

CONTROLLING OFFICER'S REPLY

EEB(E)042

(Question Serial No. 1336)

Head: (42) Electrical and Mechanical Services Department

Subhead (No. & title): (-) Not Specified

Programme: (1) Energy Supply; Electrical, Gas and Nuclear Safety

Controlling Officer: Director of Electrical and Mechanical Services (POON Kwok-ying)

Director of Bureau: Secretary for Environment and Ecology

Question:

The Electrical and Mechanical Services Department is responsible for electrical safety work pertaining to the administration and enforcement of the Electricity Ordinance, including registration of electrical workers, electrical contractors, competent persons, recognised certification bodies, recognised manufacturers and generating facilities, and inspection of electrical installations and electrical products; investigation of electrical incidents; initiating prosecutions and taking disciplinary actions; and promotion of electrical safety. However, it has been reported that many electrical products purchased and delivered to Hong Kong via cross-border e-commerce platforms do not comply with the specifications as required under the Hong Kong legislation, thus posing potential safety hazards to consumers. In this connection, will the Government inform this Committee of:

1. the number of registered persons qualified to install household electrical products in Hong Kong in each of the past 5 years;
2. the numbers of electrical products inspected and non-compliant electrical products identified in each of the past 5 years (tabulated by type of product);
3. the number of incidents related to non-compliant electrical products in each of the past 5 years and, among them, the number of cases involving products purchased and delivered to Hong Kong via cross-border e-commerce platforms (tabulated by type of incident);
4. the number of reports received from the public on sales activities involving non-compliant electrical products in each of the past 5 years, and the procedures and the time required in general for handling such reports and complaints by the Government;
5. the numbers of prosecutions initiated and disciplinary actions taken in each of the past 5 years (tabulated by case type);
6. the procedures for inspecting electrical products and investigating electrical incidents; and
7. the ways to promote electrical safety?

Asked by: Hon SHIU Ka-fai (LegCo internal reference no.: 14)

Reply:

1. In accordance with the Electricity Ordinance, electrical work involved in the installation of large electrical products, such as electric water heaters and split-type air-conditioners, must be carried out by registered electrical workers (REWs). The numbers of REWs in Hong Kong in the past 5 years are tabulated as follows:

Year	Number of REWs
2021	83 456
2022	83 308
2023	84 349
2024	85 701
2025	84 613

2. The types of electrical products tested, and the non-compliant products identified and their quantities in each of the past 5 years are tabulated as follows:

Year	Type of electrical products tested	Non-compliant product and quantity
2021	television, adaptor, room heater, electric cooking pot, thermo ventilator	adaptor (2)
2022	bladeless fan, hair dryer, extension unit, range hood, induction cooker	(0)
2023	adaptor, extension unit, fan, refrigerator, electric water heater, air purifier	(0)
2024	washing machine, wall-mounted fan, dehumidifier, water dispenser, television, wine cabinet	wall-mounted fan (2)
2025	steam oven, dishwasher, adaptor, electric kettle, pedestal fan, range hood	adaptor (2)

3. The numbers of incidents involving household electrical products investigated by the Electrical and Mechanical Services Department (EMSD) in the past 5 years are tabulated as follows:

Year	Number of incidents
2021	46
2022	50
2023	51
2024	50
2025	48

The EMSD did not maintain records of whether the household electrical products involved in incidents were supplied via cross-border e-commerce platforms in and before 2025. In the first 2 months of 2026, after preliminary investigation, a total of 7 incidents involving household electrical products were recorded, and none of them was found to involve household electrical products supplied via cross-border e-commerce platforms.

4. The numbers of reports on household electrical products received by the EMSD in the past 5 years are tabulated as follows:

Year	Number of reports
2021	86
2022	65
2023	56
2024	54
2025	52

Upon receipt of a report or complaint from the public, the EMSD will initiate a follow-up investigation and, having regard to the circumstances of the case, carry out inspections of retail stores to ascertain whether non-compliant electrical products are being supplied. Prosecution will be initiated where any non-compliance is identified. The EMSD will provide a preliminary response to the report or complaint within 10 working days in accordance with the established mechanism, while the duration of the investigation is subject to the actual circumstances of the case.

5. The numbers of summonses issued in prosecution cases in the past 5 years are tabulated as follows:

Type of prosecution cases	2021	2022	2023	2024	2025
Fixed electrical installations involved ^{Note 1}	132	107	212	321	488
Household electrical products involved ^{Note 2}	67	50	62	109	147
Third-party damage to electricity supply lines involved	19	25	28	25	29
Total:	218	182	302	455	664

Note 1: The respective prosecution figures increased year-on-year from 2023, primarily because the EMSD, after the COVID-19 epidemic, gradually resumed enforcement actions against failures to conduct periodic inspection and testing of fixed electrical installations.

Note 2: The respective prosecution figures increased from 2024, mainly because the EMSD stepped up enforcement actions in response to an upward trend in the supply of suspected non-compliant adaptors on the market.

The numbers of disciplinary cases involving violation of the relevant provisions under the Electricity Ordinance and the Electricity (Wiring) Regulations in the past 5 years are tabulated as follows:

Type of disciplinary cases	2021	2022	2023	2024	2025
Registered electrical contractors involved	8	2	4	6	3
REWs involved ^{Note 3}	9	5	8	15	36

Total:	17	7	12	21	39
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Note 3: The increase in the numbers of cases in 2025 compared with previous years was mainly due to the enforcement of the EMSD in collaboration with other law enforcement authorities against suspected forgery of working experience proof to apply for electrical worker registration.

6. The EMSD adopts a risk-based approach in conducting sample checks on household electrical products supplied in Hong Kong every year, and engages third-party testing laboratories to carry out safety standards testing in accordance with international safety standards. If any product is found to be non-compliant with the testing standards, the EMSD will contact the relevant supplier for appropriate follow-up actions. Regarding the investigation of electrical incidents, upon receipt of a referral from the relevant department, the EMSD will instantly deploy staff to the scene to assist investigation, including inspecting the physical environment of the incident scene, identifying the point of origin of the incident, and analysing the cause of the incident. If the incident is caused by a fixed electrical installation or household electrical product, a detailed examination will be conducted to determine its root cause.
7. The EMSD has been promoting electrical safety through various channels, such as visiting schools and elderly centres, distributing pamphlets to the public, organising seminars, holding community activities in collaboration with the Home Affairs Department and the Fire Services Department, placing advertisements in the media, posting on social media platforms, and displaying promotional information at border control points and MTR stations, to continuously raise public awareness of electrical safety.

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