

CODE OF PRACTICE
for Designated Car Testing Centres

5th Edition, January 2022

FORWARD

This Code of Practice was issued by the Transport Department of the Government of the Hong Kong Special Administrative Region under section 88F(1)(a) of Road Traffic Ordinance, Chapter 374 of Laws of Hong Kong.

In this document, unless the context otherwise requires, the terms used will have the same definitions as those in the Road Traffic Ordinance (Chapter 374) and Road Traffic (Construction and Maintenance of Vehicles) Regulations (Chapter 374A) of Laws of Hong Kong.

Commissioner for Transport
January 2022

ABBREVIATIONS AND DEFINITIONS

Approved Car Tester / ACT	A person authorized in writing by the Commissioner under section 88F(1)(d) of the Ordinance
Car Testing Centre / CTC	A place designated as a car testing centre under section 88C(1) of the Ordinance
Centre Manager	A person assigned by the Proprietor to take charge of the CTC
Certificate of Roadworthiness / COR	A certificate issued by a car testing centre in the form specified by the Commissioner in respect of a private car or light goods vehicle and indicating that the private car or light goods vehicle was found to be roadworthy upon examination at the CTC
Commissioner	Commissioner for Transport of the Government of the Hong Kong Special Administrative Region
CTC 1	A notice of refusal of an examination for roadworthiness
CTC 6	An application Letter for Purchase of Certificate of Roadworthiness (VE16 / VE22)
CTC 7	A specimen Letter of Authority to Collect Certificate of Roadworthiness (VE16 / VE22)
Computer System	A client-server based computer software is provided by TD for booking appointment of vehicle examination and monitoring the operations of CTC. The computer software is composed of a server side in TD, and a client side in CTC
Instructions	The supplementary requirements for CTC to follow in the operations of CTC
LGV	Light Goods Vehicle
MU	The Monitoring Unit of VSSD, TD
Ordinance	Road Traffic Ordinance, Chapter 374 of Law of Hong Kong
Proprietor	In relation to a car testing centre, means a person having the conduct or control of it, whether or not he is a natural person and whether or not he is the owner
Regulations	Road Traffic (Construction and Maintenance of Vehicles) Regulations, Chapter 374A of Law of Hong Kong

Responsible Person / RP	A person authorized in writing by the Commissioner under section 88F(1)(e) of the Ordinance
TD	Transport Department
Tester's Inspection Manual	A manual from MU is a guide to the inspection procedures to be adopted for the roadworthiness test for RP and ACT
VE 16	A Certificate of Roadworthiness for Private Car issued by CTC
VE 17	An Appeal Application Form.
VE 22	A Certificate of Roadworthiness for Light Goods Vehicle issued by CTC
VE 43	Private Car/Light Goods Vehicle Inspection Defect List (for CTC record)
VE 44	Private Car/Light Goods Vehicle Inspection Defect List (computer printout for vehicle owner)
Vehicle Examiner/VE	A person appointed as a vehicle examiner under section 88(1)(a) of the Ordinance
Vehicle Examination Centre/VEC	A place designated as a vehicle examination centre under section 88(2) of the Ordinance
Vehicle Identification Number/VIN	A chassis number or any mark assigned to a vehicle by the manufacturer or a mark assigned by the Commissioner primarily for registration and identification purposes; it may consists of numerals or letters, or a combination of thereof
VSSD	Vehicle Safety and Standards Division of the Transport Department

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- A CTC Instructions
- B Tester’s Inspection Manual – Private Car, Light Goods Vehicle (With a Gross Vehicle Weight not Exceeding 1.9 Tonnes)

1. Centre Facilities Requirements

The layout of CTC showing facilities, equipment and sufficient area should be approved by TD. If CTC wishes to add, replace or modify any testing equipment, or alter the layout of CTC, CTC must first seek approval from TD. Only activities for operation of CTC are allowed within the area of the approved layout. Demarcations of area for the sole use of CTC purpose are required. The following facilities and equipment must be provided and kept in good working order in CTC. CTC must follow the instructions from MU to install new equipment in CTC for complying requirements in vehicle examination.

