

2016 Performance Pledge



EMSD



Our Pledge to Your Safety and Quality of Life

The Electrical and Mechanical Services Department (EMSD) is the regulatory agency for the electrical, gas and mechanical systems used in Hong Kong. Our main responsibility is to safeguard public safety through implementation of a set of comprehensive regulatory frameworks and systems on electrical, mechanical and gas applications and working closely with the community on public education. It is also our aim that these systems and equipment function properly and in an environmentally friendly manner, enabling the people of Hong Kong to enjoy a better quality of life.

Pledge Performance

During the year of 2016, we processed some 274,524 cases relating to gas safety, electricity safety, lift and escalator safety, amusement ride safety, builder's lift and tower working platform safety, energy efficiency, and around 8,956 cases about traffic signals, footbridge and subway lighting. Our overall performance was maintained at a very high level with 41 out of a total of 44 pledges achieving a perfect 100% compliance. Although we have very good achievements in our past performance which weremade possible by the joint efforts of all our staff, we are in no way complacent and are continuing to improve our services through ongoing enhancement of all pledged items and introduction of new services where appropriate. Details of our performance in the year 2016 are as follows:



Gas Safety

Type of Service		Target Response Time (Working Days)	Target Compliance Level	Actual Compliance Level
1.	Registration of installers	12	100%	100%
2.	Registration of contractors	38	100%	100%
3.	Approval for construction of notifiable gas installations	30	100%	100%
4.	Approval for use of notifiable gas installations	12	100%	100%
5.	Approval for use of equipment/materials	26	100%	100%
6.	Scheduling and inspection of LPG road tankers and cylinder wagons	18	100%	100%
7.	Enlistment of competent persons for LPG installations/gasholders	25	100%	100%

LPG vehicle safety

Type of Service		Target Response Time (Working Days)	Target Compliance Level	Actual Compliance Level
1.	Enlistment of competent persons for maintenance of fuel systems	25	100%	100%
2.	Approval for use of LPG fuel tanks in vehicles	26	100%	100%
3.	Approval for construction of filling stations	30	100%	100%
4.	Approval for use of filling stations	12	100%	100%



Electricity Safety

Type of Service		Target Response Time (Working Days)	Target Compliance Level	Actual Compliance Level
1.	Registration of electrical workers/contractors/competent persons	13	99%	99%
2.	Registration of recognised certification bodies and manufacturers	17	100%	100%
3.	Endorsement of testing certificates of electrical installations	13	99%	99%

Lift and Escalator Safety

Type of Service		Target Response Time (Working Days)	Target Compliance Level	Actual Compliance Level
1.	Registration of lift/escalator contractors	40	100%	100%
2.	Registration of lift/escalator engineers	40	100%	100%
3.	Registration of lift/escalator workers	40	100%	100%

4.	Issue of use permits permitting the lifts/escalators to be put into use and operation	13	100%	100%
5.	Issue of use permits permitting the lifts/escalators to continue to be used and operated	13	100%	100%



Regular inspection to keep safety

Amusement Ride Safety

Type of Service		Target Response Time (Working Days)	Target Compliance Level	Actual Compliance Level
1.	Approval of design and construction of amusement rides (capacity of less than or equal to 20 persons) ^(a)	34	100%	100%
2.	Approval of design and construction of amusement rides (capacity of 21 or more persons) ^(b)	48	100%	100%
3.	Issue of permits to use for amusement rides	13	100%	100%

^(a) for example, mini trains.

^(b) for example, roller coasters.



