

# THE CONSUMER COUNCIL

## 消費者委員會

The Consumer Council has been a champion of consumer rights in Hong Kong for nearly half a century. Taking up roles similar to its counterparts all over the world, the Council advocates consumer protection policies, promotes fair competition, seeks redress for consumers, and provides useful information on different products and services.

過去近半世紀，消費者委員會一直帶領本港消費權益的發展。一如世界各地消保組織，本會倡議保障消費者的政策，促進公平競爭，為消費者調停糾紛，和就不同產品及服務提供消費資訊。



### The Consumer Council

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

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、接收及發放有關貨品、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 Chairperson<sup>1</sup> and not more than 20 other Members<sup>2</sup> 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 Antonio KWONG Cho-shing, MH succeeded Mr Samuel CHAN Ka-yan, JP as the Council Vice-Chairman upon Mr Chan's retirement. 5 new members joined the Council: The Hon Holden CHOW Ho-ding, Miss Veronica FUNG Kit-ming, Mr Raymond MAK Ka-chun, Mr Tony PANG Chor-fu and Mr Ramon YUEN Hoi-man. 2 Council Members joined the Council again upon their retirement as Co-opted Members: Mr Clement CHAN Kam-wing, MH and Ms Amy FUNG Dun-mi, MH. 11 other Co-opted Members continued to serve the Council upon their retirement: Dr Jason CHAN Kai-yue, JP, Mr Johnny FEE Chung-ming, JP, Mr Ambrose HO, SBS, SC, JP, Prof. Michael HUI King-man, MH, Mr Richard KHAW Wei-kiang, SC, Mr Alex LAI Ting-hong, Mr Daniel C. LAM, SBS, JP, Ms Queenie Fiona LAU, Prof. Angela NG Lai-ping, Mr SHIH Wing-ching, JP and Mr Tony TANG Kwok-wai.

The Council would like to express its gratitude to Ms Linda CHAN Ching-fan, SC, who tendered her resignation for personal reason, and retired Council Member The Hon Steven HO Chun-yin, BBS, for their unrelenting commitment and dedication during their terms of office.

The Council is highly grateful to Mr Samuel CHAN Ka-yan, JP for his enormous and significant contributions to the Consumer Council. Mr Chan was appointed as Council Member since 2011 and he took up the Vice-Chairmanship from 2017 to 2019. During the 8 years of his tenure, Mr Chan had served as the Chairman of the Legal Protection Committee, Vice-Chairman of the Staff & Finance Committee, Preliminary Working Group on Class Actions and Consumer Legal Action Fund Board of Administrators, as well as Member of the Trade Practices and Consumer Complaints Review Committee and the Working Group on Sustainable Consumption Programme. In addition to his leadership role in the Council, Mr Chan also acted as the spokesperson on many major consumer protection issues and the Council's advocacies.

## Council and Committees

The Council operates with a committee structure comprising 12 Committees and Working Groups<sup>3</sup>. Full Council meetings are held on a bi-monthly basis.

During the year, the Legal Protection Committee and the Competition Policy Committee were merged to become the Consumer Protection Law & Policy Committee with an aim to consolidate their efforts in advising the Government in matters relating to the legislation and policies of consumer interest. Besides, the Advisory Committee on Consumer Education for Primary Schools was dissolved upon the accomplishment of its missions and functions.

## 消費者委員會委員

委員會成員包括主席、副主席<sup>1</sup>及不多於20名委員<sup>2</sup>。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，鄭祖盛律師，榮譽勳章接替卸任的陳家殷大律師，太平紳士成為委員會副主席。5位人士加入委員會成為委員，包括周浩鼎議員、馮潔鳴小姐、麥嘉晉先生、彭楚夫先生及袁海文先生。2名委員會成員陳錦榮先生，榮譽勳章及馮丹媚女士，榮譽勳章卸任後，以增選委員的身分繼續參與委員會工作。此外，11名增選委員陳繼宇博士，太平紳士、費中明律師，太平紳士、何沛謙資深大律師，銀紫荊星章，太平紳士、許敬文教授，榮譽勳章、許偉強資深大律師、黎庭康律師、林濬先生，銀紫荊星章，太平紳士、劉恩沛大律師、吳麗萍教授、施永青先生，太平紳士及鄧國偉先生卸任後繼續以同一身份參與委員會工作。

