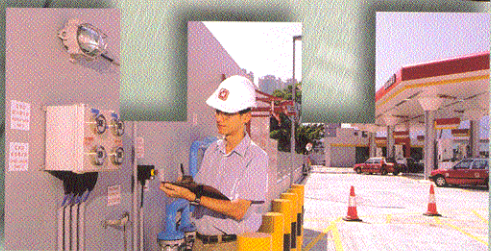
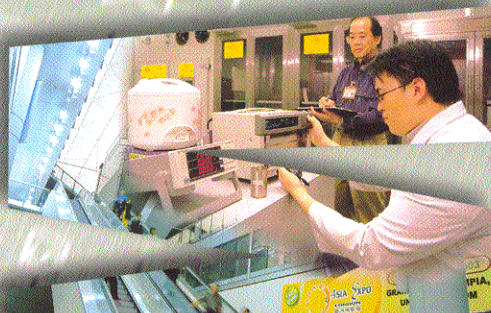
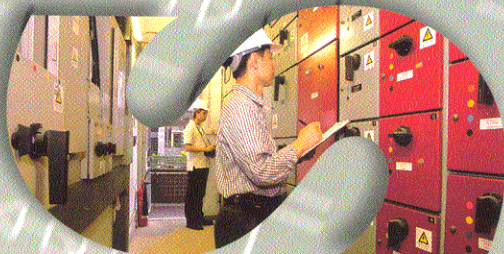


2002-2003

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 ensure that all the electrical, gas and mechanical systems and equipment are safe for use at home, at work and in public places. We also ensure 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 2002, we processed some 156,000 cases relating to gas safety, electricity safety, lifts and escalators safety, amusement rides safety, builder's lifts and tower working platforms safety, energy efficiency, traffic signals, footbridge and subway lighting. In 2002, we managed to achieve again a perfect 100% compliance in all our activity areas after 1999. While we are pleased with these achievements 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 items where appropriate. Details of our performance in the year 2002 are as follows:



There are over 40 auto-LPG filling stations in service throughout the territory

Gas Safety (Gas Safety Ordinance)

Type of Service	Target Response Time (Working Days)	Compliance Ratio
1. Registration of installers	14	100%
2. Registration of contractors	60	100%
3. Inspection of liquefied petroleum gas (LPG) vehicles	21	100%
4. Approval of construction of notifiable gas installations	34	100%
5. Approval of use of notifiable gas installations	14	100%
6. Approval for use of equipment/materials	30	N.A. ⁽¹⁾
7. Registration of competent persons for maintenance of LPG fuel systems	30	100%
8. Approval for use of LPG fuel containers in vehicles	30	100%
9. Approval of construction of LPG filling stations	34	100%
10. Approval of construction of LPG maintenance workshops	34	100%
11. Approval for use of LPG filling stations	14	100%
12. Approval for use of LPG maintenance workshops	14	100%

Note (1) : No case received.

Electricity Safety (Electricity Ordinance)

Type of Service	Target Response Time (Working Days)	Compliance Ratio
1. Registration of workers, contractors, competent persons and generating facilities	14	100%
2. Endorsement of periodic test certificates for fixed installations	14	100%
3. Registration of recognised certification bodies/recognised manufacturers	20	100%



EMSD monitors the installation, operation and maintenance of over 42,000 lifts and 5,400 escalators throughout the territory



Residential buildings are a priority of EMSD's efforts in periodic testing of electrical installations

Lifts and Escalators Safety (Lifts and Escalators (Safety) Ordinance)

Type of Service	Target Response Time (Working Days)	Compliance Ratio
1. Registration of engineers	45	100%
2. Registration of contractors	60	100%
3. Endorsement of test certificates for installations	14	100%
4. Issue of permits of use	14	100%

Amusement Rides Safety (Amusement Rides (Safety) Ordinance)

Type of Service	Target Response Time (Working Days)	Compliance Ratio
1. Approval of design submissions for capacity of not more than 20 persons (a)	40	100%
2. Approval of design submissions for capacity of 21 or more persons (b)	55	100%
3. Issue of permits of use	14	100%

(a) for example, mini trains.

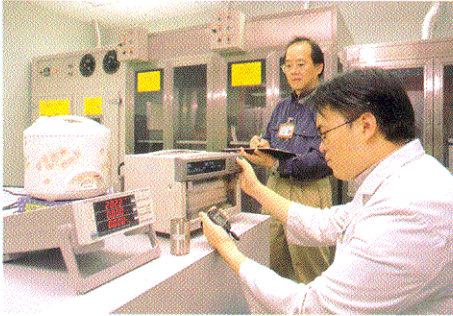
(b) for example, roller coasters.

