

Appendix C

**Summary of improvement measures taken/to be taken by BD
in response to the Audit Report and enquiries at PAC public hearings**

Item	Audit Report Reference	Improvement Measures
Publishing the breakdown of UBWs removed each year into actionable and non-actionable UBWs	2.17	Add extra function in the Building Condition Information System (BCIS) through the current revamp to record and compile such breakdown, which will be published on BD website and in its Controlling Officer's Report when the required work is completed.
Publicizing Household Minor Works Validation Scheme (HMWVS)	2.33(b)	(a) Continue with the current series of publicity measures. (On-going)
		(b) Launch a mobile application on the Minor Works Control System (MWCS) covering the HMWVS.(Completed)
		(c) Study the option of including more amenity features under the HMWVS.
Publicizing Validation Scheme for Unauthorized Signboards (VSUS)	2.23(b)	(a) Continue with the current series of publicity measures. (On-going)
		(b) Launch a mobile application on the MWCS covering the VSUS. (Completed)
		(c) Extend Large-Scale Operation on unauthorized signboards to five target streets in different districts in 2015.
Enhancing file management	3.8 and 4.12 (a)	(a) Pilot project on the use of RFID technology for the automatic identification and tracking of files (On-going)
		(b) Reminders on proper file management will be issued to all BD staff on a regular basis. (On-going)

Item	Audit Report Reference	Improvement Measures
Reviewing guidelines	3.8	Refine relevant guidelines on handing of new UBWs to enhance understanding of BD staff in carrying out their duties. (By end-2015)
	PAC letter dated 27.5.2015	Update guidelines (GEN 5 to GEN 12) as appropriate. (By end-2015) <i>Not attached</i>
Monitoring registration of warning notices at LR	3.18, 3.19	(a) Tighten the monitoring by the Progress Monitoring Committee. (Completed)
		(b) Enhance BCIS through the current revamp to facilitate the monitoring.
Expediting completion of LSOs on rooftop-podium-lane	4.5, 4.6, Table 3	(a) Stabilise manpower in BD with gradual replacement of NCSC staff by civil service posts. (On-going)
		(b) Review and revise target completion dates of LSOs. (Completed)
Monitoring consultants' performance	4.5, 4.6, Table 3, 6.7 (a)	(a) Review and implement enhancement measures on consultancy performance including improving the process of assessing consultants' performance, rationalisation of the size and contract period of consultancies and timely use of warning letters. (Completed)
		(b) Revamp internal guidelines on Performance of the Outsourced Consultants to provide clearer division of responsibility between different levels of BD staff on monitoring of consultants' performance. (Completed)
		(c) Set up a "Warning Letter Register" to keep track of warning letters issued to consultants and facilitate the consideration of issuing adverse performance reports. (Completed)

Item	Audit Report Reference	Improvement Measures
		<p>(d) Set up a “Man-hour Database” on the approved key staff of consultants to assist in closer monitoring of the deployment of staff resources by consultants. (Completed)</p> <p>(e) Enhance BCIS to capture various LSO milestone dates for individual target buildings so that building-basis management reports can be produced. (Completed)</p>
Strengthening control on final payment to consultants	4.11 and 4.12	Refine accounting procedures to require the inclusion of issue dates of completion letters in all requests to Accounts Section for final payment. (Completed)
Providing management reports for LSOs on target buildings basis	4.15, 6.7 (b)	Add a new reporting function in the revamped BCIS to produce building-basis management reports on the number of removal orders issued and actionable UBWs identified.
Reviewing effectiveness of selection criteria of target building of LSOs on rooftop-podium-lane	4.16(e)	Devise a specific set of clear selection criteria for each LSO, taking into account the objective of the LSO, target hazards to be dealt with, manpower situation and the departmental policies on building safety. (On-going)
Publishing information on sub-divided flats found in LSOs	4.24	Consider publishing relevant statistics on LSOs on sub-divided flats in BD website.
Expediting completion of LSOs on sub-divided flats	4.27	<p>(a) Stabilize manpower in BD with gradual replacement of NCSC staff by civil service posts. (On-going)</p> <p>(b) Review and revise target completion dates of LSOs. (Completed)</p>
Monitoring registration of removal orders at LR	5.5 and 6.7 (c)	Explore with the LR the feasibility for the LR to provide computer data to the BD on registration of removal orders for automatic uploading onto the BCIS under the revamped BCIS.

Item	Audit Report Reference	Improvement Measures
Exploring effective means to encourage voluntary removal of UBWs	7.12	Explore other effective means to induce owners to remove their UBWs.