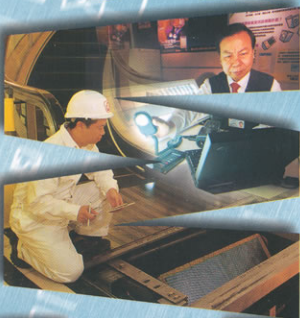


2001-2002
服務承諾
Performance
Pledge



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 ensure that all the electrical, gas and mechanical systems and equipment are safe for use at home, at work and in 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 2001, we processed some 214,000 different cases relating to gas safety, electricity safety, lifts and escalators safety, amusement rides safety, builder's 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 31 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 2001 are as follows:



Checking for leakage of LPG cylinders

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	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 maintenance workshops	34	100%
11. Approval for use of LPG filling stations	14	100%
12. Approval for use of LPG maintenance workshops	14	100%

Note (1) : No case received.

EMSD is responsible for safety control and approval of LPG filling stations



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%



Inspectors inspecting an escalator in a shopping mall in Causeway Bay



EMSD conducts about 9,000 site inspections on electrical installations each year

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 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	N.A. ⁽²⁾
3. Issue of permits of use	14	100%

(a) for example, mini trains.

(b) for example, roller coasters.

Note(2): No case received.

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 of use	14	100%

Energy Efficiency

1. Registration of Energy Efficiency Labelling Scheme	20	100%
2. Registration of the Hong Kong Energy Efficiency Registration Scheme for Buildings	20	92%



Checking the safety features of an amusement ride



Monitoring energy performance of electrical 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	99%
c) Subway lighting	3	100%

Promotion of Safety and Energy Efficiency

Public education remains on the top of our agenda in promoting the safe use of gas and electrical appliances and installations, lifts and escalators, as well as the efficient use of energy. Partnering with 15 collaborating organisations which are key industry players and trade associations from the utility, public transport, housing and estate management sectors, EMSD put together the "E&M Safety Campaign 2001" during June to December, the largest public education initiative of its kind.

The six-month campaign comprised a line-up of media and community activities - roving exhibitions, safety quiz competition, E&M and energy efficiency home inspection service, safety ambassador programmes, and variety shows on television. The programmes aimed to raise public awareness of E&M safety, gas safety and energy efficiency, and to reinforce safety practices within the community. Concurrently, EMSD ran a series of road shows at secondary schools throughout Hong Kong to take the safety messages directly to teenagers.

The campaign benefited from the synergy of the collaborating organisations, and the safety and energy efficiency messages reached millions of people in Hong Kong. In view of its success, we plan to repeat the campaign in 2002 to sustain the momentum.



The E&M Safety Campaign marks the beginning of more collaboration with industry in the public education arena

Besides, we shall continue to use a variety of communications tools and channels including mass media to expand the reach and impact of our safety and energy efficiency messages. These include publications, promotional and advertising campaigns, posters and mail outs, carnivals and road shows,

websites and interactive on-line games, home visits, competitions and quizzes, and safety talks and seminars.

Customer Services

Our Customer Services Office at EMSD 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. To further improve our customer services, we are planning to conduct an EMSD perception survey in 2002 with a view to collecting feedback from the community on our services. In addition, the 2001/03 session of Customer Liaison Group was formed earlier in the year. Representatives from our customers 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 at [**emsdinfo@netvigator.com**](mailto:emsdinfo@netvigator.com), if you hold a recognised digital certificate.

Enquiries and Reporting

Telephone enquiries can be made to our hotline which provides information of all our services 24 hours a day through speaking to one of our operators. Your call will be returned as soon as possible should the information requested could not be provided instantly over the telephone. 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 2001 is 48,875 (37% increase from 2000).

Note (4) :No. of calls received in 2001 is 12,943 (3.6% decrease from 2000).

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 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. 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.