

GOVERNANCE AND MANAGEMENT

機構管治及管理

Governance Structure 消費者委員會的企業管治架構

HKSAR Government
香港特別行政區政府

Appointment 委任

Accountability 承擔責任

The Consumer Council
消費者委員會

Supervision 監管
Guidance 指導

Appointment 委任
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Terms of Reference 職權範圍

Recommendation 建議

Committees and Working Groups
小組及工作小組

External Auditor
外聘核數師

Report 匯報

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審核小組

Consumer Protection Law and Policy Committee
消費法律保障及政策小組

Publicity and Community Relations Committee
宣傳及社區關係小組

Research and Testing Committee
研究及試驗小組

Staff and Finance Committee
人事及財務小組

Trade Practices and Consumer Complaints Review Committee
商營手法研究及消費者投訴審查小組

Advisory Group on Digital Economy and Information Technology
數碼市場發展與資訊科技諮詢小組

Working Group on Revamp for Consumer Education for Youth
青少年消費者教育改進工作小組

Working Group on Sustainable Consumption Programme
可持續消費計劃工作小組

Supervision 監管
Guidance 指導

Report 匯報
Recommendation 建議

Management
管理層

Report 匯報
Accountability 承擔責任

Annual Audit
年度審計

As Hong Kong's statutory consumer protection body, the Consumer Council upholds a longstanding commitment to strong corporate governance and dedication to consumer protection. Through a governance framework incorporating recommended principles and best practices for statutory bodies, the Council fulfils its functions to the highest professional standards while promoting fairness and ethical conduct, ensuring accountability and transparency in its operations, and achieving good proper management in the interests of all stakeholders and the public.

作為香港專責推動及保障消費者權益的法定機構，消費者委員會長久以來堅守良好的企業管治，並致力於推動及保障消費者權益。本會的管治框架蘊含法定機構的建議原則和最佳執行方法，從而以最高專業標準履行其職能，同時促進公平和道德行為，確保運作兼具問責性和透明度，並以所有持份者和公眾利益為出發點，實現良好管治。

Membership of the Consumer Council

Formed according to section 6 of Cap. 216 Membership of Council, the Council comprises a Chairman, a Vice-Chairman and not more than 20 other Members appointed by the Chief Executive of the Hong Kong Special Administrative Region (HKSAR) for a term not exceeding 2 years. Members may be reappointed upon the expiry of their respective terms of office. All are governed by the Council's Code of Conduct for Members.

In terms of Members' personal profile, the Council's composition achieved a high degree of diversity in advising and governing the Council's work – educational background, professional and industry representation, skills and knowledge, age and gender. Sectors covered academia, legal sector, medical sector, business sector and the Legislative Council.

In the year under review, Mr Clement CHAN Kam-wing, BBS, MH, JP succeeded Mr Paul LAM Ting-kwok, SBS, SC, JP as the Council Chairman with effect from 15 July 2022. On 1 January 2023, Ms Doris LIAN Shaodong joined the Council as a new Member.

The Council would like to express its gratitude to Council Member, Prof. Nelson LAM Chi-yuen, JP for his unrelenting commitment and dedication during his term of office.

Special tribute was paid to Mr Paul LAM Ting-kwok, SBS, SC, JP for his enormous and significant contributions to the Council. During his term from 2019 to 2022, Mr Lam had served as the Chairman of 4 committees/working groups, including the Staff and Finance Committee, Consumer Protection Law and Policy Committee, Preliminary Working Group on Class Actions and the Board of Administrators of the Consumer Legal Action Fund. In addition to his leadership role in the Council, Mr Lam also acted as the spokesperson on many major consumer protection issues and the Council's advocacies.

消費者委員會委員

消費者委員會的委員按照《消費者委員會條例》(第216章)第6條「委員會的席位」組成，成員包括主席、副主席及不多於20名委員。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。所有委員須遵守委員行為守則。

各委員的個人專業履歷，由教育背景到專業和行業代表性、技能和知識，以至年齡和性別均高度多元，有助委員會擔任顧問角色及管治消委會的工作。委員的界別涵蓋學術界、法律界、醫療界、商界及立法會。

年內，陳錦榮先生，銅紫荊星章，榮譽勳章，太平紳士於2022年7月15日起接替林定國資深大律師，銀紫荊星章，太平紳士，成為委員會主席。於2023年1月1日，連少冬女士加入委員會成為委員。本會衷心感謝卸任委員林智遠教授，太平紳士在任內的不懈承擔和奉獻。

