

2009 服務承諾 Performance Pledge



機電工程署
EMSD



我們對閣下安全及生活質素的承諾

機電工程署是規管香港所有電力、氣體及機械設備的機構。我們的主要任務，是透過全面推行規管機電及氣體設備的架構和制度，保障公眾安全，並與社會各界緊密合作，教育公眾。此外，我們亦致力令這些設備和裝置妥善運作，並符合環保原則，藉以提升香港市民的生活質素。

服務承諾

2009年內，我們處理了約161,127宗氣體安全、電力安全、升降機及自動梯安全、機動遊戲機安全、建築工地升降機和塔式工作平台安全及能源效益個案，而與交通燈、行人天橋及行人隧道照明事宜有關的個案則有大約400宗。我們的整體表現一直維持於很高的水平，在37項承諾中，我們以100%的成績達到其中33項承諾目標。在全體員工通力合作下，我們才有這樣美滿的成績，並為此感到十分自豪。不過，我們不敢自滿，仍會不斷提高所有承諾的目標，並在適當的地方引入新的項目，俾能進一步改善服務。我們在2009年的表現詳情如下：



我們的安全大使探訪了多間幼稚園、小學及長者中心以講解機電安全及能源效益的知識。

氣體安全 (《氣體安全條例》)

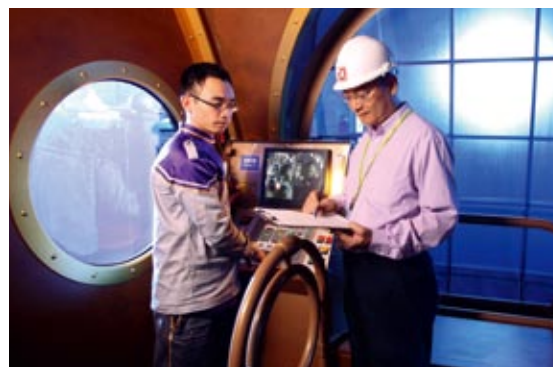
服務類別		目標回應時間 (工作日)	目標達標 的比率	實際達標 的比率
1.	為裝置技工進行註冊	12	100%	100%
2.	為承辦商進行註冊	38	100%	100%
3.	審批應具報氣體裝置的建造	30	100%	100%
4.	審批應具報氣體裝置的使用	12	100%	100%
5.	審批設備／物料的使用	26	100%	100%
6.	編訂檢驗石油氣缸車及石油氣瓶車時間表及進行檢驗	18	100%	100%
7.	為石油氣裝置/貯氣鼓能勝任的人登記	25	100%	100%
8.	為維修燃料系統能勝任的人登記	26	100%	100%
9.	審批在車輛上使用石油氣燃料缸	26	100%	100%
10.	審批加氣站的建造	30	100%	100%
11.	審批加氣站的使用	12	100%	100%



審批的氣體爐具及軟喉

電力安全 (《電力條例》)

服務類別		目標回應時間 (工作日)	目標達標 的比率	實際達標 的比率
1.	為電業工程人員、承辦商及合資格人士進行註冊	13	99%	99%
2.	為認可核證團體／認可製造商進行註冊	17	100%	100%
3.	為電力裝置定期測試證明書加簽	13	99%	99%



定期巡查機動遊戲機，務求令市民可在安全環境下享受機動遊戲的樂趣



升降機及自動梯安全 (《升降機及自動梯(安全)條例》)

服務類別		目標回應時間 (工作日)	目標達標 的比率	實際達標 的比率
1.	為升降機／自動梯承建商進行註冊	40	100%	100%
2.	為升降機／自動梯工程師進行註冊	40	100%	100%
3.	為升降機及自動梯加簽定期測試證明書	13	100%	99.8%
4.	為升降機及自動梯簽發操作許可證	13	100%	100%

機動遊戲機安全(《機動遊戲機(安全)條例》)

服務類別	目標回應時間 (工作日)	目標達標 的比率	實際達標 的比率
1. 審批機動遊戲機(載客量為20人或以下)之設計與建造 ^(a)	35	100%	100%
2. 審批機動遊戲機(載客量為21人或以上)之設計與建造 ^(b)	49	100%	100%
3. 為機動遊戲機簽發操作許可證	13	100%	100%

^(a) 例如小型火車

^(b) 例如過山車

建築工地升降機及塔式工作平台安全 (《建築工地升降機及塔式工作平台(安全)條例》)

服務類別	目標回應時間 (工作日)	目標達標 的比率	實際達標 的比率
1. 審批建築工地升降機及塔式工作平台之設計與建造	35	100%	100%
2. 為建築工地升降機及塔式工作平台加簽定期測試證明書	12	100%	100%
3. 為建築工地升降機及塔式工作平台簽發操作許可證	12	100%	100%

