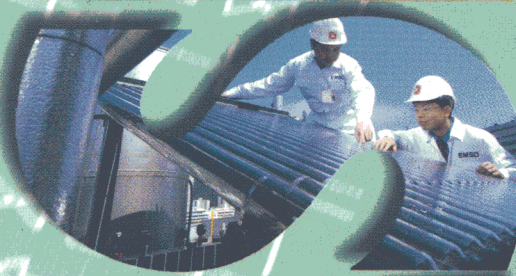


2006-2007

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 2006, we processed some 143,000 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 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 satisfactory 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 2006 are as follows:



The Voluntary 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	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%



We have secured the gas supply company's commitment to replace 150km of old underground pipes within two years.



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

Electricity Safety (Electricity Ordinance)

Type of Service	Target Response Time (Working Days)	Compliance Ratio
1. Registration of electrical workers/ contractors/competent persons	13	100%
2. Registration of recognised certification bodies and manufacturers	19	100%
3. Endorsement of testing certificates of electrical installations	13	99.9%



We installed an advanced solar thermal heating system at the Kowloon-Bay Fire Station.



The number of Lift and Escalators is increasing during the past few years

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

Type of Service	Target Response Time (Working Days)	Compliance Ratio
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 Lifts and Tower Working Platforms Safety (Builder's Lifts and Tower Working Platforms (Safety) Ordinance)

Type of Service	Target Response Time (Working Days)	Compliance Ratio
1. Endorsement of periodic test certificates for builders' lifts and tower working platforms	13	100%
2. Approval of design and construction of builders' lifts and tower working platforms	38	100%
3. Issue of permits to use for builders' lifts and tower working platforms	13	100%



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

Energy Efficiency

Type of Service	Target Response Time (Working Days)	Compliance Ratio
1. Registration under the voluntary Energy Efficiency Labelling Scheme	18	100%
2. Approval of applications under the voluntary water-cooled air conditioning scheme for the design or operation of the evaporative cooling towers	20	100%
3. Registration under the voluntary Energy Efficiency Building Registration Scheme	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%

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

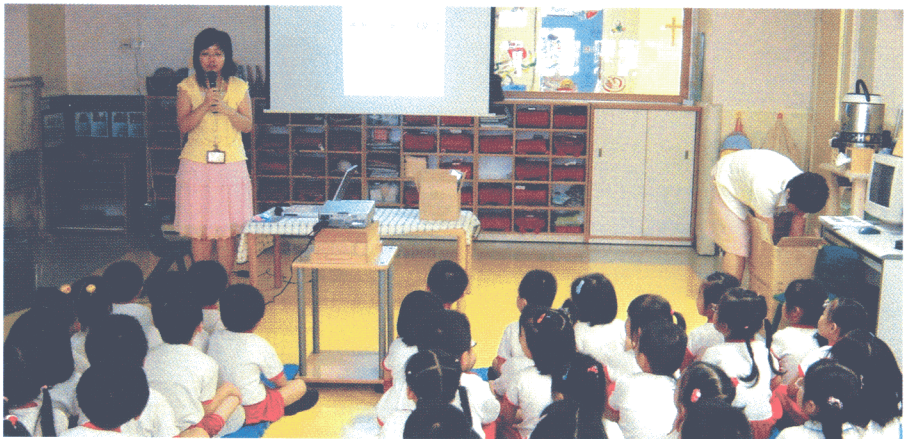
Equipped with the latest energy efficiency features and renewable energy applications, our headquarters in Kowloon Bay is an ideal venue for programmes that educate students and the community about energy conservation and sustainable development. Among its environmental friendly features are a rooftop solar photovoltaic system and a water-cooled air-conditioning ammonia chiller plant, each is 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 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 2006, 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.

Apart from our new initiatives, we also continued with other, more established activities, including the ever-popular school outreach programmes, which reached over 45,000 students at pre-school, primary, secondary and university levels during the year.



Our school outreach programmes reached over 45,000 students 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 sixth year in 2006, the campaign again featured a mix of mass media and community programmes. A two-day outdoor carnival – highlight of the campaign – attracted near 8,000 people over a weekend in early November 2006.

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 have been developed 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.

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:

Enquiries Hotline on:

Gas

Electricity

Lifts and Escalators

Amusement Rides

1823¹

Builders' Lifts and Tower Working Platforms

Energy Efficiency

Fault-Reporting on:

Traffic Signals

Footbridge Lighting

2333 3762²

Subway Lighting

Note (1): No. of calls received in 2006 was 40,367 (5 % decrease compared to that of 2005).

Note (2): No. of calls received in 2006 was 8,131 (4% decrease compared to that of 2005).

If emergency assistance is required or if there is a possibility of immediate danger, would you please 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 while general email enquiries can be directed to info@emsd.gov.hk.

Suggestions and Complaints

We welcome any comments or suggestions that 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.