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Replies to supplementary questions raised by Finance Committee Members in examining the Estimates of Expenditure 2014-15

Director of Bureau : Secretary for Food and Health

Session No. : 19

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CONTROLLING OFFICER'S REPLY**S-FHB(H)01****(Question Serial No. SV017)**Head: (140) Government Secretariat: Food and Health Bureau (Health Branch)Subhead (No. & title): (-) Not SpecifiedProgramme: (2) Subvention: Hospital AuthorityControlling Officer: Permanent Secretary for Food and Health (Health) (Richard YUEN)Director of Bureau: Secretary for Food and HealthThis question originates from: FHB(H)021Question (Member Question No.):

Pursuant to the reply FHB(H)021, the Administration is requested to provide information on projected expenditure of each hospital under the Hospital Authority in 2013-2014 and 2014-2015.

Asked by: Hon. CHAN Wai-yip, AlbertReply:

The table below sets out the projected total expenditure for 2013-14 (based on expenditure as at 31 December 2013) of each hospital / institution managed by Hospital Authority (HA). The budget allocation to individual hospitals for 2014-15 is being worked out and hence is not yet available.

Cluster	Hospital	Projected total expenditure (\$ million)
HKEC	Cheshire Home, Chung Hom Kok	86.3
	Pamela Youde Nethersole Eastern Hospital	3,431.9
	Ruttonjee and Tang Shiu Kin Hospital	1,019.1
	St. John Hospital	68.2
	Tung Wah Eastern Hospital	345.0
	Wong Chuk Hang Hospital	81.1
HKWC	The Duchess of Kent Children's Hospital at Sandy Bay	153.1
	Fung Yiu King Hospital	151.1
	Grantham Hospital	386.0
	Maclehose Medical Rehabilitation Centre	79.6
	Queen Mary Hospital and Tsan Yuk Hospital	4,328.9
	Tung Wah Hospital	506.7

Cluster	Hospital	Projected total expenditure (\$ million)
KCC	Hong Kong Buddhist Hospital	214.7
	Hong Kong Eye Hospital	228.3
	Hong Kong Red Cross Blood Transfusion Service	286.4
	Kowloon Hospital	1,077.3
	Queen Elizabeth Hospital	4,455.1
	Rehabaid Centre	20.0
KEC	Haven of Hope Hospital	369.0
	Tseung Kwan O Hospital	1,200.0
	United Christian Hospital	3,105.8
KWC	Caritas Medical Centre	1,561.3
	Kwai Chung Hospital	906.5
	Kwong Wah Hospital	2,147.1
	North Lantau Hospital	210.4
	Our Lady of Maryknoll Hospital	426.9
	Princess Margaret Hospital	3,357.5
	Wong Tai Sin Hospital	346.0
	Yan Chai Hospital	1,258.3
NTEC	Alice Ho Miu Ling Nethersole Hospital	1,214.4
	Bradbury Hospice	37.4
	Cheshire Home, Shatin	99.6
	North District Hospital	1,325.3
	Prince of Wales Hospital	3,823.6
	Shatin Hospital	474.1
	Tai Po Hospital	493.9
NTWC	Castle Peak Hospital	867.2
	Pok Oi Hospital	774.0
	Siu Lam Hospital	171.7
	Tuen Mun Hospital	4,083.0

It should be noted that HA services are provided on a cluster basis, with individual hospitals having different roles (e.g. acute hospitals and general hospitals) in supporting their respective clusters. Their projected total expenditure for 2013-14, which has taken into consideration the relevant factors including their respective roles, scope of services and number of inpatient beds (if any), should not be directly compared.

Abbreviations

HKEC – Hong Kong East Cluster

HKWC – Hong Kong West Cluster

KCC – Kowloon Central Cluster

KEC – Kowloon East Cluster

KWC – Kowloon West Cluster

NTEC – New Territories East Cluster

NTWC – New Territories West Cluster

CONTROLLING OFFICER'S REPLY**S-FHB(H)02****(Question Serial No. S0136)**Head: (140) Government Secretariat: Food and Health Bureau (Health Branch)Subhead (No. & title): (-) Not SpecifiedProgramme: (1) HealthControlling Officer: Permanent Secretary for Food and Health (Health) (Richard YUEN)Director of Bureau: Secretary for Food and HealthThis question originates from: Estimates on Expenditure Volume 1 Page 431 (if applicable)Question:

1(a) The Government launched a three-year pilot project on outreach primary dental care services for the elderly (the pilot project) in April 2011 to provide free outreach primary dental care and oral health care services for the elderly in need in residential care homes (RCHes) or day care centres (DEs) through non-governmental organisations. In this connection, would the Administration please provide the amount of expenditure spent on this three-year pilot project? How much funding remains available? Please tabulate on a yearly basis the number of elderly beneficiaries, the number of RCHes and DEs served by the pilot project and the percentage of key services provided.

