

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

**DEVB(W)076**

Question Serial No.

0147

Head: 194 Water Supplies Department      Subhead (No. & title):

Programme:            (1) Water Supply: Planning and Distribution

Controlling Officer: Director of Water Supplies

Director of Bureau: Secretary for Development

Question:

Regarding water supply, could the Administration advise this Committee:

- (1) the details of the promotion work on water conservation and the expenditure involved in the past two years (i.e. 2010-11 and 2011-12);
- (2) whether there was any study conducted on harvesting, treatment and reuse of rainwater in the past, e.g. the setting up of regional rainwater recovery systems and secondary water supply systems for non-potable uses, and the more effective use of rainwater resources to reduce fresh water consumption, and if so, what is the result; and
- (3) the proportion of the sources of fresh water supply in Hong Kong in the past year (i.e. 2011-12) and the cost comparison among the latest locally collected rainwater, Dongjiang water purchased from the Mainland and the production of reclaimed water using reverse osmosis technology.

Asked by:            Hon. FUNG Kin-kee, Frederick

Reply:

- (1) We have been promoting water conservation as a key element of the Total Water Management Strategy, which we implemented since 2008. In the past two years, the following activities have been our main areas of focus:
  - (a) Education targeting at the younger generation - the work included the distribution of an information kit and a school water audit handbook to all primary schools; organising annually the Water Conservation Ambassador Selection Scheme for primary students; the publishing of a set of booklets as a teaching kit for liberal studies of the secondary curriculum; and conducting talks and roving exhibitions at schools throughout the school year;
  - (b) Water conservation competition - we organised a competition in 2010-11 calling for creative water saving ideas from the property management sector, catering services and students of tertiary education institutes and changing the



**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

**DEVB(W)077**

Question Serial No.

0148

Head: 194 Water Supplies Department      Subhead (No. & title):

Programme:      (1) Water Supply: Planning and Distribution  
                         (3) Customer Services

Controlling Officer: Director of Water Supplies

Director of Bureau: Secretary for Development

Question:

Regarding water leakage and water meters, could the Administration advise this Committee:

- (a) the number of cases of bursting or apparent leaking of fresh water pipes and salt water pipes in the past year (i.e. 2011-12) (by district in accordance with the demarcation of District Councils); the longest and the average hours of suspension of water supply affecting the general public as a result; and
- (b) the number of cases the Water Supplies Department received in the past year (i.e. 2011-12) from registered consumers querying the accuracy of water meters and requesting water meter tests; of the cases followed up, the number of bills requiring adjustments after the accuracy of the water meters concerned was confirmed to be problematic and the amount involved?

Asked by:      Hon. FUNG Kin-kee, Frederick

Reply:

- (a) The number of fresh and salt water main burst and leakage cases in various districts of Hong Kong in 2011-12 (up to end January 2012) is tabulated below -

District	Number of water main burst and leakage cases	
	Water main bursts	Water main leakage
Central and Western	18	624
Eastern	6	396
Islands	0	291
Kowloon City	24	437
Kwai Tsing	34	328



**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

**DEVB(W)078**

Question Serial No.

0219

Head: 194 Water Supplies Department      Subhead (No. & title):

Programme:            (3) Customer Services

Controlling Officer: Director of Water Supplies

Director of Bureau: Secretary for Development

Question:

Regarding the on-going meter replacement programme, please provide details including the progress of old meters replaced in the past three years (i.e. 2009-10 to 2011-12), the number of meters to be replaced in the future and the time schedule of enhancing the accuracy of meters. Please also provide the expenditure and manpower involved in the meter replacement programme in the past three years (i.e. 2009-10, 2010-11, 2011-12) and the estimated expenditure and manpower in 2012-13. How many complaints relating to the accuracy of water meters were received in the three respective years?

Asked by:            Hon. CHEUNG Yu-yan, Tommy

Reply:

In 2009-10, 2010-11 and 2011-12, we have replaced respectively 210 000, 230 000 and 190 000 aged water meters. The respective expenditure was \$41 million, \$42 million and \$35 million. About 80% of the meter replacement works was carried out through contractors and the remainder by our in-house staff, deploying about 50 staff each year on the task. We will continue to deploy similar manpower resources to replace about 210 000 aged water meters in 2012-13 at an estimated cost of \$41 million, with more emphasis on the replacement of medium and large sized meters.