1.1 Centre layout and area requirement

	Area	Minimum Floor Area Requirement	Remarks
(a)	Inspection	120m ²	Area for carrying out vehicle examination including floor area for visual inspection, under chassis inspection, headlamp testing, brake testing, suspension check wear and idle emission test. There should be sufficient headroom for carrying out the under chassis inspection.
(b)	Parking space	100m ²	At least five parking spaces with adequate vehicular access and passage access are required.
(c)	Reception counter	10m ² #	Reception counter(s) with computer(s) linked to the TD's Computer System and other necessary communication equipment to accept appointment booking.

(d)	Customer waiting area	20m ² #	An area shall be provided for vehicle owners/agents for waiting and resting whilst their vehicles are under examination. This shall include an area for the posting of the required notices.
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This requirement is not applicable to CTC which was first designated before 1.1.2015.

1.2 Testing Facilities

	Equipment	Quantity	Remarks
(a)	Roller brake tester (with test result printout device)	At least one	The roller brake tester shall be able to measure the braking efficiency of each wheel separately and with a capacity of at least 3 tonnes axle weight and must be calibrated at six-month intervals by qualified persons. (@The brake tester shall also be equipped with axle weight scale function.)
(b)	Headlight tester	At least one	For measuring the aiming and intensity of headlamps.
(c)	Exhaust emission tester for petrol and diesel engine (with test result printout device)	At least one	Apparatus to check the exhaust emission of motor vehicles; the apparatus should be one of the models as specified by the Commissioner by notice published in the Gazette and must be calibrated yearly.

(d)	Underside inspection facility or inspection pit with suspension check wear	At least one	<p>All vehicle lifts and hoists must comply the following requirements:</p> <p>(i) The safe lifting capacity must be at least 4 tonnes.</p> <p>(ii) @They must be of the wheel supporting platform type having platforms at least 3.5m long with adequate lighting to permit easy and effective inspections of all underside components and structure of the vehicle.</p> <p>(iii) A jacking bridge must be provided with a minimum lifting capacity of 2 tonnes, with suitable lifting gear to enable the front wheels of vehicles to be lifted separately or together clear of the platform whilst the platform height remains at least 1.37m from ground level. If inspection pit is provided, it should enable safe and smooth inspection be carried out with similar requirements specified above of vehicle hoist.</p>
(e)	Light meter	At least one	<p>A light transmission rate measurement equipment is capable of measuring the light transmission rate of all windscreens, windows and partitions of a motor vehicle. The devices must be calibrated yearly as instructed by MU.</p>
(f)	Small tools and equipment		<p>Sufficient numbers of jacks, levers, hand torch, tyre depth gauge and tyre pressure gauge, etc. to allow</p>

			checks of suspension, steering, and hubs, etc.
(g)	Sound level meter [^] (complying with Class 1 requirements of IEC 61672, JIS C1509-1-2005 or equivalent)	At least one	A sound level meter is capable of measuring the sound emitted from a motor vehicle. The sound meter must be calibrated yearly as instructed by MU.

@ The CTC, which was first designated before 1.1.2015, shall uplift their testing facilities to achieve full compliance of the requirements as stipulated upon the designation or re-designation on or after 1.1.2020.

[^] The CTC shall uplift their testing facilities to achieve full compliance with the requirements as stipulated for designation or re-designation on or after 3.1.2022.

1.3 Computer system

1.3.1* CTC should be equipped with a Computer System. The CTC's Computer System should be provided with a reliable broadband network service to connect to TD's Computer System for CTC operations including downloading and uploading of data for their terminals. CTC should have their computers and network support capable of diagnosing and rectifying a breakdown network in a short period of time, say within a day. The government is not liable for any loss due to the Computer System breakdown.

1.3.2 Proprietors should be aware of their responsibility for the security of the computer terminals installed with the CTC's Computer System. *CTC should ensure that the CTC's Computer System is used only for legitimate CTC business.

1.3.3 The CTC's Computer System is a standard CTC equipment. MU must be informed on any failure on any part of the system immediately. During the failure of the system, CTC must stop its vehicle inspection service unless approved by MU. CTC should complete and check the accuracy of the records in the CTC's Computer System at the end of each working day.

