



FOSTERING COMPETITION AND A FAIR MARKETPLACE

促進市場競爭和公平交易

Consumer Indebtedness

To mitigate the risk of excessive borrowing by consumers, in particular to the younger generation, the Council launched its first social media campaign to remind youngsters of the importance of rational spending. In partnership with the Financial Services and the Treasury Bureau, the Council launched an education campaign on avoiding excessive debt, with the dual objective of enhancing public awareness, of advertisements, claims and telemarketing calls made by money lenders or intermediaries, and promoting appropriate understanding and knowledge of financial management. A series of 3 videos were released via social media, generating an aggregate viewership of 2,569,952 views.

To further the momentum of the campaign, the Council collaborated with 10 universities in Hong Kong to broadcast the videos produced for the campaign on university campus TVs¹ and online channels. Mini-competition was also held on the Facebook of the Council to encourage university students to share their views and experience in resisting unsolicited loan calls.

The state of consumer protection and safeguards in the market was the focus of the Council's study on consumer indebtedness and trade practices of the lending industry in an effort to find solutions to the problem.

Competition in the Personalised Point-to-point Car Transport Service Market

The rapid emergence of e-hailing services, riding the wave of the burgeoning sharing economy, has triggered major market disruption in the traditional taxi industry in many countries around the world. The Hong Kong taxi industry, with its service quality has been under public criticism for many years, is facing the same challenge. While e-hailing services offer consumers with more personalised and efficient matchmaking services, they have also revealed the need for regulatory oversight to strengthen passenger safety.

消費者借貸

為應對消費者（特別是年輕一代）過度借貸的問題，本會首次利用社交媒體進行推廣，提醒年輕人應理性消費。本會與財經事務及庫務局攜手合作，就如何避免過度借貸推出宣傳及教育活動，目的為提升大眾，對財務公司及中介人的銷售廣告、聲稱及促銷電話的認知，以及宣傳推廣正確的理財概念及知識。活動於社交媒體發放的一系列共3齣的教育短片，合共錄得2,569,952次收看。

為進一步加強推廣，本會更與本地10間大學合作，於大學校園電視及/或網上渠道播放以上短片，以及於本會的Facebook專頁舉辦比賽，鼓勵學生分享他們拒絕推銷貸款來電的經驗及意見。

借貸問題及信貸行業銷售手法的重點，在於消費者是否能在借貸市場得到足夠的保障，本會亦檢視借貸市場是否能提供足夠的保障，並從中尋求改善問題的方案。

個人化點對點交通服務市場的競爭

近年打著共享經濟旗幟的網約車服務，顛覆了全球多個國家的傳統的士業生態。本港的士業的服務質素多年來一直為人詬病，亦面臨同樣挑戰。正當網約車興起，為消費者提供更具個人化及有效率之配對服務時，有必要以法例監管，方可保障乘客安全。

In its role as a staunch advocate and supporter of a fair marketplace for consumers and traders, the Council advised the Government and traders on various matters by way of in-depth studies regarding competition and trade practices in different sectors, as well as putting forward its views and opinions for consumer policy deliberations through consultation submissions on a diverse range of consumer issues and concerns during the year under review.

作為公平交易的倡議者及支持者，消委會深入研究不同行業的市場競爭及營商手法，並向政府及業界提供相關建議；同時，亦就不同消費議題的政策諮詢提供觀點及意見，促進討論。

In view of this global change, the Council undertook an in-depth study entitled “More Choices, Better Service: A Study of the Competition in the Personalised Point-to-point Car Transport Service Market”. In the study, the Council recommended that instead of the industry regulator’s proposed Franchised Taxi Services to address consumer demand, the Government should gradually open up the pre-booked segment of the market through a progressive approach to create a positive environment for both e-hailing and taxi services to compete, thereby increasing consumers’ choice and improving the quality of overall services.

The Council proposed a regulatory model that included the issue of 3 distinct licences/permits to the e-hailing service providers, the vehicles and the drivers, together with the introduction of quotas for newly licensed operators and vehicles, clearly segregating the markets for taxis and e-hailing services, and setting out regulatory requirements for e-hailing operation.

With the rapid application of information technology in transport services, the Council hoped the Government would seize this opportunity to adopt a forward-looking strategy that would embrace e-hailing services to enhance the quality of the overall Hong Kong’s transport system, firmly establishing Hong Kong’s position as a smart city in the digital world.