能源效益

服務類別	目標回應時間 (工作日)	目標達標 的比率	實際達標 的比率
1. 自願性能源效益標籤計劃的註冊工作	17	99%	100%
2. 香港建築物能源效益註冊計劃的註冊工作	17	99%	100%
3. 審批根據水冷式空調系統計劃提交的有關申請	17	99%	99%
4. 處理根據強制性能源效益標籤計劃提交的产品資料	17	99%	100%

通報及查詢

服務類別	目標回應時間 (工作日)	實際達標 的比率
1. 處理有關違例設備及裝置的通報	10	100%
2. 有關註冊、安全事宜或其他技術事宜的書面查詢	13	100%
3. 有關註冊、安全事宜或其他技術事宜的口頭查詢	即時	100%

交通燈、行人天橋及行人隧道的照明設備

服務類別	目標回應時間 (工作日)	實際達標 的比率
1. 重大故障報告		
a) 交通燈	14小時	100%
b) 行人天橋照明設備	4小時	100%
c) 行人隧道照明設備	4小時	100%
2. 其他故障報告		
a) 交通燈	1	100%
b) 行人天橋照明設備	1	100%
c) 行人隧道照明設備	1	100%

推廣安全及能源效益

我們在九龍灣的總部大樓設有最新的節能設施，並應用可再生能源技術。這些設計使大樓成為舉辦教育活動的理想地點，藉以向學生及市民傳達能源效益、能源節約及可持續發展的信息。教育徑是我們在總部大樓關設的一個推廣特式，為公眾作實地教育，以展示可持續發展建築物的設計。教育徑有兩個展覽館和一個觀景廊。在觀景廊可看到可再生能源裝置包括太陽能光伏板系統、風力發電機及太陽光導管。地面展覽館內有17組互動式展品，就能源問題和科技、能源數據、節能措施等提供全面的知識。七樓展覽館的四件展品介紹我們在電力、氣體和機械安全方面的規管工作。

在2009年，在機電署總部大樓的教育徑已吸引超過8,000名探訪者，其中包括各學校及來自本地、國內及海外機構。

青少年是我們舉辦教育活動的主要對象。為迎合他們的口味，我們在年內進一步利用科技及互聯網為青少年舉辦各項活動，「上落平安」就是其中一項。這個新網站包含一些互動遊戲，旨在推廣安全使用升降機及自動梯的信息。

在2009年，我們在推廣升降機安全的「共同責任」及「使用者監察」原則的工作上，加強了公眾宣傳活動，包括舉辦了二十九場研討會給超過2500名升降機擁有人、大廈管理人員及業主立案法團成員。

我們的外展活動深受市民歡迎。在2009年，我們的安全大使共探訪了280多間幼稚園、小學及長者中心，向超過38,000名市民講解機電安全及能源效益的知識。



2009年10月17,18日於維多利亞公園舉行的「機電安全嘉年華」，吸引了超過10,000名市民入場參與。嘉年華是「機電安全香港通2009」宣傳活動的重點項目。



舉辦研討會以推廣升降機安全的「共同責任」及「使用者監察」原則

我們亦繼續培育電業界人士的工作安全文化，透過舉辦工作安全比賽及研討會、製作「電工學堂」教育短片和派發宣傳紀念品等，提醒他們注意電力工作安全的重要性，從而減少發生意外的機會。

一年一度的「機電安全香港通」運動是我們最重要的公眾教育活動之一。這是我們與業界一包括電力、氣體及能源、交通及遊樂設施、房屋及屋邨管理，及各商會合辦的運動，旨在提高市民對機電安全、氣體安全及能源效益的意識。2009年是我們第九年舉辦「機電安全香港通」運動，內容包括各類宣傳及社區活動。我們在10月一個周末舉辦了一個為期兩天的戶外嘉年華會，這是「機電安全香港通」運動的重點項目，吸引了超過10,000名市民參加。

客戶服務

我們設於九龍灣啟成街3號機電工程署總部地下的客戶服務部，在處理業界人士的註冊申請、審批建議、為證明書加簽、簽發許可證，以及處理通報和查詢等方面，提供高效率 and 可靠的服務。我們的客戶聯絡委員會由市民和有關係的業界人士組成。該委員會定期舉行會議，討論機電工程署向市民提供的服務的質素及改善服務的方法，以應付社會不斷轉變的需要。

提交申請

所有親身遞交的申請可逕交香港九龍啟成街3號機電工程署總部地下的客戶服務部，辦公時間為星期一至五上午9時至下午5時15分（星期六、星期日及公眾假期休息），有關申請也可寄往上述地址。此外，部份註冊申請亦可透過本署主網頁內的網上註冊服務遞交。