1.3.4 Proprietor is responsible for monitoring the usage of the CTC's Computer System ensuring that the staff does not:

- (a) disclose his/her password to anyone;
- (b) load unauthorized software or data onto the computer terminals;
- (c) attach unauthorized devices to the computer terminals or network;
- (d) make unauthorized copies of software or data;
- (e) attempt to gain unauthorized access to the data and functions;
- (f) disable anti-virus software resident on the system;
- (g) disclose any information in the CTC's Computer System to unauthorized individual or organizations;
- (h) misuse the system for unofficial business or illegal activities; and
- (i) use User IDs belonging to other users or allow other people to use their User ID.

* The requirements are applicable for those the computer system provided by the DCTC Proprietor. The DCTC Proprietor has to maintain a reliable broadband network service with sufficient bandwidth for those computer system provided by TD.

1.4 Display of DCTC Sign and Notices

A CTC sign must be displayed in a prominent position indicating the entrance to a CTC as stipulated by TD.

The customer waiting area should provide a reasonable comfort environment to customers. The customer waiting area should display the following information to the public:-

- (a) that the place is a CTC;
- (b) the hours that the CTC is open for business;
- (c) the names of the ACTs and RPs on-duty at the CTC;
- (d) the fees that are charged at the CTC;
- (e) the addresses of all CTCs within Hong Kong;
- (f) refusal of vehicle examination;
- (g) appeal procedures;
- (h) a warning notice against the commission of offences under the Prevention of Bribery Ordinance (Cap 201) and the Independent Commission Against Corruption Ordinance (Cap 204);

- (i) a notice regarding booking of examination appointment and random check requirements;
- (j) classes of vehicles the CTC approved to examine;
- (k) period of validity of a COR;
- (m) a notice for online booking for vehicle examination and refund procedure;
- (n) notice for working arrangement during Tropical Cyclone and Rainstorm Warning; and
- (o) Notices or posters requested by MUs.

1.5 CCTV System

- (a) Color CCTV system with resolution of not less than Full HD (i.e. 1920 pixels in width and 1080 pixels in height) and frame rate not less than 25 frame per second shall be provided in the vehicle examination areas of CTC. The number of cameras and their locations shall be sufficient to provide a clear all-round coverage of the whole examination process without blind spot and easy and clear identification of the responsible ACTs/RPs and registration mark of the vehicle being examined. The CCTV system shall allow internet access by MU for their real time remote monitoring and retrieving CCTV record in the recent period of not less than 4 months. CTC shall provide the retrieved CCTV record anytime to MU upon request. CCTV layout plan(s) and its specifications shall be submitted to MU for assessment in application of designation or re-designation of CTC.
- (b) The CCTV footage should be in open formats (i.e. MPEG-4 Part 14) which are common to be playback by ordinary media players without the need for any proprietary software.

2. Staff Requirements and Deployments

2.1 Qualification and duties of Centre Manager, ACT and RP

Sufficient frontline vehicle examination staff (at least one Centre Manager, two Responsible Persons, four Approved Car Testers), each staff shall have the corresponding minimum basic qualification requirements as mentioned in subparagraphs (a), (b) and (c) below, shall be available for deployment to perform duties as stipulated. At least one RP and two ACTs shall at all times be available at the CTC during its operating hours for carrying out vehicle examination services.

(a) The Centre Manager should have at least three years' managerial experience

Duties of a Centre Manager :

- to administer and supervise the overall operation of the CTC.
- to attend regular liaison meetings with TD.
- to inform MU of any change of inspection staff, inspection equipment, operation hours, any accidents/incidents in related to vehicle examination, etc.
- to submit report to MU as required timely.

(b) The basic qualification requirements of a RP are as follows:

- (i) having been granted a Hong Kong Polytechnic / Technical Institute Higher Certificate in motor vehicle engineering or equivalent and at least of four years' full time relevant practical post-apprenticeship experience, or have not less than 12 years' similar full time experience; or having been granted a craft certificate or a certificate of equivalent qualification, and at least of six years' full time relevant practical post-apprenticeship experience.
- (ii) be able to speak Cantonese and write Chinese, and has ability to speak and write English will be an advantage.
- (iii) having a valid Hong Kong full driving licence for driving both:
 - 1) Private Cars, Class 1
 - unrestricted by Code 2 for Private Car inspection; and
 - 2) Light Goods Vehicle, Class 2
 - unrestricted by Code 2 for Light Goods Vehicle inspection.

