

**Existing and planned measures  
on the promotion of equality for ethnic minorities**

**Community Services -  
Communications and Technology**

In respect of communications and technology, Government policy is to position Hong Kong as the premier digital city and telecommunications hub of Asia, and promote high-value added, creative and high technology activities in Hong Kong.

The concerned departments in these fields, namely, the Innovation and Technology Commission (ITC), the Office of the Telecommunications Authority (OFTA), the Office of the Government Chief Information Officer (OGCIO) and the Television and Entertainment Licensing Authority (TELA), all attach great importance to ensuring equal access to the services concerned by all members of the public, irrespective of their racial background.

Where applicable, measures will be taken to cater for the special needs of the ethnic minorities, such as their service needs. We will also continue to ensure that the provision of services to the public in these areas is in compliance with the Race Discrimination Ordinance.

**A. Innovation & Technology**

Services Concerned	<ul style="list-style-type: none"><li>• The ITC currently manages several funding schemes which are open for application from eligible organisations or companies, such as the Innovation and Technology Fund and the Applied Research Fund.</li></ul>
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Existing Measures	<ul style="list-style-type: none"><li>• Although the applicants of our funding programmes are limited to organisations or companies, our services are neutral with regard to race and are delivered in both Chinese and English.</li></ul>
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Assessment of Future Work • We will continue to strictly enforce the existing measures, and assess our service delivery regularly to ensure neutrality in regard to race and that they are delivered bilingually.

Additional Measures Taken / To Be Taken • Should we have to deal with an ethnic minority group, we shall put in place the necessary measures to ensure that the information is in a comprehensible form to our clients.

## **B. Telecommunications**

Services Concerned • OFTA has been providing the public with consumer information/tips through the launch of various educational and publicity programmes.

Existing Measures • Consumer education information is available on OFTA's website in the two official languages of Hong Kong (i.e. Chinese and English). In addition, informative and educational leaflets / pamphlets on telecommunications services are also published in both official languages for distribution to the general public.

Assessment of Future Work To promote equal access of ethnic minorities to consumer education and consumer related information on telecommunications services, OFTA will put in place the following measure:

- More effort will be put to make available the relevant educational information in a language comprehensible to the ethnic minorities.

- When a telecommunications service is popularly used by the general public including the ethnic minorities, the consumer education information will be provided in ethnic minority language(s) of the major target customer group(s) of that telecommunication service.

- Additional Measures Taken / To Be Taken
- OFTA has approached major telecommunications operators and learnt that they are adopting various measures to promote the equality for ethnic minorities, in their access to telecommunications services.
  - OFTA will keep monitoring the effectiveness of the telecommunications operators' existing measures.
  - If necessary, OFTA will contact the NGOs, which are providing assistance to the ethnic minorities, to identify the difficulties of different ethnic minority groups in getting access to customer information about telecommunications services in a language comprehensible to them.
  - OFTA will encourage licensed telecommunications operators to provide consumer related information, such as contract, price information and user guide etc. in languages comprehensible to different ethnic minority groups as and when necessary.

### **C. Information technology**

- 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](http://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      Provision of hyperlinks to access government information and services for ethnic minorities

- OGCIO attaches importance to providing information and services to the non-Chinese speaking internet users to facilitate their integration into the local community.
- Through GovHK, ethnic minority internet users will be directed to the departmental and thematic websites of bureaux and departments for information and services catered for them.

Assessment of Future Work      • We will work with bureaux and departments to update the hyperlinks and information relating to the ethnic minorities as and when necessary.

Additional Measures Taken / to be Taken      • We plan to consolidate all information and services relevant to the ethnic minorities on a dedicated webpage on GovHK.

• We will work with bureaux and departments on linking up more contents relevant to the ethnic minorities to GovHK.

**D. Film Classification**

Services concerned      • Under the Film Censorship Ordinance (Cap. 392), all films intended for exhibition in Hong Kong shall be submitted to the Film Censorship Authority for approval. The purpose of the film classification system is to give adults the opportunity to see a wide range of films dealing with the realities of the adult world, but at the same time restricts children and youth from viewing what could be harmful to them.

Existing Measures      • The Film Censorship Ordinance requires the censor to take into consideration, among other things, whether

the film denigrates or insults any particular class of the public by reference to the colour, race, religious beliefs or ethnic or national origins or the sex of the members of that class when he decides on the suitability of the film for public exhibition and the appropriate classification to be given to the film.

- The same legal principle to consider whether the film denigrates or insults any particular class of the public by reference to the colour, race, religious beliefs or ethnic or national origins or the sex of the members of that class is stated in the Film Censorship Guidelines for Censors.
- A censor could refuse to approve a film for public exhibition if he considers that the film has been made with the intention of inciting hatred or denigration on racial differences.

Assessment of future work

- The ordinance and the film censorship guidelines have been effective in preventing the exhibition of films which incite racial discrimination. The above measures are strictly enforced.

Additional measures taken/ to be taken

- For films which feature contents which may cause racial concerns, special viewing sessions will be arranged for the relevant racial groups to collect their views before the censor decides on the suitability of the film for exhibition.

The concerned departments will update the above measures and include other new measures in the checklist as and when appropriate.

**Innovation and Technology Commission  
Office of the Telecommunications Authority  
Office of the Government Chief Information Officer  
Television and Entertainment Licensing Authority  
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