

# Performance Pledge 2009



Environment Bureau



Environmental Protection Department



*Green Hong Kong, Our Healthy Home*



This Performance Pledge outlines our services and the performance achievements for 2008 and the performance standards you can expect from us for 2009.

## OUR VISION & MISSION

### OUR VISION

Is of a Hong Kong

- which enjoys an environment that is both healthy and pleasant;
- in which the community places a premium on sustaining such an environment for both themselves and future generations, and pursues sustainable development; and
- in which the community enjoys a reliable and safe energy supply at reasonable prices, while improving energy efficiency, promoting energy conservation and minimising the environmental impacts from the production and use of energy.



### OUR MISSION

Is to contribute towards realising this vision by applying our professional knowledge and judgment and drawing on international experience



- to formulate policies and plans on environmental protection, energy, conservation and the promotion of sustainable development;
- to provide first-class physical infrastructure for the treatment and disposal of waste and wastewaters;
- to raise community awareness of and promote public support for issues related to environmental protection, energy, conservation and sustainable development;
- to promote collaborative efforts through regional and international co-operation;
- to implement environmental protection and energy related legislation and plans; and
- to administer robust environmental impact assessment in the planning of new developments and major projects.

## OUR NEW AND IMPROVED SERVICES

The Environment Bureau and Environmental Protection Department (ENB & EPD) have been adopting a customer-oriented approach in providing best quality services to the public and the business community. Our key new and improved services for 2008 include the following:

- The Lung Fu Shan Environmental Education Centre was opened in April 2008, a joint project of the EPD and the University of Hong Kong, and the Environmental Exhibition Corner was also made available in June 2008 at the Kennedy Town Community Complex.



*This set of solar panels, installed on the roof of a school, is an example of the minor works projects funded by the ECF.*



*The new Kennedy Town Environmental Exhibition Corner.*

- \$1 billion was injected into the Environment and Conservation Fund (ECF) in early 2008 and new priority funding areas were identified, including energy efficiency and conservation, waste reduction, and minor works for greening.

- The five-year “Cleaner Production Partnership Programme” was launched in April 2008 to encourage and facilitate Hong Kong-owned factories in the Pearl River Delta region to adopt cleaner production technologies and practices.
- The arrangements for the implementation of Clean Development Mechanism Projects in Hong Kong was finalised and announced in June 2008.



*Representatives of EPD and the Economic & Trade Commission of Guangdong Province conduct a cleaner production training seminar in Shenzhen.*



- The first guideline for conducting carbon audits at buildings in Hong Kong was launched in July 2008, and the “Green Hong Kong • Carbon Audit” campaign was commenced.

- A library of 3-D electronic visualisations of the major findings in EIA reports was established and seven 3-D EIA models were deposited on our website as of December 2008.
- The Electronic Transaction System Phase 1 was completed in April 2008, which enables the processing of certain forms submitted electronically under the EIAO.
- A CD-ROM for the restaurant trade was produced in April 2008 with updated technical information on complying with environmental legislation.
- The Lantau North (Extension) Country Park was opened in November 2008, making it the 24th country park in Hong Kong.



*The Lantau North (Extension) Country Park is easily accessible from Tung Chung.*

## OUR SERVICES AND PERFORMANCE

Our Services	Targets for 2008	Achievement* in 2008	Targets for 2009
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### *Responding to Complaints and Enquiries*

Incidents involving an immediate threat to health@	Immediate	100%	Immediate
Other pollution complaints@#	95% in 3 working days	100%	95% in 3 working days
General enquiries#			
<ul style="list-style-type: none"> <li>by phone</li> </ul>	95% in 5 working days	100%	95% in 5 working days
<ul style="list-style-type: none"> <li>written</li> </ul>	95% in 5 working days	100%	95% in 5 working days

### *Processing Applications for Permits/Licences/Approvals*

<b>Air</b>	Emission Testing Notices to smoky vehicles owners#	99% in 3 working days	100%	99% in 3 working days
	Specifications and plans for installation or alteration of furnaces or chimneys	90% in 16 days	100%	90% in 16 days
	Registration for asbestos works	95% in 68 days	No case in 2008	95% in 68 days
	Asbestos abatement and management plans	95% in 25 days	100%	95% in 25 days
<b>Environmental Assessment &amp; Planning</b>	Environmental Impact Assessment Study Briefs	45 days	100%	45 days
	Permission to apply directly for environmental permits	45 days	100%	45 days
	Review of Environmental Impact Assessment Reports	60 days	100%	60 days
	Approval or rejection for Environmental Impact Assessment Reports after public consultation	30 days	100%	30 days
	Environmental permits	30 days	100%	30 days
	Further environmental permits	30 days	100%	30 days
	Variation of environmental permits	30 days	100%	30 days

