

2005-2006

# 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 2005, we processed some 160,000 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 8,500 cases about traffic signals, footbridge and subway lightings. Our overall performance was maintained at a very high level with 34 out of a total of 36 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 2005 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 [12]	100%
2. Registration of contractors	45 [39]	100%
3. Inspection of liquefied petroleum gas (LPG) vehicles	20 [18]	100%
4. Approval of construction of notifiable gas installations	34 [30]	100%
5. Approval of use of notifiable gas installations	14 [12]	100%
6. Approval for use of equipment/ materials	30 [26]	100%
7. Enlistment of competent persons for maintenance of LPG fuel systems	30 [26]	100%
8. Approval for use of LPG fuel containers in vehicles	30 [26]	100%
9. Approval of construction of LPG filling stations	34 [30]	100%
10. Approval of construction of LPG maintenance workshops	34 [30]	100%
11. Approval for use of LPG filling stations	14 [12]	100%
12. Approval for use of LPG maintenance workshops	14 [12]	100%
13. Enlistment of competent persons for LPG installations and gasholders	30 [26]	100%

Note : [ ] Target Response Time (Working Days) with effect from 1 July 2006.

## 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 [13]	90%
2. Endorsement of periodic test certificates for fixed installations	14 [13]	99%
3. Registration of recognised certification bodies/recognised manufacturers	19 [19]	100%

Note : [ ] Target Response Time (Working Days) with effect from 1 July 2006.



The GU Mark has become a symbol of safety assurance for gas appliances.



We received a letter of appreciation from the Kwai Tsing District Council, praising our efforts during the Kwai Fong Terrace power interruption.

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

Type of Service	Target Response Time (Working Days)	Compliance Ratio
1. Registration of engineers	45 [42]	100%
2. Registration of contractors	45 [42]	100%
3. Endorsement of test certificates for installations	14 [13]	100%
4. Issue of permits of use	14 [13]	100%

Note : [ ] Target Response Time (Working Days) with effect from 1 July 2006.

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

Type of Service	Target Response Time (Working Days)	Ratio
1. Approval of design submissions for capacity of not more than 20 persons (a)	40 [38]	100%
2. Approval of design submissions for capacity of 21 or more persons (b)	55 [52]	100%
3. Issue of permits of use	14 [13]	100%

(a) for example, mini trains. (b) for example, roller coasters.

Note : [ ] Target Response Time (Working Days) with effect from 1 July 2006.

## 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 [38]	100%
2. Issue of permits of use	14 [13]	100%

Note : [ ] Target Response Time (Working Days) with effect from 1 July 2006.



We conduct regular site inspections on the Ngong Ping Skyrail project, providing an additional assurance of public safety.



Our inspection team keeps a close eye on the safety matters of the various amusement rides at Hong Kong Disneyland.

## Energy Efficiency

Type of Service	Target Response Time (Working Days)	Compliance Ratio
1. Registration of Energy Efficiency Labelling Scheme	20 [18]	100%
2. Registration of the Hong Kong Energy Efficiency Registration Scheme for Buildings	20 [18]	100%

Note : [ ] Target Response Time (Working Days) with effect from 1 July 2006.

## Reports and Enquiries

Type of Service	Target Response Time (Working Days)	Compliance Ratio
1. Report of illegal equipment and installations	10 [10]	100%
2. Written enquiries on registration, safety or other technical issues	14 [13]	100%
3. Oral enquiries on registration, safety or other technical issues	Immediate [Immediate]	100%

Note : [ ] Target Response Time (Working Days) with effect from 1 July 2006.

## 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 [1]	100%
b) Footbridge lighting	1 [1]	100%
c) Subway lighting	1 [1]	100%
2. Report of other defects		
a) Traffic signals	3 [3]	100%
b) Footbridge lighting	3 [3]	100%
c) Subway lighting	3 [3]	100%

Note : [ ] Target Response Time (Working Days\*) with effect from 1 July 2006.

(\* Working day is the same as calendar day because the service is provided on 7-day week basis.)

## Promotion of Safety and Energy Efficiency

Equipped with the latest energy efficiency features and renewable energy applications, our new headquarters in Kowloon Bay – converted from a former cargo terminal – is an ideal venue for student and community education programmes about energy conservation and sustainable development. Among its environmentally friendly features are a rooftop solar photovoltaic system and a water-cooled air-conditioning ammonia chiller plant, each the largest of its kind in Hong Kong.

An education path has been set up within our headquarters building to showcase best practices in energy conservation in Hong Kong and to highlight our regulatory functions on electrical, gas and mechanical safety.

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 amusement rides, and a Web-based E&M safety quiz was held, attracting some 60,000 primary students.

Moreover, we appointed Doraemon, one of Hong Kong's favourite cartoon characters, as our E&M safety ambassador for the year 2005. We have produced a series of publicity materials, featuring Doraemon and his friends, including posters, leaflets and souvenirs, and a newsletter and direct mailer.

Apart from our new initiatives, we also continued with other, more established activities, including the ever-popular school outreach programmes, which touched over 80,000 students at pre-school, primary, secondary and university levels during the year.



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

The annual E&M Safety Campaign, a joint effort between EMSD and key industry players, continued to be one of our most important initiatives in raising public awareness of E&M safety and energy efficiency. Entering its fifth year in 2005, the campaign again featured a mix of mass media and community programmes. A two-day outdoor carnival – highlight of the campaign – attracted 13,000 people over a weekend in October.

In support of the Government's promotion of the 25.5 °C setting for air-conditioned room temperature, EMSD has developed television promotional videos and promotional leaflets to convey the message and offer energy saving tips to the general public.

## 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. With a view to broadening our reach in obtaining public feedback on our services, we have expanded the public representation in the membership of the Customer Liaison Group.

## 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 lightings, you can call our 24-hour fault-reporting centre. Telephone numbers of our enquiries hotline and fault-reporting centre are as follows:

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

Note (1) : No. of calls received in 2005 is 42,396 (3% decrease from 2004).

Note (2) : No. of calls received in 2005 is 8,475 (7% increase from 2004).

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](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.