Item	2011-2012	2012-2013	2013-2014
Number of elderly beneficiaries			
Number of RCHes served			
Number of DEs served			
Number and percentage of key services provided			
1) dental examination			
2) scaling and polishing			
3) emergency dental treatment			
4) others			

1(b) When and how will the review findings of the pilot project be released?

1(c) It was mentioned in the 2014 Policy Address that the outreach primary dental care services for the elderly would be converted into a regular programme and the scope of services would be expanded to include fillings, extractions and dentures. Will the Administration provide the estimated number of attendances of the elderly receiving such services in the coming two years (in table form)? Will there be a corresponding increase in dental manpower? If yes, what are the details? If no, what are the reasons?

Year	Estimated number of attendances of the elderly
2014-2015	
2015-2016	

Asked by: Hon. Gary FAN Kwok-waiReply:

1(a) In 2011, the Government launched a three-year Pilot Project on Outreach Primary Dental Care Services for the Elderly in Residential Care Homes (RCHes) and Day Care Centres (DEs) (Outreach Pilot Project) to provide free outreach dental services for elders residing in RCHes or receiving services in DEs. A total of 24 outreach dental teams from 13 non-governmental organisations (NGOs)

have been set up since and a total of about 62 000 elders in RCHEs and DEs have been served under the Outreach Pilot Project involving about 100 000 attendances (up to end-February 2014). A breakdown of the number of RCHEs (including privately run homes) / DEs and elders served under the Outreach Pilot Project is as follows:

	No. of RCHEs/DEs served	No. of elders served
2011-12	459	25 211
2012-13	622	34 611 *
2013-14 (up to end-February 2014)	662	40 285 *

* As the outreach dental teams visit the RCHEs / DEs on an annual basis, some of these elders have also been served in the previous year(s).

Each of the 62 000 elders served by the outreach dental teams has received at least one annual check-up. Breakdown of other basic treatments received by the elders is as follows:-

Types of dental treatment received	No. of elders ^{Note}
(i) Scaling and polishing	14 247
(ii) Denture cleaning	2 870
(iii) Fluoride / X-ray	6 525

Note: More than one type of dental treatment may be received by the same elder.

The Government has earmarked \$88 million for implementation of the Outreach Pilot Project. Up to end-February 2014, the expenditure of the Project was about \$66 million.

- 1(b) We briefed the LegCo Panel on Health Services (the Panel) on the major findings of the interim review of the Outreach Pilot Project at its meeting on 17 June 2013. Having regard to the positive feedback from both the recipients of the free dental service and the participating NGOs, the Outreach Pilot Project will be converted to a regular programme in 2014 to continue to provide outreach dental services to about 66 000 elders in these homes and centres, and we briefed the Panel on this on 16 December 2013.
- 1(c) Under the regular programme, we will continue to provide outreach dental services to about 66 000 elders in RCHEs and DEs. In addition, the pool of beneficiaries will be expanded to cover elders in similar conditions, including those residing in infirmary units under the Hospital Authority and nursing homes registered with the Department of Health. We are finalizing the detailed arrangements for launching the regular programme later this year.

CONTROLLING OFFICER'S REPLY

S-FHB(H)03

(Question Serial No. S0201)

Head: (140) Government Secretariat: Food and Health Bureau (Health Branch)

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

Programme: (1) Health

Controlling Officer: Permanent Secretary for Food and Health(Health) (Richard YUEN)

Director of Bureau: Secretary for Food and Health

This question originates from: Estimates on Expenditure Volume 1 Page 430 (if applicable)

Question:

In respect of the manpower of nurses, please provide a breakdown of the training places of enrolled nurses and registered nurses (including general and psychiatric nurses) for the next 5 years by institution/nursing school in Hong Kong.