本會特別向林定國資深大律師，銀紫荊星章，太平紳士，致以深切謝意。林定國資深大律師於2019年至2022年出任委員會主席期間，貢獻良多，同時擔任4個小組/工作小組的主席，包括人事及財務小組、消費法律保障及政策小組、集體訴訟初步研究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，林定國資深大律師還為本會就有關保障消費者議題及倡議工作擔任發言人。

MEMBERSHIP OF THE CONSUMER COUNCIL

消費者委員會委員



Chairman 主席

**Mr Paul LAM Ting-kwok,
SBS, SC, JP**

林定國資深大律師，銀紫荊星章，
太平紳士 (up to 至 2022.06.30)

Secretary for Justice, The Government of the HKSAR
香港特別行政區政府律政司司長
(from 2022.07.01 起)



Mr Kenneth CHAN Kin-nin

陳建年先生
Food Industry
食品業



Dr Catherine CHAN Po-ling
陳寶玲醫生

Hospital Authority Otorhinolaryngologist
醫管局耳鼻喉專科醫生



Chairman 主席

**Mr Clement CHAN Kam-wing,
BBS, MH, JP**

陳錦榮先生，銅紫荊星章，榮譽勳章，
太平紳士 (from 2022.07.15 起)

Managing Director of Leading Accounting Firm
會計師事務所董事總經理



The Hon Holden CHOW Ho-ding, JP
周浩鼎議員，太平紳士

Legislative Councillor, Solicitor
立法會議員、執業律師



Dr Wilton FOK Wai-tung
霍偉棟博士

Director, Sport Artificial Intelligence Laboratory,
Department of Electrical and Electronic Engineering
大學電機電子工程系運動人工智能實驗室總監



Vice-Chairman 副主席

Mr Antonio KWONG Cho-shing, MH
鄭祖盛律師，榮譽勳章

Property Development CEO
物業發展公司總裁



Ms Veronica FUNG Kit-ming
馮潔鳴女士

Fintech Compliance Advisory
金融科技合規性資訊



Mr Edward HO Man-tat
何聞達先生

Securities Firm Managing Director
證券公司董事總經理



Ms Miranda KWAN Ching-yi
關靜儀女士

Director of Knowledge Solutions
知識與管理總監



Prof. Nelson LAM Chi-yuen, JP
林智遠教授，太平紳士 (up to 至 2022.06.30)
Director of Audit, The Government of the HKSAR
香港特別行政區政府審計署署長
(from 2022.07.01 起)



Dr Victor LUI Wing-cheong
雷永昌醫生
Specialist in Psychiatry
精神科專科醫生



Mr Victor LAM Hoi-cheung, JP
林凱章先生，太平紳士
General Manager
總經理



Mr Raymond MAK Ka-chun
麥嘉晉先生
Techpreneur
創科企業家



Mr Matthew LAM Kin-hong, BBS, MH, JP
林建康律師，銅紫荊星章，榮譽勳章，太平紳士
Law Firm Co-founding Partner and Managing Partner
律師事務所創辦合夥人及管理合夥人



Mr Tony PANG Chor-fu
彭楚夫先生
Entrepreneur
企業家



Ms Vanessa LAU Chi-wan
劉子芸女士
Biotech Industry Marketing Manager
生物科技界營銷經理



Mr Kyrus SIU King-wai
蕭景威先生
Director of Global Social Impact Consultancy
環球社會效益顧問公司董事



Ms Kitty LEE Wing-lan
李泳蘭女士
Deputy General Manager of
Global PR and Marketing Agency
國際公關及市場策劃公司副總經理



Prof. Nora TAM Fung-ye, BBS, JP
譚鳳儀教授，銅紫荊星章，太平紳士
Chair Professor of
Environmental Science and Conservation
環境科學及生態保育講座教授



Ms Doris LIAN Shaodong
連少冬女士 (from 2023.01.01 起)
CEO of Top-tier Fund House
領先基金公司總裁



Ms Iris WAN Lai-sze
溫麗司女士
Training Consultancy Founder
培訓顧問公司創辦人



Mr Alan LUI Siu-lun
雷紹麟先生
Multinational Hospitality Group Vice President
國際酒店集團副總裁