查詢及通報

如欲查詢有關本署服務的資料，可致電我們的24小時熱線，該熱線會由專人接聽。即使未能在電話中即時提供所需資料，我們亦會盡快回覆。此外，亦可在熱線電話要求我們傳真有關的申請表及資料。倘交通燈、行人天橋及行人隧道的照明設備有故障或損壞，可致電24小時資訊服務中心。查詢熱線及資訊服務中心的電話號碼如下：

查詢熱線及資訊服務中心		電話號碼
查詢熱線	氣體	1823 ⁽¹⁾
	電力	
	升降機及自動梯	
	機動遊戲機	
	建築工地升降機及塔式工作平台	
能源效益		
故障報告中心	交通燈	2333 3762 ⁽²⁾
	行人天橋照明設備	
	行人隧道照明設備	

註⁽¹⁾：在2009年接獲的電話有24,284個(較2008年減少4.2%)。

註⁽²⁾：在2009年接獲的電話有397個(較2008年減少94.8%)。

如需緊急援助或可能有即時危險，便應致電消防處24小時熱線2723 2233或撥999。

閣下亦可透過本署於www.emsd.gov.hk的網頁，索取我們的資料；而一般的電子郵件查詢可直接傳送至info@emsd.gov.hk。

建議及投訴

歡迎閣下就我們的服務提出意見或建議。儘管我們全力以赴，但我們的服務或未能達到你的期望。若閣下認為我們未有妥善處理你的個案，或有關個案需要我們作進一步解釋，請與我們的公共關係經理聯絡，地址是：

香港九龍
啟成街3號
機電工程署

我們會盡快處理所有意見、建議及投訴，如有需要，便會轉介到合適的上訴渠道辦理。

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 2009, we processed some 161,127 cases relating to gas safety, electricity safety, lift and escalator safety, amusement ride safety, builder's lift and tower working platform safety, energy efficiency, and around 400 cases about traffic signals, footbridge and subway lighting. Our overall performance was maintained at a very high level with 33 out of a total of 37 pledges achieving a perfect 100% compliance. Although we have very good 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 2009 are as follows:



"Our Safety Ambassadors visited kindergartens, primary schools and elderly centres to promote electrical & mechanical safety and energy efficiency to the public."

Gas Safety (Gas Safety Ordinance)

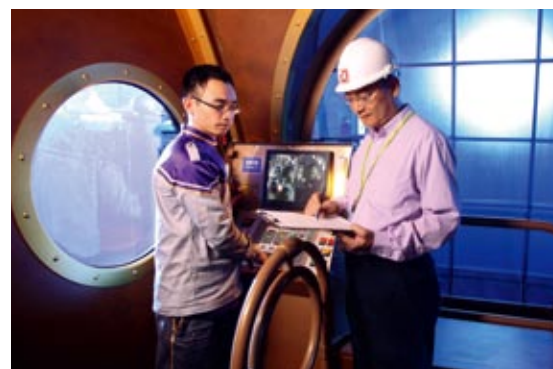
Type of Service		Target Response Time (Working Days)	Target Compliance Level	Actual Compliance Level
1.	Registration of installers	12	100%	100%
2.	Registration of contractors	38	100%	100%
3.	Approval for construction of notifiable gas installations	30	100%	100%
4.	Approval for use of notifiable gas installations	12	100%	100%
5.	Approval for use of equipment/materials	26	100%	100%
6.	Scheduling and inspection of LPG road tankers and cylinder wagons	18	100%	100%
7.	Enlistment of competent persons for LPG installations/gasholders	25	100%	100%
8.	Enlistment of competent persons for maintenance of fuel systems	26	100%	100%
9.	Approval for use of LPG fuel tanks in vehicles	26	100%	100%
10.	Approval for construction of filling stations	30	100%	100%
11.	Approval for use of filling stations	12	100%	100%



Approved Gas Appliance and Tubing

Electricity Safety (Electricity Ordinance)

Type of Service		Target Response Time (Working Days)	Target Compliance Level	Actual Compliance Level
1.	Registration of electrical workers/contractors/competent persons	13	99%	99%
2.	Registration of recognised certification bodies and manufacturers	17	100%	100%
3.	Endorsement of testing certificates of electrical installations	13	99%	99%



Carrying out regular inspections of amusement rides to provide a safe environment for the public to enjoy the use of them

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

Type of Service		Target Response Time (Working Days)	Target Compliance Level	Actual Compliance Level
1.	Registration of lift/escalator contractors	40	100%	100%
2.	Registration of lift/escalator engineers	40	100%	100%
3.	Endorsement of periodic test certificates for lifts and escalators	13	100%	99.8%
4.	Issue of permits to use for lifts and escalators	13	100%	100%

Amusement Ride Safety (Amusement Rides (Safety) Ordinance)

Type of Service	Target Response Time (Working Days)	Target Compliance Level	Actual Compliance Level
1. Approval of design and construction of amusement rides (capacity of less than and equal to 20 persons) (a)	35	100%	100%
2. Approval of design and construction of amusement rides (capacity of 21 or more persons) (b)	49	100%	100%
3. Issue of permits to use for amusement rides	13	100%	100%

(a) for example, mini trains.