With regular replacement of aged water meters, the overall meter accuracy level has been improving. The percentage of meters with accuracy within plus or minus 3% of the actual consumption has increased from 94.1% in 2009 to 95.3% in 2011. We will strive to sustain the improvement by continuing with the meter replacement programme and the projected percentage of accuracy is 95.5% for 2012.

The number of complaints disputing the accuracy of the water meters received in 2009-10, 2010-11 and 2011-12 (up to end January 2012) were 687, 538 and 328 respectively.

Among them, there were respectively 47, 29 and five cases which required downward adjustment of the bills. The remaining cases did not involve inaccuracy of water meters requiring bill adjustment.

Signature: \_\_\_\_\_

Name in block letters:                     L T MA                    

Post Title:           Director of Water Supplies          

Date:                     1 March 2012

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

<b>DEVB(W)079</b>
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Question Serial No.

0482
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Head: 194 Water Supplies DepartmentSubhead : 000

Operational Expenses

Programme:Controlling Officer: Director of Water SuppliesDirector of Bureau: Secretary for DevelopmentQuestion:

Regarding the employment of non-civil service contract (NCSC) staff, please provide the following information:

	2012-13	2011-12	2010-11
Number of NCSC staff	()	()	()
Details of the positions held by NCSC staff			
Total expenditure on salaries for NCSC staff	()	()	()
Monthly salary range of NCSC staff			
• \$30,001 or above	()	()	()
• \$16,001 - \$30,000	()	()	()
• \$8,001 - \$16,000	()	()	()
• \$6,501 - \$8,000	()	()	()
• \$5,001 - \$6,500	()	()	()
• \$5,000 or below	()	()	()
• number of staff with monthly salary below \$5,824	()	()	()
• number of staff with monthly salary between \$5,824 and \$6,500	()	()	()
Length of service of NCSC staff			
• 5 years or above	()	()	()
• 3 – 5 years	()	()	()
• 1 – 3 years	()	()	()
• less than 1 year	()	()	()
Number of NCSC staff successfully appointed as civil servants	()	()	()
Number of NCSC staff failed to be appointed as civil servants	()	()	()
Percentage of NCSC staff against the total staff in the department	()	()	()
Percentage of staff costs for NCSC staff against the total staff costs in the department	()	()	()

Number of NCSC staff with paid meal break	( )	( )	( )
Number of NCSC staff without paid meal break	( )	( )	( )
Number of NCSC staff working 5 days per week	( )	( )	( )
Number of NCSC staff working 6 days per week	( )	( )	( )

Figures in ( ) denote year-on-year changes

Asked by : Hon. WONG Kwok-hing

Reply :

Information on the employment of full-time non-civil service contract (NCSC) staff is provided below. As the need for and number of NCSC staff fluctuate with changing service needs, we are unable to provide the information for 2012-13.

**(a) Number of NCSC staff against their job nature**

Job nature	2011-12 (as at 31.12.11)	2010-11 (as at 31.3.11)
	Number of NCSC staff	
Professional	10 (-28.6%)	14
Technical & inspectorate	26 (+550%)	4
General administration	98 (+19.5%)	82
<b>Total:</b>	<b>134 (+34%)</b>	<b>100</b>

**(b) Total expenditure on salary of NCSC staff**

2011-12 (up to 31.12.11) (\$M)	2010-11 (up to 31.3.11) (\$M)
21.1	19.6

**(c) Number of NCSC staff against their salaries and length of service**

Monthly salary	2011-12 (as at 31.12.11)	2010-11 (as at 31.3.11)
	Number of NCSC staff	
\$30,001 or above	18 (-10%)	20
\$16,001 to \$30,000	30 (+328.6%)	7
\$8,001 to \$16,000	86 (+17.8%)	73
\$6,501 to \$8,000	0 (-)	0
\$5,001 to \$6,500	0 (-)	0
\$5,000 or less	0 (-)	0
<b>Total:</b>	<b>134 (+34%)</b>	<b>100</b>