面對此全球趨勢，本會發表了《更多選擇 更佳服務 個人化點對點交通服務市場競爭研究》報告。相對於政府倡議專營的士服務，以回應消費者需求，本會則建議政府應循序漸進開放預約車服務市場，為網約車和的士業締造良好的競爭環境，增加消費者的選擇及提升行業的服務質素。

本會建議的規管模式，設3種不同的營運許可證，可分網約車平台、車輛及司機類別，並認為對新進市場的服務商及車輛應實施限額制度，以便清楚區分的士及網約車服務市場範圍。此外，亦應為網約車的營運訂立清晰的管制要求。



當資訊科技於運輸業的應用急速增長，本會期望政府能把握科技發展的契機，藉具前瞻性的策略，將網約車服務納入市場，提升整體交通運輸服務的質素，令香港成為實至名歸的智慧城市。



Industry Code of Practice

With the view to promoting self-regulation across various business and professional associations and enhancing their service quality and consumer protection, subsequent to the industry codes on beauty and laundry, the Council has collaborated with the jewellery retail industry to develop an industry code of practices.

Following consultation with relevant stakeholders in early 2017, the Code of Practice for the Jewellery Retail Industry was finalised and formally launched in July 2017. An independent complaint review committee, with member representatives from both the jewellery industry and the public, was established to handle consumer complaints in relation to the Jewellery Code.

Regular review meetings with relevant industry associations would be held for monitoring the development of the Jewellery Code and ensuring their effective implementation.

Application to the Competition Commission for a Decision under Section 9 of the Competition Ordinance in relation to the Code of Banking Practice

The Council provided views to the Competition Commission in relation to an application for a decision under section 9 of the Competition Ordinance from a number of institutions authorised under the Banking Ordinance (the Applicants). The Applicants seek a decision from the Commission' to whether the first conduct rule applies to the giving effect of the Code of Banking Practice (the Code) by the Applicants by virtue of the exclusion in section 2 (Compliance with legal requirements) of Schedule 1 to the Competition Ordinance.

Concerning the application, the Council was of the view that the Code played an important role in enhancing consumer protection and increasing transparency in the provision of banking services to individual consumers. As consumer interests should be duly addressed

行業營商守則

為鼓勵各營商者及專業團體採取自我監管機制，以提升行業的服務質素及加強對消費者的保障，繼美容及洗衣行業之後，本會與珠寶零售業合作推出營商守則。

《珠寶零售業營商實務守則》的諮詢工作在2017年年初展開，以聽取各持份者的意見，並於同年7月定案及推出。由業界及公眾人士組成的獨立投訴審查委員會亦已成立，以處理有關《珠寶守則》的消費者投訴。

本會與相關行業的檢討會議將會定期舉行，以監察守則的採用情況，以及確保《珠寶守則》有效推行。

根據《競爭條例》第9條要求競爭事務委員會就《銀行營運守則》作出決定的申請

香港多間認可機構要求競委會作出決定，確認《銀行營運守則》豁除於《競爭條例》下的「第一行為守則」，本會為此向競委會提供意見。

本會認為，該《守則》對於保障消費者，以至提升個人銀行服務的透明度，發揮了重要的作用。因此，在審議申請的過程中，應充分考慮消費者的權益，一旦申請獲得批准，本會認為《守則》中暫止生效並涉及消費者權益的章節部分應當恢復。此外，鑑於有關決定的重要性，本會認為當局應澄

in the course of considering the application, the Council suggested the suspended Code sections be restored if the Commission's decision was that the legal requirement exclusion applies. Besides, in view of the significance of this application, the scope and implications of the exclusion should be clarified in the decision, and competition oversight retained properly, in balance with consumer interests.

Strengthening the Regulation of Person-to-person Telemarketing

In the submission, the Council suggested to the Commerce and Economic Development Bureau in the consultation "Strengthening the Regulation of Person-to-person (P2P) Telemarketing Calls" in Hong Kong that, in light of the proliferated use of P2P commercial advertising calls and the nuisance caused by such calls have aroused wide public concern, Hong Kong should follow the international development and introduce a more stringent statutory regime in regulating P2P telemarketing calls. The Council was also of the view that the "warm call" could not be exempted to avoid the risk of dispute by marketers, claiming they have already obtained the consent of the call recipient.

