

Performance Pledge 2012



Environment
Bureau



Environmental
Protection Department



This Performance Pledge outlines our services and the performance achievements for 2011 and the performance standards you can expect from us for 2012.

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 wastewater;
- 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 2011 include the following:

- All 41 gazetted beaches met the Water Quality Objective for the second year in a row. Among them, 31 beaches were graded "good", the highest number ever since EPD's beach water monitoring began in 1986.

Annual beach rankings from 1997 to 2011



- Introduced the \$300 million Pilot Green Transport Fund to support the public transport sector and goods vehicle owners in testing out green and innovative transport technologies.



多管齊下的策略
A multi-pronged approach



- Announced a comprehensive strategy, "Reduce, Recycle and Proper Waste Management", to tackle Hong Kong's waste problem.

- Enlisted 1 791 housing estates/residential buildings and 732 commercial & industrial buildings to join the Programme on Source Separation of Waste and, in collaboration with the Environmental Campaign Committee, introduced a new series of metal waste separation bins designed by local designers and artists, under the Promotion Programme on Source Separation of Waste.
- Launched the district-based Community Recycling Network to enhance public awareness on waste reduction and recycling and encourage public participation in source separation of waste.



Metal waste separation bins.



The public learn about waste reduction and recycling at a promotion vehicle and booth set up in housing estates and public locations around Hong Kong.

- Organised World Environment Day events on the theme of global warming and low carbon living, which included a Global Warming and Climate Variation Seminar, the prize presentation ceremony and the screening of outstanding entries of the Low Carbon Living @ Hong Kong Video Competition.



The Global Warming and Climate Variation Seminar was well received by the public (left), and included a discussion forum (right) to answer the audience questions by renowned experts and environmentalists.

- Fully implemented the second phase of the Mandatory Energy Efficiency Labelling Scheme.



OUR SERVICES AND PERFORMANCE

Our Services	Targets for 2011	Achievement* in 2011	Targets for 2012
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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#			
• by phone	95% in 5 working days	100%	95% in 5 working days
• written	95% in 5 working days	100%	95% in 5 working days

Processing Applications for Permits/Licences/Approvals

Air	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 application received	95% in 68 days
	Asbestos abatement and management plans	95% in 25 days	100%	95% in 25 days
Environmental Assessment & Planning	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 2011	Achievement* in 2011	Targets for 2012
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% (Achievement prior to service cessation on 1 August 2011)	N.A.
Water	Water Pollution Control Ordinance licences (Excluding licences requiring public notification)	95% in 14 days after receipt of payment	100%	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 90minutes	100%	98% in 90minutes

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.

[^] Starting from 1 August 2011 the administrative control over clinical waste disposal was replaced by regulatory control under the Waste Disposal Ordinance, and the service of Clinical waste disposal permits ceased.

⁺ 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 : 33/F, Revenue Tower, 5 Gloucester Road, Wan Chai, Hong Kong

Faxline : 2838 2155

E-mail : 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	hotline_e@epd.gov.hk
	Yau Tsim Mong	8/F, Cheung Sha Wan Government Offices, 303 Cheung Sha Wan Road, Kowloon.	2402 5200	2402 8272	
Regional Office (South)	Hong Kong Island & Islands	2/F, Chinachem Exchange Square, 1 Hoi Wan Street, Quarry Bay, Hong Kong.	2516 1718	2960 1760	hotline_s@epd.gov.hk
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	hotline_w@epd.gov.hk

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	hotline_n@epd.gov.hk

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

Offices	Address	Licences/Permits/Approvals Application Hotline
Revenue Tower Office	33/F-34/F, Revenue Tower, 5 Gloucester Road, Wan Chai, Hong Kong.	2824 3773
Southorn Centre Office	28/F, Southorn 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