Asked by: Hon. LEE Kok-long, Joseph

Reply:

A breakdown of the training places of pre-service nursing programmes accredited by the Nursing Council of Hong Kong by stream and training school for the five academic years from 2014/15 to 2018/19 is set out in the following table –

Nurse Training Schools	Training Places by Academic Year																			
	2014/15				2015/16				2016/17				2017/18				2018/19			
	Pre-registration Nursing Programmes		Pre-enrolment Nursing Programmes		Pre-registration Nursing Programmes		Pre-enrolment Nursing Programmes		Pre-registration Nursing Programmes		Pre-enrolment Nursing Programmes		Pre-registration Nursing Programmes		Pre-enrolment Nursing Programmes		Pre-registration Nursing Programmes		Pre-enrolment Nursing Programmes	
	General	Psychiatric	General	Psychiatric	General	Psychiatric	General	Psychiatric	General	Psychiatric	General	Psychiatric	General	Psychiatric	General	Psychiatric	General	Psychiatric	General	Psychiatric
Hong Kong Baptist Hospital	-	-	60	-	-	-	60	-	-	-	60	-	-	-	60	-	-	-	60	-
Hong Kong Sanatorium & Hospital	-	-	100	-	-	-	100	-	-	-	100	-	-	-	100	-	-	-	100	-
St. Teresa's Hospital	-	-	66	-	-	-	66	-	-	-	66	-	-	-	66	-	-	-	66	-
Union Hospital	-	-	40	-	-	-	40	-	-	-	40	-	-	-	40	-	-	-	40	-
Tung Wah College	300	-	-	-	300	-	-	-	300	-	-	-	300	-	-	-	300	-	-	-
HKU School of Professional and Continuing Education	35	-	-	-	35	-	-	-	35	-	-	-	35	-	-	-	35	-	-	-
The Open University of Hong Kong	430	130	150	80	430	130	160	80	450	130	160	80	450	130	170	80	450	130	170	80
The Chinese University of Hong Kong ⁽¹⁾	332	-	-	-	75	-	-	-	75	-	-	-	75	-	-	-	75	-	-	-
The Hong Kong Polytechnic University ⁽²⁾	253	70	-	-	40	-	-	-	40	-	-	-	-	-	-	-	-	-	-	-

Nurse Training Schools	Training Places by Academic Year																			
	2014/15				2015/16				2016/17				2017/18				2018/19			
	Pre-registration Nursing Programmes		Pre-enrolment Nursing Programmes		Pre-registration Nursing Programmes		Pre-enrolment Nursing Programmes		Pre-registration Nursing Programmes		Pre-enrolment Nursing Programmes		Pre-registration Nursing Programmes		Pre-enrolment Nursing Programmes		Pre-registration Nursing Programmes		Pre-enrolment Nursing Programmes	
	General	Psychiatric	General	Psychiatric	General	Psychiatric	General	Psychiatric	General	Psychiatric	General	Psychiatric	General	Psychiatric	General	Psychiatric	General	Psychiatric	General	Psychiatric
The University of Hong Kong ⁽³⁾	215	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
The Hospital Authority Nurse Training Schools	300	-	100	-	300	-	100	-	300	-	100	-	300	-	100	-	300	-	100	-

Notes : (1) Figures thereby inserted may include student intakes both at the first-year and senior-year levels in 2014/15, including both University Grants Committee (UGC)-funded programmes and self-financing financing programmes. UGC is now working with the institutions on the academic planning for the 2015/16 academic year and the triennium that follows, and hence the number of UGC-funded nurse training places after 2014/15 is not yet available. Figures from 2015/16 onwards refer to self-financed Master of Nursing Sciences (pre-registration) Programme.

(2) Figures thereby inserted may include student intakes both at the first-year and senior-year levels in 2014/15, including both UGC-funded programmes and self-financing financing programmes. UGC is now working with the institutions on the academic planning for the 2015/16 academic year and the triennium that follows, and hence the number of UGC-funded nurse training places after 2014/15 is not yet available. Figures from 2015/16 onwards refer to self-financed Master of Nursing Programme, the arrangements of which for the academic years from 2017/18 onwards have yet to be finalised.

