



土木工程拓展署

**Civil Engineering and  
Development Department**

**2024年服務承諾**

**Performance Pledge 2024**

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# 抱負、使命和信念

## 我們的抱負：

成為拓建香港的機構典範

## 我們的使命：

- 力求工程卓越
- 創建安全、綠化及可持續發展的環境
- 與社會攜手發展基建
- 建立關懷及激勵員工的工作環境

## 我們的信念：

- 專業精神
- 以客為本
- 群策群力

這本小冊闡述本署向市民提供服務的標準，亦載有本署人員的聯絡資料，方便市民就我們的服務提出意見或就服務的處理方式作出投訴。

我們承諾會持續改善，同時確保可持續發展。希望這本小冊能為你提供實用的資料。若有任何寶貴意見，懇請不吝賜教，使本署有所改進，俾能提供更切合市民需要的服務。

## 服務承諾範圍

我們的服務承諾包括下列公眾服務：

- 簽發許可證及牌照 包括簽發爆炸品許可證及牌照、礦場燃爆證書、香港天然沙進口最終用戶證明書、搬運沙粒許可證及傾卸泥土執照。
- 資訊服務 包括提供有關斜坡、地質和天然資源，以及海事建築物和設施的資料。

## 服務標準、目標及表現

本署旨在竭誠為市民提供高效率的服務。2023 年度的服務表現與 2024 年度的服務標準與目標如下：

### 簽發許可證及牌照

服務	2023 年的服務標準	2023 年的表現 (達標的百分率)	2024 年的服務標準	2024 年的目標 (承諾達標的百分率)
簽發爆炸品製造牌照*	接獲申請起 2 天內	100%	接獲申請起 2 天內	100%
簽發爆炸品運送許可證	接獲申請起 1 天內	100%	接獲申請起 1 天內	100%
簽發爆炸品管有、貯存 或使用/燃爆牌照*	接獲申請起 2 天內	100%	接獲申請起 2 天內	98%
簽發礦場燃爆證書及 個人使用爆炸品牌照 (經考試及格)	接獲申請起 1 天內	100%	接獲申請起 1 天內	100%
簽發香港天然沙進口最	接獲申請起	100%	接獲申請起	100%

服務	2023 年的服務標準	2023 年的表現 (達標的百分率)	2024 年的服務標準	2024 年的目標 (承諾達標的百分率)
終用戶證明書*	2 天內		2 天內	
簽發搬運沙粒許可證*	接獲申請起 2 天內	100%	接獲申請起 2 天內	100%
簽發傾卸泥土執照				
- 電子執照*	接獲申請後 1 天內	100%	接獲申請後 1 天內	100%
- 紙張執照*	接獲申請後 2 天內	100%	接獲申請後 2 天內	100%

(\* 上述服務時間標準由申請人符合簽發牌照規定/政府規定當日起計算。)

## 資訊服務

服務	2023 年的服務標準	2023 年的表現 (達標的百分率)	2024 年的服務標準	2024 年的目標 (承諾達標的百分率)
提供有關斜坡的資料	收到申請書後 5 天內	100%	收到申請書後 5 天內	100%
提供有關地質及天然資源的資料	接獲要求後 4.5 天內	100%	接獲要求後 4.5 天內	100%
答覆有關海事設施資料的查詢	7 天內	100%	7 天內	100%

## 怎樣取得服務

牌照及許可證申請可以傳真、郵遞或電子方式遞交。各類牌照及許可證的申請費用資料現已上載本署網頁(網址：<https://www.cedd.gov.hk/tc/public-services-forms/index.html>)。

本署亦出版了有關《在香港獲准爆炸品的審批指引》，以及如何申請以下許可證/牌照/證書的指引/實務守則/資料單張：

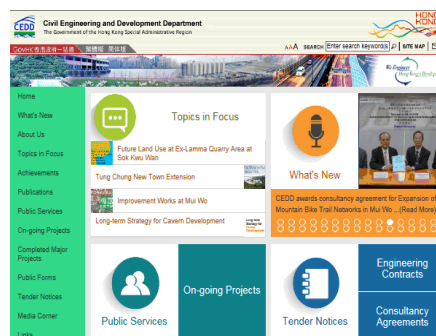
- 管有爆炸牌照及燃爆爆炸品許可證
- 礦場燃爆證書及爆破的使用(個人)爆炸牌照
- 煙花匯演的使用(個人)爆炸牌照
- 爆炸品運送許可證
- 貯存爆炸品的甲類和乙類貯存所牌照
- 在工廠以外地方製造爆炸品
- 在工地安裝碎石機
- 香港天然沙進口最終用戶證明書
- 搬運沙粒許可證
- 傾卸泥土執照