Duties of a RP:

- to supervise the ACTs with regard to the standards and procedures when conducting inspections;
- to ensure COR, issued by ACT under his supervision, contains necessary and correct information;
- to conduct random checks of vehicles inspected by ACT;
- to handle appeal from vehicle owners/agents against test result, complaint and inquiry in respect of vehicle examination; and
- to ensure vehicle inspection equipment and CTC's Computer Systems are

properly used and maintained.

(c) The basic qualification requirements of an ACT are as follows:

- (i) having been granted a Hong Kong Polytechnic / Technical Institute Higher Certificate in motor vehicle engineering or equivalent and at least of two years' full time relevant practical post-apprenticeship experience, or have not less than 10 years' similar full time experience; or having been granted a craft certificate or a certificate of equivalent qualification, and at least of four years' full time relevant practical post-apprenticeship experience.
- (ii) be able to speak Cantonese and write Chinese, and has ability to speak and write English will be an advantage.
- (iii) having a valid Hong Kong full driving licence for driving both:
 - 1) Private Cars, Class 1
 - unrestricted by Code 2 for Private Car inspection; and
 - 2) Light Goods Vehicle, Class 2
 - unrestricted by Code 2 for Light Goods Vehicle inspection.

Duties of an ACT:

- to carry out vehicle examinations of private cars and light goods vehicles under general supervision of RP;
- to issue COR when a vehicle is found to be roadworthy after examination;
- to issue the "Private Car/LGV Inspection Form/Defect List" for a failed vehicle; and
- to input examination results in the CTC's Computer System upon issuing COR.

Each CTC will nominate suitable staff to receive practical trainings on the vehicle examination standards at a Government Vehicle Examination Centre for five days. At the end of the training, their ability will be tested and if found satisfactory, they will be authorized as ACTs and further trained as RPs by the Commissioner under section 88F(1) of the Ordinance. Every RP and ACT shall complete refresher courses and pass in the test annually in relation to CTC operation to be organized by TD in order to renew their authorization.

CTC should inform TD at least 5 working days in advance for any change in staff employment.

2.2 Prevention of Bribery

Each CTC is required to inform all staff of CTC, including Centre Manager, appointment booking staff, RPs and ACTs that they are prohibited from soliciting or accepting any advantages in relation to the conduct of roadworthiness examination or issue of Certificate of Roadworthiness.

2.3 Identification of RP and ACT

Each CTC shall provide uniforms to their ACTs and RPs for easy and clear identification of them. The name of the CTC and ACT/RP number shall be clearly indicated on the uniform and easily captured by CCTV footage. Approval shall be granted from MU before use. All ACT and RP should dress up uniform all the time while on-duty properly and tidy. Portrait photos with names and ACT/RP numbers shall be clearly indicated on the duty board which is located in conspicuous area of CTC.

3. Operation Requirements

The opening hours of CTC shall be at least from Monday to Friday except public holidays, at least 9 hours between 8:30am to 7:00 pm. Prior notification should be given for any change in opening hours. Approval from MU should be obtained before changing the opening hours. CTC are strongly encouraged to operate on Saturday.

3.1 Purchase of COR form

- 3.1.1 A CTC will purchase books of "Certificates of Roadworthiness" from the Commissioner at the fee stipulated in the Eighth Schedule of the Ordinance. A CTC will submit to VSSD with specimen signatures of the persons authorized to purchase and collect Certificates of Roadworthiness using application form (CTC 7). On the day of purchase, CTC will submit a completed application form (CTC 6) when requesting the purchase of Certificates of Roadworthiness.
- 3.1.2 A CTC shall ensure that blank "Certificates of Roadworthiness" are only accessible to authorized persons by the CTC. In the event of loss, damage or theft of blank certificates, TD must be immediately notified. The case

should also be reported to the Police.

- 3.1.3 Blank certificates shall be returned to the Commissioner immediately after revocation or termination of designation, and the Commissioner shall refund the CTC with the appropriate amount.

3.2 Testing Fees

- 3.2.1 The testing fee chargeable for each vehicle examined shall follow that stipulated in the Eighth Schedule of the Ordinance.
- 3.2.2 The fee for a re-examination shall follow that stipulated in the Eighth Schedule of the Ordinance as long as it takes place within 14 calendar days of the initial examination at the same CTC.
- 3.2.3 The fee for issue of a Duplicate Copy of a 'Certificate of Roadworthiness' by a CTC will follow that stipulated in the Eighth Schedule of the Ordinance.