(b) for example, roller coasters.

Builder's Lift and Tower Working Platform Safety (Builders' Lifts and Tower Working Platforms (Safety) Ordinance)

Type of Service	Target Response Time (Working Days)	Target Compliance Level	Actual Compliance Level
1. Approval of design and construction of builders' lifts and tower working platforms	35	100%	100%
2. Endorsement of periodic test certificates for builders' lifts and tower working platforms	12	100%	100%
3. Issue of permits to use for builders' lifts and tower working platforms	12	100%	100%

Energy Efficiency

Type of Service	Target Response Time (Working Days)	Target Compliance Level	Actual Compliance Level
1. Registration of Voluntary Energy Efficiency Labelling Scheme	17	99%	100%
2. Registration of The Hong Kong Energy Efficiency Registration Scheme for Buildings	17	99%	99%
3. Approval of Applications under the voluntary water-cooled air-conditioning system scheme	17	99%	99%
4. Processing of product submissions under Mandatory Energy Efficiency Labelling Scheme	17	99%	100%

Reports and Enquiries

Type of Service	Target Response Time (Working Days)	Actual Compliance Level
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)	Actual Compliance Level
1. Report of major malfunctions		
a) Traffic signals	14 hours	100%
b) Footbridge lighting	4 hours	100%
c) Subway lighting	4 hours	100%
2. Report of other defects		
a) Traffic signals	1	100%
b) Footbridge lighting	1	100%
c) Subway lighting	1	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 efficiency, energy conservation and sustainable development. An Education Path has been a promotional feature built in the building to offer on-site public education tours for students and the public on sustainable building design. It comprises 2 exhibition galleries and a rooftop viewing gallery. At the roof viewing gallery, the visitors can see the renewable energy features including the photovoltaic panels, wind turbines and sun pipes. There are 17 sets of interactive exhibits in the exhibition gallery on ground floor. The exhibits provide comprehensive information on energy issues, renewable and clean energy technologies, energy efficiency schemes, energy efficient building services features, energy data, etc. The exhibition area on 7/F contains 4 nos. exhibits to introduce the safety of electrical, amusement rides, gas and lifts and escalators installations.

The Education Path at EMSD Headquarters attracted over 8,000 visitors in 2009, including groups from schools and other organisations from local, the mainland and overseas .

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. "Safe Rider", a new website featuring interactive games, was launched to promote the safe use of lifts and escalators.

To promote the principles of "shared responsibility" and "user surveillance" of lift safety, we conducted extensive publicity activities including 29 seminars for over 2,500 lift owners, building management staff and members of incorporated owners in 2009.



Conducting seminars to promote the principles of "shared responsibility" and "user surveillance" of lift safety

Our outreach programme was warmly welcomed by the public. In 2009, our safety ambassadors visited more than 280 kindergartens, primary schools and elderly centres, promoting electrical safety and energy efficiency to over 38,000 members of the public.

We continued to cultivate the safety culture of electrical trade members by organizing safety competition and seminars, producing and distributing education video and publicity souvenirs, etc. Trade workers were reminded of the importance of electrical safety at works so to prevent occurrence of electrical accidents.

The annual E&M Safety Campaign is a joint effort between EMSD and key industry players from various sectors including electricity, gas and energy, public transport and entertainment, housing and 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 ninth year in 2009, the campaign again featured a mix of mass media and community programmes. A two-day outdoor carnival – highlight of the campaign – attracted over 10,000 people over a weekend in October 2009.



The E&M Safety Carnival, a highlight of the E&M Safety Campaign 2009 was held in Victoria Park in 17, 18 November 2009 and attracted over 10,000 participants

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. In case 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 and Information Service Centre		Telephone Number
Enquiries Hotline on:	Gas	1823 ⁽¹⁾
	Electricity	
	Lifts and Escalators	
	Amusement Rides	
	Builders' Lifts and Tower Working Platforms	
	Energy Efficiency	
Fault-Reporting on:	Traffic Signals	2333 3762 ⁽²⁾
	Footbridge Lighting	
	Subway Lighting	

Note (1) : No. of calls received in 2009 was 24,284 (4.2 % decrease compared to 2008).

Note (2) : No. of calls received in 2009 was 397 (94.8% decrease compared to 2008).

If emergency assistance is required or if there is a possibility of immediate danger, you should call the Fire Services Department's 24-hour hotline **2723 2233** 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 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.