Mr Selwyn YU Sing-cheung, SC
余承章資深大律師
Senior Counsel
資深大律師

CO-OPTED MEMBERS OF THE CONSUMER COUNCIL

消費者委員會增選委員



Dr Jason CHAN Kai-yue, MH, JP
陳繼宇博士，榮譽勳章，太平紳士
Associate Dean and Head of IT
大學副院長兼資訊科技總監



Mr Clement CHAN Kam-wing, BBS, MH, JP
陳錦榮先生，銅紫荊星章，榮譽勳章，
太平紳士 (up to 至 2022.07.14)
Managing Director of Leading Accounting Firm
會計師事務所董事總經理



Dr Toa CHARM
湛家揚博士
Associate Professor of Practice in
Innovation and Technology
大學商學院創新及科技專業應用副教授



Mr Tony CHEUNG Kwok-wai
張國威副校長 (from 2022.07.01 起)
Secondary School Vice Principal
中學副校長



Ms Ivy CHEUNG Wing-han
張穎嫻女士 (from 2023.01.17 起)
Head of Audit, Hong Kong
香港審計服務主管合夥人



Prof. Herbert CHIA Pun-kok, JP
車品覺教授，太平紳士
Private Investor
私人投資者



Mr Johnny FEE Chung-ming, JP
費中明律師，太平紳士
Solicitor
事務律師



Mr Eugene FONG Yick-jin
方奕展先生 (from 2022.07.01 起)
Engineering Professional
工程專業人員



Prof. Michael HUI King-man, MH
許敬文教授，榮譽勳章 (up to 至 2022.12.31)
University Vice Rector
大學副校長



Mr Richard KHAW Wei-kiang, SC
許偉強資深大律師 (up to 至 2023.01.16)
Senior Counsel and Recorder of the
Court of First Instance of the High Court
資深大律師、
香港特別行政區高等法院原訟法庭特委法官



Mr Kelvin KWOK Hiu-fai
郭曉暉先生
Associate Dean and Associate Professor of Law
大學法律學系副院長兼副教授



Mr Daniel C. LAM, SBS, BBS, JP
林濬先生，銀紫荊星章，銅紫荊星章，
太平紳士 (up to 至 2022.12.31)
Practicing Arbitrator
執業仲裁司



Ms Loretta LAM Yee-mei
林綺薇女士 (from 2022.07.01 起)
Principal Education Secretary
教育總主任



Mr LAU Chun-hung, MH
劉振鴻先生，榮譽勳章 (from 2022.07.01 起)
Education Consultant
教育顧問



Dr Cherry TAM Hau-lin
譚巧蓮博士 (from 2022.07.01 起)
Associate Professor in Social and Behavioural Sciences
大學社會及行為科學系副教授



Ms Queenie Fiona LAU
劉恩沛大律師
Barrister-at-Law
大律師



Mr Tony TANG Kwok-wai
鄧國偉先生
Retired DoJ Principal Government Counsel
前律政司首席政府律師



Mr Lawrence LAU Yip-tak
劉業德先生 (from 2022.07.01 起)
Secondary School Teacher
中學教師



Dr Gary WONG Ka-wai
黃家偉博士 (from 2022.07.01 起)
University Professor
大學教授



Dr Angela NG Lai-ping
吳麗萍博士
Education Consultant
教育顧問



Mr Albert WONG Kin-wai
黃健威先生 (from 2022.07.01 起)
Secondary School Teacher
中學教師



Prof. Jack POON Sik-ching
潘釋正教授
Professor of Practice (Fintech & Entrepreneurship)
School of Accounting and Finance
實務教授 (金融科技與創業金融)
會計與金融學院



Dr Paul WONG Wai-ching
黃蔚澄博士 (from 2022.07.01 起)
Associate Professor, Department of Social Work and Social
Administration, Clinical Psychologist
大學社會工作及社會行政學系副教授、臨床心理學家



Prof. PUN Kong-pang
潘江鵬教授 (up to 至 2022.12.31)
Professor in Electronic Engineering
大學電子工程學教授



Mr Rochester WONG Wang-fai
黃宏輝先生 (from 2022.07.01 起)
Education Bureau Chief Curriculum Development Officer
教育局總課程發展主任



Mr SHIH Wing-ching, JP
施永青先生，太平紳士
Real Estate Industry Participant
地產界人士



Mr Martin WONG Wing-hoi
王永愷大律師
Barrister-at-Law
大律師



Ms Rachael SIU Suk-yu
蕭淑瑜大律師
Barrister-at-Law
大律師



Prof. Christina YU Wai-mui
姚偉梅教授 (from 2022.07.01 起)
Professor (Practice),
Department of Social Sciences and Policy Studies
社會科學與政策研究學系教授 (實踐)

COMMITTEES AND WORKING GROUPS

小組及工作小組

The Council operates with a committee structure comprising 9 Committees and Working Groups and the Full Council meetings are held on a bimonthly basis.

