

**CONTROLLING OFFICER'S REPLY**

**THB(T)234**

**(Question Serial No. 4743)**

Head: (42) Electrical and Mechanical Services Department  
Subhead (No. & title): (-) Not Specified  
Programme: (2) Mechanical Installations Safety  
Controlling Officer: Director of Electrical and Mechanical Services (CHAN Fan)  
Director of Bureau: Secretary for Transport and Housing

Question:

The Matters Requiring Special Attention in 2015-16 under this Programme include the enhancement of safety inspection and supervision of railway service provided by the MTR Corporation Limited (MTRCL). Nevertheless, in 2014-15, the number of incidents occurred in the MTR system has increased sharply. Would the Government advise this Committee -

- (1) the total number of enquiries or complaints related to the MTRCL handled by the Department in 2014-15;
- (2) the percentage of the incidents investigated by the Department as against the overall number of incidents occurred in the MTR network; and
- (3) the operating expenditure, establishment and estimated annual payroll cost of staff involved in the inspection and supervision of railway service of the MTRCL in 2015-16.

Asked by: Hon CHAN Wai-yip, Albert (Member Question No. 143)

Reply:

- (1) In 2014, the Electrical and Mechanical Services Department (EMSD) processed 150 cases of enquiry / complaint related to the MTRCL.
- (2) Under the Mass Transit Railway Regulations (the Regulations) (Cap 556A), the MTRCL is required to report railway incidents which are safety-related to the EMSD. In 2014, the MTRCL submitted in total 576 railway-related incident<sup>Note</sup> investigation reports to the EMSD, setting out details of the incidents, assessment by the Corporation and follow-up actions taken. The EMSD reviewed all reported incidents in detail, and carried out further investigation where necessary. Apart from the aforementioned reportable safety-related railway incidents under the Regulations, the

EMSD also investigated 75 railway incidents involving public concerns / media interest or complaints / enquiries.

- (3) The establishment of the EMSD for the monitoring and regulation of the safety performance of the existing railway service and new railway projects in 2015-16 is expected to comprise three directorate (two of which are subject to the approval of the Finance Committee), 18 professional and three technical staff. The estimated annual expenditure in 2015-16 is about \$22.7 million.

<sup>Note</sup> Excluding incidents involving escalators, lifts and other facilities which are not directly related to train service.

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