上述指引/實務守則/單張及申請表格可以書面向總工程師/填料管理(適用於香港天然沙進口最終用戶證明書、搬運沙粒許可證或傾卸泥土執照的申請)、總土力工程師/礦務(適用於其他申請)或本署的公開資料主任索取(傳真 2714 0140 或電郵 amychiu@cedd.gov.hk)，亦可從本署網頁下載(網址：<https://www.cedd.gov.hk/tc/public-services-forms/public-forms/index.html>)。

# 本署服務的進一步資料

## 本署網頁

本署的互聯網網頁提供豐富的資料，包括本署的組織架構、服務範圍、工程項目及刊物等。市民亦可從網頁下載牌照的申請表格及本署的資訊服務詳情。本署的網址是 <http://www.cedd.gov.hk>。



## 建築廢物處置設施服務熱線及搬運沙粒許可證服務熱線

### 可證服務熱線

市民可透過建築廢物處置設施服務熱線(☎2246 8220)及搬運沙粒許可證服務熱線(☎2246 8220)收聽有關的預錄信息、以傳真方式索取資料(包括下列表格及資訊)及尋求本署職員的協助。服務熱線有廣東話、英語及普通話三種語言選擇。

建築廢物處置設施服務熱線	<ul style="list-style-type: none"><li>• 建築廢物處置設施位置、開放時間及在惡劣天氣情況下的運作安排；</li><li>• 「傾卸泥土執照」的申請表及程序；</li><li>• 就「傾卸泥土執照」的警告信及取消執照事宜進行上訴的程序；以及</li><li>• 重用公眾填料及再造石填料的提取表格及程序。</li></ul>
搬運沙粒許可證服務熱線	<ul style="list-style-type: none"><li>• 「搬運沙粒許可證」及「香港天然沙進口最終用戶證明書」的申請表及相關申報表；</li><li>• 「搬運沙粒許可證」及「香港天然沙進口最終用戶證明書」的申請程序；以及</li><li>• 《沙粒條例》的一般資料。</li></ul>

## 斜坡資訊系統及香港斜坡安全網頁

本署設有一個電腦化的斜坡資訊系統，用以儲存及整理全港約 60 000 個已登記人造斜坡及擋土牆的紀錄。「斜坡資訊系統」設置於「香港斜坡安全網頁」(<https://hkss.cedd.gov.hk>)內，提供快速的檢索功能，以便市民、物業管理人員及工程師搜尋有關斜坡管理、維修及鞏固工程的資訊。市民亦可透過網頁連結前往地政總署的斜坡維修責任信息系統，查閱斜坡維修責任的資料。除了「斜坡資訊系統」外，市民亦可在「香港斜坡安全網頁」內瀏覽「山泥傾瀉緊急應變」、「教學材料」、「美化斜坡」、「斜坡維修」及「長遠防治山泥傾瀉計劃」等參考資料。



香港斜坡安全網頁

## 政府 1823 電話熱線、網上平台或手機應用程式

市民可透過政府 1823 的 24 小時電話熱線、網上平台或手機應用程式查詢有關斜坡維修、斜坡安全及斜坡美化的一般資料。市民亦可經由 1823 索取這些資料的印刷本。



## 社區諮詢及公眾教育服務

為加強市民對斜坡安全的認識，並推動私人業主履行其維修斜坡的責任，本署成立了社區諮詢服務組，就斜坡安全、維修及美化事宜向市民提供意見及資料。社區諮詢服務組為私人斜坡業主及涉及斜坡維修的團體舉辦斜坡安全與維修的座談會及講座；會見接獲「危險斜坡修葺令」及勸喻信的業主或其代表，就如何進行所需的斜坡鞏固/改善工程提供意見；以及安排在不同地區進行「會見市民」活動。市民可致電 ☎ 2760 5800 或透過電郵 [cau@cedd.gov.hk](mailto:cau@cedd.gov.hk) 與社區諮詢服務組聯絡。