During the reporting year, the Preliminary Working Group on Class Actions was merged into the Consumer Protection Law and Policy Committee with an aim to consolidate Members' efforts in legal-driven advocacies. A new Working Group on Revamp for Consumer Education for Youth was set up to render advice on transforming education initiatives for secondary school students with efficient and effective programme administration. In addition, the Working Group on Office Premises Accommodation and Enhancement Projects was dissolved after fulfilling its missions and functions.

As permitted by the Council's statutory power, the Council co-opts professionals of different disciplines as members of the Committees or Working Groups in order to benefit from their expertise and to facilitate the Council's work or studies in specific fields.

During the year under review, 6 Co-opted Members: Dr Toa CHARM, Prof. Herbert CHIA Pun-kok, JP, Mr Kelvin KWOK Hiu-fai, Prof. Jack POON Sik-ching, Ms Rachael SIU Suk-yu and Mr Martin WONG Wing-hoi, continued to serve the Council upon reappointment of Co-opted membership.

Ms Ivy CHEUNG Wing-han was invited to join the Audit Committee as a Co-opted Member. In addition, 11 Co-opted Members were invited to join the Working Group on Revamp for Consumer Education for Youth: Mr Tony CHEUNG Kwok-wai, Mr Eugene FONG Yick-jin, Ms Loretta LAM Yee-mei, Mr LAU Chun-hung, MH, Mr Lawrence LAU Yip-tak, Dr Cherry TAM Hau-lin, Dr Gary WONG Ka-wai, Mr Albert WONG Kin-wai, Dr Paul WONG Wai-ching, Mr Rochester WONG Wang-fai and Prof. Christina YU Wai-mui.

The Council expresses sincere gratitude for the support and expertise contributed to the Council from 4 Co-opted Members who retired during the year: Prof. Michael HUI King-man, MH, Mr Daniel C. LAM, SBS, BBS, JP, Mr Richard KHAW Wei-kiang, SC, and Prof. PUN Kong-pang.

In addition, the Council administers the Consumer Legal Action Fund via a Board of Administrators and a Management Committee¹. The current Chairman of the Management Committee is Mr Selwyn YU Sing-cheung, SC.

本會以委員會小組制度運作，設有 9 個委員會小組及工作小組。委員會每兩個月一次召開全體委員會議。

年內，集體訴訟初步研究工作小組合併到消費法律保障及政策小組，以整合各委員從消保法例出發的倡議工作。青少年消費者教育改進工作小組的設立，就改革中學生教育計劃，以及提升計劃行政運作的效率及成效提供意見。此外，鑑於辦公室配置及改善計劃工作小組的任務和工作經已完成，因此於年內解散。

委員會亦根據法定權限，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，並促進特定範疇的工作或研究。

年內，6 位增選委員：湛家揚博士、車品覺教授、太平紳士、郭曉暉先生、潘釋正教授、蕭淑瑜大律師及王永愷大律師獲續任為增選委員。張穎嫻女士獲邀加入成為審核小組增選委員。另有 11 位增選委員：張國威副校長、方奕展先生、林綺薇女士、劉振鴻先生、榮譽勳章、劉業德先生、譚巧蓮博士、黃家偉博士、黃健威先生、黃蔚澄博士、黃宏輝先生及姚偉梅教授獲邀加入成為青少年消費者教育改進工作小組委員。

本會衷心感謝以下 4 名卸任增選委員在任內的支持和貢獻：許敬文教授，榮譽勳章、林濬先生，銀紫荊星章，銅紫荊星章，太平紳士、許偉強資深大律師及潘江鵬教授。

此外，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。管理委員會的現任主席為余承章資深大律師。

1. See the Annual Report of the Consumer Legal Action Fund 2022-23 for details.
詳情請參閱消費者訴訟基金 2022-23 年報。

Audit Committee 審核小組**Number of Meetings 會議次數：2****Convenor 召集人**

Mr Antonio KWONG Cho-shing, MH 鄭祖盛律師，榮譽勳章

Members 委員Mr Clement CHAN Kam-wing, BBS, MH, JP
陳錦榮先生，銅紫荊星章，榮譽勳章，太平紳士
(from 2022.07.29 起)

