

The Consumer Council

消費者委員會



The Council is committed to representing the voices of consumers by advocating their interests, enhancing their welfare and empowering them to protect their own rights and values.

消委會致力為消費者發聲，爭取消費者的權益、提升其福祉，令消費者獲得充權，從而保障自身的權利及價值。

The Consumer Council and its Functions

The Consumer Council is a statutory body which was established in April 1974. The functions of the Council are set out in the Consumer Council Ordinance (Cap.216).

These functions involve protecting and promoting the interests of consumers of goods and services as well as purchasers, mortgagors and lessees of immovable property by:

- collecting, receiving and disseminating information concerning goods and services and immovable property
- receiving and examining complaints by consumers and giving advice
- taking such action as justified by the information in its possession, including tendering advice to the Government or to any public officer
- encouraging business and professional associations to establish codes of practice to regulate the activities of their members
- undertaking such other functions with the prior approval of the Chief Executive in Council

Consumer Council Membership

The Council comprises a Chairperson, a Vice-Chairperson¹ and not more than 20 other Members² who are all appointed by the Government of the HKSAR for a term of not exceeding two years. They may be reappointed upon expiry of their respective terms of office.

委員會職能

消費者委員會成立於1974年4月，屬香港的法定組織。《消費者委員會條例》(第216章)賦予職權。

消委會專責維護和促進消費者在購買貨品、獲取服務，以及作為不動產的購買人、抵押人和承租人方面的權益：

- 蒐集、接收及傳遞有關貨品、服務及不動產的資訊
- 接收及審查貨品及服務的消費者投訴，並向他們提供意見
- 根據所得資料採取相應行動，包括向政府或任何公職人員提供意見
- 鼓勵商業及專業團體訂訂營商守則，規管屬下會員的活動
- 承擔任何經由行政長官會同行政會議審批的其他職能

委員會委員

委員會成員包括主席、副主席¹及不多於20名委員²。委員由香港特區政府委任，任期不超過兩年，但任期屆滿後可再獲委任。

¹ See Appendix 1 for the list of past and present Chairpersons and Vice-Chairpersons of the Consumer Council. 消委會歷屆主席及副主席名錄見附錄一。

² See Appendix 2 for the list of Full Council Members and Co-opted Members. 委員會及增選委員名錄見附錄二。

During the year, Mr. Philip LEUNG Kwong-hon succeeded Mr. Ambrose HO as Vice-Chairman. Four new Members, namely, Ms. Linda CHAN Ching-fan, SC, Mr. Clement CHAN Kam-wing, the Hon. Steven HO Chun-yin, and Ms. WONG Shu-ming joined the Consumer Council.

The Council would like to express its heartfelt thanks to Mr. Ambrose HO, SBS, SC, JP, Mr. Wilfred LEE Yuen-kwong, Mr. Fred LI Wah-ming, SBS, JP, Ms. Amanda LIU Lai-yun, and Ms. Irene YAU Oi-yuen for their support, devotion and accrued contributions following their retirement.

Special thanks are due to Mr. Ambrose HO for his tremendous contributions to the work of the Consumer Council. Mr. HO had served the Consumer Council for 10 years in various capacities, including Vice-Chairmanship since 2007. In total, Mr. HO was the Chairman or Vice-Chairman of six of the 13 Council Committees or Working Groups he was involved with. Under his guidance, the Council successfully championed the enactment of three key pieces of legislation regarding consumer protection in 2012, namely, the Competition Ordinance, the Residential Properties (First-hand Sales) Ordinance and the Trade Descriptions (Unfair Trade Practices) (Amendment) Ordinance.

Council and Committees

The Council operates through a committee structure comprising of 11 Committees and Working Groups.³ Full Council meetings are held on a bi-monthly basis. The Council has also continued to co-opt professionals of different disciplines as members of relevant committees in order to benefit from their expertise and to facilitate studies in specific fields. The Consumer Council Legal Action Fund is overseen by a Board of Administrators and a Management Committee.

During the year, the Working Group on Consumer Council Resource Centre Building Management was renamed as the Office Premises Accommodation and Enhancement Projects, with a view to expanding its advisory function regarding the renovation of the Council's offices following special funding obtained from the government.

