

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

### **Drainage Services Department**

Drainage Services Department (DSD) is committed to providing world-class wastewater and stormwater drainage services to the customers. DSD attaches great importance to ensuring equal access to the services by our customers regardless of their race and ethnic origins.

#### **(A) Counter Enquiry Services**

Services Concerned

- Sewage Services Branch (SSB)'s Counter Enquiry Services target to provide one-stop customer services relating to Sewage Charge and Trade Effluent Surcharge in accordance with Sewage Services Ordinance.

Existing Measures

- Counter Enquiry Services are offered in Chinese and English through SSB's customer services counter.

Information sheets in major languages for the people of diverse race (i.e. Bahasa Indonesian, Nepali, Urdu, Punjabi, Tagalog, Thai, Hindi and Vietnamese) are displayed in conspicuous positions and available at the SSB's customer services counter to promote the use of free interpretation services through the Telephone Interpretation Service (TELIS) hotline of the Centre for Harmony and Enhancement of Ethnic Minority Residents (CHEER). If visitors of diverse race speaking neither Chinese nor English require the interpretation service of CHEER, counter staff will assist to call the TELIS. Counter staff have also prepared a register to record whether visitors of diverse race require such service.

Assessment of Future Work

- DSD will review its services for customers of diverse race from time to time and make improvements as appropriate.

Additional Measures Taken/To Be Taken

- DSD will arrange on-the-job training for customer service officers working in SSB's customer services counter.

## **(B) Telephone Enquiry Services**

Services Concerned	<ul style="list-style-type: none"><li>● DSD targets to provide the public with committed, high quality and customer-oriented telephone enquiry services relating to drainage issues as well as Sewage Charge and Trade Effluent Surcharge in accordance with Sewage Services Ordinance.</li></ul>
Existing Measures	<ul style="list-style-type: none"><li>● Telephone Enquiry Services are offered in Chinese and English.</li></ul>
Assessment of Future Work	<ul style="list-style-type: none"><li>● DSD will continue to review its services to customers of diverse race from time to time and make improvements as appropriate.</li></ul>
Additional Measures Taken/To Be Taken	<ul style="list-style-type: none"><li>● DSD will arrange on-the-job training for staff manning the enquiry telephone.</li><li>● DSD is liaising with CHEER to provide a 3-way conference telephone interpretation service for non-Chinese and non-English speaking ethnic minorities who call DSD Hotline 2300 1110.</li></ul>

For enquiries concerning the existing and planned measures on the promotion of racial equality, please contact Ms Connie TSANG, Deputy Departmental Secretary/General Administration via the following channels -

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**Drainage Services Department**  
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