Ms Veronica FUNG Kit-ming 馮潔鳴女士

Mr Edward HO Man-tat 何聞達先生

Prof. Nelson LAM Chi-yuen, JP 林智遠教授，太平紳士
(up to 至 2022.06.30)

Ms Doris LIAN Shaodong 連少冬女士 (from 2023.01.17 起)

Co-opted Members 增選委員Mr Clement CHAN Kam-wing, BBS, MH, JP
陳錦榮先生，銅紫荊星章，榮譽勳章，太平紳士
(up to 至 2022.07.28)

Ms Ivy CHEUNG Wing-han 張穎嫻女士 (from 2023.01.17 起)

Key Functions 主要職能

1. To assist the Full Council in fulfilling its functions by providing an independent review of and making recommendations on financial reporting, audit process, risk management policies as well as internal control measures of the Council.
 2. To supervise the overall framework of corporate governance and refer to the Full Council issues or weaknesses identified by the Committee or external audit.
1. 透過提供獨立審查並於財務報告、審計流程、風險管理政策及消委會的內部控制措施提出建議，協助委員會全體大會履行其職能。
 2. 負責監督消委會治理的整體框架，並就由委員會或外部審計發現的問題或不足之處向委員會全體大會報告。



Chairman 主席

Mr Paul LAM Ting-kwok, SBS, SC, JP
林定國資深大律師，銀紫荊星章，太平紳士 (up to 至 2022.06.30)

Mr Selwyn YU Sing-cheung, SC 余承章資深大律師
(from 2022.07.29 起)

Vice-Chairman 副主席

Mr Matthew LAM Kin-hong, BBS, MH, JP
林建康律師，銅紫荊星章，榮譽勳章，太平紳士

Members 委員

The Hon Holden CHOW Ho-ding, JP 周浩鼎議員，太平紳士

Ms Miranda KWAN Ching-yi 關靜儀女士

Mr Antonio KWONG Cho-shing, MH 鄭祖盛律師，榮譽勳章

Prof. Nelson LAM Chi-yuen, JP 林智遠教授，太平紳士
(up to 至 2022.06.30)

Mr Victor LAM Hoi-cheung, JP 林凱章先生，太平紳士

Mr Alan LUI Siu-lun 雷紹麟先生

Mr Selwyn YU Sing-cheung, SC 余承章資深大律師
(up to 至 2022.07.28)

Co-opted Members 增選委員

Mr Johnny FEE Chung-ming, JP 費中明律師，太平紳士
(from 2023.01.17 起)

Mr Kelvin KWOK Hiu-fai 郭曉暉先生 (up to 至 2023.01.16)

Ms Queenie Fiona LAU 劉恩沛大律師

Mr SHIH Wing-ching, JP 施永青先生，太平紳士

Ms Rachael SIU Suk-yu 蕭淑瑜大律師

Mr Tony TANG Kwok-wai 鄧國偉先生

Mr Martin WONG Wing-hoi 王永愷大律師

Key Functions 主要職能

1. To advise the Council on matters relating to the legal rights and protection of consumers.
 2. To review the workings of consumer protection legislation and public policy in Hong Kong.
 3. To look at consumer protection legislation in other territories and to examine the feasibility of making similar provisions in Hong Kong.
 4. To formulate and to submit recommendations through the Council to the Government to amend and/or to enact legislation / public policies to protect consumers.
 5. To play an active role in advocating for a fair, just and competitive marketplace from the aspect of enhancing public policies relating to consumer protection laws.
 6. To publish reports on advancing public policies on consumer protection or legal protection for consumers.
 7. To review the complaints received by the Council that give rise to the concern of inadequacies in legislation and public policies.
 8. To meet delegations and to receive representations by interested groups relating to public policy affairs.
 9. To consider and advise the Council on the issues to be addressed and matters to be prepared by the Council in light of the Law Reform Commission's recommendations in relation to class actions.
1. 就有關消費者之合法權利的事宜向消委會提供建議。
 2. 審查本港的保障消費者之法例和公共政策的運作情況。
 3. 調研其他地區之保障消費者之法例，以及研究在香港制定類似法規的可行性。
 4. 制定建議並通過消委會向政府建議進行修改和 / 或頒布立法 / 公共政策以保障消費者。
 5. 積極倡導公平、公正、有競爭性的市場，從而加強公共政策及保障消費者之法例。
 6. 就完善保護消費者之公共政策或對消費者的法律保障發表報告。
 7. 審查消委會收到的投訴會否顯示法例和公共政策有否不足之處。
 8. 會見代表團並就有關公共政策事務事宜接見有關團體。
 9. 審議消委會需要解決的問題並提出建議；以及就消委會如何跟進法律改革委員會有關集體訴訟的事宜提出建議。

