

Latest arrangements for EMSD public services

The Electrical and Mechanical Services Department (EMSD) announced today (March 30) that public services will resume gradually starting Friday (April 1). The department will continue to adopt necessary precautionary measures to reduce the transmission of the COVID-19 virus.

The Registration and Permit Office at its Kowloon Bay headquarters will be partially open from 9am to 5.15pm, Monday to Friday, starting from Friday. The public must register for counter services in advance via the online booking system (rpobooking.emsd.gov.hk/?lang=en). Meanwhile, the public can still access relevant services through the website or mobile application of the EMSD, the GovHK website, post or the collection box located at the ground floor lobby of the EMSD headquarters. Applicants will be notified on the results by phone or mail.

In addition, the EMSD will fully upgrade the online services for license application today. Applicants can complete the entire application process, including application submission, payment and e-License collection, for 45 licenses and certificates (see Annex 1) related to lifts and escalators, electricity, gas, amusement rides, aerial ropeways, builders' lifts, tower working platforms and energy efficiency online without having to visit the EMSD in person. The online services aim to bring convenience to the public, save time in submitting license applications in person, enhance service efficiency and reduce the compliance costs of the trade. For further details, please refer to the leaflet (see Annex 2) or visit the EMSD's website at www.emsd.gov.hk/en/electronic_submissions/index.html. For technical support, please call 3741 8892 or email wbrs_support@emsd.gov.hk.

The EMSD Gallery and the EMSD Education Path at the EMSD headquarters will continue to be closed until further notice. For enquiries, please call 3757 6162 or email edpath@emsd.gov.hk.

The EMSD appeals to the public to minimise visiting its headquarters in person unless necessary, and consider submitting their applications for services via the above-mentioned channels. Members of the public should wear surgical masks at all times during their visits to the EMSD headquarters and comply with the infection control measures including temperature checks, using the "LeaveHomeSafe" mobile app and crowd control arrangements.

The EMSD will continue to monitor the situation closely and review the arrangements in a timely manner. For enquiries, please call 2333 3762 or email info@emsd.gov.hk.