

**CONTROLLING OFFICER'S REPLY**

**FHB(FE)183**

**(Question Serial No. 2995)**

Head: (49) Food and Environmental Hygiene Department

Subhead (No. & title): (-) Not specified

Programme: (3) Market Management and Hawker Control

Controlling Officer: Director of Food and Environmental Hygiene (Miss Vivian LAU)

Director of Bureau: Secretary for Food and Health

Question:

Please advise how the Department will review the hawker control officers' attitude and the approach they take during enforcement operations to avoid possible large-scale clashes between the Police and members of the public in future.

Asked by: Hon WONG Yuk-man (Member Question No. 44)

Reply:

The hawker management and enforcement operations conducted by the Hawker Control Team (HCT) of the Food and Environmental Hygiene Department (the Department) have never caused any large-scale clashes between the Police and members of the public in the past.

To ensure that hawker management operations are effectively carried out, the Department has issued operational guidelines to its staff covering issues such as safety consideration during raiding operations, arrest and prosecution procedures. The guidelines state clearly that the safety of hawkers, passers-by and hawker control officers is of primary importance. These guidelines are reviewed from time to time in view of changes in operational requirements and feedback from staff.

The Department also provides structured and tailor-made training to staff of the HCT to equip them with skills in handling difficult situations. In going about discharging their duties, FEHD staff are guided by the principle of communicating with any members of the general public with respect, patience and courtesy.

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