To help tackle the public concerns of nuisance from local P2P telemarketing calls, the Council welcomed the proposed establishment of a Do-not-call Register via legislation to prohibit telemarketers to have access to the numbers listed on the Register. As an interim solution, the Council supported the proposal to facilitate development of call-filtering applications with no compromise on consumer privacy provided that stringent security safeguards would be strictly observed in designing the filter applications.

Ticket Scalping

The advent of the Internet has played a significant role in facilitating ticket scalping activities by providing an easily accessible means and platform for consumers and traders to participate in the market. Against this background, the Council participated in an international survey on ticket resale websites, which was led by Australia CHOICE, a member of the Consumers International.

The survey revealed that the industry was not working for consumers and concluded that measures to improve transparency and curb bad behaviour in online booking processes would help to create a fairer marketplace. In addition to the survey, the Council reviewed the local ticket resale situation and noticed that there were different arrangements in regulating the ticket scalping activities on places of public entertainment and venues that were under the management of different Government departments. To combat ticket scalping, the Council has suggested the Government to review the scope of existing legislations and to increase the ratio of event tickets available for public purchase, and to implement a ticket ballot/real-name ticketing system.

The Council welcomed the recent Government announcement of a package of measures to ensure the sales of tickets in an orderly manner through formal channels such as raising the proportion of tickets available for public sale, supporting the implementation of a real-name ticketing system, and reviewing the feasibility of regulating the ticket scalping for all venues through legislative amendment.

清申請豁免的範圍及影響，令監管競爭的條例得以正確地執行，以維護行業競爭，同時平衡消費者權益。

加強規管人對人促銷電話

就香港「加強規管人對人促銷電話」的諮詢，本會向商務及經濟發展局提交意見。鑑於人對人促銷電話被市場廣泛採用，並且這些商業廣告電話引起了不少滋擾，令公眾關注，本會建議香港應跟隨國際間的做法，採取更嚴格的制度，以立法方式加強規管人對人促銷電話。本會同時認為針對現有客戶的促銷電話「Warm Call」不應獲得豁免，以防止銷售人員利用豁免條件，辨稱他們已經獲得電話接收者的同意。

為回應公眾對本地人對人促銷電話造成滋擾的關注，本會歡迎當局以立法方式設立拒收訊息登記冊，禁止電話推銷員撥打登記冊上的號碼。本會亦支持政府開發來電過濾應用程式作為中期解決方案，以便消費者可擁有更可靠的工具過濾促銷電話。但與此同時，本會須強調，在設計過濾應用程式時，應確保使用時消費者的私隱不受侵害，並應實施嚴格的保安措施。

門票炒賣

互聯網的出現，令消費者與營商者觸手可及並作出交易，卻也促成門票炒賣活動變得甚為活躍。有見及此，本會參與了由澳洲消費者組織CHOICE（國際消費者協會成員之一）發起的門票轉售網站調查。

調查發現，目前市場情況對消費者並不理想，而提升透明度及遏止不當的網上售票行為等措施，可助門票轉售市場變得更公平。除了調查研究外，本會亦檢視了現時本港門票轉售的情況，發現有關禁止門票炒賣的法例，對不同政府部門規管的場地有不同的處理。本會建議政府檢討現行法例的涵蓋範圍，以及考慮增加公開發售的門票比例、引入抽籤形式或實名制售票等措施，以打擊門票炒賣。

本會樂見政府已宣佈一系列措施，以確保門票能有秩序地經正規途徑銷售，當中包括提高公開發售門票的比例、實施門票實名制，以及考慮修改法例將所有場地的門票銷售均納入規管等。



Sales of First-hand Residential Properties

In an on-going effort to gauge whether consumers could obtain adequate and accurate sales information in the first-hand residential property market, the Council conducted field visits at the sales offices of some first-hand residential development projects.

Based on the observations during the field visits (which were reported in CHOICE Magazine in June 2017), the Council called on developers to expand the scope and transparency of information disclosure to be disseminated widely through various channels, including a digital platform with real-time update that allows access of timely information for informed choice.

In addition to enhancing the consumption table so that prospective purchasers could better understand the pricing information and sales status of a property, it was also recommended that on-site inspection and regulatory control on the sale practices be strengthened to ensure law compliance.

With regard to the consumption table, the Council welcomed that the Sales of First-hand Residential Properties Authority had added a new section "Information on Availability of Residential Properties for Selection at Sales Office" under the "Notes to Purchasers of First-hand Residential Properties" to remind prospective purchasers to check from the consumption table information on the progress of sale on a date of sale, including which residential properties are offered for sale and which of them have been selected and sold during that date of sale.

