toilets without toilet attendant	Inspect at least once every other working day.**

\*\* For facilities in remote area, SHI can exercise discretion to determine the most suitable minimum inspection frequency.

15. During inspection, the principles of risk management would be integrated into the checking of contract compliance. Priority of inspection would be given to major facilities such as public toilets. Inspection of public toilets mainly covers the cleanliness, maintenance and operation of facilities and attendance-related matters of toilet attendants.

16. Supervisory staff, from District Environmental Hygiene Superintendents to HIs, perform surprise supervisory checks in the form of physical inspections to monitor the performance of the cleansing supervisors within their district. In practice, DEHOs would divide their district into several cleansing sectors on a geographical basis. Each HI is required to inspect one to two cleansing sectors in a week and to cover all areas under respective responsibility within 6 weeks. Each SHI is required to inspect 2 cleansing sectors at a time, and to cover all the areas in the district within 3 months. Senior district management will inspect the toilets on a regular basis.

17. Quality Assurance Section (QAS), a section set up with the primary objective of monitoring and improving service quality, would conduct regulatory inspections for different services delivered by FEHD, including that on cleansing service (comprising of street cleansing and public toilet services).

18. QAS conducts inspections to public toilets in all districts during its Thematic Quality Assurance Inspections every two years. The inspection report would be compiled and forwarded to the district concerned for reference and follow-up actions, if necessary. Re-inspections would be carried out a few months later and all irregularities detected in the last inspection would be checked again to see if there were any recurrence. Similarly, re-inspection reports would be issued to individual DEHOs for information and further follow-up actions, if necessary.

#### **Item (e)(iii)**

19. Public toilets with high utilisation rates or at tourist spots will have relatively higher demand for cleansing and maintenance services, as well as greater public concerns and expectations. In general, toilet attendant services are provided for these public toilets. The inspection frequency for these public toilets is set at a higher level for monitoring service performance according to the risk management principle.

#### **Item (e)(iv)**

20. Based on the latest utilisation rates measured with the infrared sensor, we have adjusted the inspection frequencies for six of the nine toilets identified in paragraph 4.37(a)(ii) and (iii) of the Audit report.

21. Specifically, toilet attendant service has been provided to one public toilet since May 2019, and would be provided to five other public toilets. Starting from July or August 2020, inspection frequency of these six public toilets would be increased accordingly.

22. For the remaining three public toilets, two are of low utilisation rate and adjustment of inspection frequency is not required. One public toilet is a male toilet of a small size provided with four urinals only. Provision of toilet attendant service to this toilet is not cost effective. In the light of the high utilisation of this toilet, we will make arrangements to increase the inspection frequency.

#### **Item (e)(v) and (g)(ii)**

23. Different districts have their unique circumstances. The discretion for respective DEHOs to determine the most suitable minimum inspection frequency for facilities in remote areas would be exercised by respective districts based on their professional knowledge and experience having regard to the ground situation on a case-by-case basis.

24. For Yuen Long DEHO, 103 out of the 127 contracted-out public toilets without toilet attendant services were converted from aqua privies. These public toilets are usually located at remote areas with low utilisation rates, and the conditions and facilities of these public toilets have been much improved after the conversion. This notwithstanding, to ensure a reasonable standard of service and in the light of Audit's recommendation, we are taking stock of the situation on the ground with a view to providing some form of guidelines to responsible officers in DEHOs in exercising the discretion to determine the inspection frequency for public toilet facilities in remote areas.

#### **Item (e)(vi) & (vii)**

25. The arrangement to input the inspection results into mobile devices on site and upload the related records into computer system Contract Management System (CMS) for all public toilets with cleansing services provided by contractors has all along been carried out in all DEHOs since the launch of CMS in 2002.

26. The overall performance of contractors including provision of public toilet services is assessed through random checking with the principles of risk management integrated into the checking of contract compliance. FEHD staff will conduct routine and surprise inspections to public toilets to monitor contractors' performance. If any contractor is found to be in breach of contract terms, FEHD will take appropriate follow-up actions, including the issuance of verbal warnings, written warnings and default notices with deduction of monthly payment of service charge. The inspection findings including the actions taken would be recorded in the CMS and would be reflected in monthly assessment reports of the contracts, which are submitted to and reviewed by district management.

