

Existing and planned measures on the promotion of equality

Civil Engineering and Development Department

The Civil Engineering and Development Department (CEDD) aims to provide quality engineering services to address the development needs of Hong Kong. With innovation and advanced technologies, we are dedicated to taking forward sustainable development, building a liveable city and pursuing the long-term development of Hong Kong. CEDD attaches great importance to ensuring equal access to our services by all members of the public, irrespective of their ethnic background.

Services Concerned

- There are four main areas of services provided by the CEDD, namely, provision of land and infrastructure, port and marine services, geotechnical services, and environmental and sustainability services.

Existing Measures

- Information about CEDD and our services is available on CEDD's website in the two official languages of Hong Kong (i.e. Chinese and English). In addition, informative and educational leaflets/booklets are also published in both official languages for distribution to the general public.
- General enquiry services are offered in Chinese and English by the CEDD general enquiry hotline and email.

Assessment of Future Work

- Feedback/ suggestions from people of diverse race will be recorded and considered.
- Usage of the CEDD general enquiry hotline and email by people of diverse race (i.e. Bahasa Indonesian, Nepali, Urdu, Punjabi, Tagalog, Thai, Hindi and Vietnamese) will be recorded and kept-in-view.

Additional Measures Taken/To Be Taken

- CEDD will identify suitable leaflets/booklets for translation in major languages for the people of diverse race and uploading onto CEDD's website.

- CEDD will provide major languages for the people of diverse race at Civil Engineering and Development Building's reception counter and/or other specified service counters through the Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER) of the Hong Kong Christian Service and/or other service providers on a need basis.
- Posters/ banners/ icons for publicity of the free of charge Telephone Interpretation and Enquiry Service (TELIS) offered by CHEER in major languages for the people of diverse race, namely, Bahasa Indonesia, Hindi, Nepali, Punjabi, Urdu, Tagalog, Thai and Vietnamese, will be displayed at the counter and CEDD website to make the public aware of this language service.
- CEDD will provide training to staff to enhance their understanding of and sensitivity to racial equality.

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact Technical Secretary/Headquarters via the following channels -

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