Less than \$5,824	0 (-)	0
\$5,824 to \$6,500	0 (-)	0
<b>Total:</b>	<b>0 (-)</b>	<b>0</b>

Length of services	2011-12 (as at 31.12.11)	2010-11 (as at 31.3.11)
	<b>Number of NCSC staff</b>	
5 years or above	49 (-3.9%)	51
3 years to less than 5 years	6 (-14.3%)	7
1 year to less than 3 years	23 (+35.3%)	17
Less than 1 year	56 (+124%)	25
<b>Total:</b>	<b>134 (+34%)</b>	<b>100</b>

**(d) Number of NCSC staff appointed as civil servant <sup>(Note)</sup>**

2011-12 (up to 31.12.11)	2010-11 (up to 31.3.11)
16	25

Note : Including information on appointment of NCSC staff as civil servant within WSD only.

**(e) Number of NCSC staff failed to be appointed as civil servant**

2011-12 (up to 31.12.11)	2010-11 (up to 31.3.11)
No record	No record

**(f) Percentage of NCSC staff against the total number of staff in the Department**

2011-12 (as at 31.12.11)	2010-11 (as at 31.3.11)
2.9%	2.2%

**(g) Percentage of staff costs for NCSC staff against the total staff costs in the Department**

2011-12 (up to 31.12.11)	2010-11 (up to 31.3.11)
2.0%	1.5%



**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

**DEVB(W)080**

Question Serial No.

0507

Head: 194 Water Supplies Department      Subhead : 000  
Operational Expenses

Programme:

Controlling Officer: Director of Water Supplies

Director of Bureau: Secretary for Development

Question:

On engagement of agency workers, please provide the following information:

	2012-13	2011-12	2010-11
Number of contracts with employment agencies	( )	( )	( )
Contract sum paid to each employment agency	( )	( )	( )
Total amount of commission paid to each employment agency	( )	( )	( )
Duration of service for each employment agency	( )	( )	( )
Number of agency workers	( )	( )	( )
Details of the positions held by agency workers			
Monthly salary range of agency workers			
• \$30,001 or above	( )	( )	( )
• \$16,001 - \$30,000	( )	( )	( )
• \$8,001 - \$16,000	( )	( )	( )
• \$6,501 - \$8,000	( )	( )	( )
• \$5,001 - \$6,500	( )	( )	( )
• \$5,000 or below	( )	( )	( )
• number of workers with salary below \$5,824	( )	( )	( )
• number of workers with salary between \$5,824 and \$6,500	( )	( )	( )
Length of service of agency workers			
• 5 years or above	( )	( )	( )
• 3 - 5 years	( )	( )	( )
• 1 - 3 years	( )	( )	( )
• less than 1 year	( )	( )	( )
Percentage of agency workers against the total staff in the department	( )	( )	( )
Percentage of expenditure for employment agencies against the total staff costs in the department	( )	( )	( )
Number of workers with paid meal break	( )	( )	( )
Number of workers without paid meal break	( )	( )	( )

Number of workers working 5 days per week	( )	( )	( )
Number of workers working 6 days per week	( )	( )	( )

Figures in ( ) denote year-on-year changes

Asked by : Hon. WONG Kwok-hing

Reply :

The information in respect of engagement of agency workers is appended below. This information excludes services provided under term contracts centrally administered by the Office of the Government Chief Information Officer. Moreover, we are unable to provide information for 2012-13 as the need for and the number of agency workers vary over time in accordance with the changing service needs.

**(a) The number of contracts with employment agencies (EAs)**

2011-12 (as at 30.9.11)	2010-11 (as at 31.3.11)
10 (-16.7%)	12

**(b) Contract sums and duration of services**

Contract sum	2011-12 (as at 30.9.11)	2010-11 (as at 31.3.11)
	Number of contracts	
Less than \$0.5 million	0 (-)	0
\$0.5 million to \$1 million	3 (-25.0%)	4
Over \$1 million	7 (-12.5%)	8
<b>Total:</b>	<b>10 (-16.7%)</b>	<b>12</b>

Duration of services	2011-12 (as at 30.9.11)	2010-11 (as at 31.3.11)
	Number of contracts	
6 months or less	0 (-100.0%)	1
Over 6 months to 1 year	9 (-10.0%)	10
Over 1 year to 2 years	1 (0%)	1
Over 2 years	0 (-)	0
<b>Total:</b>	<b>10 (-16.7%)</b>	<b>12</b>

**(c) Commission paid to EAs**

In procuring employment agency service, government departments are required to comply with the relevant Stores and Procurement Regulations, Financial Circulars and guidelines issued by the Civil Service Bureau. These regulations and guidelines do not require the departments to specify the amount or the rate of commission payable to EAs. As such, we do not have information on the commission paid to EAs.