27. The CMS has been revamped with further enhancements as elaborated in item (g)(iii) below and implemented in all DEHOs since November 2019.

**Item (f)(i)**

28. FEHD has specified in its guideline on the frequency and number of inspections to be conducted by foreman grade staff of the DEHOs. Please refer to the response to item (e)(i) & (ii) above.

**Item (f)(ii)**

29. FEHD is considering using mobile devices to record all inspection details on the cleansing services provided by in-house staff. It is estimated that the new system will be ready for trial run in the latter half of 2020 after the user requirements are confirmed.

**Item (g)(i)**

30. The public toilet in question is Hatton Road Public Toilet located at the Peak area. The roads leading to Hatton Road Public Toilet are narrow and inaccessible by conventional transport.

**Item (g)(iii)**

31. Before implementation of revamped CMS, inspecting officers are required to record inspection details of contractor's performance including the



provision of public toilet services after each inspection into CMS via mobile devices. The operation remains the same in the revamped CMS. No manual inspection forms are used before or after the CMS is revamped.

32. The types of information input into the revamped CMS for public toilets with or without toilet attendant services are the same and listed below:

- Date of inspection
- Time of inspection
- Name of public toilet
- Post of inspecting officer
- Contractual irregularity detected (if any)
- Minor repair request to contractor
- Inspection result

33. On top of Monthly Reports generated by the old CMS, the revamped CMS provides enhanced functions to summarise inspection details of public toilets including numbers of inspection and irregularities detected on a district basis for review by district management and senior management.

34. In the case where an officer has forgotten to upload the inspection results to the system, alert messages would be sent to remind inspecting officers to comply with the requirements to input inspection details. SHI or HI of DEHOs, Operations Sections and QAS would also conduct checkings on the status of compliance in inputting inspection details into the revamped CMS by inspecting officers based on the monthly reports generated by revamped CMS.

#### **Item (g)(iv)**

35. To address the shortfall of routine inspections arising from staff vacancies and redeployment of staff resources to other tasks, grade management of FEHD would make best endeavours to fill up any vacancies as soon as practicable. In the interim, having considered the operational need, districts would prioritise their work to ensure sufficient manpower resources are deployed for inspection of public toilets.

#### **Item (h)**

36. With reference to paragraph 4.10(a)(i) of the Audit Report, cleansing contractors are required to carry out and complete toilet minor repair services

within 24 hours of being notified by the inspecting officer according to the street cleansing contracts. FEHD is monitoring the contractors' performance in this respect through the revamped CMS.

**Item (i)**

37. In general, FEHD would immediately refer any suspected vandalism or crime cases detected in public toilets to the Police for investigation and enforcement actions. FEHD was not notified by the Police of any prosecution against vandalism of facilities or committing crime in public toilets or aqua privies in the past five years.

**Item (j)(i) and (ii)**

38. To address rising concerns and complaints against public toilets with a high usage rate, in particular those at tourist spots, FEHD selected some 83 public toilets in September 2018 as target public toilets for service enhancement including enhanced inspection. The enhanced inspection has effectively improved the condition of target public toilets and the enhanced measures were extended to 94 toilets in May 2019. FEHD would review and consider including more public toilets with high utilisation rate for enhanced monitoring, subject to availability of resources.

**Item (j)(iii)**

39. Before the implementation of the revamped CMS in November 2019, FEHD did not keep the record on the number of defects referred to the cleansing contractors. The number of defects for public toilets and aqua privies referred to Electrical and Mechanical Services Department (EMSD) and ArchSD in 2019 were 5 818 and 14,609 respectively.

**Item (j)(iv) and (v)**

40. ArchSD, in collaboration with FEHD, is conducting an analysis on repair requests relating to public toilets and aqua privies reported in the Audit Report.