(3) Figures thereby inserted may include student intakes both at the first-year and senior-year levels in 2014/15. UGC is now working with the institutions on the academic planning for the 2015/16 academic year and the triennium that follows, and hence the number of UGC-funded nurse training places after 2014/15 is not yet available.

CONTROLLING OFFICER'S REPLY**S-FHB(H)04****(Question Serial No. S0200)**Head: (140) Government Secretariat: Food and Health Bureau (Health Branch)Subhead (No. & title): (-) Not SpecifiedProgramme: (1) HealthControlling Officer: Permanent Secretary for Food and Health(Health) (Richard YUEN)Director of Bureau: Secretary for Food and HealthThis question originates from: Estimates on Expenditure Volume 1 Page 430 (if applicable)Question:

In respect of the manpower of allied health professionals, please provide a breakdown of the training places offered by each institution for each of the next 5 years by allied health profession.

Asked by: Hon. LEE Kok-long, JosephReply:

At present, The Hong Kong Polytechnic University is the only institution offering training programmes on allied health professions, namely Medical Laboratory Science, Occupational Therapy, Physiotherapy, Radiography and Optometry, with graduates recognized by the Supplementary Medical Professions Council for registration under the Supplementary Medical Professions Ordinance. Based on the information from the latest academic development proposals, the number of student intake approved by the University Grants Committee (UGC) for the academic year of 2014/15 by programme is set out in the following table –

Institution	Programme Name	First-year Intake	Senior-year Intake
The Hong Kong Polytechnic University	BSc (Hons) Medical Laboratory Science	44	-
	BSc (Hons) Occupational Therapy	90	-
	BSc (Hons) Physiotherapy	110	-
	BSc (Hons) Radiography	98	-
	BSc (Hons) Optometry	See Note (2)	13

Notes:

- (1) The information is based on the academic development proposals for the 2012/13 - 2014/15 triennium, which were submitted by the UGC-funded institutions in 2011.
- (2) Based on the student load matrices for 2012-15 triennium submitted by the institutions in 2011, the Hong Kong Polytechnic University adopts broad-based approach in admitting students under new academic structure, detailed breakdown figures for "Optometry" are not available. The institution indicates in its website that the programme intake for "Bachelor of Science (Honours) in Optometry" for 'Sept 2014 Entry' is 34.
- (3) '-' denotes 'nil'.

The UGC is now working with the institutions on the academic planning for the 2015/16 academic year and the triennium that follows, and hence the number of UGC-funded allied health places after 2014-15 is not yet available.

CONTROLLING OFFICER'S REPLY**S-FHB(H)05****(Question Serial No. S0191)**Head: (140) Government Secretariat: Food and Health Bureau (Health Branch)Subhead (No. & title):Programme: (2) Subvention: Hospital AuthorityControlling Officer: Permanent Secretary for Food and Health (Health) (Richard YUEN)Director of Bureau: Secretary for Food and HealthThis question originates from: FHB(H)162 (if applicable)Question (Member Question No.):

Regarding reply to part (2) of the question, will the Hospital Authority set out the respective staff costs for Directors, frontline doctors and healthcare workers of other grades?

Asked by: Hon. MAK Mei-kuen, AliceReply:

The table below sets out the respective staff costs for directors, frontline doctors and healthcare workers of other grades in the Hospital Authority (HA) in the past 5 years:

	2009-10 (\$ million)	2010-11 (\$ million)	2011-12 (\$ million)	2012-13 (\$ million)	2013-14 (\$ million) (Projection)
Directors	50	46	51	55	55
Frontline Doctors	7,336	7,322	8,087	8,710	9,179
Healthcare Workers of Other Grades	15,151	14,964	16,987	18,539	19,922

Note:

- (1) "Directors" include the Chief Executive, Cluster Chief Executives, Directors and other Division Heads of HA Head Office.
- (2) "Frontline Doctors" include consultants, senior medical officers/associate consultants, medical officers/residents, visiting medical officers, interns and dental officers.
- (3) "Healthcare Workers of Other Grades" include nursing, allied health and care-related support staff.
- (4) The staff costs include basic salary, allowance, gratuity payout and on cost such as Home Loan Interest Subsidy Scheme contribution; but exclude death & disability benefit.

