

Existing and planned measures to promote racial equality

Lands Department

The Lands Department strives to achieve excellence in land administration in Hong Kong for the greater benefit of the community. The Department endeavours to keep pace with economic and market trends in a local and regional context; continuously review policies and employ best practices to meet the changing needs of the community; develop and sustain a culture of transparency and professionalism; and use up-to-date technology and optimise human resources to enhance productivity and efficiency. We are devoted to ensuring equal access to our services by people of different races.

Services Concerned

- The Department is responsible for land administration in the territory. These services include allocation and disposal of government land to meet the development needs of Hong Kong; acquiring private land and clearing land required for the implementation of public works and projects; and administering government leases and land control. The Department also serves as the central authority for land surveys and all types of mapping in Hong Kong.

Existing Measures

- Information about our services are available on departmental website in the two official languages of Hong Kong (i.e. Chinese and English). All information leaflets and pamphlets are published in both official languages for general information of the public.
- Members of the public can obtain various information and services of the Department via departmental enquiry hotline, by email/fax/post, or at service counters in various offices of the Department.

- Interpretation service will be arranged where necessary through the Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER) and/or other service providers. CHEER provides telephone interpretation services in eight languages, namely Bahasa Indonesia, Hindi, Nepali, Punjabi, Urdu, Tagalog, Thai and Vietnamese. Information on such interpretation service is available at service counters in various offices of the Department.
- Statistics on enquiries/complaints with respect to the provision of language services are collected on a regular basis and published on departmental website. Emails are also circulated regularly to staff for enhancing their awareness of racial equality. Front-line officers are arranged to attend training courses on racial sensitivity and cultural diversity. This topic has already been included in the induction courses for new recruits of the Department.

Assessment of
Future Work

- The Department will review its services from time to time, taking into consideration feedback and suggestions from the public as appropriate to further enhance the quality of our services.

Additional
Measures
Taken/To Be
Taken

- Staff are encouraged and facilitated to receive training to enhance their awareness of, and sensitivity to, racial equality.

For enquiries concerning the existing and planned measures to promote racial equality, please contact **Deputy Departmental Secretary/General (Ms TSANG Suet-lan, Michelle)** via the following channels -

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Lands Department
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