Builder's Lift and Tower Working Platform Safety

Type of Service	Target Response Time (Working Days)	Target Compliance Level	Actual Compliance Level
1. Approval of design and construction of builders' lifts and tower working platforms	34	100%	100%
2. Endorsement of periodic test certificates for builders' lifts and tower working platforms	12	100%	100%
3. Issue of permits to use for builders' lifts and tower working platforms	12	100%	100%

Energy Efficiency

Type of Service	Target Response Time (Working Days)	Target Compliance Level	Actual Compliance Level
1. Registration of Voluntary Energy Efficiency Labelling Scheme	17	99%	100%
2. Registration of The Hong Kong Energy Efficiency Registration Scheme for Buildings	17	99%	100%
3. Approval of Applications under the voluntary water-cooled air-conditioning system scheme	17	99%	100%
4. Processing of product submissions under Mandatory Energy Efficiency Labelling Scheme	17	99%	100%
5. Registration of Registered Energy Assessors under the Mandatory Building Energy Code (BEC) Scheme	40	90%	100%



Reports and Enquiries

Type of Service	Target Response Time (Working Days)	Actual Compliance Level
1. Report of illegal equipment and installations	10	100%
2. Written enquiries on registration, safety or other technical issues	13	100%
3. Oral enquiries on registration, safety or other technical issues	Immediate	100%

Lifts/Escalators at Footbridges, Subways, Markets and Clinics, Lighting and Ventilation Equipment at Public Transport Interchanges Footbridge and Subway Lighting, Traffic Signals

Type of Electrical and Mechanical Maintenance Service	Target Response Time	Actual Compliance Level
1. Report of major malfunctions ⁽¹⁾		
a) Lifts at footbridges, subways, DH clinics and FEHD public markets	30 minutes	100%
b) Escalators at footbridges, subways and FEHD public markets	30 minutes	100%
c) Lighting and ventilation equipment at public transport interchanges	1 hour	100%
d) Lighting equipment at footbridges and subways	2 hours	100%
e) Traffic signals	2.5 hours	100%
2. Report of other defects ⁽²⁾		
a) Lifts at footbridges, subways, DH clinics and FEHD public markets	1 hour	99.6%
b) Escalators at footbridges, subways and FEHD public markets	1 hour	100%
c) Lighting and ventilation equipment at public transport interchanges	1 working day	100%
d) Lighting equipment at footbridges and subways	1 working day	100%
e) Traffic signals	1 working day	100%
f) Drinking fountains at leisure venues	3 hours	100%

⁽¹⁾ Major malfunctions - Defects which may cause imminent danger/risk of life to the public. For example, passengers may be trapped in a malfunctioned lift, etc.

⁽²⁾ Other defects - Defects which may cause nuisance/inconvenience (but not danger) to the public. For example, the malfunctioning of a lift without trapped passengers.

Promotion of Safety and Energy Efficiency

Equipped with the latest energy efficiency features and renewable energy applications, our headquarters in Kowloon Bay is an ideal venue for programmes that educate students and the community about energy efficiency, energy conservation and sustainable development. An Education Path has been a promotional feature built in the building to offer on-site public education tours for students and the public on sustainable building design. It comprises 3 exhibition areas and a rooftop viewing gallery that offers a breathtaking view of an array of over 2,000 photovoltaic panels which altogether has a total area exceeding 3,000 m². The exhibition area on 7/F contains 4 nos. exhibits to introduce the work of EMSD in electrical, amusement rides, gas and lifts and escalators safety. The outdoor piazza demonstrates various green building features.

The Education Path at EMSD Headquarters attracted over 13,000 visitors in 2016, including groups from schools and other organisations from local, the mainland and overseas.

To promote the lift and escalator safety, we conducted extensive publicity activities including 11 seminars/briefings for over 1,200 lift/escalator owners, building management staff and members of incorporated owners in 2016.

In 2016, in order to enhance the community's awareness on safety and good practices in use of gas, we introduced applicants of food business licences to the requirements for liquefied petroleum gas (LPG) installations for catering purposes in restaurants and food preparation establishments through 6 seminars organized by the Food and Environmental Hygiene Department. We also conducted visits to 7 squatter areas and villages to promote among the residents gas safety in households. Apart from this, we also organized 20 gas safety seminars to different contractors and the seminars attracted over 1,020 participants.

We continued to cultivate the safety culture of electrical trade members by implementing the Continuing Professional Development Scheme for Registered Electrical Workers, organizing safety competition and seminars, and publicity souvenirs, etc. Trade workers were reminded of the importance of electrical safety at work so to prevent occurrence of electrical accidents.



