

## **Existing and planned measures on the promotion of racial equality**

### **Planning Department**

Planning Department seeks to promote, working in partnership with our community, sustainable development to achieve a vibrant economy, a quality environment and social progress both now and in the future. We are committed to formulating sustainable development strategies and plans; guiding the use and development of land; facilitating suitable development and redevelopment; and encouraging community involvement and support. To provide quality service for the general public, due attention is paid to promoting equal access to the services by people of different races.

#### **Services Concerned**

- Planning Department is responsible for the preparation of various types of town plans to guide the proper use and development of land. These plans include development strategies at the territorial, statutory town plans and detailed layout plans at the local district level. We also carry out topical studies and undertake actions against unauthorized land uses.
- The public can obtain planning information from the two Planning Enquiry Counters (PEC) of the Planning Department located on 17/F North Point Government Offices and 14/F Sha Tin Government Offices. Planning Department also provides services to the Town Planning Board's (TPB's) Reception Counter on 15/F North Point Government Offices. In addition, we run the City Gallery located at 3 Edinburgh Place in Central.

#### **Existing Measures**

- Planning Department continues in providing public services in the official languages of Hong Kong (i.e. Chinese and English), including statutory planning documents and plans. In addition, consultation documents, information digests, leaflets, booklets and posters used for public engagement exercises of planning studies are also published in both official languages for distribution to the general public. The City Gallery provides public exhibition venue with exhibits and docent

services in both official languages as well as Putonghua/simplified Chinese.

- Interpretation service will be arranged where necessary and appropriate through Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER). CHEER provides telephone interpretation services in eight languages, namely Bahasa Indonesia, Hindi, Nepali, Punjabi, Urdu, Tagalog, Thai and Vietnamese. Notices on the provision of such service are posted at the PEC, TPB's Reception Counter and City Gallery.
- Training/job briefing sessions for staff to enhance their awareness of and sensitivity to racial equality will be arranged regularly. Relevant work manual and guidelines for frontline level have been provided accordingly.

Assessment of  
Future Work

- Planning Department will review our services from time to time, with due consideration to the public feedbacks and suggestions with a view to meeting the needs of the public. For continuous assessment and improvement of service delivery, data and information on use of services by people of different races are collected.

Additional  
Measures  
Taken/To Be  
Taken

- Planning Department continues to participate in the Civil Service Bureau's (CSB's) Internship Programme for Non-ethnic Chinese (NEC) Students. It plans to offer one placement to a NEC student enrolled in full-time undergraduate study at a local degree-awarding higher education institution in 2023, with a view to helping young NEC gain work experience and enhance their competitiveness for employment. The NEC student will help enhance the measures on the promotion of racial equality adopted by the Department.

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact Mr Kevin C P NG, Chief Town Planner/Technical Services via the following channels -

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**Planning Department**  
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