**(d) Number of workers against their job categories**

	2011-12 (as at 30.9.11)	2010-11 (as at 31.3.11)
<b>Number of workers</b>	102 (-20.3%)	128

<b>Job categories of workers</b> <sup>Note</sup>	2011-12 (as at 30.9.11)	2010-11 (as at 31.3.11)
	<b>Number of workers</b>	
Backend office support	31 (-13.9%)	36
Technical services	71 (-22.8%)	92
<b>Total:</b>	<b>102 (-20.3%)</b>	<b>128</b>

Note: Agency workers are generally referred to as temporary staff and are not assigned any post titles. However, we have provided information on the workers by two broad job categories, viz. backend office support and technical services.

**(e) Monthly salary range of agency workers**

For contracts with quotations invited prior to April 2010, we specified only the service fee charged by the EAs in providing agency workers. Since April 2010, we specified in the contracts that the EAs must pay their agency workers wages no less than the average monthly wage of miscellaneous non-production workers in all selected industries published in the latest Census and Statistics Department’s Quarterly Report of Wage and Payroll Statistics at the time when tenders were invited for the whole duration of the concerned service contracts. For the period from April 2010 to April 2011, the minimum monthly salary specified in these contracts ranged from \$7,183 to \$7,523.

With the implementation of the Statutory Minimum Wage (SMW), for quotations invited on or after 1 May 2011, bidders are required to pay their agency workers salaries not lower than the average monthly wages for “General Worker for all selected industries” in the Quarterly Report for December 2010, unless it is overtaken by the prevailing SMW plus one paid rest

day in every period of seven days. For the period from May to September 2011, the minimum monthly wage specified in the contracts was \$8,031.

**(f) Length of service of agency workers**

The mode of using agency workers is that government departments and an EA enter into a service contract under which the agency will supply manpower as and when required. As long as the requirements of the government departments (in terms of the number of agency workers and the qualifications and/or experience required from agency workers) are satisfied, the EA may arrange any of their employees to work in the departments or arrange replacement agency workers during the contract period for different reasons. Therefore, we do not have information on the years of service of agency workers who are employees of the EAs and are at the disposal of the latter.

**(g) Percentage of workers <sup>Note</sup> against the total number of staff in the Department**

2011-12 (as at 30.9.11)	2010-11 (as at 31.3.11)
2.0%	2.7%

Note: For full-time workers only.

**(h) Percentage of expenditure for EAs against the total staff costs in the Department**

2011-12 (up to 30.9.11)	2010-11 (up to 31.3.11)
1.1%	1.1%

**(i) Paid meal break for workers**

The agency workers are employed by the EAs, and whether the meal break is paid or not is governed by the employment contract between the two parties. We do not have information on this matter.

(j) Number of workers against working days Note

Working days	2011-12 (as at 30.9.11)	2010-11 (as at 31.3.11)
	Number of workers	
5 working days per week	93 (-23.1%)	121
6 working days per week	0 (-)	0
<b>Total:</b>	<b>93 (-23.1%)</b>	<b>121</b>

Note: For full-time workers only.

*Figures in ( ) denotes year-on-year changes.*

Signature: \_\_\_\_\_

Name in block letters:         L T MA        

Post Title:         Director of Water Supplies        

Date:         1 March 2012





**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

**DEVB(W)082**

Question Serial No.

0681

Head: 194 Water Supplies Department      Subhead (No. & title):

Programme:            (3) Customer Services

Controlling Officer: Director of Water Supplies

Director of Bureau: Secretary for Development

Question:

To enhance the overall accuracy of meters, the Water Supplies Department is implementing the water meter replacement programme to replace old meters. Please provide information on the relevant expenditure in the past two financial years (2010-11 and 2011-12) and estimated expenditure in financial year 2012-13 as well as the number of meters replaced in 2010-11 and 2011-12 and expected to be replaced in 2012-13.

