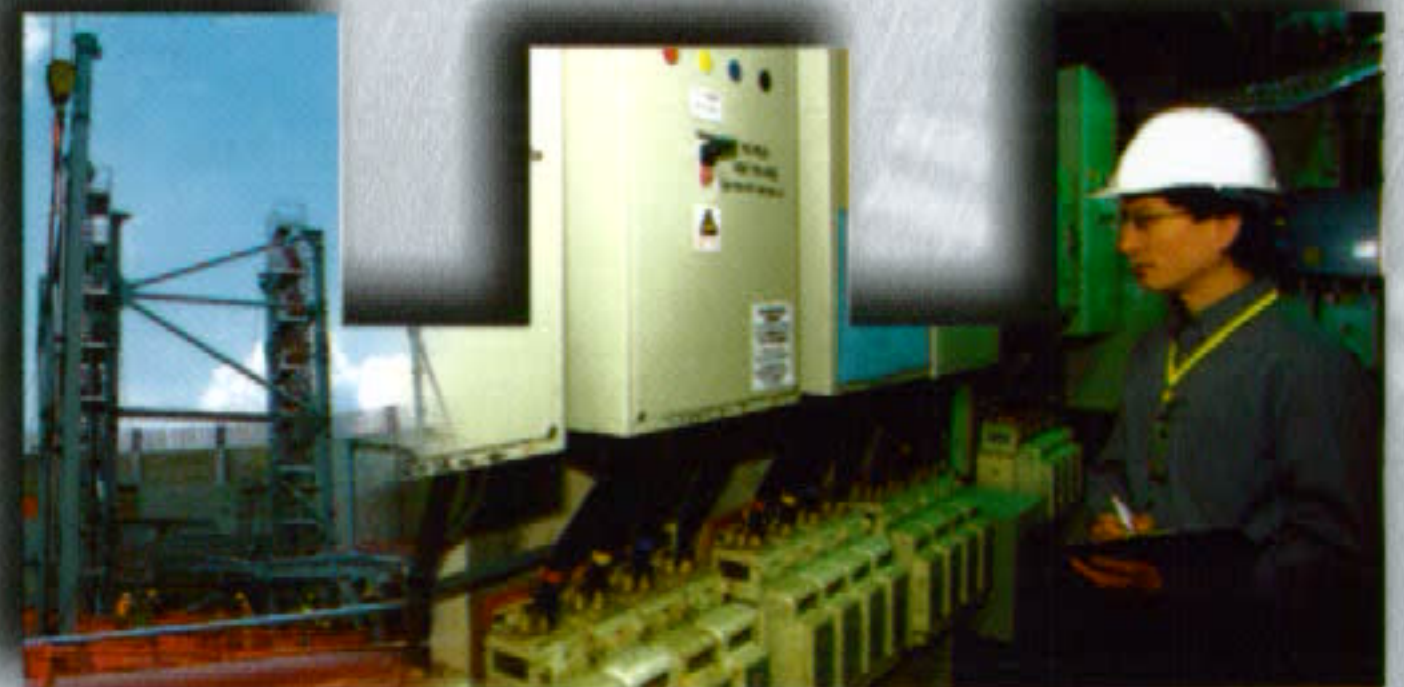


2003-2004 服務承諾 Performance Pledge



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 2003, we processed some 121,000 cases relating to gas safety, electricity safety, lifts and escalators safety, amusement rides safety, builder's lifts and tower working platforms safety, energy efficiency, and over 9,000 cases about traffic signals, footbridge and subway lighting. Thanks to the joint efforts of our staff and the cooperation of the applicants and general public, we managed to achieve again a perfect 100% compliance in all our service pledges in 2003. This is the third time we achieved a 100% compliance in all our activity areas after 1999 and 2002. While it is indeed a heart-warming feat, we undertake to further improve our services - through ongoing enhancement of all pledged items and introduction of new items where appropriate. Details of our performance in the year 2003 are as follows :



Monitoring energy efficiency labelling schemes for electrical appliances..

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	100%
7. Enlistment 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	N.A. ⁽¹⁾
11. Approval for use of LPG filling stations	14	100%
12. Approval for use of LPG maintenance workshops	14	N.A. ⁽¹⁾
13. Enlistment of competent persons for LPG installations and gasholders ⁽²⁾	30	100%

Note (1) : No case received. Note (2) : New pledged item in 2003.

Electrical 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%



Shop inspection is key to ensuring product safety.



Site inspections are key to ensuring the safety of fixed electrical installations in 2002.

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%



We work to ensure the highest safety standards in the design and construction of the various amusement rides in Disney Theme Park.



A special taskforce has been formed to conduct random checks on aged lifts throughout the territory to ensure safety standards are upheld in their operation and maintenance.

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%

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 Lightings

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

Reaching out to the different strata of the community underscores EMSD's strategy of broadening its reach of public education in 2003. In a bid to further enhance public awareness of E&M safety and energy efficiency practices, we continued to develop a mix of community outreach activities and publicity programmes to communicate our messages in an innovative and interesting way.

It was the third year in a row EMSD teamed up with key industry players in the E&M Safety Campaign, one of the largest public education programmes of its kind. The 2003 campaign featured a variety of mass media programmes and an outdoor carnival, which attracted nearly 10,000 people for a day of fun. Three schools joined with the 18 collaborating organisations in setting up game booths and promoting E&M safety messages.

On the front of reaching out to the young, EMSD has leveraged a popular and world-famous cartoon character to help promote electrical safety in 2003. Our school outreach programme also met with overwhelming response. It included a drama programme highlighting all the various safety and energy efficiency messages tailor-made for primary schools, a kindergarten programme with interactive games targeting pre-schoolers, and a series of energy efficiency talks for secondary students. Our school outreach programme reached more than 50,000 pupils throughout the year.



Reaching out to the different strata of the community underscores our strategy of broadening our reach.

Customer Services

Our Customer Services Office at our 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 would carry out community perception surveys on our services on a regular basis. Findings from the survey conducted in 2002 reflected that the ability to provide useful services and information is deemed by the public an important factor for a successful government department. 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 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 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	1823⁽³⁾
	Electricity	
	Lifts and Escalators	
	Amusement Rides	
	Energy Efficiency	
Fault-Reporting on	Traffic Signals	2333 3762⁽⁴⁾
	Footbridge Lighting	
	Subway Lighting	

Note (3) : No. of calls received in 2003 is 36,548 (5% decrease from 2002).

Note (4) : No. of calls received in 2003 is 9,513 (9% decrease from 2002).

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 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
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.