



## **RADIO TELEVISION HONG KONG PERFORMANCE PLEDGE 2022 – 2023**

This performance pledge summarises the standard of services provided by Radio Television Hong Kong (RTHK) which you can expect. It also explains the avenues available for you to provide a feedback or lodge a complaint in respect of RTHK's services.

### **RTHK's Role as Hong Kong's Public Service Broadcaster**

2. RTHK is the sole public service broadcaster in the Hong Kong Special Administrative Region (HKSAR). Its objective is to provide diversified radio, television and new media services aiming to deliver its public purposes and mission<sup>1</sup> stipulated in the Charter of RTHK (the Charter), which was signed among the Chief Secretary for Administration, the Chairman of the then Broadcasting Authority and RTHK in August 2010. It aims to serve all audiences, including special interest groups and ethnic minority groups in the HKSAR. RTHK is also committed to complying with the Codes of Practice on programme standards issued by the Communications Authority (CA).

### **Performance Evaluation Framework**

3. In response to the recommendations regarding performance measurement and evaluation mechanism set out in The Governance and Management of Radio Television Hong Kong Review Report (Review Report) released in February 2021, RTHK introduced a new performance evaluation framework in which its performance and the extent it has achieved the requirements of the Charter will be evaluated under eight Programme Production Goals (PPGs), which are drawn up by summarising the public purposes, mission and programming objectives stipulated in the Charter. The list of PPGs is as follows –

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<sup>1</sup> [http://rthk.hk/about/pdf/charter\\_eng.pdf](http://rthk.hk/about/pdf/charter_eng.pdf) paragraphs 4 and 5.



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- (1) Promote understanding of our community, our nation and the world through provision of accurate, impartial and objective news and public affairs programmes;
- (2) Promote understanding of the concept of “One Country, Two Systems” and engender a sense of citizenship and national identity;
- (3) Provide a platform for the free exchange of views on public policies without fear or favour;
- (4) Provide a platform to support and promote community participation in broadcasting, such that participants can convey their creation concepts and intended messages;
- (5) Encourage social inclusion and pluralism, reflect the diversity of Hong Kong and other places, encourage integration, inject positive energy into society, and cater to the needs of minority interest groups;
- (6) Promote education and learning including e-learning;
- (7) Stimulate creativity and originality with a view to promoting arts and cultural activities and nurturing talents; and
- (8) Provide informative and entertaining programmes to broaden audiences’ horizons and for their leisure and relaxation.

### **Performance Targets**

4. To allow the public to scrutinise and monitor our performance, RTHK sets performance targets in its key programme areas for the coming year and announces its performance achievements on these areas in respect of the previous year. These performance targets are derived from the PPGs as set out above, and serve to indicate the degree to which RTHK has fulfilled its public purposes and mission. An Annual Plan will also be prepared to delineate in detail the strategies and action plan



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to be adopted to achieve the performance targets. The Annual Plan for 2022-23 is available on RTHK website<sup>2</sup>.

5. As a result of the introduction of the new performance evaluation framework, it is necessary to re-design the two major audience surveys<sup>3</sup> which RTHK conducts on a regular basis in order to collect relevant data to assess RTHK's performance and set performance targets under the new evaluation framework. As the findings of the surveys will not be available until the second half of 2022, a number of performance targets cannot be set for 2022-23.

***Radio Services***

6. RTHK operates seven analogue radio channels (Channels 3, 5, 6 and Putonghua Channel in AM and Channels 1, 2 and 4 in FM) and transmits programmes of different genres in Cantonese, Putonghua and English. Special programmes presented in Tagalog, Nepali and Urdu are also produced to serve the ethnic minority communities in Hong Kong. The Community Involvement Broadcasting Service (CIBS) provides a platform for the community and organisations (e.g. ethnic minority groups and non-governmental organisations) to participate in broadcasting.

7. The total hours of transmission by the Radio Division of RTHK in the coming year will be 61 320. RTHK will continue to relay China National Radio Hong Kong Edition on Channel 6 and targets to provide a total of 52 560 hours of radio programmes on the other six radio channels.

8. RTHK radio channels broadcast updated weather information every 15 minutes when typhoon signal No. 8 or above is issued. If

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<sup>2</sup> [http://rthk.hk/about/pdf/annual\\_plan2223\\_en.pdf](http://rthk.hk/about/pdf/annual_plan2223_en.pdf)

<sup>3</sup> "Radio Audience Survey" on radio services and "Television Programme Appreciation Index and Audience Survey" on television services.



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schools need to be closed because of typhoon or bad weather, announcements will be made before 6:15 a.m. for morning classes and before 11:00 a.m. for afternoon classes on notification from the Information Services Department or other government bureaux/departments.