Asked by:            Hon. HO Chung-tai, Raymond

Reply:

In 2010-11 and 2011-12, we have replaced respectively 230 000 and 190 000 aged water meters. The respective expenditure was \$42 million and \$35 million. We have planned to replace about 210 000 aged water meters in 2012-13 at an estimated cost of \$41 million, with more emphasis on the replacement of medium and large sized meters.

Signature: \_\_\_\_\_

Name in block  
letters:                                    L T MA  
\_\_\_\_\_

Post Title: Director of Water Supplies

Date:                                      1 March 2012  
\_\_\_\_\_

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

**DEVB(W)083**

Question Serial No.

1039

Head: 194 Water Supplies Department      Subhead (No. & title):

Programme:            (1) Water Supply: Planning and Distribution

Controlling Officer: Director of Water Supplies

Director of Bureau: Secretary for Development

Question:

Regarding the management of water resources, please provide the following information:

- (a) Which government departments are currently using reclaimed water in their daily operations? Please provide their names, and usage and quantity of reclaimed water involved.
- (b) Has the Administration reserved resources for further implementing the reclaimed water pilot scheme at district level? If yes, what are the details?
- (c) What is the annual operating cost of the reclaimed water pilot scheme currently implemented at Ngong Ping?

Asked by:            Hon. CHAN Hak-kan

Reply:

- (a) At present, the Drainage Services Department (DSD), Electrical and Mechanical Services Department (EMSD), Correctional Services Department (CSD) and Food and Environmental Hygiene Department (FEHD) are using reclaimed water in their daily operations. The common applications are for toilet flushing, facilities washing and irrigation. In DSD's sewage treatment works, the reclaimed water is mainly used for preparation of chemical solutions required in the treatment process. The total quantity of reclaimed water used is around 700 000 m<sup>3</sup> per year.
- (b) We have reserved resources to investigate, in collaboration with the Civil Engineering and Development Department (CEDD), Environmental Protection Department (EPD) and DSD, into the use of reclaimed water for toilet flushing and other non-potable uses in Sheung Shui, Fanling and the New Development Areas in the north-eastern part of the New Territories.

- (c) Ngong Ping Sewage Treatment Works adopts a tertiary sewage treatment process. A portion of the treated effluent is further treated for reclaimed water application at an additional annual operation and maintenance cost of about \$126,000.

Signature: \_\_\_\_\_

Name in block letters: \_\_\_\_\_ L T MA

Post Title: \_\_\_\_\_ Director of Water Supplies

Date: \_\_\_\_\_ 1 March 2012

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

**DEVB(W)084**

Question Serial No.

1040

Head: 194 Water Supplies Department      Subhead (No. & title):

Programme:            (1): Water Supply: Planning and Distribution

Controlling Officer: Director of Water Supplies

Director of Bureau: Secretary for Development

Question:

With regard to the Planning & Investigation Study of desalination plant in Tseung Kwan O, please advise the preliminary selected site location and its area, commencement and completion dates of the Study, probable environmental impact to the vicinity during its operation and the capital cost of the desalination plant.

Asked by:            Hon. CHAN Hak-kan

Reply:

The preliminary site for the proposed desalination plant is in Area 137 of Tseung Kwan O, with a size of about 10 hectares. We plan to seek Finance Committee's funding approval in mid 2012 for engaging consultants to start the planning and investigation study by end 2012 for completion by end 2014. Among other things, the study will include an assessment of the project's potential environmental impacts on such aspects as noise, air quality, water quality, waste management and the ecology, as well as recommendations of appropriate mitigation measures. The estimated capital cost of the desalination plant would need to be ascertained in the study.

Signature: \_\_\_\_\_

Name in block letters:                      L T MA          

Post Title:            Director of Water Supplies

Date:                      1 March 2012

**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

**DEVB(W)085**

Question Serial No.

