

From: **Refugee Union** <[refugeeunionhk@gmail.com](mailto:refugeeunionhk@gmail.com)>  
Date: Wed, Jan 28, 2015 at 12:54 AM  
To: [sdv3@swd.gov.hk](mailto:sdv3@swd.gov.hk)  
Cc: [btwoo@sb.gov.hk](mailto:btwoo@sb.gov.hk)

**Subject: Tender Number SWD / T003 / 2014**

Dear Sir / Madam,

Refugee Union brings your attention to the matter of the Tender number SWD/T003/2014 concerning the provision of assistance to asylum seekers and refugees.

In this light we protest and condemn in the strongest terms possible the planned tender notice. We view the envisioned assistance mechanism as a waste of public resources while its bureaucracy is doing more harm than good to recipients. Numerous complaints have been documented concerning the ISS. On many instances such complaints have been duly notified to your office for remedial action. It is scandalous and insensitive to the plight of the refugee community to disregard the current and previous shortcomings as executed by your current contractor.

The system is riddled with massive improprieties, unsavory methods, dubious transactions and a very difficult and troubled system for refugees to deal with. The refugee community are greatly troubled by ISS due to their lack of concern for our welfare needs, indifference in attitude, lack of cooperation and compassion.

Refugee Union is of the view that Social Welfare Department can offer assistance directly, as SWD already deals with refugees through the medical waiver system. Your offices are evenly spread throughout Hong Kong. As such every refugee can easily access them. We also go to Immigration Department every month to sign for Recognizance, they can also easily offer some of these services as well. The Lands Department can deal with rental payments as they hold the land register and addresses of all land owners in Hong Kong. This will solve the current improprieties where ISS caseworkers have consistently allocated accommodation to hundreds of refugees in slums against laws, rules and regulations.

In this view we request that the SWD with immediate effect cancel the above tender and desist from taking any further action meant to promote this line of action.

With kind regards,  
Refugee Union