

**CONTROLLING OFFICER'S REPLY**

**FHB(FE)299**

**(Question Serial No. 6314)**

Head: (49) Food and Environmental Hygiene Department  
Subhead (No. & title): (-) Not specified  
Programme: (2) Environmental Hygiene and Related Services  
Controlling Officer: Director of Food and Environmental Hygiene (Miss Vivian LAU)  
Director of Bureau: Secretary for Food and Health

Question:

Please advise on the number of cases of cleansing service contractors' non-compliance with contract requirements that were received and detected upon inspection by the Food and Environmental Hygiene Department in the past 5 years, with a breakdown by type of non-compliance and penalty imposed.

Asked by: Hon CHEUNG Chiu-hung, Fernando (Member Question No. 1531)

Reply:

The Food and Environmental Hygiene Department (the Department) carries out regular and surprise inspections to check the performance of public cleansing services contractors and ensure their compliance with the contract requirements. If the Department finds a breach of contract requirements by a contractor, the contractor will be issued with verbal warning, written warning or default notice as well as deduction of monthly payment of service charge as appropriate.

The numbers of verbal warnings, written warnings and default notices issued by the Department to public cleansing service contractors, as well as deduction of monthly payments of service charge are provided in the following table –

	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>2015-16</b>	<b>2016-17 (as at 28 February 2017)</b>
<b>No. of verbal warnings issued</b>	772	1 213	2 422	2 116	2 387
<b>No. of written warnings issued</b>	143	270	260	118	839
<b>No. of default notices issued</b>	701	1 053	1 316	1 228	679
<b>Amount of service charge payments deducted (\$ million)</b>	2.272	2.778	2.608	2.718	3.723

The Department does not keep separate breakdown on the number of reported non-compliance cases and non-compliance cases detected upon inspection by the Department, as well as that on the penalty by type of non-compliance.

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