In the light of the ArchSD's findings which will be available in Q2 of 2020, we will consider interim measures to tackle the issues leading to the increasing number of defects in public toilets requiring repair and maintenance. In the longer term, we will refer to the use of mobile device and mobile applications in handling repair works to generate information and statistics to seek improvements to the design features, installations and other provisions in public toilets.

#### **Item (k)**

41. The images of the interface showing the design and functions of mobile application to record and transmit repair and maintenance requests between FEHD, ArchSD and EMSD are provided in **Annex II**.

#### **Item (l)**

42. The reason of discrepancy on the repair and maintenance requests recorded by FEHD and ArchSD is due to inconsistent recording methods adopted by the two departments in some cases. For instance, for some defects FEHD reported as a single defect item while ArchSD classified it as two maintenance request items, leading to the discrepancy in the record.

43. To enhance the efficiency of repair works in public toilets, including timeliness and accuracy, FEHD, in collaboration with ArchSD and EMSD, started to develop mobile applications since the second quarter of 2019 to link with ArchSD's computer maintenance system to share relevant data. With introduction of the mobile application, the data source of repair and maintenance requests amongst relevant departments would be synchronised to avoid mismatch in maintenance records and discrepancies. Pilot run of the mobile application in three districts to record and transmit repair and maintenance requests with ArchSD and EMSD has commenced since November 2019 and January 2020 respectively. Our target is to extend the use of the mobile application to the remaining districts in March 2020 tentatively.

#### **Item (m)**

44. According to the DEHOs, majority of the defects stated in paragraph 4.22 of the Audit Report were recurred cases which had been rectified but found

recurred between the first and the second visits conducted by Audit Commission.

45. Nevertheless, the introduction of the mobile applications to record and transmit repair and maintenance requests would facilitate the reporting of defective items identified by inspecting officers during inspection of public toilets, tracking of progress of repair and maintenance works and collation of management data for further analysis. Backend automation functions are also provided to ensure repair and maintenance requests are directed to relevant parties, viz contractors and maintenance agents, for timely follow-up actions.

#### **Item (n)(i)**

46. FEHD arranged customer satisfaction surveys in 2001, 2004 and 2008. The results revealed that 70.9% to 85.1% of respondents were satisfied with the public toilet services provided by FEHD and only 3.3% to 4% of were dissatisfied. These results were fairly stable and consistent over the years. In addition, customer satisfaction surveys can only give a general impression of the situation of FEHD public toilets without reference to individual toilets for specific improvements. As part of the trial of Smart Toilet System, FEHD is arranging to use visitor feedback system to gather specific comments on the toilet under monitoring. Visitor feedback system will gather instantaneous feedback over a much longer period of time on the toilet being monitored. This will enable the Department to come up with a more timely response to the problems identified.

47. In addition, the FEHD has been collecting views on public toilet services through various channels such as public complaints, comments from District Council members, suggestion from toilet attendants, etc. FEHD considers these useful feedback for seeking service improvements.

#### **Item (n)(ii)**

48. FEHD considers that user feedback provides an important basis for the planning and provision of public toilets to better meet the needs of the public. We are positive towards the idea of gathering such feedback through surveys and aim to come up with a specific plan in 2020 with regard to cost-effectiveness and the result of the trial on Smart Toilet System, etc.

**Item (n)(iii)**

49. Visitor feedback system was introduced in Man Yiu Street Public Toilet for trial run in November 2019. It aims to collect the rating in terms of the level of satisfaction on the overall cleanliness and maintenance of facilities from the toilet users. FEHD is planning to extend the trial to other public toilets with an enhanced version of the feedback system.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'POON Ping-yeung', written over a faint, large, oval-shaped watermark or background mark.

