

To ensure the services rendered by cleansing contractors meet the required standards, FEHD has put in place the following measures -

- Detailed performance requirements and colour photos illustrating the required standards are incorporated in the contracts for adherence by the contractors.
- District staff conduct regular inspections to check the work of the contractors and appraise their performance.
- Staff from the Headquarters and the Quality Assurance teams make random checks to reinforce the monitoring work at district level.
- Registers to record complaints against contractors are kept by district staff.
- Contractors are required to keep proper records including the work done by them for inspections.
- FEHD staff maintain regular meetings with contractors.

2. FEHD has since December 2001 implemented a Senior Foreman (Contract Management) scheme. Under the scheme, the three tiers of supervisory staff (i.e. overseers, senior foremen and foremen) deployed in the management of public cleansing contracts are replaced by a single tier pitched at Senior Foreman rank. Each district will be provided with 10 to 15 Senior Foremen who are accountable to a Health Inspector. Senior Foremen (Contract Management) have been provided with mobile phones to enhance communication with the office and contractors. They have also been provided with transportation, Personal Digital Assistants and networked computers to facilitate their checking and recording of the performance of contractors. So far, the scheme has been launched in 15 districts and will be extended to the remaining five districts in September 2002. Upon full implementation of the scheme, a total of about 270 officers will be deployed to supervise and monitor the performance of cleansing contractors. The expenditure involved in such staff resources for the year 2002-03 is about \$87M.