

2000-2001

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 authority 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 all public places. We also ensure that these systems and equipment function properly and in an environmentally friendly manner, to enable the people of Hong Kong to enjoy a better quality of life.

Pledge Performance

During the year of 2000, we processed some 118,000 different cases relating to gas safety, electricity safety, lifts and escalators safety, amusement rides safety, builders' lifts and tower working platforms safety, energy efficiency, traffic signals, footbridge and subway lighting. Our overall performance was maintained at a very high level with 30 out of a total of 33 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 2000 are as follows:



LPG cylinder wagon
safety checks

Gas Safety (Gas Safety Ordinance)

Type of Service	Target Response Time (Working Days)	Compliance Ratio
1. Registration of installers	14	99%
2. Registration of contractors	60	100%
3. Inspection of liquefied petroleum gas (LPG) vehicles	21	100%
4. Approval of construction of notifiable gas installation	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 vehicle maintenance workshops	34	100%
11. Approval for use of LPG filling stations	14	100%
12. Approval for use of LPG vehicle maintenance workshops	14	100%

Note (1) : No case received.

Safety inspection of installations
in a LPG filling station



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%



Inspecting an escalator in a shopping arcade



Safety inspection of communal electrical installations in private buildings

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

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 to 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 to 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)

1. Approval of design submissions	40	100%
2. Issue of permits to use	14	100%

Energy Efficiency

1. Registration of Energy Efficiency Labelling Scheme	20	99%
2. Registration of the Hong Kong Energy Efficiency Registration Scheme for Buildings	20	N.A. ⁽²⁾

Note (2) : New pledge for 2001.



Checking the safety features of an amusement ride



Introducing energy efficiency labelling schemes for household appliances

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

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	99%

Promotion of Safety

To promote the safe use of gas and electrical appliances and installations, lifts and escalators, as well as the efficient use of energy, we conducted an extensive territory-wide survey on the public's safety awareness of these electrical and mechanical issues. The survey results, together with those of the first survey in 1999, have been invaluable in evaluating our public education programmes conducted in the past and in designing new programmes for the future. In collaboration with RTHK, we organised a territory-wide "E & M Safety Quiz" which attracted over 4000 participants, mainly youngsters. Besides, we also held two major safety carnivals in June and November 2000 on lifts and escalators safety, as well as electrical and mechanical safety, respectively. These functions provided excellent opportunities for us to deliver the relevant key safety messages through direct contact with the general public. We are planning to launch a major public education campaign in 2001 with a view to further reinforcing the public's safety perception on the use of gas, electricity and lifts and escalators.



E & M Safety Carnival held at Discovery Park Shopping Centre

Customer Services

We have set up a Customer Services Office at EMSD Headquarters, Ground Floor, 98 Caroline Hill Road, Causeway Bay, Hong Kong to process applications for registration, approval of submissions, endorsement of certificates, issue of permits, and the handling of reports and enquiries. To further improve our customer services, we have developed a Customer Service Mastery Programme to survey customer feedback and to provide customer service training for our staff. In addition, a Customer Liaison Group which consists of representatives from our customers, meets 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 at **emsdinfo@netvigator.com**, if you hold a recognised digital certificate.

Enquiries and Reporting

Telephone enquiries can be made to our hotline which provides pre-recorded information of all our services 24-hours a day through the Interactive Voice Response System. The System is constantly updated and was enhanced recently to include information on energy efficiency matters. You may also speak to our operators for assistance during office hours. Your call will be returned as soon as possible should you choose to leave a voice-mail message outside office hours. 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 ⁽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 2000 is 35,685 (3.5% increase from 1999).

Note (4): No. of calls received in 2000 is 13,425 (18% increase from 1999).

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 **emsdgr@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. If you should 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.