

CONTROLLING OFFICER'S REPLY**HAB309****(Question Serial No. 5662)**Head: (95) Leisure and Cultural Services DepartmentSubhead (No. & title): (-) Not SpecifiedProgramme: (-) Not SpecifiedControlling Officer: Director of Leisure and Cultural Services (Vincent LIU)Director of Bureau: Secretary for Home AffairsQuestion:

In the past 5 years, what are the number of cases in which the Leisure and Cultural Services Department imposed punishments on its service contractors providing (1) cleansing and supporting services, (2) security guard services, and (3) horticultural maintenance services for breaching (a) the contractual obligations relating to the demerit point system and (b) other contractual obligations. Please also provide the following details of such cases: (i) names of contractors, (ii) number of breaches, (iii) details of the breaches, (iv) the respective numbers of verbal warnings, written warnings and default notices issued, and (v) total amount of the monthly service fees deducted.

Asked by: Hon CHEUNG Chiu-hung, Fernando (LegCo internal reference no.: 915)Reply:

The numbers of non-compliance notices issued by the Leisure and Cultural Services Department (LCSD) to outsourced service contractors providing cleansing, security and horticultural maintenance services in the past 5 years are set out below:

	Cleansing	Security	Horticultural Maintenance	Total
2015				
1. Deduction of monthly service fees	665	639	17	1 321
2. Verbal warnings	289	87	183	559
3. Written warnings	366	212	96	674
4. Default notices	11	14	7	32
5. Recorded demerit points	0	0	0	0
2016				
1. Deduction of monthly service fees	1 163	905	11	2 079

	Cleansing	Security	Horticultural Maintenance	Total
2. Verbal warnings	320	57	78	455
3. Written warnings	584	335	195	1 114
4. Default notices	15	33	51	99
5. Recorded demerit points	0	0	0	0
2017				
1. Deduction of monthly service fees	1 634	1 191	20	2 845
2. Verbal warnings	78	41	120	239
3. Written warnings	537	409	327	1 273
4. Default notices	15	25	5	45
5. Recorded demerit points	0	0	0	0
2018				
1. Deduction of monthly service fees	2 051	2 330	61	4 442
2. Verbal warnings	102	47	126	275
3. Written warnings	615	860	813	2 288
4. Default notices	27	92	24	143
5. Recorded demerit points	0	0	0	0
2019				
1. Deduction of monthly service fees	2 249	2 999	87	5 335
2. Verbal warnings	26	29	50	105
3. Written warnings	514	975	213	1 702
4. Default notices	19	97	14	130
5. Recorded demerit points	0	2	0	2

The main reasons for issuing the aforementioned types of non-compliance notices include contractors' failure to provide sufficient manpower or meet the required service standards as stipulated in the contract and outsourced workers' unsatisfactory attitudes or performance. As indicated in the above table, the LCSD only keeps record of the number of deduction of monthly service fee notices issued; the information on the total amount deducted in each year is not available. As the names of contractors in breach of contractual obligations and details of the breaches involve information on individual companies, the LCSD is not at liberty to disclose such information.