

Existing and Planned Measures on the Promotion of Racial Equality

Communications Authority

The Communications Authority (CA) is an independent statutory body established under the Communications Authority Ordinance (Cap. 616). It is a unified regulatory body for the broadcasting and telecommunications sectors in Hong Kong, enforcing relevant legislation including the Telecommunications Ordinance (Cap. 106), the Broadcasting Ordinance (Cap. 562) and the Broadcasting (Miscellaneous Provisions) Ordinance (Cap. 391).

Services
Concerned

- The CA has been providing the public with consumer information/tips through the launch of various educational and publicity programmes.
- The CA has been handling complaints against television and radio programmes for non-compliance with the codes of practice on television and radio programme standards regarding, among others, racial equality issues.

Existing
Measures

Provision of Consumer Education Information

- Consumer education information is available on the website of the Office of the Communications Authority (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, a webpage dedicated to providing guidance to people of diverse race for making enquiries, lodging complaints or seeking assistance from the CA or OFCA is available in OFCA's website in eight languages, namely Bahasa Indonesia, Hindi, Nepali, Punjabi, Tagalog, Thai, Urdu and Vietnamese. In order to enable people of diverse race to have easier access to the consumer education information provided by the CA, the webpage also makes available the content of TV announcements and a leaflet on consumer tips on smart use of

communications services in the languages mentioned above.

Handling of Complaints against Television and Radio Programmes

- The CA has issued codes of practice on television and radio programme standards, which contain provisions that a broadcasting licensee should not include in its programmes any material which is likely to encourage hatred against or fear of, and/or considered to be denigrating or insulting to any person(s) or group(s) on the basis of ethnicity, nationality, race, gender, sexual preference, religion, age, social status, or physical or mental disability. Members of the public may lodge complaints to the CA against broadcasters for non-compliance with the codes of practice. A complaint may be made in English or Chinese and the CA has made available interpretation facilities to assist people of diverse race in need. All the complaints made to the CA about television and radio programmes are processed in accordance with established mechanism and procedures pursuant to the Broadcasting (Miscellaneous Provisions) Ordinance (Cap. 391). If a case is found substantiated, the CA would impose sanction having regard to the severity of the breach.

Assessment of Future Work

- To promote equal access of people of diverse race to consumer education and consumer related information, we will put in place the following measures:
 - More effort will be put to make available the relevant educational information in language(s) comprehensible to people of diverse race.
 - When a telecommunications service is popularly used by the general public including people of diverse race, the consumer education information will be provided in 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 people of diverse race, 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 people of diverse race, to identify the difficulties of different groups in getting access to customer information about telecommunications and broadcasting services in a language comprehensible to them.
- CA will encourage licensed telecommunications and broadcasting operators to provide consumer related information, such as contract, price information and user guide etc. in languages comprehensible to different groups as and when necessary.
- CA will arrange staff members to attend relevant training courses and experience sharing sessions 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 Ms Sabina WU, Assistant Public Affairs Manager 5, via the following channels -

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June 2025