CONTROLLING OFFICER'S REPLY**S-FHB(H)06****(Question Serial No. S0198)**

Head: (140) Government Secretariat: Food and Health Bureau (Health Branch)

Subhead (No. & title): Not specified

Programme: (2) Subvention: Hospital Authority

Controlling Officer: Permanent Secretary for Food and Health (Health) (Richard YUEN)

Director of Bureau: Secretary for Food and Health

This question originates from:

Question (Member Question No.):

Regarding the interpretation services for the Hospital Authority, will the government inform the council of:

- The name(s) of the current service provider(s) of the interpretation services;
- From 2012 to present, the batch(es) of fee paid by the Hospital Authority to the service provider(s) and the periods (month / year) covered by the batch(es);
- In 2012 and 2013, statistics on the number of complaints and cases of misconduct and substandard performance:

2012			
	Complaints received by service provider	Complaints received by the Hospital Authority	Cases where the service provider took the initiative to investigate
Number of complaints not pursued			
Number of complaints not substantiated			
Number of complaints substantiated			
Number of cases found to constitute misconduct			
Number of cases found to constitute substandard performance			

2013			
	Complaints received by service provider	Complaints received by the Hospital Authority	Cases where the service provider took the initiative to investigate
Number of complaints not pursued			
Number of complaints not substantiated			
Number of complaints substantiated			

Number of cases found to constitute misconduct			
Number of cases found to constitute substandard performance			

d) Among all the cases found to constitute misconduct in point c) above:

2012	
Number of cases where verbal warning was given	
Number of cases where written warning was given	
Number of cases where the interpreter was suspended from providing interpretation service to the Hospital Authority	
Number of cases where other disciplinary actions were taken (please specify what disciplinary actions were taken)	
Number of cases where no disciplinary action was taken	

2013	
Number of cases where verbal warning was given	
Number of cases where written warning was given	
Number of cases where the interpreter was suspended from providing interpretation service to the Hospital Authority	
Number of cases where other disciplinary actions were taken (please specify what disciplinary actions were taken)	
Number of cases where no disciplinary action was taken	

e) Among all the cases found to constitute substandard performance in point c) above:

2012	
Number of cases where verbal warning was given	
Number of cases where written warning was given	
Number of cases where the interpreter was suspended from providing interpretation service to the Hospital Authority	
Number of cases where other disciplinary actions were taken (please specify what disciplinary actions were taken)	
Number of cases where no disciplinary action was taken	

2013	
Number of cases where verbal warning was given	
Number of cases where written warning was given	
Number of cases where the interpreter was suspended from providing interpretation service to the Hospital Authority	
Number of cases where other disciplinary actions were taken (please specify what disciplinary actions were taken)	
Number of cases where no disciplinary action was taken	

f) In 2012 and 2013, the number of cases of tardiness or no-show of interpreters:

	2012	2013
Number of cases of tardiness		
Number of cases of no-show		
Number of cases of tardiness or no-shows for which warning was given		
Number of cases of tardiness or no-shows for which disciplinary actions were taken (please specify what disciplinary actions were taken)		

- g) The number of the service provider's interpreters providing interpretation service to the Hospital Authority in 2012 and 2013 and their academic qualifications:

	2012	2013
Total number of interpreters		
Number of interpreters with a university degree		
Number of interpreters with a university degree in translation or interpretation		
Number of interpreters with other post-secondary qualifications in translation or interpretation		
Number of interpreters who have only completed secondary education		
Number of interpreters who have not completed secondary education		

- h) The number of the management staff members of the service provider in 2012 and 2013 and their academic qualifications:

	2012	2013
Total number of management staff members		
Number of management staff members with a university degree		
Number of management staff members with a university degree in translation or interpretation		
Number of management staff members with 2 years' experience or less in managing interpretation service		
Number of management staff members with more than 2 years' experience in managing interpretation service		

Asked by: Hon. SHEK Lai-him, Abraham

Reply:

(a)

Interpretation services in the public hospitals/clinics managed by the Hospital Authority (HA) are provided mainly through a service contractor called "HKSKH Lady MacLehose Centre - Hong Kong TransLingual Services", part-time court interpreters, volunteers and consulate offices.

(b)

The expenditures paid by HA for interpretation services were around \$2.7 million and \$3 million in 2012-13 and 2013-14 respectively, of which around \$2.3 million and \$2.8 million respectively were paid to "HKSKH Lady MacLehose Centre - Hong Kong TransLingual Services".