舉行斜坡保養及維修的講座

此外，為增加公眾對斜坡安全的認識，本署出版了不同的單張和小冊子，其中包括：

- 《山泥傾瀉自救錦囊》
- 《山泥傾瀉警報生效期間應怎樣保護家人和自己》
- 《定期維修斜坡》
- 《非法耕種是違法，破壞山坡易倒塌》
- 《斜坡維修簡易指南》
- 《美化斜坡簡易指南》
- 《遵從「危險斜坡修葺令」簡易指南》



市民可從本署網頁下載上述資料（網址：<http://www.cedd.gov.hk/tc/publications/geo/index.html>）或致函本署公開資料主任，免費索取所需資料。有關斜坡安全的單張和小冊子更會於各區民政事務處免費派發。

## 土木工程圖書館

本署的土木工程圖書館設於本署大樓地庫第一層，藏件量逾 200 000 項，當中包括土木和土力工程的參考資料。土木工程圖書館又附設岩土工程資料庫，儲存了本港多個特定地點的岩土工程資料。土木工程圖書館及岩土工程資料庫均開放予市民使用。如欲查詢圖書館的服務，可與圖書館助理館長聯絡 (☎2762 5147 或電郵 [librarian@cedd.gov.hk](mailto:librarian@cedd.gov.hk))。



## 有效的監察

土木工程拓展署署長會監察服務是否達到目標，並定期公布有關結果。

我們亦歡迎市民就服務的提供或處理方式提出意見或建議。

### 查詢與建議

市民如對上述的服務承諾有任何疑問或建議，請來信九龍何文田公主道 101 號土木工程拓展署大樓，或致電或以傳真/電郵方式，向下列人員提出：

- 爆炸品許可證及牌照/礦場燃爆證書  
總土力工程師/礦務  : 3842 7210  
傳真 : 2714 0193  
電郵 : [mines@cedd.gov.hk](mailto:mines@cedd.gov.hk)
- 香港天然沙進口最終用戶證明書及搬運沙粒許可證  
總工程師/填料管理  : 2762 5555  
傳真 : 2714 0113  
電郵 : [georgetclaw@cedd.gov.hk](mailto:georgetclaw@cedd.gov.hk)
- 傾卸泥土執照  
總工程師/填料管理  : 2762 5555  
傳真 : 2714 0113  
電郵 : [georgetclaw@cedd.gov.hk](mailto:georgetclaw@cedd.gov.hk)
- 斜坡及擋土牆  
總技術主任(土力工程)  : 2762 5183  
傳真 : 2714 7876  
電郵 : [hmlam@cedd.gov.hk](mailto:hmlam@cedd.gov.hk)

- 斜坡安全及維修事宜  
高級土力工程師/社區諮詢及教育 ☎ : 2760 5712  
傳真 : 2762 2389  
電郵 : [cau@cedd.gov.hk](mailto:cau@cedd.gov.hk)
- 地質及天然資源  
高級土力工程師/地質調查 ☎ : 2762 5380  
傳真 : 2714 0247  
電郵 :  
[deniselktang@cedd.gov.hk](mailto:deniselktang@cedd.gov.hk)
- 海事建築物及設施  
總工程師/海港工程 ☎ : 2762 5630  
傳真 : 2714 2054  
電郵 : [whcheung@cedd.gov.hk](mailto:whcheung@cedd.gov.hk)

## 上訴與投訴

本署竭盡所能服務市民，但有時亦未必能達到某些服務指標。在這情況下，市民有權要求一個詳盡及迅速的解釋。若你覺得你的個案未獲妥善處理，你可以致電土木工程拓展署投訴熱線 8108 8199(電話由 1823 電話中心接聽)作出申訴。你亦可致函九龍何文田公主道 101 號土木工程拓展署大樓或以傳真或電郵方式(傳真 2624 6680，電郵 [enquiry@cedd.gov.hk](mailto:enquiry@cedd.gov.hk))向本署作出申訴。

