

The Consumer Council

消費者委員會

The Consumer Council is Hong Kong's leading consumer protection organisation, providing a comprehensive range of consumer information and empowerment services, as well as conducting research and actively advocating for consumers' rights.

作為消費者組織的翹楚，消費者委員會一直致力研究和倡議工作，為消費者提供全面的保障，並以提升消費者自我保護能力為己任。

The Consumer Council is a statutory body established in 1974. Pursuant to the Consumer Council Ordinance (Cap. 216), the Council's functions are to protect and promote the interests of consumers of goods and services, and purchasers, mortgagors and lessees of immovable property by:

- collecting, receiving and disseminating information concerning goods and services and immovable property;
- receiving and examining complaints and giving advice to consumers of goods and services, and purchasers, mortgagors and lessees of immovable property;
- taking such action as it thinks 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; and
- undertaking such other functions as the Council may adopt with the prior approval of the Chief Executive in Council of the Government.

消費者委員會成立於1974年，是香港的法定組織。根據《消費者委員會條例》(第216章)，消委會的職責為保障及促進貨品和服務的消費者權益，以及購買、抵押及承租不動產人士的權益。其職能包括：

- 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、以及不動產購買人、按揭人及承租人的投訴，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制訂營商守則，規管屬下會員活動；以及
- 承擔任何經由香港特別行政區行政長官會同行政會議審批的其他職能。

Consumer Council Membership

The Council comprises a Chairperson, a Vice Chairperson¹ and not more than 20 other Members² appointed by the Chief Executive of the Hong Kong Special Administrative Region for a term not exceeding 2 years. Members may be reappointed upon the expiry of their respective terms of office.

In the year under review, Mr Paul LAM Ting-kwok, SC succeeded Prof. WONG Yuk-shan, SBS, BBS, JP as the Council Chairman upon Prof. Wong's retirement on 31 December 2018. 6 new members joined the Council: Mr Edward HO Man-tat, Mr Victor LAM Hoi-cheung, JP, Mr Matthew LAM Kin-hong, MH, Mr Alan LUI Siu-lun, Dr LUI Wing-cheong and Ms Iris WAN Lai-sze, and 3 others joined the Council as Co-opted Members: Ms Rachael SIU Suk-yu, Ms Sara TONG See-pui and Mr Martin WONG Wing-hoi. 4 Co-opted Members – Mr Kelvin KWOK Hiu-fai, Dr LO Pui-yin, Prof. PUN Kong-pang and Dr Michael TSUI Fuk-sun, MH, continued to serve the Council in the same position upon expiry of their terms of appointment as Co-opted Members.

The Council would like to express its gratitude to 6 retired Council Members: Ms Grace CHAN Man-ye, Ms Jo CHAN Shuk-fong, Dr Raymond LEUNG Siu-hong, Mr Keith LIE Kin-fu, Dr Karen SHUM Hau-yan and Prof. WONG Kam-fai for their unrelenting commitment and dedication during their terms of office.

Special tribute was paid to Prof. WONG Yuk-shan for his enormous and significant contributions to the Council. During his term from 2013 to 2018, Prof. Wong had served as either the Chairperson or Convenor of 4 other committees/working groups, including the Staff & Finance Committee, Preliminary Working Group on Class Actions, Working Group on Sustainable Consumption Programme, and the Board of Administrators of the Consumer Legal Action Fund. Apart from his leadership role at the Council, he also acted as a spokesperson on many occasions including, but not limited to, the CHOICE press conferences.

Council and Committees

The Council operates with a committee structure comprising 12 Committees and Working Groups³. Full Council meetings are held on a bi-monthly basis.

The Council co-opts professionals of different disciplines as members of relevant committees or working groups in order to benefit from their expertise and to facilitate studies in specific fields.

The Council administers the Consumer Legal Action Fund via a Board of Administrators and a Management Committee.

消費者委員會委員

委員會成員包括主席、副主席¹及不多於20名委員²。委員由香港特別行政區行政長官委任，任期不超過兩年，委員於任期屆滿後可再獲委任。

年內，林定國資深大律師接替於2018年12月31日卸任的黃玉山教授，銀紫荊星章，銅紫荊星章，太平紳士成為委員會主席。6位人士加入委員會成為委員，包括何聞達先生、林凱章先生，太平紳士、林建康先生，榮譽勳章、雷紹麟先生、雷永昌醫生及溫麗司女士，3位人士加入本會成為增選委員，包括蕭淑瑜大律師、唐思佩大律師及王永愷大律師。此外，4位增選委員郭曉暉先生、羅沛然大律師、潘江鵬教授及徐福榮醫生，榮譽勳章，卸任後繼續以同一身份參與委員會工作。

