

Existing and planned measures on the promotion of racial equality

Official Receiver's Office

The Official Receiver's Office (ORO) performs various statutory duties relating to insolvency in the Hong Kong Special Administrative Region. We endeavor to provide an efficient insolvency service to the public in an open and accountable manner without regard to race and ethnic origins.

Services
Concerned

- ORO puts in place measures which enable persons of different races to have equal access to relevant insolvency service.

Existing
Measures

Interpretation Service

- ORO uses Chinese and/or English in the provision of its services.
- ORO will arrange interpretation service where necessary and as appropriate when providing insolvency service for persons of different races through the Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER) under the Hong Kong Christian Service which provides telephone interpretation services in eight languages, namely Bahasa Indonesia, Hindi, Nepali, Punjabi, Urdu, Tagalog, Thai and Vietnamese or through other service provider as appropriate.

Notice on "Enquiry and Interpretation Service for Persons of Different Races"

- Also, persons of different races would be given a copy of the said notice when they turn up for enquiries / services.

Training to Staff

- ORO will continue to arrange its staff to attend training courses on the Race Discrimination Ordinance and related guidelines, racial sensitivity and cultural diversity

organised by the Civil Service College, Equal Opportunities Commission or relevant bodies.

Data Collection

- For continuous assessment and enhancement of public service delivery, race-related data on enquiries / complaints with respect to provision of language services and types of services are collected to facilitate compilation of statistical returns on a regular basis.
- Assessment of Future Work
- ORO will continue to conduct regular review on data collection arrangement and its provision of services to people of different races. In addition, feedback and suggestions from our staff will be collected and considered for service enhancement as appropriate.
- Additional Measures Taken/To Be Taken
- ORO continues to participate in the Internship Programme for non-ethnic Chinese (NEC) university students to enable young NECs to gain work experience and strengthen their competitiveness in job seeking. Alongside, the Programme will deepen understanding of ORO staff on racial diversity and cultural differences in workplace.

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact Deputy Departmental Secretary (Administration) via the following channels:

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