

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

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 Communications Authority (OFCA) and the Office of the Government Chief Information Officer (OGCIO), 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

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| Services Concerned | <ul style="list-style-type: none">• The ITC currently manages several schemes which are open for application from eligible organisations or companies, such as the Innovation and Technology Fund and quota applications under the Technology Talent Admission Scheme. |
| Existing Measures | <ul style="list-style-type: none">• Although the applicants of our programmes are limited to organisations or companies, our services are neutral with regard to race and are delivered in both Chinese and English. |
| Assessment of Future Work | <ul style="list-style-type: none">• 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 | <ul style="list-style-type: none">• Should we have to deal with an ethnic minority group, we shall put in place the necessary measures to ensure that the |

Taken / to be Taken information is in a comprehensible form to our clients.

Enquiries Telephone: 3655 5968 (General Section)
Fax: 2730 4633
Email: gr@itc.gov.hk

B. Telecommunications and Broadcasting Services

Services Concerned

- The Communications Authority (CA) 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 the website of the OFCA (www.ofca.gov.hk), an executive arm of the CA, in the two official languages of Hong Kong (i.e. Chinese and English). In addition, informative and educational leaflets / pamphlets 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, we 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).

Additional Measures Taken / to be Taken

- CA 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.

- CA will keep monitoring the effectiveness of the telecommunications operators' existing measures.
- If necessary, CA 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 broadcasting and telecommunications services in a language comprehensible to them.

- CA will encourage licensed broadcasting and 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.

Enquiries

Customer Services Officers

Telephone : 2961 6333

(after selecting language, please press "8")

Email: webmaster@ofca.gov.hk

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), 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.
- 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.
- A dedicated multi-language platform for ethnic minorities has been rolled out on GovHK in December 2010. Links to essential information provided by different bureaux/departments are available in a total of seven languages (apart from Chinese and English). The search function on each specific language webpage enables users

from ethnic minorities to locate the information more easily.

- Currently, 1823 is providing helpdesk service for GovHK, and may redirect calls/emails from ethnic minorities 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 bureaux and departments 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 bureaux and departments on linking up more content relevant to the ethnic minorities to GovHK.

Enquiries

OGCIO

Telephone : 2582 4520

Email : enquiry@ogcio.gov.hk

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, depending on the circumstances, special viewing sessions will be considered to be arranged for the relevant racial groups to collect their views before the censor decides on the suitability of the film for exhibition.

Enquiries

Film Division
 Telephone : 2594 5788
 Email: film@ofnaa.gov.hk

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 Communications Authority
Office of the Government Chief Information Officer
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