

# 2007 服務承諾 Performance Pledge



機電工程署  
EMSD



## Our Pledge to Your Safety and Quality of Life

The Electrical and Mechanical Services Department (EMSD) is the regulatory agency for all 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 2007, we processed some 203,971 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 8,000 cases about traffic signals, footbridge and subway lighting. Our overall performance was maintained at a very high level with 35 out of a total of 36 pledges achieving a perfect **100% compliance**. Although we have very good achievements in our past performance which were made 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 2007 are as follows:



Our community outreach education programme covers nurseries, kindergartens and centres for the elderly.

## Gas Safety (Gas Safety Ordinance)

Type of Service	Target Response Time (Working Days)	Compliance Ratio
1. Registration of installers	12	100%
2. Registration of contractors	39	100%
3. Approval for construction of notifiable gas installations	30	100%
4. Approval for use of notifiable gas installations	12	100%
5. Approval for use of equipment/materials	26	100%
6. Scheduling and inspection of LPG road tankers and cylinder wagons	18	100%
7. Enlistment of competent persons for LPG installations/gasholders	26	100%
8. Enlistment of competent persons for maintenance of fuel systems	26	100%
9. Approval for use of LPG fuel tanks in vehicles	26	100%
10. Approval for construction of filling stations	30	100%
11. Approval for use of filling stations	12	100%



"RE Frontier", a renewable energy vehicle which we designed and fabricated, won a Gold Award for Best Maneuvering in Hong Kong's first open competition for renewable energy powered vehicles.

## Electricity Safety (Electricity Ordinance)

Type of Service	Target Response Time (Working Days)	Compliance Ratio
1. Registration of electrical workers/contractors/competent persons	13	99%
2. Registration of recognised certification bodies and manufacturers	19	100%
3. Endorsement of testing certificates of electrical installations	13	100%



Inspection of gas dryers in commercial laundries.

## Lift and Escalator Safety (Lift and Escalators (Safety) Ordinance)

1. Registration of lift/escalator contractors	42	100%
2. Registration of lift/escalator engineers	42	100%
3. Endorsement of periodic test certificates for lift and escalator	13	100%
4. Issue of permits to use for lift and escalators	13	100%

## Amusement Rides Safety (Amusement Rides (Safety) Ordinance)

Type of Service	Target Response Time (Working Days)	Compliance Ratio
1. Approval of design and construction of amusement rides (capacity of less than and equal to 20 persons) (a)	38	100%
2. Approval of design and construction of amusement rides (capacity of 21 or more persons) (b)	52	100%
3. Issue of permits to use for amusement rides	13	100%

(a) for example, mini trains.

(b) for example, roller coasters.

## Builder's Lift and Tower Working Platform Safety (Builder's Lifts and Tower Working Platforms (Safety) Ordinance)

1. Approval of design and construction of builders' lifts and tower working platforms	38	100%
2. Endorsement of periodic test certificates for builders' lifts and tower working platforms	13	100%
3. Issue of permits to use for builders' lifts and tower working platforms	13	100%

## Energy Efficiency

1. Registration under the voluntary Energy Efficiency Labelling Scheme	18	100%
2. Registration under the voluntary Energy Efficiency Building Registration Scheme	18	100%
3. Approval of applications under the voluntary water-cooled air conditioning scheme for the design or operation of the evaporative cooling towers	18	100%

## Reports and Enquiries

Type of Service	Target Response Time (Working Days)	Compliance Ratio
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%



We launched in 2007 a risk-based initiative to expedite the issuing of operating permits for kiddie rides.

## Traffic Signals, Footbridge and Subway Lighting

1. Report of major malfunctions		
a) Traffic signals	14 hours	100%
b) Footbridge lighting	4 hours	100%
c) Subway lighting	4 hours	100%
2. Report of other defects		
a) Traffic signals	1	100%
b) Footbridge lighting	1	100%
c) Subway lighting	1	100%

## 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 programme that educate students and the community about energy conservation and sustainable development. An Education Path has been built in the building to offer on-site public education tours for students and the public on sustainable building design. It comprises 2 exhibition galleries and a rooftop viewing gallery. At the roof viewing gallery, the visitors can see the renewable energy features including the photovoltaic panels, wind turbines and sun pipes. There are 17 sets of interactive exhibits in the exhibition gallery on ground floor. The exhibits provide comprehensive information on energy issues, renewable and clean energy technologies, energy efficiency schemes, energy efficient building services features, energy data, etc. The exhibition area on 7/F contains 4 nos. exhibits to introduce the safety of electrical, amusement rides, gas and lifts and escalators installations.

To better suit the tastes of the young, a primary target of our education programmes, we have expanded the use of technologies and the Internet in our activities during the year. "Safepark", a new website featuring interactive games, was launched to promote the safe use of lifts, escalators and amusement rides. Besides, the first two modules of "Odyssey Wanderers", designed to deliver E&M safety messages to children were prepared and distributed to kindergartens, nurseries and primary schools in Hong Kong.

We appointed Doraemon, one of Hong Kong's favourite cartoon characters, as our promoter of electrical safety. In 2007, we produced a series of publicity materials, featuring Doraemon and his friends, including posters, leaflets and souvenirs, newsletters and promotional leaflets distributed with electricity bills. To facilitate the public and the trade in obtaining safety information about periodic inspection, testing and certification of electrical installations, and Christmas lightings, we launched the relevant one-stop dedicated webpages on EMSD website.

Apart from our new initiatives, we also continued with other, more established activities, including the ever-popular school outreach programmes, which reached over 38,800 students at pre-school, primary, secondary and university levels during the year.

The annual E&M Safety Campaign is a joint effort between EMSD and key industry players from various sectors including power, gas and oil, public transport and entertainment, housing, estate management and trade association. It is one of our most important initiatives in raising public awareness of E&M safety, gas safety and energy efficiency. Entering its seventh year in 2007, the campaign again featured a mix of mass media and community programmes. A two-day outdoor carnival – highlight of the campaign – attracted near 10,000 people over a weekend in October 2007.



The E&M Safety Carnival, a highlight of the E&M Safety Campaign 2007, was held in Victoria Park in October 2007 and attracted more than 10,000 citizens.

In support of sustainable development theme of education programme for primary students, an ETV programme is developed with Education Bureau to introduce the energy efficiency and conservation facilities of EMSD Hqs.

## Customer Services

Our Customer Services 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 Customer Services 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, footbridge lighting and subway lighting, you can call our 24-hour Information Service Centre. Telephone numbers of our enquiries hotline and Information Service Centre are as follows:

		Telephone Number
<b>Enquiries Hotline on:</b>	Gas	1823 <sup>(1)</sup>
	Electricity	
	Lifts and Escalators	
	Amusement Rides	
	Builders' Lifts and Tower Working Platforms	
	Energy Efficiency	
<b>Fault-Reporting on:</b>	Traffic Signals	2333 3762 <sup>(2)</sup>
	Footbridge Lighting	
	Subway Lighting	

Note <sup>(1)</sup>: No. of calls received in 2007 was 43,255 (7 % increase compared to 2006).

Note <sup>(2)</sup>: No. of calls received in 2007 was 8,014 (1.4% decrease compared to 2006).

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 8787** or dial **999**.

Information on EMSD can also be obtained from our homepage at [www.emsd.gov.hk](http://www.emsd.gov.hk) while general email enquiries can be directed to [info@emsd.gov.hk](mailto: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.

香港特別行政區政府新聞處設計  
政府物流服務署印

Designed by the Information Services Department  
Printed by the Government Logistics Department  
Hong Kong Special Administrative Region Government