



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. 95A, 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 are 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 with the applicant and proposed qualified person.
- 1.4 After the applicant has paid the 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 register.
- 1.6 In accordance with Regulation 6 of the Fire Service (Installation Contractors) Regulations, Cap. 95A, 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 supporting documents	<ul style="list-style-type: none">• Issue an acknowledgement letter within 7 working days after receipt of the application. <p>Complete submission – inform the applicant about the interview arrangements within 14 working days after receipt of application.</p> <ul style="list-style-type: none">• Incomplete submission – issue a written notification to the applicant for clarification and/or submission of supplementary documents within 14 working days after receipt of the application.
(b) Issuance of payment notice	<ul style="list-style-type: none">• Issue a payment notice for registration fee to the applicant within 7 working days after the interviews with applicant and proposed qualified person are satisfied.• Issue a payment notice for workshop re-inspection fee within 7 working days after the workshop is found unsatisfactory.
(c) Workshop inspection / workshop re-inspection	<ul style="list-style-type: none">• Arrange workshop inspection/ workshop re-inspection within 14 working days after receipt of payment.
(d) Notification of application result	<ul style="list-style-type: none">• Issue an approval letter for registration to the applicant within 14 working days after completion of all formalities and compliance with all requirements.

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