所有投訴，不論以書面或口頭方式提出，均會迅速處理，並會在 7 日內給予初步回覆。

如對本署的服務有進一步查詢，可於辦公時間內(即星期一至星期五上午 8 時 30 分至下午 12 時 30 分及下午 1 時 30 分至下午 5 時 45 分)致電 ☎2762 5111、或傳真至 2624 6680、或電郵至 [enquiry@cedd.gov.hk](mailto:enquiry@cedd.gov.hk)。

# Vision, Mission and Core Values

## **Our Vision :**

To be a leading organisation engineering the development of Hong Kong

## **Our Mission :**

- Striving for engineering excellence
- Creating a safe, green and sustainable environment
- Partnering with the community in infrastructure development
- Building a caring and motivating working environment for staff

## **Our Core Values :**

- Professionalism
- Customer focus
- Teamwork

This booklet outlines the standards of services which the public can expect from the Civil Engineering and Development Department. It also lists out the officers to contact if you wish to make any comments on our services or to complain about the way our services have been delivered.

We are committed to continuous improvement and to the goal of sustainable development. We hope you will find this booklet useful and we look forward to receiving your valuable suggestions and knowing more of your needs.

## Services Covered

Our performance pledge covers the following services to the public:

- Issue of permits and licences including the permits/ licences/ certificates to be issued for explosives and mine blasting, Hong Kong natural sand final user certificates, sand removal permits and dumping licences.
- Information services including the provision of information on slopes, geology and natural resources as well as marine structures and facilities.

## Performance Standards, Targets and Achievements

Our aim is to provide an efficient and courteous service. Our achievements in 2023 and our performance standards and targets for 2024 are given below:

### Issue of Permits and Licences

Service	Performance Standard for 2023	Achievement in 2023 (% meeting the standard)	Performance Standard for 2024	Target for 2024 (% committed to meeting the standard)
Issue of licence to manufacture explosives*	within 2 days on receipt of an application	100%	within 2 days on receipt of an application	100%
Issue of permit to convey explosives	within 1 day on receipt of an application	100%	within 1 day on receipt of an application	100%
Issue of licence to possess, store or use/discharge explosives*	within 2 days on receipt of an application	100%	within 2 days on receipt of an application	98%
Issue of mine blasting certificate and individual licence to use explosives (after passing examination)	within 1 day on receipt of an application	100%	within 1 day on receipt of an application	100%

<b>Service</b>	<b>Performance Standard for 2023</b>	<b>Achievement in 2023 (% meeting the standard)</b>	<b>Performance Standard for 2024</b>	<b>Target for 2024 (% committed to meeting the standard)</b>
Issue of Hong Kong natural sand final user certificate*	within 2 days on receipt of an application	<b>100%</b>	within 2 days on receipt of an application	<b>100%</b>
Issue of sand removal permit*	within 2 days on receipt of an application	<b>100%</b>	within 2 days on receipt of an application	<b>100%</b>
Issue of dumping licence				
- Electronic licence*	within 1 day on receipt of an application	<b>100%</b>	within 1 day on receipt of an application	<b>100%</b>
- Paper licence*	within 2 days on receipt of an application	<b>100%</b>	within 2 days on receipt of an application	<b>100%</b>

(\* The above service time standards commence after the pre-licensing requirements/ government requirements have been satisfied.)

### **Information Services**

<b>Service</b>	<b>Performance Standard for 2023</b>	<b>Achievement in 2023 (% meeting the standard)</b>	<b>Performance Standard for 2024</b>	<b>Target for 2024 (% committed to meeting the standard)</b>
Provide information about a slope	within 5 days on receipt of an application	<b>100%</b>	within 5 days on receipt of an application	<b>100%</b>
Provide information about geology and natural resources	within 4.5 days on receipt of a request	<b>100%</b>	within 4.5 days on receipt of a request	<b>100%</b>
Responding to enquiries on information about marine facilities	within 7 days	<b>100%</b>	within 7 days	<b>100%</b>

### **How to Obtain Our Services**

Applications for licences and permits can be submitted to us either by fax, by post or

electronically. We have also included information on charges for various licences and permits on our Homepage (address: <https://www.cedd.gov.hk/eng/public-services-forms/index.html>).

