

CONTROLLING OFFICER'S REPLY

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(Question Serial No. 3058)

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 (Ms Irene YOUNG)

Director of Bureau: Secretary for Environment and Ecology

Question:

The financial provision for this year is \$6.9 billion. Please advise this Committee of the amount to be allocated for street sweeping service in major streets.

Are there any regular inspections conducted in the streets or any mechanisms in place to monitor the effectiveness of the service? If yes, what are the details?

Asked by: Hon KONG Yuk-foon, Doreen (LegCo internal reference no.: 39)

Reply:

The estimated expenditure for street cleansing and related services of the Food and Environmental Hygiene Department in 2024-25 is \$4.46 billion. The District Environmental Hygiene Offices of the Department are responsible for the overall planning, organisation, provision and monitoring of public cleansing services in the respective districts.

To ensure that the outsourced cleansing operations in public places are performed with due diligence, the Department has put in place an established mechanism for managing the service performance of contractors. Performance standards and minimum requirements on manpower, work shift and frequency of service for each cleansing task based on operational needs are clearly stipulated in the tender documents for outsourced services. Besides, the Department will, based on its internal operational manuals and a risk management principle, monitor the service performance of outsourced contractors by means of regular spot checks and surprise inspections (including streets and rear lanes) as well as examination of their job records, so as to ensure their compliance with the contract terms in the delivery of services.

In addition, the Department maintains effective communication with outsourced contractors through verbal exchanges, telephone messages, emails, meetings, etc. to advise and remind them of the areas requiring attention, follow-up and improvement in the provision of street cleansing services.

In the event of any irregularities, defaults or non-compliance with contract provisions in the delivery of services, the Department will take follow-up and corresponding punitive actions (including the issue of verbal warnings, written warnings and default notices,

coupled with the deduction of monthly payments). Such performance records will affect the eligibility and rating of contractors in their future bidding for the Department's outsourced service contracts.

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