***Television Services***

9. RTHK operates three Digital Terrestrial Television (DTT) channels, namely RTHK TV 31, RTHK TV 32 and RTHK TV 33. RTHK TV 31 is a flagship channel which offers diversified programmes covering news and current affairs, education, arts and culture and minority interests, comprising in-house produced programmes, commissioned programmes, acquired programmes and Radio-on-TV programmes. RTHK TV 32 is a live event channel which mainly covers local, Mainland and international news, press conferences, Legislative Council meetings, international and local sports and live events of public interest, latest traffic information, weather forecasts, news update and video clips. RTHK TV 33 relays programmes of China Central Television Channel 1 (CCTV 1).

10. The total hours of transmission by the TV Division of RTHK is 26 280 hours a year. In the coming year, RTHK will continue to relay programmes of CCTV 1 on RTHK TV 33 and targets to produce, commission or acquire a total of 6 522 hours of TV programmes for first-run or re-run in the other two channels.

11. Weather information, including temperature, humidity and weather icons collected from the Hong Kong Observatory are displayed on RTHK TV 32 round the clock. Typhoon signal No. 1 or above and rainstorm signals are displayed on RTHK TV 31 and RTHK TV 32 as and when necessary.



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*New Media Services*

12. The New Media services provide different online platforms and contents for audiences through the official website<sup>4</sup>, eight mobile applications<sup>5</sup> featuring different services as well as on social media. The official website provides the simulcast of all RTHK radio channels, RTHK TV 31 and RTHK TV 32. A 12-month on-demand archive of most radio, TV and news programmes is also available on the official website.

13. New Media Unit targets to provide 24-hour continuous streaming service in the coming year.

**Public Feedback**

14. RTHK welcomes opinions and looks into complaints to identify room for service improvements. You may contact us at –

Enquiry & Opinion Hotline : 3691 2300  
Complaint Hotline : 3691 2388  
E-form : [https://app4.rthk.hk/feedback/index\\_e.php](https://app4.rthk.hk/feedback/index_e.php)

15. For complaints made in writing, we will issue an acknowledgement within 10 calendar days upon receipt of the complaint. We strive to give a reply within 30 calendar days. If we need more time, we will let you know why.

16. If you are not satisfied with our reply, you may request to have your case reviewed by our Complaints Review Board. You would need to do so within 14 calendar days from receiving our reply together with

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<sup>4</sup> rthk.hk

<sup>5</sup> RTHK on the Go, RTHK Screen, RTHK Mine, RTHK News, RTHK Vox, RTHK Memory, Chinese History – the Flourishing Age and RTHK Audio Description.



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reasons for your dissatisfaction. If your request is accepted, we will give you a confirmation within seven calendar days that your complaint will be reviewed. We strive to give you a reply on the review within 60 calendar days from the date of confirmation. In case your request for review is declined, we will provide you with the reason.

17. Under the Charter, we should ensure that the programmes broadcast on our television and radio services comply with the relevant codes of practice issued by the CA. Apart from filing your complaints to us, if you suspect our television or radio services have breached the CA's codes of practice, you may also consider lodging your complaints with the CA direct ([www.coms-auth.hk](http://www.coms-auth.hk)).

**Other enquiries**

18. You may obtain information about the services we provide through the RTHK homepage at <https://rthk.hk>.

19. You are also welcome to make enquiries on specific issues through the following ways –

<b>Nature</b>	<b>Contact details</b>
General enquiries	Tel: 3691 2300 Fax: 2867 2321 Email: <a href="mailto:ccu@rthk.hk">ccu@rthk.hk</a>
Radio programme content	Radio 1: <a href="mailto:radio1@rthk.hk">radio1@rthk.hk</a> Radio 2: <a href="mailto:radio2@rthk.hk">radio2@rthk.hk</a> Radio 3: <a href="mailto:radio3@rthk.hk">radio3@rthk.hk</a> Radio 4: <a href="mailto:radio4@rthk.hk">radio4@rthk.hk</a> Radio 5: <a href="mailto:radio5@rthk.hk">radio5@rthk.hk</a> Putonghua Channel: <a href="mailto:am621@rthk.hk">am621@rthk.hk</a>



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<b>Nature</b>	<b>Contact details</b>
Reception of RTHK radio broadcasts	Tel: 2339 6440
rthk.hk online services	Email: <a href="mailto:webmaster@rthk.hk">webmaster@rthk.hk</a>
Application for station visit	Tel: 3691 2388
Programme and footage licensing	Email: <a href="mailto:licensing@rthk.hk">licensing@rthk.hk</a>
TV video loan by non-profit making organisations	Email: <a href="mailto:archives@rthk.hk">archives@rthk.hk</a>
Borrowing of selected radio programmes	Tel: 2339 6445

20. Please note that it is voluntary for you to supply to us your personal data. All personal data collected by us in the course of our handling of your case presented to RTHK will only be used for purposes which are directly related to the case. The personal data collected may be transferred to parties who will be contacted by us during the handling of the case including the party being complained against or other parties concerned. The information provided might also be disclosed to agencies who are authorised to receive information relating to law enforcement, prosecution or review of decisions.

Radio Television Hong Kong  
May 2022