3.3 Booking of Examination Appointments

- 3.3.1 Each CTC should maintain an online appointment booking and payment system. Each CTC is responsible for updating the available time slots in the CTC's Computer System for the appointment booking of vehicle examinations in the coming four months.
- 3.3.2 Each CTC should offer an appointment for vehicle examination for any vehicle within their authorization at the earliest practical date and time in the CTC's Computer System. For motor vehicles which have its registration cancelled or marked with a special code in the CTC's Computer System, it will be necessary to seek advice from MU respectively.
- 3.3.3 Examination appointments may be booked up to four months in advance. The examination date will only be accepted within the four months of the vehicle license expires. A Certificate of Roadworthiness will only be valid for 4 months from the date of issue.
- 3.3.4 In accordance with the Ordinance, CTC may require the appropriate fee to be paid at the time an examination appointment is made, and may retain such fee if the owner fails to keep the specified appointment.

- 3.3.5 Should CTC cease its operation for any reason, any fees for examination received in advance must be refunded in full to the owner or his/her representative.
- 3.3.6 If a booking of vehicle examination is not made online, the staff of the CTC should input the appointment into the CTC's Computer System immediately.
- 3.3.7 Once an appointment has already been paid for, the inspection will be conducted without additional charge even though the examination fee may have increased.
- 3.3.8 CTC should have an effective means to inform customers the arrangement of booking during Tropical Cyclone and Rainstorm Warning.

3.4 Refusal of Vehicle Examination

- 3.4.1 A CTC shall test any private car / LGV or re-examination any private car / LGV previously tested at that centre, except under the following circumstances:
- (a) the original Vehicle Registration Document or a certified copy by a financial institution is not produced;
 - (b) the VIN/Chassis Number of the vehicle cannot be located or illegible, or appeared to be tampered with;
 - (c) a motor vehicle is presented in such condition that examination is unreasonably difficult;
 - (d) the vehicle has insufficient fuel or oil or electrical power to enable the test to be completed; or
 - (e) the vehicle was not submitted for examination on the appointed date and time.
- 3.4.2 A duly completed and signed Notification of Failure to Comply with the Conditions for accepting a Motor Vehicle for Examination form CTC 1 shall be issued to the vehicle owner or his/her representative.
- 3.4.3 In the event of an examination being refused for reason (b) above, the examination fee shall be refunded to the vehicle owner or his/her representative.

3.5 Testing procedures

- 3.5.1 At the time of examination, the original Vehicle Registration Document or a certified true copy must be presented along with the motor vehicle to the CTC.
- 3.5.2 All examination can proceed only when the vehicle is registered in the CTC's Computer System. ACT will firstly check that the Vehicle Registration Mark and VIN/Chassis Number correspond to those shown on the Vehicle Registration Document.
- 3.5.3 Should the VIN/Chassis Number not be correct or identified, the examination will not be carried out, and CTC should seek advice from MU. A refund of the examination fee will be made by the CTC to the owner or his/her representative.
- 3.5.4 Once the vehicle identity has been confirmed, the examination may be carried out in any order, but must cover all relevant items as detailed on the Private Car/Light goods Vehicle Inspection Defect List VE43.
- 3.5.5 The examination does not require the dismantling of parts of the vehicle although doors, boot lids and other means of access will normally need to be opened.
- 3.5.6 Any additional fitment on hiding, obstructing or causing inconvenience of examination is required to be removed.
- 3.5.7 The vehicle examination procedures and standards shall be in accordance with the requirements of the Tester's Inspection Manual, Road Traffic (Construction and Maintenance of Vehicles) Regulations (Chapter 374A), Road Traffic (Safety Equipment) Regulations (Chapter 374F) and Instructions issued by MU.
- 3.5.8 If windscreen and windows of a vehicle is not transparent or solar film is stuck, light transmission rate measurement should be conducted and result should be recorded in the vehicle inspection form. No Certificate of Roadworthiness shall be issued if light transmission rate is found lower than latest TD's requirements.

