

**CONTROLLING OFFICER'S REPLY****FHB(FE)437****(Question Serial No. 4609)**Head: (49) Food and Environmental Hygiene DepartmentSubhead (No. & title): (-) Not specifiedProgramme: (-) Not specifiedControlling Officer: Director of Food and Environmental Hygiene (Miss Vivian LAU)Director of Bureau: Secretary for Food and HealthQuestion:

Please provide the number of complaints received by the Food and Environmental Hygiene Department against outsourced service contractors' non-compliance with employment requirements (with a breakdown by the type of complaints), the number of substantiated complaints, the number of cases in which outsourced service contractors were penalised due to substantiation of the complaints and the penalties thus imposed, in each of the past 5 years.

Asked by: Hon LEUNG Yiu-chung (LegCo internal reference no.: 1197)Reply:

In the past 5 years, the number of employment-related complaints received by the Food and Environmental Hygiene Department against outsourced service contractors is as follows -

Year	Types of Complaint					Total no. of complaints	No. of substantiated cases
	Under-payment	No signing of Standard Employment Contract	Exceeding maximum working hours	Failure to grant severance / long service payment	Others <sup>^</sup>		
2014	13	2	2	1	1	19	2
2015	14	0	1	3	4	22	1
2016	5	1	4	2	0	12	3
2017	6	0	1	3	6	16	1
2018	8	0	0	1	7	16	2

<sup>^</sup> Including late payment of wages, failure to make contribution to Mandatory Provident Fund, etc.

For substantiated cases, default notices and/or warning letters were issued to the contractors concerned. Deduction from relevant contract payments was also made as appropriate. In particular, substantiated cases in breach of certain contractual obligations will result in demerit points being recorded, which might affect the contractors' bidding of similar Government contracts in the future.

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