(POON Ping-yeung)

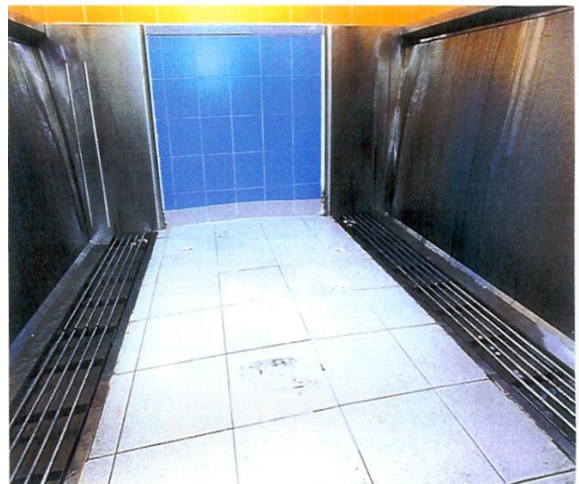
for Director of Food and Environmental Hygiene

- c.c. Secretary for Food and Health (fax no. 2526 3753)  
Director of Architectural Services (fax no. 2877 0594)  
Commissioner for Tourism (fax no. 2801 5792)  
Director of Water Supplies (fax no. 2827 8400)  
Secretary for Financial Services and the Treasury (fax no. 2147 5239)  
Director of Audit (fax no. 2583 9063)

**Broad Categorisation of the Level of Cleanliness of Public Toilets**



*Photographs Illustrating Level of Cleanliness for Public Toilets – Grade A*



*Photographs Illustrating Level of Cleanliness for Public Toilets – Grade B*



*Photographs Illustrating Level of Cleanliness for Public Toilets – Grade C*



## User Interface of the Mobile Application to Record and Transmit Repair and Maintenance Requests

- (A) Frontline users can click the button “新增定單” in [\(Figure 1\)](#) to create and submit new repair requests to Architectural Services Department. Details and relevant photos are input in the page as shown in [\(Figure 2\)](#).

Mobile application prevents the occurrence of wrong referrals through the following design and functions—

*Items available for selection on the pull down menus [\(Figure 3\)](#) from the prescribed data structure [\(Figure 4\)](#) were agreed with ArchSD in order to avoid recurrence of discrepancy on the repair and maintenance requests.*

*Checkbox is provided to frontline users to confirm whether the request is under the responsibilities of street cleansing services contractors. Date and time shall be provided if affirmative and illustrated in [\(Figure 5\)](#)*

*Frontline users can certify the completion of repair works by entering date, time and relevant photos of the completed repair works in the page as shown in [\(Figure 6\)](#).*

- (B) When selecting a public toilet which is maintained under a cleansing service contract, the frontline staff shall make use of clicking the button “合約” in [Figure 2](#) to view the individual maintenance items under the responsibilities of the cleansing services contractors and to ensure the referral of the new repair request should be appropriate [\(Figure 7\)](#).



Click it and then go to Figure 2

Figure 1

← 新增定單

合約

---

分區 / 組別: 西貢

---

\*維修部門 建築署 ▾

---

\*工程級別 普通 ▾

---

\*場地 清水灣二灘停車場公廁

---

\*維修工程類別 I 小五金工程

---

\*維修工程類別 II 門鎖、門鼓或門鉸

---

\*維修工程類別 III 鐵門門鎖損壞

---

\*缺漏所在地點  
鐵門鎖頭脫落

---

\*發現缺漏的日期時間 01/01/2020 17:23

---

本維修項目是否屬於潔淨承辦商負責? 否  是

---

缺漏相片






暫存

重設

傳送

This button will be appeared as the Public Toilet under management of street cleansing contractor is inputted. Click it and then go to Figure 7.

Please go to Figure 3 to 4 for details.

If "Yes" is selected, please go to Figure 5

Figure 2



Please go to Figure 4 for the elaboration of repair items under Level I, II and III.