1405

Head: 194 Water Supplies Department      Subhead (No. & title):

Programme:      (1) Water Supply: Planning and Distribution

Controlling Officer: Director of Water Supplies

Director of Bureau: Secretary for Development

Question:

Could the Administration advise the progress and details on the work of identifying a suitable industrial building to accommodate the New Territories West Regional Office?

Asked by:      Hon. HO Chung-tai, Raymond

Reply:

Since the approval of funding in June 2011 for the purchase and conversion of an industrial building to accommodate our New Territories West Regional Office together with a Water Conservation Education Center to promote water conservation, a consultant has been engaged in August 2011 to source suitable industrial buildings in New Territories West. A site search has been carried out to identify potential candidates of industrial buildings for a detailed study. We are currently working with the consultant on their study findings and recommendations. We hope to purchase the industrial building in 2012 and complete the conversion by end 2015 the earliest.

Signature: \_\_\_\_\_

Name in block      L T MA  
letters: \_\_\_\_\_

Post Title: Director of Water Supplies

Date: 1 March 2012





**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

**DEVB(W)088**

Question Serial No.

2853

Head: 194 Water Supplies Department      Subhead (No. & title):

Programme:            (1) Water Supply: Planning and Distribution

Controlling Officer: Director of Water Supplies

Director of Bureau: Secretary for Development

Question:

- (a) How many aged water meters did the Department replace last year (i.e. 2011-12) and what was the expenditure involved? In response to the Report of the Audit Commission last November, will the Department expedite the replacement of water meters in 2012-13? If yes, how much extra resources are expected to be deployed? If no, what are the reasons?
- (b) It was pointed out in the Audit Commission's Report last November that the water meters of the Department were inaccurate, resulting in undercharging of water charges. Apart from replacing water meters, will the Department deploy extra resources to examine other ways for improving the measurement of water consumption? (e.g. procurement of more advanced water meters or deployment of more staff to test the water meters of consumers proactively), how much extra resources are expected to be deployed? If no, what are the reasons?

Asked by:            Hon. CHAN Tanya

Reply:

- (a) In 2011-12, we estimated that about 190 000 aged water meters would be replaced at an estimated cost of \$35 million. We are planning to replace about 210 000 aged water meters in 2012-13 at an estimated cost of \$41 million, with more emphasis on the replacement of medium and large sized meters.





**CONTROLLING OFFICER'S REPLY TO  
INITIAL WRITTEN QUESTION**

Head: 194 Water Supplies Department

Subhead : 000

Operational Expenses

Programme:

Controlling Officer: Director of Water Supplies

Director of Bureau: Secretary for Development

Question:

On engagement of "outsourced workers", please provide the following information:

	2012-13	2011-12	2010-11
Number of outsourced service contracts	()	()	()
Total expenditure for outsourced service providers	()	()	()
Duration of service for each outsourced service provider	()	()	()
Number of workers engaged through outsourced service providers	()	()	()
Details of the positions held by outsourced workers (e.g. customer service, property management, security, cleansing and information technology)	()	()	()
Monthly salary range of outsourced workers			
• \$30,001 or above	()	()	()
• \$16,001 - \$30,000	()	()	()
• \$8,001 - \$16,000	()	()	()
• \$6,501 - \$8,000	()	()	()
• \$5,001 - \$6,500	()	()	()
• \$5,000 or below	()	()	()
• number of workers with salary below \$5,824	()	()	()
• number of workers with salary between \$5,824 and \$6,500	()	()	()
Length of service of outsourced workers			
• 5 years or above	()	()	()
• 3 - 5 years	()	()	()
• 1 - 3 years	()	()	()
• less than 1 year	()	()	()
Percentage of outsourced workers against the total staff in the department	()	()	()
Percentage of expenditure for outsourced service providers against the total staff costs in the department	()	()	()
Number of workers with paid meal break	()	()	()
Number of workers without paid meal break	()	()	()

Number of workers working 5 days per week	( )	( )	( )
Number of workers working 6 days per week	( )	( )	( )

Figures in ( ) denote year-on-year changes

Asked by : Hon. WONG Kwok-hing

Reply :

The department uses a wide range of outsourced services, such as office cleansing and security, information technology support, etc. The requested information is provided below. However, we are unable to provide information for 2012-13 since the need for outsourced services fluctuates with changing service needs of the department.

