

# 組織

## Organisation

港島總區  
HONG KONG  
COMMAND

九龍總區  
KOWLOON  
COMMAND

新界總區  
NEW TERRITORIES  
COMMAND

牌照及審批總區  
LICENSING  
& CERTIFICATION  
COMMAND

消防安全總區  
FIRE SAFETY  
COMMAND

行動總區  
OPERATIONAL  
COMMANDS

防火總區  
FIRE PROTECTION  
COMMANDS

總部總區  
HEADQUARTERS  
COMMAND

救護總區  
AMBULANCE  
COMMAND

行政科  
ADMINISTRATION  
DIVISION

消防處  
FIRE SERVICES  
DEPARTMENT



消防處的主要任務是撲滅火警，在陸上及海上執行救援工作，就防火事宜向市民提供意見，以及為傷病者提供緊急救護服務。

消防處由消防處處長統領，共分為七個總區——三個消防行動總區，以及牌照及審批總區、消防安全總區、救護總區、總部總區和行政科。

滅火、救援及其他緊急服務由港島（包括離島及海務）、九龍和新界三個消防行動總區負責，各由一名消防總長掌管。

兩個負責防火工作的總區——牌照及審批總區和消防安全總區——各由一名消防總長掌管。牌照及審批總區負責發牌和執行有關法例；消防安全總區則負責防火和消防安全事宜。

救護總區負責提供救護服務，由救護總長掌管。救護總長負責監督救護服務的行政及統籌工作。

總部總區由一名消防總長掌管，協助處長執行規劃及管理事務，以及為各行動總區提供政策及後勤的支援。總部總區亦負責管理消防通訊中心、機場消防隊、潛水組、消防訓練學校、招聘及考試組、工程及運輸組、物料供應組、體能訓練組和福利組的運作，並處理有關新聞和宣傳的事宜。

行政科由文職人員組成，以部門秘書為首，工作範圍包括人力資源管理、部門行政、財務管理、會計、內部審核、外判工作、員工關係及翻譯服務。

The primary roles of the Fire Services Department are to fight fires, to carry out rescue on land and sea, to advise the public on fire protection and to provide emergency ambulance services for the sick and the injured.

The Department is under the overall direction of the Director of Fire Services. It is organised into seven Commands — three operational Commands, a Licensing and Certification Command, a Fire Safety Command, an Ambulance Command and a Headquarters Command; and an Administration Division.

Fire-fighting, rescue and other emergency services are carried out by the three operational Commands covering Hong Kong (including offshore islands and marine), Kowloon and the New Territories, each headed by a Chief Fire Officer.

The two Fire Protection Commands — Licensing and Certification and Fire Safety — are each headed by a Chief Fire Officer. The Licensing and Certification Command oversees licensing and enforcement work; and the Fire Safety Command deals with fire protection and fire safety matters.

The Ambulance Command, led by a Chief Ambulance Officer, is responsible for the administration of ambulance aid and conveyance of patients and casualties to hospital.

The Headquarters Command, headed by a Chief Fire Officer, provides planning and management support to the Director. It also renders policy and logistical support to the operational Commands, oversees the operation of the Fire Services Communications Centre, the Airport Fire Contingent, the Diving Unit, the Fire Services Training School, recruitment and examination, the Fire Services Workshops, transport, supplies and stores, physical training, welfare, as well as information and publicity matters.

The Administration Division is staffed by civilians and headed by the Departmental Secretary who is responsible for human resources management, departmental administration, financial management, accounting, internal audit, outsourcing, staff relations and translation services.

## 編制

截至二零零五年年底，消防處人員的常額編制為9,184人，包括8,594名紀律人員和590名文職人員。與二零零三年年底比較，編制減少了163個職位。此外，本處並放棄用作開設270個新職位的撥款，以配合控制公務員編制的政策。

政府的效率促進組於二零零四年進行研究後，建議消防處有105個軍裝職位可予以文職化、重行調配及刪除，使有關的軍裝人員可調回行動單位執行職務。

除了需要保留九個職位給健康欠佳的屬員外，本處在二零零四至零五年實施了建議書內的大部分建議。本處亦會在未來數年，因應有關員工自然流失的速度而繼續推行文職化。

## 財政

二零零三至零四及二零零四至零五財政年度，部門開支分別為31.02億元及30.38億元，分別佔有關年度政府總開支的1.51%及1.53%。

期內，本處透過刪除及不開設公務員職位，以及削減津貼及部門開支等節約措施，節省了1.416億元。

為響應政府的「方便營商獎勵計劃」，本處採取了多項措施。自二零零一年起，提供非核心支援服務的文職人員，當自然流失或按「自願退休計劃」離職後，他們所負責的服務便會外判。截至二零零五年年底為止，本處

## Establishment

As at the end of 2005, the Department had 9,184 posts on its permanent establishment, comprising 8,594 disciplined service and 590 civilian posts. Compared to the position at the end of 2003, the establishment was reduced by 163 posts. The Department also relinquished the financial provision for 270 new posts to help contain the size of the Civil Service.