The Department also publishes guidance notes/practice note/information leaflets on 'Approval of Explosives in Hong Kong' and how to apply for the following permit/ licence/ certificate -

- Licence to Possess Explosives and Permit to Discharge Explosives
- Mine Blasting Certificate and Use (Individual) Licence for Blasting
- Use (Individual) Licence for Fireworks Display
- Conveyance Permit for Explosives
- Mode A and Mode B Store Licences for Storage of Explosives
- Licence to Manufacture Explosives Outside Factory
- Inclusion of a Site Crusher in Works Project
- Hong Kong Natural Sand Final User Certificate
- Sand Removal Permit
- Dumping Licence

The above guidance notes/practice note/leaflets and application forms may be obtained by writing to the Chief Engineer/Fill Management (for application for Hong Kong natural sand final user certificates, sand removal permits and dumping licences) or the Chief Geotechnical Engineer/Mines (for the other applications), or the Department's Access to Information Officer (fax: 2714 0140, e-mail: [amychiu@cedd.gov.hk](mailto:amychiu@cedd.gov.hk)) and can also be downloaded from the CEDD Website (address: <https://www.cedd.gov.hk/eng/public-services-forms/public-forms/index.html>).



## Further Information on Our Services

### CEDD Website

The Website contains much information on our organizational structure, services, projects and publications. Members of the public can also download application forms for licences and details on information services provided by us from the Homepage. The address of our Website is <http://www.cedd.gov.hk>.



### Construction Waste Disposal Facilities Hotline and Sand Removal Permit Hotline

Members of the public can call our interactive Construction Waste Disposal Facilities Hotline (☎2246 8220) and Sand Removal Permit Hotline (☎2246 8220) to listen to the relevant pre-recorded messages, to obtain by facsimile information (including the following forms and information) and seek assistance from our staff. The hotlines provide a choice of three languages, namely Cantonese, English and Putonghua.

<p>Construction Waste Disposal Facilities Hotline</p>	<ul style="list-style-type: none"> <li>• information about the locations, opening hours and adverse weather arrangements of the construction waste disposal facilities;</li> <li>• dumping licence application forms and procedures;</li> <li>• procedures for appealing against warning letters and cancellation of dumping licences issued; and</li> <li>• order forms and procedures for reusing public fill and recycled rockfill.</li> </ul>
<p>Sand Removal Permit Hotline</p>	<ul style="list-style-type: none"> <li>• application and report forms for sand removal permit and Hong Kong natural sand final user certificate;</li> <li>• procedures for application for a sand removal permit and a Hong Kong natural sand final user certificate; and</li> <li>• general information of the Sand Ordinance.</li> </ul>

## **The Slope Information System and the Hong Kong Slope Safety Website**

The Department has a computerized Slope Information System (SIS) for storing and maintaining the records of about 60,000 registered man-made slopes and retaining walls in Hong Kong. The SIS is available in the Hong Kong Slope Safety (HKSS) Website (<https://hkss.cedd.gov.hk>),



*Hong Kong Slope Safety Website*

providing fast retrieval service to facilitate the public, property managers and engineers in obtaining information on slope management, maintenance and upgrading works. Moreover, a hyperlink is available in the SIS for accessing Lands Department's Slope Maintenance Responsibility Information System for information related to slope maintenance responsibility. In the HKSS Website, there are also reference information on "Protection Against Landslide Emergency", "Educational Materials", "Landscape Treatment Works", "Slope Maintenance" and "Landslip Prevention and Mitigation Programme", etc.

## **The Government's 1823 Enquiry Hotline, Online Platform and Mobile App**

Members of the public can obtain general information related to slope maintenance, slope safety and landscaping via the 1823 round-the-clock manual answering service, online platform and mobile app. Printed information may also be obtained on request via the 1823.