Figure 3 (Pull Down Menu of Repair Works of Level I under ArchSD)

### 建築署小型工程維修項目

Level 1	Level 2	Level 3
I. 水喉工程	淤塞	(a) 廁盆淤塞
I. 水喉工程	淤塞	(b) 淋浴間淤塞
I. 水喉工程	淤塞	(c) 洗手盆淤塞
I. 水喉工程	淤塞	(d) 洗滌盆淤塞
I. 水喉工程	淤塞	(e) 地台去水渠淤塞
I. 水喉工程	淤塞	(f) 尿盆淤塞
I. 水喉工程	喉管爆裂或滲漏	(a) 食水喉爆裂
I. 水喉工程	喉管爆裂或滲漏	(b) 食水喉漏水
I. 水喉工程	喉管爆裂或滲漏	(c) 沖廁喉爆裂
I. 水喉工程	喉管爆裂或滲漏	(d) 沖廁喉漏水
I. 水喉工程	喉管爆裂或滲漏	(e) 污水喉爆裂
I. 水喉工程	喉管爆裂或滲漏	(f) 污水喉漏水
I. 水喉工程	潔具損壞	(a) 沖廁水箱損壞
I. 水喉工程	潔具損壞	(b) 洗手盆水龍頭損壞
I. 水喉工程	潔具損壞	(c) 洗手盆電子水龍頭損壞
I. 水喉工程	潔具損壞	(d) 廁板損壞
I. 水喉工程	潔具損壞	(e) 廁盆損壞
I. 水喉工程	潔具損壞	(f) 洗手盆損壞
I. 水喉工程	潔具損壞	(g) 洗滌盆損壞
I. 水喉工程	潔具損壞	(h) 皂液器破爛
I. 水喉工程	沒有沖廁水供應	
I. 水喉工程	沒有食水供應	
II. 小五金工程	門鎖、門鼓或門鉸	(a) 大門門鎖損壞
II. 小五金工程	門鎖、門鼓或門鉸	(b) 鐵門門鎖損壞
II. 小五金工程	門鎖、門鼓或門鉸	(b) 門鼓損壞
II. 小五金工程	門鎖、門鼓或門鉸	(c) 門鉸損壞
II. 小五金工程	窗簾路軌拉繩	窗簾路軌拉繩損壞
II. 小五金工程	指示牌	(a) 指示牌破爛
II. 小五金工程	指示牌	(b) 指示牌鬆脫
II. 小五金工程	衣櫃、貯物櫃、櫃檯或廁格	(a) 衣櫃的門鎖損壞
II. 小五金工程	衣櫃、貯物櫃、櫃檯或廁格	(b) 衣櫃的門鉸損壞
II. 小五金工程	衣櫃、貯物櫃、櫃檯或廁格	(c) 貯物櫃的門鎖損壞
II. 小五金工程	衣櫃、貯物櫃、櫃檯或廁格	(d) 貯物櫃的門鉸損壞
II. 小五金工程	衣櫃、貯物櫃、櫃檯或廁格	(e) 櫃檯的門鎖損壞
II. 小五金工程	衣櫃、貯物櫃、櫃檯或廁格	(f) 櫃檯的門鉸損壞
II. 小五金工程	衣櫃、貯物櫃、櫃檯或廁格	(g) 修理損壞廁格門鉸
III. 木工工程	大門損壞	
III. 木工工程	門框損壞	
III. 木工工程	衣櫃損壞	
III. 木工工程	貯物櫃損壞	
III. 木工工程	櫃檯損壞	
III. 木工工程	假天花板破損	

IV. 泥水批盪工程	地磚破損	
IV. 泥水批盪工程	牆身磚破損	
IV. 泥水批盪工程	批盪破損	
IV. 泥水批盪工程	牆身石屎爆裂	
IV. 泥水批盪工程	柱石屎爆裂	
IV. 泥水批盪工程	天花石屎爆裂	
IV. 泥水批盪工程	石屎路面破損	
V. 污水排放工程	沙井淤塞	
V. 污水排放工程	明渠淤塞	
V. 污水排放工程	去水隔井淤塞	
VI. 鐵器工程	鋁窗	(a) 鋁窗損壞
VI. 鐵器工程	鋁窗	(b) 鋁窗窗鉸損壞
VI. 鐵器工程	鋁窗	(c) 鋁窗窗鎖損壞
VI. 鐵器工程	鋁窗	(d) 鋁窗窗花損壞
VI. 鐵器工程	鋼窗	(a) 鋼窗損壞
VI. 鐵器工程	鋼窗	(b) 鋼窗窗鉸損壞
VI. 鐵器工程	鋼窗	(c) 鋼窗窗鎖損壞
VI. 鐵器工程	鋼窗	(d) 鋼窗窗花損壞
VI. 鐵器工程	玻璃門腳鉸損壞	
VII. 玻璃工程	窗玻璃片破裂	
VII. 玻璃工程	百葉玻璃片破裂	
VIII. 百葉簾工程	百葉簾損壞	
IX. 油漆工程	牆身油漆剝落	
IX. 油漆工程	天花油漆剝落	
X. 雜項工程 [其他]	(請註明)	

