

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 committed to making use of innovation and technology in delivering secure and convenient digital government services and improving user experience. OGCIO attaches great importance to ensuring equal access to its services by all members of the public, regardless of their races. In this connection, the following measures have been put in place.

Services Concerned

- GovHK (www.gov.hk) provides users of different sectors of society with a customer-oriented and user-friendly platform for Government information and online services.
- Members of the public can obtain information about OGCIO on OGCIO's website or via email or telephone enquiry.

Existing Measures

- Through GovHK, people of diverse races can 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 races has been rolled out on GovHK in December 2010. Links to essential information provided by different B/Ds are available in a total of eight 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 help desk service for GovHK, and may redirect calls and emails from people of diverse races to the Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER). CHEER would communicate with the callers, and if necessary, refer them to relevant B/Ds for assistance.

- Information about OGCIO is available in both Chinese and English on OGCIO's website.
- Interpretation services will be arranged where necessary and appropriate.

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.
- OGCIO will review the existing measures regularly and make improvements as appropriate.

Additional
Measures
Taken/To Be
Taken

- We will work with B/Ds on linking up more content relevant to people of diverse races to GovHK.
- Training will be arranged for staff to enhance their awareness of, and sensitivity to, racial equality.

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

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