

Performance Pledge 2021



Environment
Bureau



Environmental
Protection Department



Performance Pledge 2021

This Performance Pledge outlines our services and the performance achievements for 2020 and the performance standards you can expect from us for 2021.

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 SERVICES AND PERFORMANCE

Our Services	Targets for 2020	Achievement in 2020	Targets for 2021
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Responding to Complaints and Enquiries

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

Processing Applications for Permits/Licences/Approvals

Air	Emission Testing Notices to smoky vehicles owners#	99% in 3 working days	94% in 3 working days [^]	99% in 3 working days
	Specifications and plans for installation or alteration of furnaces or chimneys	90% in 16 days	Target achieved	90% in 16 days
	Written comments on the adequacy of information submitted for Specified Process Licence	Not Available	Not Available	90% in 10 working days@
	Issue the Specified Process Licence upon finalization of the Terms and Conditions	Not Available	Not Available	90% in 7 working days@
	Open Burning Permit	Not Available	Not Available	90% in 16 days@
	Registration for asbestos personnel	95% in 68 days	N.A.*	95% in 68 days
	Asbestos abatement and management plans	95% in 25 days	Target achieved	95% in 25 days
Environmental Assessment & Planning	Environmental Impact Assessment Study Briefs	45 days	Target achieved	45 days
	Permission to apply directly for environmental permits	45 days	Target achieved	45 days
	Review of Environmental Impact Assessment Reports	60 days	Target achieved	60 days
	Approval or rejection for Environmental Impact Assessment Reports after public consultation	30 days	Target achieved	30 days
	Environmental permits	30 days	Target achieved	30 days

Our Services		Targets for 2020	Achievement in 2020	Targets for 2021
Environmental Assessment & Planning	Further environmental permits	30 days	Target achieved	30 days
	Variation of environmental permits	30 days	Target achieved	30 days
	Noise Impact Assessment Reports for residential developments	Not Available	Not Available	90% in 18 working days (normal cases); 90% in 30 working days (complicated cases)
Noise	Construction noise permits	90% in 18 days	Target achieved	90% in 18 days
	Noise emission labels	90% in 15 days	Target achieved	90% in 15 days
Waste	Registration of chemical waste producers	98% in 30 days	Target achieved	98% in 30 days
	Part A Chemical waste notifications	95% in 12 days	Target achieved	95% in 12 days
	Marine dumping permits	90% in 18 days	Target achieved	90% in 18 days
	Permit for Import of Scheduled Chemicals	95% in 15 days ★	Target achieved	95% in 15 days
	Permit for Use of Scheduled Chemicals	95% in 15 days ★	Target achieved	95% in 15 days
Water	Water Pollution Control Ordinance licences (Excluding licences requiring public notification)	95% in 14 days after receipt of payment	Target achieved	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	Target achieved	98% for at least 12 hours per day
Opening hours of refuse transfer stations+	98% for at least 16 hours per day	Target achieved	98% for at least 16 hours per day
Opening hours of O-PARK1	Not Available	Not Available	98% for at least 14 hours per day
Providing assistance to deal with significant spillage of chemicals	98% in 90 minutes	Target achieved	98% in 90 minutes

Our Services	Targets for 2020	Achievement in 2020	Targets for 2021
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Providing Environmental Information

Hourly Air Quality Health Index on website	98% in a year	Target achieved	98% in a year
Anti-pollution prosecution figures	Monthly	Target achieved	Monthly
Grading of beach water quality	Weekly	Target achieved	Weekly
Environmental Impact Assessment studies released	Quarterly	Target achieved	Quarterly

* No such application was received during the relevant period.

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.

^ The arrangement to issue Emission Testing Notice was adjusted to tie in with the implementation of targeted measures by the Government to reduce social contact and infection control measures due to COVID-19.

★ The targets were established in October 2020.

@ With effect from 1 July 2021.

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	2-3/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	7-10/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 office also receives applications for licences/permits/approvals:

Office	Address	Licences/Permits/Approvals Application Hotline
Revenue Tower Office	33/F, 34/F, 40/F & 45/F-48/F, Revenue Tower, 5 Gloucester Road, Wan Chai, Hong Kong.	2824 3773