Private Healthcare Facilities Bill

In its submission to the Bills Committee of the Legislative Council on the Private Healthcare Facilities Bill, the Council expressed support in principle to the proposed regulatory framework. Furthermore, it suggested that the Bill should clearly specify the prohibition on performing treatment or procedure causing personal injury by a

一手住宅物業的銷售

為持續了解消費者在購置一手住宅物業時，能否取得充足而準確的樓盤銷售資訊，本會派員到部分樓盤的售樓處實地視察。

根據視察所得（結果於2017年6月份的《選擇》月刊刊登），本會促請發展商擴大資訊披露範圍，並提升資訊透明度，利用不同渠道，如提供即時更新的電子平台等，讓準買家取得及時的銷售資訊，以作出精明的選擇。

除改善消耗表，以便準買家更能掌握樓盤價格和銷售情況，本會認為當局應加強實地監察和對業界銷售手法的規管，以確保行業符合法例要求。

就消耗表的安排，本會歡迎一手住宅物業銷售監管局在《一手住宅物業買家須知》加入有關《售樓處內有關可供揀選住宅物業的資料》的新章節，提醒準買家查閱消耗表，以獲知每個銷售日的銷售進度，包括在該個銷售日開始時有哪些住宅物業可供出售；以及在該個銷售日內有哪些住宅物業已被揀選及售出等。

私營醫療機構條例草案

在提交立法會《私營醫療機構條例草案》委員會的意見書中，本會原則上支持建議的規管架構。此外，本會認為《條例草案》應清楚訂明禁止非醫護專業人員在領有牌照的私營醫療機構內，施行可能導致他人身體受傷的醫學治療或醫療程序。針對近年發生醫學美容程序導致消費者受傷

person who was not a healthcare professional on licensed Private Healthcare Facilities (PHF). In responding to recent cases of consumer injury relating to medical beauty treatments/procedures, the Council suggested to add in the Bill to empower the Director of Health to issue, on a timely basis where necessary, regulatory guidelines on whether specified medical procedures/treatments should be undertaken at licensed PHF only.

The Council also recommended the Government, for the betterment of consumer protection, to issue warning or advisory letter as one of the regulatory tools; explore the possibility of extending the complaint period; set up mechanism to monitor the practices of exempted small practice clinics; and conduct and report study on budget estimates and actual charges of PHF on a regular basis.

Travel Industry Bill

In its submission to the Government on the reform of the regulatory regime of the travel industry through a new piece of legislation, called the Travel Industry Bill, to establish an independent statutory body, the Travel Industry Authority (TIA), the Council supported specifically the licensing and operational requirements for regulating travel agents, tourist guides and tour escorts and recommended that the TIA take up the key function of the consumer protection.

The Bill will empower the TIA to issue guidelines, directives and codes of conduct to regulate the activities of the licensees. The Council considered that the TIA should make use of this power to enhance the quality of service, increase market transparency, promote fair trade and protect consumer interests. It also suggested that sufficient funds and human resources should be granted to the TIA to fulfil its regulatory and supervisory roles.

The Council fully supported the legislative proposal in regulating online travel agents. To strengthen consumer protection, TIA should step up the regulation of these online travel agents and develop effective measures to monitor their operations.

Financial Reporting Council (Amendment) Bill

With the view to enhancing protection to investors and ensuring that the new regulatory regime in Hong Kong would be on par with international standards, the Financial Reporting Council (Amendment) Bill 2018, enabling the Financial Reporting Council (FRC) to become an independent oversight body responsible for the inspection, investigation and disciplinary functions with regard to auditors of Public Interest Entities (PIEs), was introduced into the Legislative Council.

The Council welcomed the Bill but with reservation on the funding proposal that a considerable contributions (half of the annual budget costs of the post-reform FRC) would be borne by consumers. Taking reference from the practice in some developed overseas jurisdictions, their independent PIE auditor regulatory bodies were primarily funded by PIEs and PIE auditors. The Council urged the Government to justify the proposed contribution ratios and devise measures and targets for effective development, management and operation of the post-reform FRC to ensure prudent use of the funding.