Three new Co-opted Members joined the Consumer Council, namely, former Vice-Chairman Mr. Ambrose HO, SBS, SC, JP, Mr. Kelvin KWOK Hiu-fai, and former Consumer Council Member Mr. Fred LI Wah-ming, SBS, JP.

年內，梁光漢先生獲委任為副主席，接替卸任的何沛謙資深大律師。新加入委員會的四名委員包括陳靜芬資深大律師、陳錦榮先生、何俊賢議員及黃舒明女士。

本會衷心感謝各卸任委員的支持和貢獻，包括何沛謙資深大律師，銀紫荊星章，太平紳士、李元剛先生、李華明先生，銀紫荊星章，太平紳士、廖麗茵律師及邱藹源校長。

本會特別對何沛謙資深大律師致以深切謝意。何資深大律師對本會工作不遺餘力，他服務委員會長達10年，自2007年起更獲委任為本會副主席，期間參與的小組委員會多達13個，並在其中6個擔任主席或副主席。在他的指導下，本會成功爭取三條主要法例在2012年先後於立法會通過。三條法例包括《競爭條例》、《一手住宅物業銷售條例》及《商品說明（不良營商手法）（修訂）條例》。

委員會及小組

本會以委員會制度運作，設11個委員會及工作小組³，專責處理特定消費課題。委員會每兩月召開全體委員會，並會不時邀請各界專才加入相關小組為增選委員，提供專業意見。而消費者訴訟基金則由執行委員會及管理委員會監督管理。

年內，本會獲政府撥款資助，進行裝修及改善工程。本會遂把「消委會資源中心物業管理工作小組」的職能範圍擴大至包括該項計劃，並把工作小組改名為「辦公室配置及改善計劃工作小組」。

三位新的增選委員，包括：前副主席何沛謙資深大律師，銀紫荊星章，太平紳士、郭曉暉先生及前委員李華明先生，銀紫荊星章，太平紳士，先後於年內參與委員會工作。

³ See Appendix 3 for the full list of Committees and Working Groups.
委員會及工作小組的成員名單見附錄三。

Mr. Andrew FUNG Wai-kwong resigned as a Co-opted Member of the Trade Practices and Consumer Complaints Review Committee following his appointment as Information Coordinator of the Chief Executive's Office. We would like to express our gratitude to Mr. FUNG for his contributions.

The Council Office

The Council Office, headed by the Chief Executive, employs 147 staff.

Following a reorganisation earlier in the year, the Council Office now operates with eight functional divisions, namely, the Finance and Administration Division, the Human Resources Division, the Information Technology Division, the Complaints and Advice Division, the Research and Trade Practices Division, the Legal Affairs Division, the Public Affairs Division and the Consumer Education Division.⁴

The Council is an equal opportunities employer, with the number of disabled employees representing 0.7% of the Council Office's permanent staff in 2013-14.

Finance

The Council derives its income mainly from government subvention. Other sources of income (approximately 5%) include proceeds from the sale of the Council's various publications.

The total recurrent and non-recurrent expenditures for the year under review was HK\$99.43 million and HK\$6.35 million respectively.⁵

此外，馮煒光先生在獲任行政長官辦公室新聞統籌專員後，辭任本會商營手法研究及消費者投訴審查小組增選委員一職。本會感謝馮先生對該小組作出的貢獻。

委員會辦事處

以總幹事為首的消委會辦事處共有職員147人。

年初，辦事處重組架構，工作經由八個部門負責：財務及行政部、人力資源部、資訊科技部、投訴及諮詢部、研究及商營手法事務部、法律事務部、公共事務部和消費者教育部。⁴

消委會是提供平等機會的僱主，2013-14年度僱用的傷健職員，佔常額編制的0.7%。

財政

本會經費主要來自政府資助，其他收入來源（約5%）包括出版刊物的銷售。

年內的經常及非經常開支分別為港幣9,943萬元及635萬元。⁵



⁴ See Appendix 4 for the organisation chart of the Consumer Council. 委員會的組織架構見附錄四。

⁵ See Appendix 5 for the Auditor's Report and Financial Statements for the accounts of the Consumer Council for 2013-14. 2013-14年的核數師報告和各財務報表見附錄五。