

CONTROLLING OFFICER'S REPLY

THB(H)067

(Question Serial No. 5642)

Head: (62) Housing Department

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

Programme: (-) Not Specified

Controlling Officer: Permanent Secretary for Transport and Housing (Housing)
(Donald TONG)

Director of Bureau: Secretary for Transport and Housing

Question:

Over the past 5 years, has the Housing Department detected any cases during inspections or received any complaints concerning outsourced service providers suspected of breaching the requirements of service contracts or the terms and conditions of employment? If yes, please provide the numbers of cases detected and complaints received, with a breakdown by category, and the follow-up actions taken. Please also advise on the number of complaints substantiated and the penalties imposed.

Asked by: Hon CHEUNG Chiu-hung, Fernando (LegCo internal reference no.: 893)

Reply:

In 2019-20, the Housing Department (HD) has 9 contracts under Head 62 for engaging outsourced service providers. Over the past 5 years, no case was detected by HD during inspections and no complaint was received concerning outsourced service providers suspected of breaching the requirements of service contracts or employment conditions.

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