Builders' Lifts and Tower Working Platforms Safety (Builders' Lifts and Tower Working Platforms (Safety) Ordinance)

Type of Service	Target Response Time (Working Days)	Compliance Ratio
1. Approval of design submissions	40	100%
2. Issue of permits of use	14	100%

Energy Efficiency

Type of Service	Target Response Time (Working Days)	Compliance Ratio
1. Registration of Energy Efficiency Labelling Scheme	20	100%
2. Registration of the Hong Kong Energy Efficiency Registration Scheme for Buildings	20	100%



The Energy Efficiency Labelling Scheme covers both household appliances and office equipment



Builders' lifts are among the various mechanical installations under EMSD's regulation

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	14	100%
3. Oral enquiries on registration, safety or other technical issues	Immediate	100%

Traffic Signals, Footbridge and Subway Lighting

Type of Service	Target Response Time (Working Days)	Compliance Ratio
1. Report of major malfunctions		
a) Traffic signals	1	100%
b) Footbridge lighting	1	100%
c) Subway lighting	1	100%
2. Report of other defects		
a) Traffic signals	3	100%
b) Footbridge lighting	3	100%
c) Subway lighting	3	100%

Promotion of Safety and Energy Efficiency

In the past 12 months, EMSD continued to use a mix of community outreach activities and mass media programme to convey safety messages to people of different age groups and in different walks of life. Following the success of the first E&M Safety Campaign in 2001, the E&M Safety Campaign 2002 was scaled up to include 18 collaborating organisations – key industry players and trade associations from the sectors concerned – in a joint effort to promote good practices in the use of electrical products, gas appliances, and lifts and escalators, as well as energy efficiency.

The E&M Safety Campaign 2002, the largest of its kind in Hong Kong, featured an innovative media programme including a variety show on television, one-minute drama episodes on radio, and comic strips advertisements in newspapers, all designed to communicate safety messages to members of the public in a user-friendly and interesting fashion. The campaign also featured an outdoor carnival in November, attracting thousands of citizens and their families for a day of activity and fun. Each of the co-organisers set up their own educational game booth and distributed informative pamphlets.

Our outreach programme with kindergartens met with overwhelming response. Our kindergarten ambassadors visited more than 47,000 pupils in 270 schools in 2002, conveying safety messages on lifts and escalators safety as well as

amusement rides safety through story telling, games and demonstrations complete with children's favourite cartoon characters.

Moreover, EMSD also strengthened communications with the trade with an aim of facilitating their understanding of compliance issues and new legislation. A series of



This year's E&M Safety Campaign has been scaled up to include 18 collaborating organisations

talks, seminars and other activities were organised for workers and contractors, mostly in collaboration with trade associations and professional bodies.

Customer Services

Our Customer Services Office at EMSD Headquarters, Ground Floor, 98 Caroline Hill Road, Causeway Bay, Hong Kong has been providing an efficient and reliable service to process applications for registration, approval of submissions, endorsement of certificates, issue of permits, and in the handling of reports and enquiries. In a bid to further improve our customer services, we conducted in 2002 a community perception survey on our services. Findings from the survey reflected that the ability to provide useful services and information is an important factor for a successful government department as perceived by the public. As such, representatives of the EMSD Customer Liaison Group continued to meet regularly to discuss the quality of services delivered and how it can be improved.

Submission of Applications

All applications, made in person, can be submitted to our Customer Services Office, located at EMSD Headquarters, Ground Floor, 98 Caroline Hill Road, Causeway Bay, Hong Kong. The office is open from 9:00 a.m. to 4:30 p.m. on weekdays and 9:00 a.m. to 12:00 noon on Saturdays. Submissions can also be made by mail to the above address. Under the Electronic Transaction Ordinance, you can also forward your submissions via email to our address as indicated in the relevant e-Form if you hold a recognised digital certificate.

Enquiries and Reporting

Telephone enquiries can be made to our operator-manned, 24-hour hotline which provides information of our services. 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 and subway lighting, you can call our 24-hour fault-reporting centre. Telephone numbers of our enquiries hotline and fault-reporting centre are as follows:

		Telephone Hotline
Enquiries Hotline on	Gas	2882 8011 ⁽²⁾
	Electricity	
	Lifts and Escalators	
	Amusement Rides	
	Energy Efficiency	
Fault-Reporting on	Traffic Signals	2333 3762 ⁽³⁾
	Footbridge Lighting	
	Subway Lighting	

Note (2) :No. of calls received in 2002 is 38,509 (21% decrease from 2001).

Note (3) :No. of calls received in 2002 is 10,501 (18% decrease from 2001).

If emergency assistance is required or if there is a possibility of immediate danger, you should call the Fire Services Department 24-hour hotline **2723 8787** or dial **999**.

Information on EMSD can also be obtained through our home page at **<http://www.emsd.gov.hk/emsd>** while general email enquiries can be made through our address at **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
98 Caroline Hill Road
Causeway Bay
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.