(c)

Hospital/clinic staff will forward complaints related to interpretation services to the service provider for investigation and follow-up actions. The service provider will report investigation results to HA and the hospital concerned.

The tables below set out the number of complaints, cases of misconduct and substandard performance in 2012-13 and 2013-14:

2012-13			
	Complaints received by service provider	Complaints received by the Hospital Authority	Cases where the service provider took the initiative to investigate
Number of complaints not pursued	0	0	
Number of complaints not substantiated	0	0	

2012-13			
	Complaints received by service provider	Complaints received by the Hospital Authority	Cases where the service provider took the initiative to investigate
Number of complaints substantiated	0	12	
Number of cases found to constitute misconduct	0	3	3
Number of cases found to constitute substandard performance	0	9	9

2013-14			
	Complaints received by service provider	Complaints received by the Hospital Authority	Cases where the service provider took the initiative to investigate
Number of complaints not pursued	0	0	
Number of complaints not substantiated	0	2	
Number of complaints substantiated	0	3	
Number of cases found to constitute misconduct	0	0	0
Number of cases found to constitute substandard performance	0	3	3

(d)

Among all the cases found to constitute misconduct in point (c) above:

2012-13 (3 misconduct cases)	
Number of cases where verbal warning was given	0
Number of cases where written warning was given	3
Number of cases where the interpreter was suspended from providing interpretation service to the Hospital Authority	0
Number of cases where other disciplinary actions were taken (please specify what disciplinary actions were taken)	3 (Note)
Number of cases where no disciplinary action was taken	0

2013-14 (0 misconduct cases)	
Number of cases where verbal warning was given	0
Number of cases where written warning was given	0
Number of cases where the interpreter was suspended from providing interpretation service to the Hospital Authority	0
Number of cases where other disciplinary actions were taken (please specify what disciplinary actions were taken)	0
Number of cases where no disciplinary action was taken	0

(e)

Among all the cases found to constitute substandard performance in point (c) above:

2012-13 (9 substandard performance cases)	
Number of cases where verbal warning was given	9
Number of cases where written warning was given	0

2012-13 (9 substandard performance cases)	
Number of cases where the interpreter was suspended from providing interpretation service to the Hospital Authority	0
Number of cases where other disciplinary actions were taken (please specify what disciplinary actions were taken)	9 (Note)
Number of cases where no disciplinary action was taken	0

2013-14 (3 substandard performance cases)	
Number of cases where verbal warning was given	3
Number of cases where written warning was given	0
Number of cases where the interpreter was suspended from providing interpretation service to the Hospital Authority	0
Number of cases where other disciplinary actions were taken (please specify what disciplinary actions were taken)	3 (Note)
Number of cases where no disciplinary action was taken	0

(f)

The table below sets out the number of cases of tardiness or no-show of interpreters in 2012-13 and 2013-14:

	2012-13	2013-14
Number of cases of tardiness (late arrival)	7	0
Number of cases of no-show	2	0
Number of cases of tardiness or no-shows for which warning was given	9	0
Number of cases of tardiness or no-shows for which disciplinary actions were taken (please specify what disciplinary actions were taken)	9 (Note)	0

(g)

The table below sets out the number of the service provider's interpreters providing interpretation service to HA in 2012-13 and 2013-14 and their academic qualifications:

	2012-13	2013-14
Total number of interpreters	81	83
Number of interpreters with a university degree	56	60
Number of interpreters with a university degree in translation or interpretation	0	0
Number of interpreters with other post-secondary qualifications in translation or interpretation	16	14
Number of interpreters who have only completed secondary education	9	9
Number of interpreters who have not completed secondary education	0	0

(h)

The table below sets out the number of management staff members of the service provider in 2012-13 and 2013-14 and their academic qualifications:

	2012-13	2013-14
Total number of management staff members	5	5
Number of management staff members with a university degree	5	5
Number of management staff members with a university degree in translation or interpretation	0	0
Number of management staff members with 2 years' experience or less in managing interpretation service	1	0
Number of management staff members with more than 2 years' experience in managing interpretation service	4	5

Note

HKSKH Lady MacLehose Centre - Hong Kong TransLingual Services adopts a discipline control system to monitor the performance of its interpreters. In addition to issuance of warnings, marks will also be deducted for those interpreters with misconduct and substandard performance.