**(a) Number of outsourced service contracts**

2011-12 (as at 31.12.11)	2010-11 (as at 31.3.11)
48 (-11.1%)	54

**(b) Total expenditure for outsourced service providers**

2011-12 (up to 31.12.11) (\$M)	2010-11 (up to 31.3.11) (\$M)
46.4	55.4

**(c) Duration of outsourced service contracts**

Duration of service	2011-12 (as at 31.12.11)	2010-11 (as at 31.3.11)
	Number of contracts	
6 months or less	0 ( - )	0
Over 6 months to 1 year	16 (+6.7%)	15
Over 1 year to 2 years	27 (-20.6%)	34
Over 2 years	5 (0%)	5
<b>Total:</b>	<b>48 (-11.1%)</b>	<b>54</b>

**(d) Total number of workers engaged through outsourced service providers** <sup>Note</sup>

2011-12 (as at 31.12.11)	2010-11 (as at 31.3.11)
267 (+7.7%)	248

Note : Only those contracts with specified number of staff to be provided are counted.

**(e) Number of outsourced workers against their work nature**

Nature of service contracts	2011-12 (as at 31.12.11)	2010-11 (as at 31.3.11)
	Number of workers	
Security	107 (+1.9%)	105
Cleansing	61 (+10.9%)	55
Information Technology	14 (+7.7%)	13
Drivers	77 (+14.9%)	67
Logistics (Store support)	8 (0%)	8
<b>Total:</b>	<b>267 (+7.7%)</b>	<b>248</b>

**(f) Salaries of outsourced workers**

Prior to the implementation of the Statutory Minimum Wage (SMW) on 1 May 2011, for service contracts on security, cleansing and logistics, the contractors were required to offer monthly wages to non-skilled workers which were no less than the average monthly wages for the relevant industry/occupation as published in the latest Census and Statistics Department's Quarterly Report of Wage and Payroll Statistics at the time when tenders were invited. For the period from April 2010 to April 2011, the minimum monthly salaries specified in these contracts ranged from \$5,001 to \$8,000.

With the implementation of the SMW on 1 May 2011, contractors are required to pay their workers wages not lower than the prevailing SMW, i.e. \$28 per hour plus one paid rest day in every period of seven days.

For other service contracts, we specify and require only the service to be provided. We do not have information about the salaries of the workers employed by the contractors.

**(g) Length of service of outsourced workers**

The mode of using outsourced workers is that government departments and the contractor enter into a service contract under which the contractor will supply manpower as and when required. As long as the requirements of the government departments (in terms of the number of outsourced workers and the qualifications and/or experience required from outsourced workers) are satisfied, the contractor may arrange any of their employees to work in the departments or arrange replacement outsourced workers during the contract period for different reasons. Therefore, we do not have information on the years of service of outsourced workers who are employees of the contractors and are at the disposal of the latter.

**(h) Percentage of outsourced workers against the total staff in the Department**

2011-12 (as at 31.12.11)	2010-11 (as at 31.3.11)
5.8%	5.5%

**(i) Percentage of expenditure for outsourced service providers against the total staff costs in the Department**

2011-12 (up to 31.12.11)	2010-11 (up to 31.3.11)
4.4%	4.1%

**(j) Meal break for outsourced workers**

The outsourced workers are employed by the outsourced contractors, and whether the meal break is paid or not is governed by the employment contract between the two parties. We do not have information on this matter.

**(k) Number of outsourced workers against working days**

Working days	2011-12 (as at 31.12.11)	2010-11 (as at 31.3.11)
	Number of workers	
5 working days per week	124 (+13.8%)	109
6 working days per week	143 (+2.9%)	139
<b>Total:</b>	<b>267 (+7.7%)</b>	<b>248</b>

*Percentages in ( ) denote comparison of the figures as at 31.12.11 and 31.3.11 in these two financial years. The figures in item (b) are cumulative total for the respective year up to the point of time specified and hence, it is inappropriate to compare the year-on-year change.*

Signature: \_\_\_\_\_

Name in block letters: \_\_\_\_\_  
L T MA

Post Title: Director of Water Supplies

Date: 1 March 2012