Publicity and Community Relations Committee 宣傳及社區關係小組

Number of Meetings 會議次數：4

Chairman 主席

Mr Kyrus SIU King-wai 蕭景威先生

Vice-Chairman 副主席

Ms Kitty LEE Wing-lan 李泳蘭女士

Members 委員

Mr Kenneth CHAN Kin-nin 陳建年先生

Dr Catherine CHAN Po-ling 陳寶玲醫生

Ms Veronica FUNG Kit-ming 馮潔鳴女士

Prof. Nelson LAM Chi-yuen, JP 林智遠教授，太平紳士
(up to 至 2022.06.30)

Mr Victor LAM Hoi-cheung, JP 林凱章先生，太平紳士

Ms Vanessa LAU Chi-wan 劉子芸女士

Mr Alan LUI Siu-lun 雷紹麟先生

Mr Raymond MAK Ka-chun 麥嘉晉先生

Mr Tony PANG Chor-fu 彭楚夫先生

Ms Iris WAN Lai-sze 溫麗司女士

Co-opted Member 增選委員

Dr Jason CHAN Kai-yue, MH, JP 陳繼宇博士，榮譽勳章，太平紳士

Key Functions 主要職能

1. To monitor the planning and implementation of the Council's publicity and community relation matters.
 2. To monitor the production and marketing activities of "CHOICE" and other publications.
 3. To consider matters pertaining to the operation and development of Consumer Advice Services.
 4. To advise on matters pertaining to consumer education including production of publicity materials and organisation of publicity campaigns.
 5. To advise the Council on community relations and international liaison matters.
1. 監督消委會宣傳工作及社區關係事宜的策劃和實施。
 2. 監督《選擇》月刊及其他出版物的製作和營銷活動。
 3. 審議消委會諮詢中心運作及發展之事宜。
 4. 就包括製作消費者教育事宜之宣傳材料和宣傳活動提供建議。
 5. 就社區關係和國際聯繫向消委會提供建議。

Research and Testing Committee 研究及試驗小組

Number of Meetings 會議次數：6

Chairman 主席

Prof. Nora TAM Fung-ye, BBS, JP
譚鳳儀教授，銅紫荊星章，太平紳士

Vice-Chairman 副主席

Dr Victor LUI Wing-cheong 雷永昌醫生

Members 委員

Dr Catherine CHAN Po-ling 陳寶玲醫生

Dr Wilton FOK Wai-tung 霍偉棟博士

Ms Vanessa LAU Chi-wan 劉子芸女士

Ms Kitty LEE Wing-lan 李泳蘭女士

Ms Doris LIAN Shaodong 連少冬女士 (from 2023.01.17 起)

Mr Raymond MAK Ka-chun 麥嘉晉先生

Mr Kyrus SIU King-wai 蕭景威先生

Ms Iris WAN Lai-sze 溫麗司女士

Co-opted Member 增選委員

Prof. PUN Kong-pang 潘江鵬教授 (up to 至 2022.12.31)

Key Functions 主要職能

1. To advise the Council on matters pertaining to the testing and survey projects on consumer products and services, including the scope of project and budgetary matters.
 2. To review the test and survey results as well as comments from manufacturers, agents, experts, consultants, etc. in respect of these results.
 3. To examine issues affecting the health and safety of consumers.
 4. To review the annual work plan and estimated budget for product testing and survey projects.
 5. To make recommendations to the Council on actions to be taken in this programme area.
1. 就有關測試和調查事宜，包括消費品和服務項目、項目範圍和預算事項向消委會提出建議。
 2. 審查測試和調查結果及製造商、代理商、專家、顧問等對這些結果的意見及看法。
 3. 審視影響消費者健康和安全的問題。
 4. 審議產品測試及調查項目工作的年度計劃和預算。
 5. 就研究及試驗方面應採取的行動向消委會提出建議。

