

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

**Commerce, Industry and Tourism Branch  
Commerce and Economic Development Bureau**

The Commerce, Industry and Tourism Branch (CITB) of the Commerce and Economic Development Bureau (CEDB) formulates and coordinates policies and strategies in relation to Hong Kong's external commercial relations, tourism, inward investment promotion, convention and exhibition services, intellectual property protection, industry and business support, trade facilitation, consumer protection, promotion of competition, postal services and meteorological services. It also sets the overall policy for the HKSAR's participation in the Belt and Road Initiative and coordinates the work of the HKSAR Government on the initiative. CITB is assisted by the Trade and Industry Department, Invest Hong Kong, Customs and Excise Department, Intellectual Property Department, Hongkong Post and Hong Kong Observatory. It is also supported by overseas Hong Kong Economic and Trade Offices.

CITB attaches great importance to ensuring equal access to its services by all members of the public, irrespective of their racial background and, where applicable, will continue to take measures to cater for the special needs of people of diverse race, such as their service needs.

(A) Requests for information and enquiries about the work of CITB

Services  
Concerned

The public can request information and make enquiries about CITB's work on its policy areas through email, fax, post and telephone.

Existing  
Measures

Information about CITB's work is available on CITB's website (<https://www.cedb.gov.hk/citb/>) and those of the relevant government departments and the related public bodies in the two official languages of Hong Kong (i.e. Chinese and English).

Our enquiry service is neutral with regard to race, and replies are made in either Chinese or English as appropriate according to the language of the enquiries

received.

Assessment of Future Work	We will take into account the needs of people of diverse race when formulating policies and strategies, and will review our services when necessary with a view to meeting their needs.
------------------------------	---

Additional Measures Taken/ to be Taken	Information requests and enquiries received so far are in either Chinese or English. In dealing with information requests and enquiries from people of diverse race, interpretation and translation services will be arranged as necessary.
--	---

Data on the use of services by service users of diverse race will be collected to facilitate continuous assessment and improvement of service provision.

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact Miss Candy KWAN, Executive Officer (Administration) via the following channels –

Telephone:	3655 5429
Fax:	2840 1621
Email:	<a href="mailto:citbenq@cedb.gov.hk">citbenq@cedb.gov.hk</a>
Postal address:	Commerce and Economic Development Bureau (Commerce, Industry and Tourism Branch) 23/F, West Wing, Central Government Offices, 2 Tim Mei Avenue, Tamar, Hong Kong

#### (B) Travel Agents Registry

Services Concerned	The Travel Agents Registry (TAR) of the Tourism Commission of CITB is responsible for licensing and regulating travel agents in accordance with the Travel Agents Ordinance (Cap. 218), as well as handling the enquiries and applications of outbound travellers for ex-gratia payment under the Travel Industry Compensation Fund (TICF).
-----------------------	---

Existing Measures Information about licensing of travel agents and the TICF is available on TAR's website (<https://www.tar.gov.hk/>) in the two official languages of Hong Kong (i.e. Chinese and English). All forms and leaflets are also published in both languages.

Interpretation and translation services will be arranged as necessary in dealing with people of diverse race.

Assessment of Future Work TAR will review its services when necessary with a view to meeting the needs of people of diverse race.

Additional Measures Taken/to be Taken Data on the use of services by service users of diverse race will be collected to facilitate continuous assessment and improvement of service provision.

Feedback/suggestions from people of diverse race will be considered for further enhancement where necessary and appropriate.

For enquiries concerning TAR's services, please contact Miss Polly HO, Assistant Registrar of Travel Agents (3) via the following channels –

Telephone: 3151 7517  
Fax: 2521 8829  
Email: [targr@cedb.gov.hk](mailto:targr@cedb.gov.hk)  
Postal address: Travel Agents Registry  
Room 4901, 49/F, Hopewell Centre,  
183 Queen's Road East, Wanchai, Hong Kong

**Commerce, Industry and Tourism Branch  
Commerce and Economic Development Bureau  
June 2021**