害的事故，本會建議《條例草案》應賦予衛生署署長權力，讓他能夠適時發出規管指引，釐清指定的醫學治療/醫療程序應否只在領有牌照的私營醫療機構內進行。

為加強消費者的保障，本會建議政府引入以勸喻或警告信形式進行規管；探討延長公眾投訴時限之可能性；訂立機制監察獲豁免的小型執業診所之營商行為；以及定期研究私營醫療機構的費用預算和實際收費，並公布結果。

旅遊業條例草案

政府建議成立獨立法定機構旅遊業監管局，以改革旅遊業的規管制度。本會為此向政府提交意見，表示支持《旅遊業條例草案》下對監管旅行代理商、導遊及領隊發牌及作業的要求，並認為旅監局的主要職能之一為保障消費權益。

該《條例草案》賦予旅監局法定權力，向持牌人發出指引、指令及行為守則。本會認為旅監局在成立後，應透過運用以上的權力，提升業界的服務質素；增加市場透明度；推動公平交易，以及保障旅遊消費者的權益。同時，本會亦認為政府有必要提供予旅監局足夠的人手及資源，以發揮其規管及監督的作用。

本會全力支持規管網上旅行代理商的立法建議。為進一步保障消費者，本會建議旅監局加強網上旅行代理商的循規審查及監管。

財務匯報局(修訂)條例草案

政府向立法會提交《2018年財務匯報局(修訂)條例草案》，藉此加強對投資者的保障，以及確保新的規管制度與國際慣例一致。草案建議財務匯報局成為獨立監察機構，並負責查察、調查和紀律處分違規的公眾利益實體核數師。

本會對《條例草案》表示歡迎，但對於財匯局的大部分經費由消費者負擔(即改革後財匯局一半的開支)的建議，則有所保留。本會參考了部分海外已發展地區司法體系的做法，發現類似的獨立監管機構的經費，主要由公眾利益實體及核數師負擔。因此，本會促請政府說明以上建議徵費比率的理據，以及就改革後財匯局的發展、管理及營運等制定措施和指標，以確保所徵款項用得其所。

Guideline on Authorization of Virtual Banks

In its submission to the Hong Kong Monetary Authority on the revised Guideline on Authorization of Virtual Banks, the Council welcomed the new principle of promoting financial inclusion that virtual bank operations were prohibited from imposing any minimum account balance requirement or low-balance fees on consumers, and the other new requirements such as the competency of directors and senior managements, a physical presence of the virtual bank, and the provision of an exit plan and independent assessment report on technology risk.

To enhance consumer protection, the Council stated that the terms and conditions of the respective rights and obligations between virtual banks and their customers had to be user-friendly and easy to understand, and that any major incidents in relation to system and security breaches should be reported instantly to the HKMA and disclosed to the public.

Given the emergence of new business models in the financial market, the Council also urged the HKMA and other financial regulators to closely monitor the development of online peer-to-peer lending operations in the marketplace, and examine the underlying cost structure and price setting between online and on-street modes of banking services for promoting a healthy competition in the market.

Proposals to Reduce and Mitigate Hacking Risks Associated with Internet Trading

The Council welcomed the proposals by the Securities and Futures Commission on reducing and mitigating hacking risks associated with Internet trading, in particular the key requirements such as two factor authentication for client's system login and prompt notification to clients.

The Council was of the view that the proposed cyber-security requirements are minimum requirements and any Internet brokers not fulfilling the requirements should not be allowed to operate. For better consumer protection, the Council also suggested that internet brokers should educate their clients on appropriate and safe use of Internet trading platforms and there should be security audit of the platforms on a regular basis by an independent external auditing party. Policies on treatment of liability of loss arising from cyber-security incidents should also be properly disclosed in advance.

Guidelines on Online Distribution and Advisory Platforms

The Council provided views to the SFC regarding its proposed guidelines on online distribution and advisory platforms offering investment services.

To better protect the interests of investors in Hong Kong, the Council urged the SFC to put up more resources in its surveillance and enforcement against non-licensed or non-registered persons, and to engage in greater international co-operation in relation to cross-border online investment.