- 3.5.9 Noise measurement should be conducted in vehicle examination (using “fast” response of the meter and the “A” weighting curve) in accordance with MU’s recognized procedure and record in inspection form. CTC should report abnormal noise vehicle to MU.
- 3.5.10 Upon completion of the checks, and examination covering all relevant items detailed on the VE43, it will be the ACT’s responsibility to determine whether the vehicle has passed or failed in the examination. The results of the vehicle examination should be input into the CTC’s Computer System.
- 3.5.11 If the CTC was equipped with more than one set of car testing equipment, all testing equipment must be properly assigned with equipment number. The equipment number of the equipment used must be clearly marked on the VE43.
- 3.5.12 Depending on the examination result, the ACT will issue a Certificate of Roadworthiness for a pass, or the VE44 for a failed vehicle.
- 3.5.13 For the purpose of quality control, the duty RP should conduct random checks as assigned by the CTC’s Computer System of vehicles examined by the ACTs. The RP should conduct random checks on 10% of vehicles having completed their examination by the duty ACTs. RP should enter details of the random checks into the CTC’s Computer System for TD’s monitoring purpose.
- 3.5.14 RP should be responsible for monitoring the functionality of the testing facilities and safety of the working environment. Centre Manager should take prompt actions to arrange the rectification, if any of the facility is found to be malfunction.

3.6 Issue of COR

- 3.6.1 If the vehicle has passed the vehicle examination, the ACT will complete details of the vehicle identity on the Certificate of Roadworthiness (in duplicate), sign and chop it, before issuing the original to the applicant.
- 3.6.2 The duplicate copy of the Certificate of Roadworthiness and the VE43 will be retained by the CTC for a period of at least one year.

- 3.6.3 The CTC shall forward a monthly report to the MU in the format as required by the TD.
- 3.6.4 All issued documents must be completed using a non-erasable ballpoint pen. Entries on the Certificate of Roadworthiness must be written clearly and firmly to ensure that any subsequent attempt to alter them will be obvious. If an error is made in the completion of a Certificate of Roadworthiness, it should be cancelled and a replacement issued. CTC is not permitted to make any alterations to these documents and the cancelled certificates must be retained for inspection.
- 3.6.5 Re-issue of duplicate Certificate of Roadworthiness can only be made by CTC that issued the original. All particulars including the name of the ACT who signed the original certificate and the issue date are to be repeated on the duplicate. The word "DUPLICATE" must be marked to indicate it is a duplicate copy. However, a duplicate should not be issued if the application is made more than 4 months after the date of original issue. Details of the duplicate certificate should be entered onto the monthly report sent to the MU.

3.7 Issue of Inspection Form/Defect List and re-examination Arrangements

- 3.7.1 If, on completion of the examination, the vehicle has been found unsatisfactory, the ACT will ensure the defects are correctly marked and described against each item on the VE44 after which he will sign and date both copies, issue the original to the applicant, and retain the duplicate copy.
- 3.7.2 Upon receipt of a VE44 giving the reasons for failure, the owner or his representative may immediately or later make an appointment for a re-examination to take place within 14 calendar days following the initial examination, by paying the appropriate re-examination fee.
- 3.7.3 Should it not be possible to have the vehicle ready for re-examination within 14 calendar days, any further examination will have to be treated as an initial examination and requires full fee.
- 3.7.4 Should the vehicle only has failed on no fee item, a stamp "NO FEE" would be

stamped on the VE44 , then no fee will be payable for the re-examination, if carried out within 14 calendar days of the initial examination.

- 3.7.5 Re-examination appointments should be updated in the CTC's Computer System to be in the normal way.

3.8 Arrangement for Vehicles Considered 'DANGEROUS'

- 3.8.1 Since CTC is not given legal powers to suspend the license of a vehicle, when a vehicle is considered dangerous for further use on road, the following procedure will apply.

- (a) the ACT will endorse the VE44 with a 'DANGEROUS' chop stamped after consultation with RP. The ACT should advise the owner or his/her representative the reasons why the vehicle should not be driven away, and request his signature on the copy as an acknowledgement of this advice.
- (b) should the owner or his/her representative refuse to sign as requested, the RP of CTC will be called upon to confirm the advice given and if the owner or his/her representative still refuses to sign the defect list, the RP will sign instead, as evidence that the appropriate action has been taken.