Trade Seminars



Safety Talk

Our outreach programme was warmly welcomed by the public. In 2016, our safety ambassadors (ELD) visited 265 kindergartens, primary schools, special schools, elderly centres and community centres etc., promoting electrical safety and energy efficiency to about 34,075 members of the public. Our safety ambassadors (GLD) delivered 485 talks promoting the safe use of lifts, escalators and amusement rides safety in 252 kindergartens, elderly centres and community centres with over 31,434 participants. Our energy ambassador had made visits to 67 schools and youth centres, covering over 14,500 students, to promote the ideas and messages on energy efficiency, energy conservation and renewable energy.

To promote community-wide participation in saving energy, the Environment Bureau and the Electrical and Mechanical Services Department have launched the Energy Saving Charter on Indoor Temperature since 2012, to reduce electricity consumption through air conditioning, at which participating organisations including shopping malls, shops, office buildings, offices, residential buildings/ housing estates and non-governmental organizations have pledged to maintain an average indoor temperature between 24 and 26 degrees Celsius from June to September.

Customer Services

Our Registration and Permit Office on the ground floor of our headquarters at 3 Kai Shing Street, Kowloon Bay provides an efficient and reliable service to process applications for the trades in matters of registration, approval of submissions, endorsement of certificates, issue of permits, and in the handling of reports and enquiries. Our Customer Liaison Group, comprising members from the public and the relevant trades, also meets regularly to discuss the quality of services delivered by EMSD to the public and how the services may be enhanced to satisfy the changing needs of the community.

Submission of Applications

All applications, made in person, can be submitted to our Registration and Permit Office, located at EMSD Headquarters, Ground Floor, 3 Kai Shing Street, Kowloon, Hong Kong. The office is open from 9:00 a.m. to 5:15 p.m. from Monday to Friday (closed on Saturdays, Sundays and public holidays). Submissions can also be made by mail to the above address. Some applications can also be submitted through the Web-Based Registration Services accessible through the EMSD homepage.

Enquiries and Reporting

Telephone enquiries about our services can be made to our operator-manned, 24-hour hotline. Should the information requested could not be provided instantly over the telephone, we shall return your call as soon as possible. Additionally, you may ask for the relevant application forms and information to be faxed to you via the hotline. To report malfunctions or defects with regard to traffic signals, drinking fountains at leisure venues, lighting equipment at

footbridges and subways, lighting and ventilation equipment at public transport interchanges, lifts or escalators at footbridges, subways, DH clinics and FEHD public markets, you can call our 24-hour Information Service Centre. Telephone numbers of our enquiries hotline and Information Service Centre are as follows:

		Telephone Number
Enquiries Hotline on :	Gas	1823
	Electricity	
	Lifts and Escalators	
	Amusement Rides	
	Builders' Lifts and Tower Working Platforms	
	Energy Efficiency	
Fault-Reporting on :	Traffic Signals	2333 3762
	Drinking fountains at leisure venues	
	Lighting equipment at footbridges and subways	
	Lighting and ventilation equipment at public transport interchanges	
	Lifts at footbridges, subways, DH clinics and FEHD public markets	
	Escalators at footbridges, subways and FEHD public markets	

If emergency assistance is required or if there is a possibility of immediate danger, you should call the Fire Services Department's 24-hour hotline **2723 2233** or dial **999**.

Information on EMSD can also be obtained from our homepage at www.emsd.gov.hk while general email enquiries can be directed to info@emsd.gov.hk.

Suggestions and Complaints

We welcome any comments or suggestions you may have on our services. There may be times when, despite our best efforts, our services do not match your expectations. Should you ever feel that your case has not been dealt with properly, or if your case requires any further explanation, please feel free to contact our Public Relations Manager at:

Electrical and Mechanical Services Department
3 Kai Shing Street
Kowloon Hong Kong

All comments, suggestions and complaints will be dealt with as quickly as possible and where necessary, be directed to the proper appeal channels.