A study by the Government's Efficiency Unit in 2004 recommended 105 disciplined service posts of the Department for civilianisation, redeployment and deletion in order to release the staff concerned to take up operational duties.

Apart from the nine posts reserved to accommodate health impaired officers, the Department has implemented the bulk of the recommendations in 2004-05 and will continue doing so in the following years having regard to the pace of natural wastage of the staff concerned.

## Finance

Departmental expenditure for the financial years of 2003-04 and 2004-05 amounted to \$3,102 million and \$3,038 million respectively, representing 1.51% and 1.53% of the total Government expenditure of the relevant year.

Efficiency savings of \$141.6 million were achieved during the period through deletion of existing and non-creation of approved posts, and reduction in allowances and departmental expenses.

To take forward the initiatives under the Government's Helping Business Awards Scheme, the Department has since 2001 made use of the vacancies arising from the natural wastage of civilian staff and from implementation of the Voluntary Retirement Schemes to outsource non-core supporting services. As at the end of 2005, catering services



已把40間消防局和救護站的膳食服務、全部33間救護站的庶務，以及三幢消防處樓宇的保安服務外判。

## 管理

總部總區轄下的管理組，負責統籌、分配及有效使用部門的現有資源，以及處理調配人手及車輛到各總區的行政事宜。管理組亦負責發布和執行部門的政策及訓令、處理有關以資源作非緊急用途的申請，以及協調消防處樓宇的改善與維修工程。管理組並負責內地及海外的消防同業到訪的安排、處理涉及法律的事務，以及為行動總區管理呼吸器、潛水及其他維生裝備的供應。

## 策劃

總部總區轄下的策劃組，負責策劃興建新消防局、救護站和調配資源。策劃組亦負責監察部門基本建設項目的建造與進度。策劃組亦會就地區發展計劃，以及地方或商業項目的研究報告，提供消防運作方面的意見；評估新式滅火和救援裝備及車輛的效能；以及處理職業安全及健康事宜。

► 鋁質抗熱袍可抵抗高於攝氏1,000度的輻射熱力  
Aluminised Proximity Suit can withstand radiant heat of over 1,000 °C



for 40 fire stations and ambulance depots, general labour services for all 33 ambulance depots and security services for three Fire Services premises were contracted out.

## Management

The Headquarters Command's Management Group is responsible for the co-ordination, distribution and efficient use of existing resources within the Department and administrative matters on the deployment of personnel and appliances to different Commands. It also disseminates and implements the Department's policies and orders, processes requests for non-emergency use of resources, and co-ordinates improvement and maintenance works for departmental premises. The Group also arranges visits of mainland and overseas counterparts, oversees legal matters and provides breathing apparatus, diving and other life-supporting equipment for the operational Commands.

## Planning

The Planning Group under the Headquarters Command plans for new fire stations, ambulance depots and deployment of resources, as well as monitors the progress and construction of departmental capital projects. The Group also offers advice from an operational view on district development plans and study reports on municipal and commercial projects; evaluates fire-fighting and rescue equipment and appliances as well as oversees occupational safety and health matters.



▲ 竹篙灣消防局暨救護站  
Penny's Bay Fire Station cum Ambulance Depot



◀ 流動滅火支援車專用於隧道火警  
Mobile Fire-fighting Supporting Machine designed for tunnel fires

為配合香港的持續發展，兩間分別位於寶馬山和竹篙灣的新消防局已經啟用。截至二零零五年年底，全港共有 76 間消防局、33 個救護站及六間滅火輪消防局。各消防局／救護站都設於適當地點，務求在所定的召達時間內，抵達各區的緊急事故現場。

## 新聞及公共關係

新聞組負責透過傳媒，向市民發布消防處各方面的資訊。新聞組以新聞稿、新聞發布會和簡報會、採訪和訪問，宣傳部門的政策、服務、運作、活動及計劃等。

期內，新聞組每月平均答覆 997 個來自傳媒及市民的查詢，並安排了 255 個採訪活動，以及舉行了 87 個新聞發布會／簡報會，向傳媒講解有關消防處的特別及一般事項。

To keep pace with Hong Kong's continuous development, two new fire stations – Braemar Hill and Penny's Bay – were opened. At the end of 2005, there were altogether 76 fire stations, 33 ambulance depots and six fireboat stations operating throughout the territory. They are strategically located to provide an emergency response to all areas within the preset target response times.

