



Fire Services Department
(Performance Pledge)

Registration of Fire Service Installation Contractors
in Class 1, Class 2 or Classes 1 & 2

1. **Brief Description of Services**

- 1.1 Pursuant to Regulation 3(1) of the Fire Service (Installation Contractors) Regulations, Cap. 95, Laws of Hong Kong, any person, or any company or firm having at least a director, partner or employee, as the case may be, who is (a) 21 years of age or more, (b) resident in Hong Kong and (c) holding the requisite qualification may apply to the Director of Fire Services for registration as a Fire Service Installation contractor in Class 1 or Class 2 or Classes 1 & 2;
- 1.2 the application together with supporting documents is required to be submitted to the Licensing and Certification Command Headquarters of Fire Services Department for processing;
- 1.3 if the applicant is found to have prepared all documents, Fire Services Department will arrange for an interview;
- 1.4 after the applicant has paid the initial registration fee, an inspection of the applicant's workshop will be conducted by Fire Services Department;
- 1.5 if the workshop is found to have complied with the requirements, Fire Services Department will issue a letter of approval to the applicant and enter the name of the applicant's company or firm in the official register; and
- 1.6 In accordance with Regulation 6 of the Fire Service (Installation Contractors) Regulations, Cap. 95, Laws of Hong Kong, any person aggrieved by any determination or decision of the Director under regulation 3(4) (i.e. whether the applicant is fit to be registered) or 5(3) (i.e. amendment to any entry in the registers of fire service installation contractors) may, within 14 days after the date when such determination or decision has come to that person's notice, appeal by way of petition to the Chief Executive who may confirm, vary or reverse the determination or decision. The decision of the Chief Executive on the appeal shall be final.

2. Performance Standard

<u>Procedures</u>	<u>Performance Standard</u> <u>(Response Time)</u>
(a) Receipt of application form together with all supporting documents	<ul style="list-style-type: none">• Issue an acknowledgement letter within 7 working days after receipt of the application.• Incomplete submission – written request to the applicant for clarification or supplementary documents within 14 working days after receipt of the application.• Complete submission – arrangement of interviews with the applicant and the proposed qualified persons within 7 working days after receipt of the required information and documents.
(b) Notification of interview results	<ul style="list-style-type: none">• Accepted - notify the applicant of the interview results and issue a notification of payment to the applicant within 7 working days after the interview.• Not accepted - notify the applicant within 7 working days after the interview and explain what further action is required.
(d) Collection of initial registration fee	Arrange workshop inspection within 14 working days after receipt of payment.
(e) Workshop inspection / re-inspection	<ul style="list-style-type: none">• Workshop found satisfactory - issue an approval letter for registration within 14 working days after the inspection.• Workshop found unsatisfactory - issue a notification of payment within 7 working days after the inspection and arrange workshop re-inspection within 14 working days after receipt of payment.

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