本會衷心感謝6位卸任委員，包括陳文宜女士、陳淑芳女士、梁少康博士、李健虎先生、沈孝欣醫生及黃錦輝教授，榮譽勳章，在任內的不懈承擔和奉獻。

本會特別向黃玉山教授，銀紫荊星章，銅紫荊星章，太平紳士，致以深切謝意。黃教授於2013年至2018年出任委員會主席期間，同時擔任4個小組/工作小組的主席或召集人，包括人事及財務小組、集體訴訟初步研究工作小組、可持續消費計劃工作小組，以及消費者訴訟基金執行委員會。除參與領導工作，黃教授還為本會不同場合擔任發言人，如《選擇》月刊記者招待會。

委員會及小組

本會以委員會小組制度運作，設有12個委員會小組及工作小組³。委員會每兩月一次召開全體委員會會議。

此外，委員會邀請各界專才加入相關委員會小組或工作小組為增選委員，提供專業意見，並促進特定範疇的研究。

消費者訴訟基金則由執行委員會及管理委員會監督管理。

1 See Appendix 1 for the list of former Chairpersons and Vice Chairpersons of the Council. 歷屆主席及副主席名單見附錄一。

2 See Appendix 2 for the list of Full Council Members and Co-opted Members. 委員及增選委員名單見附錄二。

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

In 2018-19, the Council, in a continued pursuit for enhancing consumer protection through advocacy, published 3 study reports – “A Report to Advocate Mandatory Cooling-off Period in Hong Kong”, “Are Students Protected? An In-depth Look into Overseas Education Advisory Services” and “Risk or Opportunity – A Study on Building an Age-friendly Consumption Environment”, which attracted considerable media attention and initiated extensive public discussion on the related issues. The Council’s recommendations on mandatory cooling-off period were taken into account by the Government. Subject to the outcome of the three-month public consultation which ended in April 2019, the Government plans to introduce the relevant bill to Legislative Council in the 2019-20 legislative session.

The Council extends its utmost appreciation and gratitude to the respective committees for their valued views, suggestions and support rendered in the process of discussion, drafting and publication of the abovementioned reports.

In the year under review, Mr Thomas CHENG Kin-hon, MH, Mr John CHIU Chi-yeung, JP, Mr Francis FONG Po-kiu and Dr Max WONG Wai-lun retired as Co-opted Members. The Council expresses its sincere gratitude for their support and expertise contributed to the Council.

The Council Office

Under the leadership of the Council’s Chief Executive, the Council Office, manned by 144 members of staff, operates with 9 functional divisions, namely Complaints and Advice Division, Consumer Education Division, Finance and Administration Division, Human Resources Division, Information Technology Division, Legal Affairs Division, Planning and Trade Practices Division, Public Affairs Division, and Research and Survey Division⁴.

The Council is an equal opportunities employer; the number of employees with disabilities represented 0.7% of the Council Office’s permanent staff in 2018-19.

Finance

The Council derives its income mainly from a Government subvention. Other sources of income (approximately 3.9%) include proceeds from sales of the Council’s CHOICE Magazine and interest income. Total recurrent and non-recurrent expenditures for the year under review was HK\$119.27 million and HK\$7.88 million respectively⁵.

年內，本會繼續加強消費者保障的倡議，先後發表3份研究報告：《倡議設立強制性冷靜期》、《學生有保障？細看海外教育諮詢服務》及《風險或機遇－共建長者友善消費環境的研究》。3份研究報告皆受到媒體的關注，並促使公眾就相關議題廣泛討論。當中，政府考慮了本會關於強制性冷靜期的建議，並預計在下一屆立法會議上審議擬議的立法框架，期望在2020年立法。

本會衷心感謝相關委員會在討論、草擬乃至出版以上報告的過程中，提供寶貴的意見、建議和支持。

年內，增選委員鄭建韓先生，榮譽勳章、趙志洋先生，太平紳士、方保僑先生及王慧麟博士卸任。本會衷心感謝他們任內作出的支持及貢獻。

消委會辦公室

以總幹事為首的消委會辦公室共有144名員工，工作主要由9個部門負責，即投訴及諮詢部、消費者教育部、財務及行政部、人力資源部、資訊科技部、法律事務部、策劃及商營手法事務部、公共事務部，以及研究及普查部⁴。

本會乃提供平等機會的僱主，於2018-19年度聘用的傷健職員佔常額編制0.7%。

財務

本會經費主要來自政府資助，其他收入來源（約3.9%）包括出版《選擇》月刊及銀行利息。年內經常及非經常性開支分別為港幣1.1927億元及港幣788萬元⁵。

4 See Appendix 4 for the organisation chart of the Council. 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 Council for 2018-19. 2018-19年度核數師報告及各財務報表見附錄五。