- 3.8.2 CTC should immediately keep record details and make a remark in the CTC's Computer System so as to notify MU and other CTCs. CTC should pay attention to these vehicles during inspection.

3.9 Hygiene Requirements

CTC shall strictly follow any Government's hygiene policies and measures or MU's instructions against diseases or pandemic immediately. CTC may be required to provide timely information of vaccination status of all their employee or subcontractors working for CTC to MU.

4 Appeal Procedure Against Examination Result

4.1 Appeal Procedures

- 4.1.1 Should a vehicle be issued with a defect list VE44 with which the owner or

his/her representative does not agree, the ACT should explain the items to the owner or his/her representatives.

- 4.1.2 If it is still unresolved, ACT should seek assistance from RP who may either overrule the decision of the ACT, or support with reasons and explain to the owner or his/her representative.
- 4.1.3 If the owner or his/her representative is still not satisfied, the RP should advise him/her to complete the "Appeal Application Form" VE17 which must be submitted to the CTC before the vehicle leaves CTC, along with payment of the appeal fee which is the same as the examination fee stipulated in the Third Schedule of the Ordinance. The owner or his/her representative should be reminded not to undertake any repairs or adjustments to the vehicle before it is examined by a Vehicle Examiner.
- 4.1.4 The appeal application and the appeal fee will then be passed from the CTC to MU. MU will arrange an examination appointment at a Government Vehicle Examination Centre, and advise the applicant on the examination date within 7 working days.
- 4.1.5 If the appeal is upheld after the examination in the Government Vehicle Examination Centre, a Certificate of Roadworthiness will be issued and the original examination fee will be refunded to the vehicle owner or his/her representative by the CTC.
- 4.1.6 If the appeal is dismissed, a Repair Order will be issued with the defects found. The applicant has to make examination appointment at CTC again. The appeal fee will be retained by Government as payment for the examination.

5 Temporarily Closure, Relocation and Termination of DCTC

5.1 Temporary closure

- 5.1.1 CTC shall not close or partially close during the normal opening hours without prior approval from MU.

5.1.2 CTC shall close and stop the car testing services and report to MU immediately in the event of the breakdown of the following:

- (a) exhaust emission analyzer;
- (b) roller brake tester;
- (c) underside inspection facility;
- (d) the Computer System;
- (e) apparatus for measuring light transmittance of window glass; or
- (f) headlamp tester.

5.1.3 Commissioner for Transport may give instruction(s) to temporarily close any CTC . CTC shall follow the instruction(s) and no claim is allowed.

5.1.4 At the time of the closure, CTC shall put up a notice of closure in CTC waiting area and at the front door to inform the public as early as possible.

5.2 Relocation procedures

If a CTC is to be relocated from its existing location during the designation period, CTC shall make application to MU with the details of the relocation plan at least 6 months in advance and seek MU's approval before any relocation action taken. TD has the final right to approve or reject any application.

5.3 Termination procedures

The conditions and procedures for the revocation and termination of designation would follow section 88D and 88E of the Ordinance respectively.

6 TD's Monitoring Role

6.1 Issue of Instructions

From time to time, MU would issue Instructions to CTC on updated procedures, relevant material and inspection standards. CTC should follow all the Instructions issued as a compliance of the Code of Practice.

6.2 TD's monitoring check

MU's Vehicle Examiners would visit CTC from time to time to monitor the performance of the CTC, to check the compliance with the stipulated operational procedures, relevant records and to randomly inspect any vehicle undergoing examination at the CTC. CTC should provide all necessary assistance to MU's VEs.

6.3 Regular reports to TD

CTC should provide necessary reports as required by MU timely.

6.4 Issue of verbal warning and warning letter

Verbal, written or serious warning would be issued as appropriate against non-compliance of the CTC. CTC should follow up the non-compliance and take immediate remedial actions as required by MU.

6.5 Other changes in CTC

CTC should inform MU of any change relating to CTC's ownership and business nature etc. that would affect the smooth and normal operation of the CTC.

7. CTC Designation Renewal

CTC designation would normally be valid for 3 years only. If any CTC would like to apply for re-designation, CTC shall submit application to MU not less than 6 months in advance before the expiry of the designation. MU would make reference to the CTC's past 3-year performance in assessing the application for re-designation.

End