

Table 1

Department	2012	2013	2014
Architectural Services Department*	198	174	163
Civil Engineering and Development Department#*	158	176	198
Drainage Services Department*	1 174	1 080	908
Environmental Protection Department*	89	90	142
Electrical and Mechanical Services Department*	81	84	88
Food and Environmental Hygiene Department	12 142	12 426	12 188
Highways Department*	40	53	74
Housing Department*	30 834	30 777	31 125
Leisure and Cultural Services Department	10 476	10 555	11 295
Water Supplies Department*	785	839	863

* There are some other service contracts for which the exact number of outsourced service staff members is not available.

The information from the Civil Engineering and Development Department does not include contracts for the construction and engineering works.

Table 2

Outsourcing Service Categories by Department

Department	Service Categories																							
	2012								2013								2014							
	(a)	(b)	(c)	(d)	(e)	(f)	(g)	Total	(a)	(b)	(c)	(d)	(e)	(f)	(g)	Total	(a)	(b)	(c)	(d)	(e)	(f)	(g)	Total
Architectural Services Department	55	1	0	1	2	0	0	59	57	1	0	1	2	0	0	61	61	1	0	1	1	0	0	64
Civil Engineering and Development Department#	0	4	0	1	7	10	29	51	0	4	0	2	7	14	34	61	0	4	0	8	9	10	37	68
Drainage Services Department	79	0	2	0	0	5	1	87	77	1	0	1	2	10	1	92	68	1	1	0	0	17	2	89
Environmental Protection Department	0	3	0	1	4	3	13	24	0	3	0	1	5	2	14	25	0	3	0	1	8	6	26	44
Electrical and Mechanical Services Department	35	3	1	0	0	1	1	41	42	3	0	0	0	1	3	49	56	4	2	0	0	1	3	66
Food and Environmental Hygiene Department	0	9	0	72	43	16	9	149	0	15	1	66	56	6	15	159	0	3	0	63	38	9	15	128
Highways Department	28	1	0	37	0	10	34	110	30	1	0	27	0	8	25	91	24	3	0	33	0	10	24	94
Housing Department	174	161	22	77	68	14	125	641	234	166	19	93	69	14	120	715	276	152	27	96	68	14	111	744
Leisure and Cultural Services Department	0	12	0	0	0	60	84	156	0	10	0	0	0	53	91	154	0	11	0	0	0	43	87	141
Water Supplies Department	29	6	3	19	0	9	2	68	29	8	0	21	6	10	4	78	20	6	1	21	1	14	4	67

Service Category

- (a) : Services for construction and engineering works
- (b) : Property and facility management services
- (c) : Mechanical plant and equipment maintenance services
- (d) : Information management and information system services
- (e) : Environmental hygiene services
- (f) : General administrative, management, financial and public relations services, etc.
- (g) : Others

The information from the Civil Engineering and Development Department does not include contracts for the construction and engineering works.

Table 3**Duration of Outsourcing Service Contracts by Department**

Department	Duration of Contracts																	
	2012						2013						2014					
	Less than 1 year	1 Year to less than 2 years	2 Years to less than 3 years	3 Years to less than 4 years	4 Years or more	Total	Less than 1 year	1 Year to less than 2 years	2 Years to less than 3 years	3 Years to less than 4 years	4 Years or more	Total	Less than 1 year	1 Year to less than 2 years	2 Years to less than 3 years	3 Years to less than 4 years	4 Years or more	Total
Architectural Services Department	19	8	7	3	22	59	21	12	8	1	19	61	17	4	12	0	31	64
Civil Engineering and Development Department#	13	24	7	5	2	51	19	25	9	6	2	61	10	34	16	6	2	68
Drainage Services Department	21	2	22	13	29	87	29	6	20	13	24	92	27	9	18	11	24	89
Environmental Protection Department	11	10	3	0	0	24	13	9	3	0	0	25	17	17	10	0	0	44
Electrical and Mechanical Services Department	7	9	4	18	3	41	3	11	8	27	0	49	7	10	11	37	1	66
Food and Environmental Hygiene Department	38	53	53	1	4	149	11	65	77	0	6	159	21	53	53	0	1	128
Highways Department	59	12	22	4	13	110	43	11	12	6	19	91	42	18	17	1	16	94
Housing Department	51	125	141	141	183	641	43	137	154	187	194	715	39	148	161	215	181	744
Leisure and Cultural Services Department	54	6	96	0	0	156	41	12	101	0	0	154	35	8	98	0	0	141
Water Supplies Department	2	35	15	13	3	68	4	41	25	7	1	78	6	41	16	4	0	67

The information from the Civil Engineering and Development Department does not include contracts for the construction and engineering works.

Table 4

Department	2012			2013			2014		
	No. of complaints	No. of substantiated complaints	No. of penalised cases	No. of complaints	No. of substantiated complaints	No. of penalised cases	No. of complaints	No. of substantiated complaints	No. of penalised cases
Architectural Services Department	7	0 ¹	0 ¹	7	0 ¹	0 ¹	5	0 ¹	0 ¹
Electrical and Mechanical Services Department	0	0	0	0	0	0	1 ²	0	0
Food and Environmental Hygiene Department	3	3	3	5	1	1	12	0	0
Housing Department	56	44	44	28	15	15	41	21	21
Water Supplies Department	12	7	1	11	9	3	4	3	1

Of these 89 penalised cases, the departments concerned have taken legal actions in two cases, issued warning letters in 86 cases and issued warning letter, deducted contract sum as well as issued default notice leading to award of one demerit point according to the Demerit Point System³ in one case.

¹ The department has no relevant record as the complaint cases have either been referred to contractors for follow-up direct and/or referred to the Labour Department for follow-up.

² The Labour Department is considering taking legal action.

³ Under the Demerit Point System, if a contractor has breached contractual obligations in respect of wages, daily maximum working hours, signing of standard employment contracts with and wage payment by means autopay to its non-skilled workers (except temporary leave relief workers) employed for the carrying out of the contract with the Government, a default notice will be issued to the contractor concerned. Each default notice attracts one demerit point. If the tenderer has obtained three or more demerit points over a rolling period of 36 months, its tender offer will not be considered for a period of five years from the date of the third demerit point is obtained.