

**For information**

**LEGISLATIVE COUNCIL PANEL ON PUBLIC SERVICE**

**Follow-up to meeting on 29 June 2009**

**Performance pledges for services that have been contracted out**

**Background**

At the Panel on Public Service meeting held on 29 June 2009, Members discussed the paper on “Review of Performance Pledges” (*No. CB(1)1959/08-09(01)*), and requested information on the achievement of performance pledges before and after the related government services were contracted out, with particular emphasis on the Hongkong Post and the Food and Environmental Hygiene Department.

**Administration’s response**

2. At the time of our review in early 2009, about half of the bureaux and departments used external agencies or private sector companies to deliver some services to the public. Such services were very wide ranging and the engagement of external or private agencies as the service providers started at different times with some dating back many years ago. As at early 2009, 63% of these bureaux and departments required their service providers to observe the performance pledges set by them. Overall, 97%<sup>1</sup> of these performance pledges were achieved every year in the past three years (from 2006 to 2008).

3. With regard to the Hongkong Post, it has been providing an “e-Cert”<sup>2</sup> service to the public since 2000. The performance pledge for this service has been to process applications for e-Cert (Personal) within 3 days, and e-Cert (Organisational), e-Cert (Encipherment) and e-Cert (Server) within 10 days for 99% of the cases. Since 2007, the service has been contracted out and the service provider has been required to adhere to the same pledge. The achievement of this performance pledge was 100% in 2006, 2007 and 2008, i.e. both before and after contracting out of the

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<sup>1</sup> By way of comparison, all bureaux/departments achieved on average 95% of their performance pledges every year in the past three years (from 2006 to 2008).

<sup>2</sup> The Hongkong Post e-Cert is issued to individuals and businesses and can be regarded as a user’s “electronic-ID” for online identity authentication. It provides a secure and trusted environment for conducting online transactions, and ensures integrity, confidentiality and non-repudiation of the data transmitted in an electronic transaction.

service.

4. With regard to the Food and Environmental Hygiene Department, it has contracted out part of its market cleansing, street cleansing and toilet cleansing services by phases since its establishment in 2000. The Department has incorporated the relevant performance pledges in the contracts of the service providers. As some of the services have been contracted out right from the set-up of the Department, we are unable to make a “before and after” comparison of the achievement of the relevant pledges. Instead, a comparison of the achievements by the Department in the delivery of these services in the early year of its establishment (2001) and in a recent year (2008) is given below.

<b>Performance standard</b>	<b>Target</b>	<b>Achievement</b>
<b><i>market cleansing services</i></b>		
To cleanse thoroughly the common parts of public markets 3 times a day.	100%	100% (in 2001) 100% (in 2008)
<b><i>street cleansing services</i></b>		
<ul style="list-style-type: none"> <li>To sweep streets and empty litter bins at least 4 times daily in built-up areas and up to 8 times daily in very busy locations or blackspots.</li> </ul>	95%	95% (in 2001) 100% (in 2008)
<ul style="list-style-type: none"> <li>To wash streets on a need basis, at least once a week in busy areas, and at least 2 times weekly in problematic areas/blackspots.</li> </ul>	97%	97% (in 2001) 100% (in 2008)
<b><i>toilet cleansing services</i></b>		
<ul style="list-style-type: none"> <li>To effect minor repairs normally within 24 hours of reporting.</li> </ul>	95%	96% (in 2001) 99% (in 2008)
<ul style="list-style-type: none"> <li>To thoroughly cleanse public toilets at least twice daily.</li> </ul>	95%	96% (in 2001) 100% (in 2008)
<ul style="list-style-type: none"> <li>To upkeep cleanliness of public toilets by stationing toilet attendants in public toilets with high usage rate.</li> </ul>	100%	100% (in 2001) 100% (in 2008)

Civil Service Bureau

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