Figure 4 (Prescribed data structure agreed with ArchSD)

< 新增定單

分區 /組別: 旺角

\*維修部門 請選擇 ▾

\*工程級別 請選擇 ▾

\*場地 請選擇

\*缺漏所在地點  
請填寫資料

\*發現缺漏  
的日期時間 20/01/2020 12:20

本維修項目是否  
屬於潔淨承辦商負責? 否  是

\*發出口頭警告  
的日期時間 20/01/2020 12:20

附注:  
請填寫資料

缺漏相片



暫存 重設 傳送

Additional fields for recording the previous request of minor repair work to the street cleansing contractor will be shown.

Figure 5

← 小型工程定單

發現缺漏的日期時間: 2020-01-01 17:23

本維修項目是否屬於潔淨承辦商負責: 否

完工證明 編輯完工證明

*完成維修工程的日期時間	06/01/2020 12:48
*證明工程完成的日期時間	06/01/2020 12:48

備注 新增備注

缺漏相片






完成工程相片






修改維修參考編號
傳送

To certify the completion of repair works by frontline staff.

Figure 6



Annex XI - Part C  
(Continued)

Part C.2

**I. Service Description**

Toilet Minor Repair Services to Toilets

**II. Work Statement**

- (1) The Contractor shall provide materials and labour to carry out and complete the following repair and maintenance works, irrespective of any reasons for their loss or damage including stealing to the Service Locations within twenty-four (24) hours of being notified by the Inspecting Officer -
  - (a) replace water closet seat with cover;
  - (b) replace nylon cord connected to the lever arm of high level flushing cistern;
  - (c) replace lever handle of low level flushing cistern (excluding foot pedal type flushing cistern);
  - (d) re-fix / replace bottle trap underneath wash hand basin, urinal and sink;
  - (e) replace washer of leaking water tap (excluding infra-red sensor taps);
  - (f) re-fix / replace locking device for water closet/shower compartment door;
  - (g) re-fix / replace coat hook;
  - (h) clear minor blockage of water closet, urinal, wash hand basin, sink, flow controller of water tap and surface channel;
  - (i) re-fix / replace fluorescent tube / light bulb (excluding flood lights);
  - (j) re-fix / replace toilet paper holder (including the bar for holding the toilet paper including jumbo toilet paper holder);
  - (k) re-fix / replace jumbo roll tissue holder;
  - (l) re-fix notice box / board and inspection record box;
  - (m) re-fix hand rails, litter containers etc.;
  - (n) re-fix / replace liquid soap dispenser;
  - (o) re-fix / replace liquid hand sanitizer / dispenser;
  - (p) replace battery for sensor of automatic tap (if any); and
  - (q) re-fix folding baby changing counter (if any).
- (2) All labour and materials for the repair and maintenance services shall be provided at the Contractor's own expenses.
- (3) All materials and replacement parts used shall be a direct replacement and they shall be of the same brand and quality as the existing parts used in the Service Locations. In case such materials and replacements are not available in the market, the nearest equivalent shall be provided subject to the prior approval of the Government Representative.
- (4) The Contractor shall maintain such stocks of materials, spares, equipment and tools as he considers necessary for the prompt and effective completion of the repair and maintenance works required.
- (5) The Contractor shall provide horticultural maintenance to the flower beds and potted flowers / plants (if any) in the Service Locations.

.....  
Service Specifications

Figure 7