Our Services		Targets for 2008	Achievement* in 2008	Targets for 2009
Noise	Construction noise permits	90% in 18 days	100%	90% in 18 days
	Noise emission labels	90% in 15 days	100%	90% in 15 days
Waste	Registration of chemical waste producers	98% in 30 days	100%	98% in 30 days
	Part A Chemical waste notifications	95% in 12 days	100%	95% in 12 days
	Marine dumping permits	90% in 18 days	100%	90% in 18 days
	Clinical waste disposal permits	95% in 9 days	100%	95% in 9 days
Water	Water Pollution Control Ordinance licences (Excluding licences requiring public notification)	95% in 14 days after receipt of payment	99%	95% in 14 days after receipt of payment

#### **Providing Waste Management Services**

Opening hours of strategic landfills	98% for at least 12 hours per day	100%	98% for at least 12 hours per day
Opening hours of refuse transfer stations+	98% for at least 16 hours per day	100%	98% for at least 16 hours per day
Providing assistance to deal with significant spillage of chemicals	98% in 90 minutes	100%	98% in 90 minutes

#### **Providing Environmental Information**

Hourly Air Pollution Index on web site	98% in a year	100%	98% in a year
Anti-pollution prosecution figures	Monthly	100%	Monthly
Grading of beach water quality	Weekly	100%	Weekly
Environmental Impact Assessment studies released	Quarterly	100%	Quarterly

\* This refers to the percentage achievement against the targets, with 100% representing full compliance or better than the targets.

@ Including cases related to the Ozone Layer Protection Ordinance.

# Starting from 1 July 2006, we undertake to clear applications/requests by Friday as far as practicable, if the target completion time falls on a Saturday.

+ Excluding North West New Territories Refuse Transfer Station and Outlying Islands Transfer Facilities.

## WE WELCOME YOUR IDEAS

Your comments and suggestions on our services are invaluable to us. Please address them to us at:

**Address** : 46/F, Revenue Tower, 5 Gloucester Road, Wan Chai, Hong Kong

**Faxline** : 2838 2155

**E-mail** : [enquiry@epd.gov.hk](mailto:enquiry@epd.gov.hk)

**Customer Service Hotline** : 2838 3111

## RIGHT OF APPEAL

If you feel that your case, comment or suggestion has not been dealt with satisfactorily, you can write to the Secretary for the Environment or the Director of Environmental Protection at the aforementioned address.

## OUR REGIONAL OFFICES

**Customer Service Hotline** : 2838 3111

**You can get direct services from any of our regional offices below:**

Regional Offices	Control Districts	Address	Licences/ Permits/ Approvals Application Hotline	Faxline	E-mail Address
Regional Office (East)	Kwun Tong, Wong Tai Sin, Sai Kung, & Kowloon City	5/F, Nan Fung Commercial Centre, 19 Lam Lok Street, Kowloon Bay, Kowloon.	2755 5518	2756 8588	<a href="mailto:hotline_e@epd.gov.hk">hotline_e@epd.gov.hk</a>
	Yau Tsim Mong	8/F., Cheung Sha Wan Government Offices, 303 Cheung Sha Wan Road, Kowloon.	2402 5200	2402 8272	<a href="mailto:hotline_e@epd.gov.hk">hotline_e@epd.gov.hk</a>
Regional Office (South)	Hong Kong Island & Islands	2/F, Chinachem Exchange Square, 1 Hoi Wan Street, Quarry Bay, Hong Kong.	2516 1718	2960 1760	<a href="mailto:hotline_s@epd.gov.hk">hotline_s@epd.gov.hk</a>
Regional Office (West)	Tuen Mun, Tsuen Wan, Kwai Tsing & Sham Shui Po	8/F, Tsuen Wan Government Offices, 38 Sai Lau Kok Road, Tsuen Wan, New Territories.	2417 6116	2411 3073	<a href="mailto:hotline_w@epd.gov.hk">hotline_w@epd.gov.hk</a>

Regional Offices	Control Districts	Address	Licences/Permits/Approvals Application Hotline	Faxline	E-mail Address
Regional Office (North)	Yuen Long, Shatin, Tai Po & North	10/F, Shatin Government Offices, No.1 Sheung Wo Che Road, Shatin, New Territories.	2158 5757	2685 1133	<a href="mailto:hotline_n@epd.gov.hk">hotline_n@epd.gov.hk</a>

**Other than the above offices, the following EPD offices also receive applications for licences/permits/approvals:**

Offices	Address	Licences/Permits/Approvals Application Hotline
Headquarters	33/F-34/F & 45/F, Revenue Tower, 5 Gloucester Road, Wan Chai, Hong Kong.	2824 3773
Southern Centre Office	28/F, Southern Centre, 130 Hennessy Road, Wan Chai, Hong Kong.	2573 7746
Cheung Sha Wan Government Offices	8/F, Cheung Sha Wan Government Offices, 303 Cheung Sha Wan Road, Kowloon.	2402 5200