虛擬銀行的認可指引

本會就修訂的《虛擬銀行的認可》指引，向香港金融管理局提交意見。對於《指引》規定虛擬銀行不應設立最低戶口結餘要求或徵收低戶口結餘收費，以促進普及金融的新原則，本會表示歡迎。此外，本會亦支持《指引》的其他建議，包括虛擬銀行董事及高級管理人員必須具備專業能力；虛擬銀行必須設立實體營業點，以及虛擬銀行須提供退場計劃和獨立科技風險報告等新要求。

為進一步加強對消費者的保障，本會指出載有虛擬銀行及其顧客權利和義務的條款與細則，應淺白且容易理解。若發生重大事故，當中涉及系統及保安漏洞時，虛擬銀行應即時向金管局報告，並向公眾披露。

基於金融市場上不時出現新的營商模式，本會促請金管局及其他金融監管機構，密切監察市場上點對點網絡貸款平台的發展，同時審視網上及傳統銀行服務兩者的成本開支及訂價差距，以促進市場的良性競爭。

有關建議降低及紓減與互聯網交易相關的黑客入侵風險

對於證券及期貨事務監察委員會就降低及紓減與互聯網交易相關的黑客入侵風險提出建議，本會表示歡迎，尤其支持當中有關設立雙重認證機制的用戶登入系統，以及即時通知客戶等主要要求。

本會認為建議的網絡保安風險規定屬最低要求，不應容許不符合該要求的互聯網經紀行營運。為改善對消費者的保障，本會進一步建議互聯網經紀行須教育消費者如何適當及安全地使用互聯網交易平台，以及定期委託獨立的外部審計機構檢視交易平台的安全風險。而關於因網絡保安招致顧客損失的安排條款，平台亦應事先向公眾披露。

網上分銷及投資諮詢平台指引

本會就證監會建議的《網上分銷及投資諮詢平台》指引提供意見。

為進一步保障香港投資者的利益，本會建議證監會應投放更多資源於監察及打擊未有牌照或註冊的人士之上，並且於互聯網跨境投資的問題上，加強國際方面的合作。

As for the application of the suitability requirement in the online environment, the Council supported the SFC's view that it would be triggered whenever a solicitation or recommendation was offered by a person or a robot adviser, or when a sale of complex products was involved.

Way Forward of Live Poultry Trade in Hong Kong

In the submission to the Food and Health Bureau regarding the consultation on the Way Forward of Live Poultry Trade in Hong Kong, the Council, taking into account the Avian Influenza risk level, had no objection to the recommendations of maintaining the status quo for the live poultry trade in Hong Kong and considered that recommendations on strengthening existing safeguarding measures along the supply chain were necessary. The Council also considered that the effect of imposing improvement measures on the competition on the supply of the live poultry should also be closely monitored and reviewed.

In addition, the Council also highlighted its concerns from the perspective of anti-microbial resistance (AMR) control, and advised that efforts on the control of AMR, for instance in terms of preventive, surveillance and education, should be stepped up together with that of Avian Influenza.

Auto-fuel Price Monitoring

As part of an on-going project commissioned by the Environment Bureau to increase information transparency in the auto-fuel market, the Council has been collating and publishing the daily retail price information of the auto-fuel market in its website and 2 smartphone applications for car drivers. The Council had also collaborated with an oil company to monitor the quarterly price adjustments in the domestic liquefied petroleum gas market.

With a recovery of international crude oil prices in the past year, the Council was committed to its role to monitor the relationships between local retail pump prices of auto-fuel and international crude oil prices as well as import prices in the market.

至於在網絡世界履行合適性規定(suitability requirement)的準則，本會同意證監會的看法，認為每當情況涉及招攬或建議，不論是由真人或機械理財顧問提供，抑或涉及銷售複雜產品，均會觸發合適性規定。

香港活家禽業未來路向

本會向食物及衛生局提交有關香港活家禽業未來路向公眾諮詢的意見。本會考慮到禽流感的風險水平，對於維持活家禽業現狀的建議並無異議。此外，亦認為有必要增強供應鏈現有的防控措施。同時，有見改善措施會對活家禽供應商之間的競爭造成影響，本會建議當局應對此進行緊密監察及檢討。

另外，本會亦十分關注控制抗菌素耐藥性的問題，建議從預防、監察及教育方面入手，加強對抗菌素耐藥性及禽流感的控制工作。

車用燃油價格監察

此乃受環境局委託，以增加汽車燃料市場資訊透明度為目的的企劃。年內，本會繼續收集市場上每日車用燃油零售價格的資訊，並透過本會網站及兩個智能手機應用程式公布信息。此外，本會亦與一間油公司合作，監察本地家用石油氣價格每季的變動。

隨著去年國際原油價格復甦，本會於年內致力於監察本港車用燃油零售價格與國際原油價格的關係，以及市場上的進口燃油的價格等。