

2004-2005 服務承諾 Performance Pledge



機電工程署
EMSD

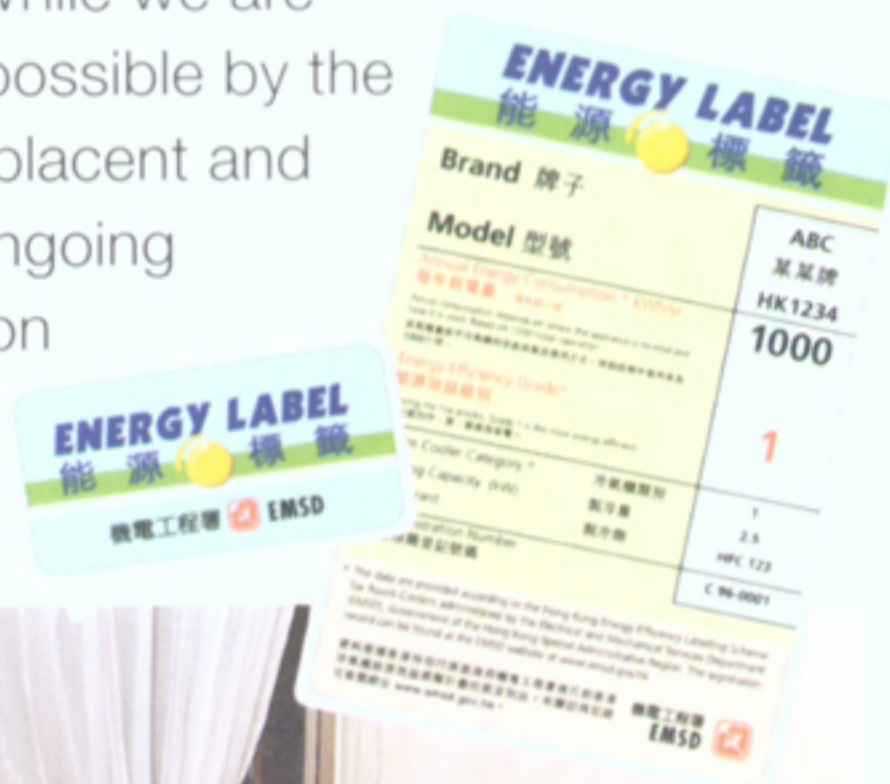


Our Pledge to Your Safety and Quality of Life

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 2004, we processed some 181,000 cases relating to gas safety, electricity safety, lifts and escalators safety, amusement rides safety, builders' lifts and tower working platforms 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 32 out of a total of 35 pledges achieving a perfect 100% compliance. While we are proud of 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 2004 are as follows:



The Energy Efficiency Labelling Scheme contributes to a greener living environment.

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

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 | 94% |
| 2. Endorsement of periodic test certificates for fixed installations | 14 | 97% |
| 3. Registration of recognised certification bodies/recognised manufacturers | 20 | 100% |



A new television commercial was created to focus public attention on the safe use of hot-pot gas installations.



EMSD managed to convince all 650 owners of Kut Cheong Mansions to arrange for a full inspection of their buildings' 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 | 97% |

(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% |



Our officer is testing Hong Kong's longest indoor escalator.

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

During the year we have introduced several new initiatives to our community outreach programmes, while continuing with the existing ones which have been well received and proven successful over the years.

Entering its fourth year in 2004, the E&M Safety Campaign continued to bring E&M safety and energy efficiency messages to the community. The Campaign, a joint effort between EMSD and key industry players, featured a mix of mass media programmes and an outdoor carnival. The carnival was extended into a two-day event and attracted more than 12,000 members of the public. New publicity channels such as information displays or videos in buses, trams and KCR trains were used to reach an even broader cross-section of the community. Student day camps, a new activity in the 2004 line-up, successfully blended our messages into fun games and team activities for primary students in an off-site recreation camp.

Among the new community outreach initiatives in 2004 were a weekly question-and-answer column published in a major Chinese-language newspaper and the E&M Safety Newsletter, a leisure magazine for domestic households with handy tips on E&M safety. Around 100,000 printed copies of each issue of the newsletter were distributed to households and students throughout the territory.

Our various school programmes have met with overwhelming positive response and reached over 60,000 students at pre-school, primary, secondary and university levels in 2004. Our dedicated team of safety ambassadors, comprising experts in pre-school education, visited some 150 kindergartens and nurseries



The E&M Safety Campaign has moved into its fourth year.

throughout the territory to bring E&M safety messages to more than 23,000 pre-school children. Our visiting drama programme, a 20-minute interactive performance presented by a professional drama group commissioned by EMSD on E&M safety and energy efficiency messages, performed at more than primary 100 schools and reached around 25,000 students. Both programmes are in their third year and have received excellent feedback from both students and teachers.

Customer Services

Our Customer Services Office on the ground floor of our new 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. In the new session of the Customer Liaison Group to be formed in 2005, we have a plan to expand the public representation in the membership with an aim to widen the reach in obtaining feedbacks on our services.

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 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⁽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 2004 is 43,675 (19% increase from 2003).

Note (3) : No. of calls received in 2004 is 7,939 (17% decrease from 2003).

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 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.