## Information and Public Relations

The Information Unit is responsible for disseminating information on various aspects of the Department to the public mainly through the mass media. It publicises the departmental policies, services, operations, events and projects by means of press releases, news conferences, briefings, interviews and visits.

During the period under review, the Unit answered a monthly average of 997 media and public enquiries, and arranged 255 interviews and 87 news conferences/briefings for journalists on specific and general subjects relating to the Department.





▲ 年終工作回顧記者會  
A year-end review press conference

## 公眾聯絡小組

公眾聯絡小組在一九九四年成立，由30名來自社會各階層的市民組成。除了有助促進消防處與市民的聯繫，使市民更了解本處的工作、理想和使命外，公眾聯絡小組還加強了本處與社區在撲滅火警、防火和履行其他使命時的伙伴關係。

過往多年，小組成員經常在總部總區消防總長主持的會議上，提供有建設性的意見和建議。消防處亦定期邀請小組成員參加結業會操、消防局開放日，參觀滅火及拯救演習，以及參與宣傳及其他活動，使他們更了解本處的工作。

## 公務員建議書計劃

消防處成立了一個由20名成員組成的消防處公務員建議評審委員會，負責審議各項改善及精簡部門運作與管理系統的建議。委員會一直得到消防處屬員的支持，並收到不少具創意的建議書。

委員會由總部總區副消防總長擔任主席，期內總共收到六份建議書。具創意的參加者已

## Public Liaison Group

The Public Liaison Group was set up in 1994 comprising 30 members of the public from all walks of life. The Group helps foster good community relationships and promote public understanding of the Department's work, vision and mission. It also strengthens the Department's partnership with the community in fire fighting, fire protection and other missions.

Over the years, members of the Group have offered constructive views and suggestions in the meetings chaired by the Chief Fire Officer (Headquarters). To give Group members a better understanding of the work of the Department, they were invited to passing-out parades and open days of fire stations, as well as to observe fire and rescue exercises and to take part in publicity campaigns and other activities on a regular basis.

## Staff Suggestions Scheme

The 20-member Fire Services Staff Suggestions Scheme Committee formed to consider suggestions for improving and streamlining departmental operations and management systems continued to receive innovative suggestions.

The Committee, chaired by the Deputy Chief Fire Officer (Headquarters), received six suggestions in the period under review. Commendation certificates and cash grants were awarded to innovative submissions such as the naming of a new fire boat and transport alternation to Wai Hang Street

獲頒發嘉許狀和獎金，當中的建議包括為一艘新的滅火輪命名，以及有關西灣河惠亨街交通改道以方便緊急車輛出動的建議。

## 顧客服務

二零零五年，消防處在公務員事務局舉辦的公務員優質服務獎勵計劃中，連續三次奪得「最佳公眾形象獎」金獎。本處亦在同一獎勵計劃中，贏得其他四個獎項，計為：部門合作獎金獎（共七個部門合作參與的「樓宇維修統籌計劃」）、專門服務隊伍獎金獎（二零零三年七月屯門公路巴士意外的拯救行動）、部門精進服務大獎銅獎（院前護理服務），以及部門合作獎銅獎（共三個部門聯合參與撲救二零零四年十一月在大嶼山發生的山火）。

in Sai Wan Ho for efficient turnout of emergency vehicles.

## Customer Service

In 2005, the Department obtained for the third time the Gold Award for the 'Best Public Image Award' in the Civil Service Outstanding Service Award contest organised by the Civil Service Bureau. It also won another four awards under the same scheme — Champion Partnership Award with seven departments participating in the Co-ordinated Maintenance of Building Scheme; Champion Team Award for the rescue operation of Tuen Mun Road bus accident in July 2003; and second runners-up in Departmental Award for Service Enhancement for Pre-hospital Care and in Partnership Award with three departments participating in a joint operation in putting out a vegetation fire on Lantau in November 2004.

▼ 本處在公務員優質服務獎勵計劃中贏得多個獎項  
*FSD wins multiple awards in the Civil Service Outstanding Service Award Scheme*

