Existing and planned measures
on the promotion of racial equality

Office of the Government Chief Information Officer

The Office of the Government Chief Information Officer (OGCIO) is responsible for formulating information technology (IT) strategies, programmes and measures, in addition to providing IT services and support within the Government. OGCIO attaches great importance to ensuring equal access to its services by all members of the public, regardless of their race. In this connection, the following measures have been put in place.

Services Concerned

• OGCIO is committed towards improving citizen's access to online government information. To meet the ever-changing needs of citizens in the digital age, we are striving to enhance the one-stop portal of the Government, GovHK (www.gov.hk), to make information and services of the public sector easier to find and use.

• GovHK targets to provide users of different sectors of society with a customer-oriented and user-friendly platform for Government information and online services.

Existing Measures

• Through GovHK, people of diverse race will be directed to the departmental and thematic websites of bureaux and departments (b/ds) for information and services catered for them.

• A dedicated multi-language platform for people of diverse race has been rolled out on GovHK in December 2010. Links to essential information provided by different b/ds are available in a total of seven languages (apart from Chinese and English). The search function on each specific language webpage enables users of different races to locate the information more easily.

• Currently, 1823 is providing helpdesk service for GovHK, and may redirect calls/emails from people of diverse race to the Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER). CHEER would
communicate with the callers, and if necessary, further refer to 1823 and b/ds for assistance.

Assessment of Future Work

- We will work with b/ds to update the hyperlinks and information provided on the multi-language platform and GovHK as and when necessary.

Additional Measures Taken/To Be Taken

- We will work with b/ds on linking up more content relevant to people of diverse race to GovHK.

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact Senior Executive Officer (Administration)1 via the following channels -

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Office of the Government Chief Information Officer
June 2020