

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

**Offices of the Chief Secretary for Administration
and the Financial Secretary**

The Administration Wing (Adm Wing) provides support to the Chief Secretary for Administration and the Financial Secretary in overseeing the effective functioning of the Government Secretariat machinery. Among the broad spectrum of our responsibilities, we provide the following public services -

- (i) the Government Records Service (GRS) to provide services for public access to archival records;
- (ii) provision of free legal advice on civil procedural matters for unrepresented litigants; and
- (iii) handling of appeals against administrative decisions or appeal board decisions under the jurisdiction of the Administrative Appeals Board (AAB) Ordinance (Cap. 442) and the Municipal Services Appeals Board (MSAB) Ordinance (Cap. 220).

Measures taken or to be taken by Adm Wing to enable equal access to the above services by members of the public, regardless of their racial background, are set out below.

(i) Access to archival records

Services
Concerned

- The Public Records Office (PRO) of GRS provides reference services to members of the public on access and reproduction of its archival holdings and other collections.

Existing
Measures

- To facilitate the use of its reference services by people of diverse race, PRO has made available information at the Reference Services Counter to inform people of diverse race that they may seek the Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER) under the Hong Kong Christian Service to provide interpretation service.

Assessment of Future Work

- PRO will collect feedback and suggestions from users who are people of diverse race for review and improvement of its reference services.

Additional Measures Taken/To Be Taken

- PRO will enhance the awareness of its staff working at the Reference Services Counter about racial sensitivity and will strengthen the supporting measures for users of its reference services who are people of diverse race as necessary.

(ii) Provision of free legal advice on civil procedural matters for unrepresented litigants

Services Concerned

- Under the Legal Advice Scheme for Unrepresented Litigants on Civil Procedures (the Procedural Advice Scheme), free legal advice on civil procedural matters is provided to unrepresented litigants who commence or are parties to legal proceedings in some Courts (including commencement of proceedings) but not including civil proceedings in other tribunals.

Existing Measures

- Information pamphlets on the Procedural Advice Scheme in languages used by people of diverse race are available on the Procedural Advice Scheme webpage under Adm Wing's website. Copies of the pamphlets are also provided to the relevant non-governmental organisations whose service targets are mainly people of diverse race through the Home Affairs Department.

- Interpretation service will be arranged where necessary and appropriate when users of free legal advice under the Procedural Advice Scheme, who are people of diverse race and do not speak English or Chinese, attend advice session.

Assessment of Future Work

- Feedback and suggestions from users who are people of diverse will be considered for continued improvement of the service under the Procedural Advice Scheme.

Additional Measures Taken/To Be Taken

- Assistance from relevant Government departments and non-governmental organisations will be sought to promote the service under the Procedural Advice Scheme to people of diverse race who do not speak English or Chinese.

(iii) **Handling of appeals against administrative decisions or appeal board decisions under the jurisdiction of the AAB Ordinance and the MSAB Ordinance**

Services Concerned

- AAB and MSAB are two independent statutory bodies to hear and determine appeals lodged by any appellants according to the provisions of AAB Ordinance, MSAB Ordinance and other relevant ordinances.

Existing Measures

- The hearing of an appeal to AAB or MSAB may be conducted in Chinese, English or both languages as the Board thinks fit. Yet any party to an appeal or any person making representations at the hearing of an appeal may address the Board in any language; and any witness testifying before the Board may testify in any language. Where appropriate and practicable, the Secretariat of AAB or MSAB will arrange simultaneous interpretation service for the hearing.

- Information in languages used by people of diverse race is available on the AAB and MSAB webpages under Adm Wing's website and displayed at the reception counter of the Appeals Board Secretariat to enable people of diverse race to seek the assistance of CHEER under the Hong Kong Christian Service for interpretation service as and when needed.

Assessment of Future Work

- The Appeals Board Secretariat will collect and consider the feedback/suggestions from the Board members and people of diverse race for continuous service improvement for appeals to AAB or MSAB.

Additional
Measures
Taken/To Be
Taken

- Staff of the Appeals Board Secretariat will be arranged to attend training courses on the Racial Discrimination Ordinance (Cap. 602) and related guidelines organised by the Civil Service Training and Development Institute and the Equal Opportunities Commission to enhance their awareness of and sensitivity to issues concerning racial equality.

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