## **The Community Advisory and Public Education Services**

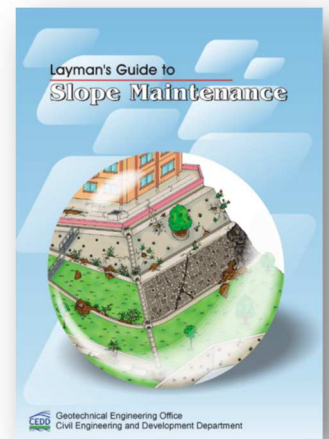
Aiming at enhancing public awareness of slope safety and promoting private owner to properly maintain their slopes, the Department has set up a Community Advisory Unit (CAU) to provide advice and information on slope safety and maintenance, and landscaping matters to the public. The CAU organises slope safety and maintenance seminars and talks for private slope owners and bodies involved in slope maintenance, meets private owners or their representatives who have received Dangerous Hillside Orders and Advisory Letters to advise them on how to proceed with the necessary slope upgrading/maintenance works, and organizes 'Meet-the-public' events in different districts. The CAU can be contacted at ☎2760 5800 or through e-mail at [cau@cedd.gov.hk](mailto:cau@cedd.gov.hk).



*Conducting seminar on slope maintenance and repair*

The Department also publishes a number of information leaflets and booklets to raise public awareness of slope safety. These include –

- ‘Landslide Self-help Tips’
- ‘How to Protect Your Family and Yourself when the Landslip Warning is in Force’
- ‘Keep Your Slopes Safe’
- ‘Don’t Carry Out Unauthorised Cultivation’
- ‘Layman’s Guide to Slope Maintenance’
- ‘Layman’s Guide to Landscape Treatment of Slopes’
- ‘A Simple Guide to Comply with “Dangerous Hillside Orders”’



The publications mentioned above can be downloaded from the CEDD website (<http://www.cedd.gov.hk/eng/publications/geo/index.html>), or obtained free of charge by writing to the Department’s Access to Information Officer. The leaflets/booklets on slope safety are also available in District Offices.

## **The Civil Engineering Library**

The Department runs a library, the Civil Engineering Library (CEL) which is located on LG1 in the Civil Engineering and Development Building. The CEL contains over 200 000 reference documents related to civil and geotechnical engineering subjects. The Geotechnical Information Unit (GIU) is an integral part of the CEL and contains site-specific geotechnical data from many locations in Hong Kong. The CEL (including the GIU) is open to members of the public.

Further information on the library services provided can be obtained from the Assistant Librarian (☎2762 5147, e-mail at [librarian@cedd.gov.hk](mailto:librarian@cedd.gov.hk)).





- Slope Safety and Maintenance Matters  
Senior Geotechnical Engineer/  
Community Advice and Education      ☎ : 2760 5712  
fax : 2762 2389  
email : **cau**@cedd.gov.hk
  
- Geology and Natural Resources  
Senior Geotechnical Engineer/Geological  
Survey      ☎ : 2762 5380  
fax : 2714 0247  
email : **deniselktang**@cedd.gov.hk
  
- Marine Structures and Facilities  
Chief Engineer/Port Works      ☎ : 2762 5630  
fax : 2714 2054  
email : **whcheung**@cedd.gov.hk

### **Appeals and Complaints**

There will be occasions when, despite our best efforts, certain targets cannot be met. In such instances, you are entitled to a full and prompt explanation. If you feel your case has not been dealt with satisfactorily, you may complain to the CEDD Complaint Hotline at 8108 8199 (calls are handled by the 1823 Call Centre) or write to the Department at Civil Engineering and Development Building at 101 Princess Margaret Road, Homantin, Kowloon or at fax no.: 2624 6680, or at e-mail address: [enquiry@cedd.gov.hk](mailto:enquiry@cedd.gov.hk).

All complaints, whether written or oral, will be dealt with expeditiously. An interim reply will be given within 7 days.

If you have further enquiries on the range of services provided by the Department, please call ☎ 2762 5111 during office hours (i.e. 8:30 a.m. - 12:30 p.m. & 1:30 p.m. - 5:45 p.m. from Monday to Friday), or fax to 2624 6680 or email to [enquiry@cedd.gov.hk](mailto:enquiry@cedd.gov.hk).