

# 2008 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

2008年內，我們處理了約193,781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7,500宗。我們的整體表現一直維持於很高的水平，在36項承諾中，我們以**100%的成績**達到其中35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2008年的表現詳情如下：



我們的社區外展教育工作涵蓋幼兒園、幼稚園和老人中心。

## 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	39	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/材料的使用	26	100%	100%
6. 編訂檢驗石油氣缸車輛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	26	100%	100%
8. 為維修石油氣燃料系統能勝任的人士登記	26	100%	100%
9. 審批在車輛上使用石油氣燃料缸	26	100%	100%
10. 審批石油氣加氣站的建造	30	100%	100%
11. 審批石油氣加氣站的使用	12	100%	100%



加強巡查使上給供氣分喉事故大幅減少。

## 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%	99.99%
2. 為認可核證團體/認可製造商進行註冊	18	100%	100%
3. 為電力裝置定期測試證明書加簽	13	99%	99.99%



定期巡查大廈的固定電力裝置，是我們督察級員工的重要工作。

## 升降機及自動梯安全 (《升降機及自動梯(安全)條例》)

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%	100%
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 (載容量為20人或以下) 之設計與建造(a)	36	100%	100%
2. 審批機動遊戲機 (載容量為21人或以上) 之設計與建造(b)	50	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》)

1. 審批建築工地升降機及塔式工作平台之設計與建造	36	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	13	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	13	100%	100%

## 能源效益

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. 申請水冷式空調系統的淡水冷卻塔計劃	17	99%	98%

## 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%



沙田一部戶外的「傾斜」升降機，配合特殊形勢。

## 交通燈、行人天橋及行人隧道的照明設備

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節能及可持續發展的信息。我們在總部大樓闢設了教育徑，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氣、氣體和機械安全方面的規管工作。

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，我們不斷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訊息。

在2008年，我們繼續深化外展教育活動，透過與民政事務總署合作在各區舉辦了十一場家居安全講座。另外，我們製作了一套新的電氣安全教材，包括康樂棋、文件套及貼紙，在親善訪問時派發給幼稚園和小學學生，從而提高兒童的機電安全意識。我們的安全大使在過去一年透過親善訪問接觸逾40,000名幼稚園及小學學生。

我們亦著力培養電業界人士的工作安全文化，透過舉辦研討會、派發宣傳紀念品及於機電工程署、電業工會和商會的刊物刊登文章，提醒他們應關掉電源才進行電力工作，從而減少意外發生的機會。

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——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。2008年是我們第八次舉辦「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11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，吸引了近12,000名市民參加。

為支持教育電視可持續發展主題，機電署協助教育電視製作了一套短片介紹各項機電工程署總部能源效益的設施，供小學生參考。



2008年11月於維多利亞公園舉行的「機電安全嘉年華」，吸引了萬二千多名市民入場參與。嘉年華是「機電安全香港通2008」宣傳活動的重點項目。

## 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呈交香港九龍啟成街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：

		電話號碼
查詢熱線	氣體	1823 <sup>(1)</sup>
	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 <sup>(2)</sup>
	行人天橋照明設備	
	行人隧道照明設備	

註 <sup>(1)</sup>：在2008年接獲的電話有25,347個(較2007年減少41.4%)。

註 <sup>(2)</sup>：在2008年接獲的電話有7,565個(較2007年減少5.6%)。

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 8787**或撥**999**。

閣下亦可透過本署於[www.emsd.gov.hk](http://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](mailto: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 2008, we processed some 193,781 cases relating to gas safety, electricity safety, lift and escalator safety, amusement ride safety, builder's lift and tower working platform safety, and energy efficiency, and around 7,500 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 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 2008 are as follows:



Our community outreach education programme covers nurseries, kindergartens and centres for the elderly.

## 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	39	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	26	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%



Increased inspections have significantly reduced gas riser incidents.

## 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%	99.99%
2. Registration of recognised certification bodies and manufacturers	18	100%	100%
3. Endorsement of testing certificates of electrical installations	13	99%	99.99%



Regular inspection of fixed electrical installation in buildings is a vital task of our inspectorate staff.

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

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%	100%
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 or equal to 20 persons) (a)	36	100%	100%
2. Approval of design and construction of amusement rides (capacity of 21 or more persons) (b)	50	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)

1. Approval of design and construction of builders' lifts and tower working platforms	36	100%	100%
2. Endorsement of periodic test certificates for builders' lifts and tower working platforms	13	100%	100%
3. Issue of permits to use for builders' lifts and tower working platforms	13	100%	100%

## Energy Efficiency

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%	100%
3. Application of The Fresh Water Cooling Towers Scheme for Water-cooled Air-conditioning System	17	99%	98%

## 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%



An outdoor "inclined" lift in Sha Tin to suit the terrain.

## Traffic Signals, Footbridge and Subway Lighting

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 conservation and sustainable development. An Education Path has been 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 exhibits to introduce the safety of electrical, amusement rides, gas and lifts and escalators installations.

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 website featuring interactive games, to promote the safe use of lifts and escalators is one such example.

In 2008, we enhanced our outreach education programme through collaboration with Home Affairs Department to conduct 11 household safety forums in various districts. To raise the safety awareness of children, we produced a new set of educational kits including electrical safety chess sets, document holders and stickers for distribution to kindergartens and primary schools students during ambassador visits. Our safety ambassadors reached over 40,000 students in the past year.

We actively fostered the safety culture of electrical trade members by promoting “switching off power source before electrical work” through safety seminars, publicity souvenirs and incident review articles in the newsletters of EMSD, electrical workers unions and contractors associations.

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 eighth year in 2008, the campaign again featured a mix of mass media and community programmes. A two-day outdoor carnival – highlight of the campaign – attracted near 12,000 people over a weekend in November 2008.

In support of sustainable development theme of education programme for primary students, an ETV programme is developed with Education Bureau to introduce the energy efficiency and conservation facilities of EMSD headquarters.



The E&M Safety Carnival, a highlight of the E&M Safety Campaign 2008, was held in Victoria Park in November 2007 and attracted more than 12,000 citizens.

## 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. If 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:

		Telephone Number
<b>Enquiries Hotline on:</b>	Gas	1823 <sup>(1)</sup>
	Electricity	
	Lifts and Escalators	
	Amusement Rides	
	Builders' Lifts and Tower Working Platforms	
	Energy Efficiency	
<b>Fault-Reporting on:</b>	Traffic Signals	2333 3762 <sup>(2)</sup>
	Footbridge Lighting	
	Subway Lighting	

Note <sup>(1)</sup>: No. of calls received in 2008 was 25,347 (41.4 % decrease compared to 2007).

Note <sup>(2)</sup>: No. of calls received in 2008 was 7,565 (5.6% decrease compared to 2007).

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 8787** or dial **999**.

Information on EMSD can also be obtained from our homepage at [www.emsd.gov.hk](http://www.emsd.gov.hk) while general email enquiries can be directed to [info@emsd.gov.hk](mailto: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.

香港特別行政區政府新聞處設計 政府物流服務署印  
Designed by the Information Services Department  
Printed by the Government Logistics Department  
Hong Kong Special Administrative Region Government