本會衷心感謝因個人理由離任的委員陳靜芬資深大律師及卸任委員何俊賢議員，銅紫荊星章在任內的不懈承擔和奉獻。

本會特別向陳家殷大律師，太平紳士致以深切謝意。陳大律師由2011年開始成為委員會成員，並於2017年至2019年間出任委員會副主席。在這八年任期間，他同時擔任數個小組/工作小組的主席、副主席或委員，包括法律保障事務小組、人事及財務小組、集體訴訟初步研究工作小組、消費者訴訟基金執行委員會、商營手法研究及消費者投訴審查小組及可持續消費計劃工作小組。除參與領導工作，陳大律師還為本會有關保障消費者議題及倡議工作擔任發言人。

## 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<sup>3</sup>。委員會每兩月一次召開全體委員會議。

年內，法律保障事務小組及競爭政策研究小組合併成為消費法律保障及政策小組，使之善用兩個小組委員共同的專業背景及知識，發揮協同效應，向政府有關消費者權益的立法和政策工作提出建議。此外，鑑於小學消費教育諮詢委員會的任務和工作經已完成，因此於年內解散。

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。

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.

In the year under review, Ms Elisa CHAN Chi-ying, Mr CHANG Kwong-tak, Mr Raymond CHOY Wai-shek, MH, JP, Dr LAW Cheung-kwok, Mr LEUNG Chun-kit, Mr Gabriel PANG Tsz-kit, Mrs Susanna TSOI LAI Yuet-sum, MH, Mr WONG Kam-leung, Ms WONG Mei-ling, Mr Alvin WONG Tak-wai, Dr Eunice YIM Pui-yu 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 155-staff strong Council Office operates in 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 Division<sup>4</sup>.

The Council is an equal opportunities employer; the number of employees with disabilities represented 0.7% of the Council Office's permanent staff in 2019-20.

## Finance

The Council derives its income mainly from Government subvention. Other sources of income (approximately 3.2%) 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\$129.78 million and HK\$9.38 million respectively<sup>5</sup>.

委員會亦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。

年內，增選委員陳芝瑛女士、張廣德校長、蔡偉石先生，榮譽勳章、太平紳士、羅祥國博士、梁俊傑校長、彭子傑先生、蔡黎悅心女士，榮譽勳章、黃錦良校長、王美玲女士、黃德偉先生及嚴沛瑜博士卸任。本會衷心感謝他們任內作出的支持及貢獻。

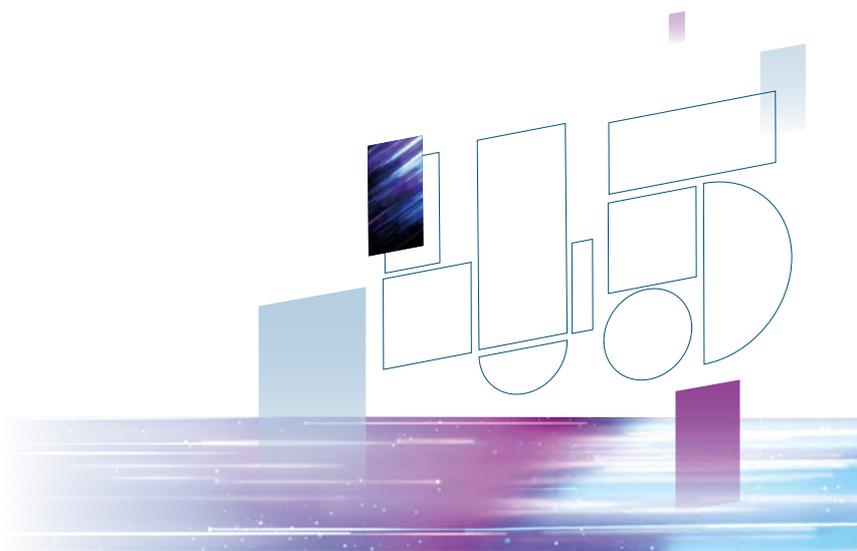
## 消委會辦公室

以總幹事為首的消委會辦公室共有 155 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<sup>4</sup>。

本會乃提供平等機會的僱主，於 2019-20 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 3.2%）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 1.2978 億元及港幣 938 萬元<sup>5</sup>。



<sup>4</sup> See Appendix 4 for the organisation chart of the Council. 組織架構見附錄四。

<sup>5</sup> See Appendix 5 for the Auditor's Report and Financial Statements for the accounts of the Council for 2019-20. 2019-20年度核數師報告及各財務報表見附錄五。