Chairman 主席

Mr Paul LAM Ting-kwok, SBS, SC, JP
林定國資深大律師，銀紫荊星章，太平紳士
(up to 至 2022.06.30)

Mr Clement CHAN Kam-wing, BBS, MH, JP
陳錦榮先生，銅紫荊星章，榮譽勳章，太平紳士
(from 2022.07.25 起)

Vice-Chairman 副主席

Mr Antonio KWONG Cho-shing, MH 鄭祖盛律師，榮譽勳章

Members 委員

Mr Edward HO Man-tat 何閻達先生

Prof. Nelson LAM Chi-yuen, JP 林智遠教授，太平紳士
(up to 至 2022.06.30)

Mr Matthew LAM Kin-hong, BBS, MH, JP
林建康律師，銅紫荊星章，榮譽勳章，太平紳士

Dr Victor LUI Wing-cheong 雷永昌醫生

Mr Tony PANG Chor-fu 彭楚夫先生

Prof. Nora TAM Fung-ye, BBS, JP
譚鳳儀教授，銅紫荊星章，太平紳士

Key Functions 主要職能

1. To formulate policy pertaining to the annual budget of the Council.
 2. To monitor and approve the income and expenditure account of the Council.
 3. To consider the conditions of service and any disciplinary or other staff management matters and to take/recommend appropriate action.
 4. To approve/endorse the appointment, confirmation, renewal of contracts, award of annual increment etc. of the staff of the Council as the case may be.
 5. To receive and deal with complaints against staff of the Council.
 6. To advise on the investment strategy for the Consumer Legal Action Fund.
 7. To advise on the investment strategy for the Council's liquid fund.
 8. To take on other duties as advised by the Consumer Council.
1. 制定消委會年度預算的有關政策。
 2. 監督和批准消委會的收支決算。
 3. 考慮服務條件，以及任何紀律或其他人員管理事項，並採取 / 建議適當的行動。
 4. 批准 / 認可任命、確認、續簽合同，以及消委會職員的年度加薪等。
 5. 受理和處理對消委會工作人員的投訴。
 6. 就消費者訴訟基金的投資策略提供建議。
 7. 就消委會流動資金的投資策略提供建議。
 8. 承擔消費者委員會交辦的其他職責。

Trade Practices and Consumer Complaints Review Committee 商營手法研究及消費者投訴審查小組

Number of Meetings
會議次數：5

Chairman 主席

Mr Antonio KWONG Cho-shing, MH 鄭祖盛律師，榮譽勳章

Vice-Chairman 副主席

Mr Tony PANG Chor-fu 彭楚夫先生

Members 委員

Mr Kenneth CHAN Kin-nin 陳建年先生

The Hon Holden CHOW Ho-ding, JP 周浩鼎議員，太平紳士

Ms Veronica FUNG Kit-ming 馮潔鳴女士

Ms Miranda KWAN Ching-yi 關靜儀女士

Prof. Nelson LAM Chi-yuen, JP 林智遠教授，太平紳士
(up to 至 2022.06.30)

Mr Victor LAM Hoi-cheung, JP 林凱章先生，太平紳士

Mr Alan LUI Siu-lun 雷紹麟先生

Mr Selwyn YU Sing-cheung, SC 余承章資深大律師

Co-opted Members 增選委員

Mr Kelvin KWOK Hiu-fai 郭曉暉先生 (from 2023.01.17 起)

Dr Angela NG Lai-ping 吳麗萍博士

Key Functions 主要職能

- To examine the practices and advertisements of individual traders and, where these are unacceptable, to secure an end to the practices or to "name" the trader in order to warn consumers.
 - To examine practices that are prevalent in a trade to see whether they operate against the interests of consumers.
 - To improve the treatment of consumers by
 - contributing to the development of codes of practice and standards of professional and trade bodies
 - responding to consultation papers
 - overseeing the Council's participation in voluntary redress schemes
 - To advise the Legal Protection Committee on issues relating to trade practices where there may be a need for new or amended legislation.
 - To meet delegations and to receive representations by interested groups relating to trade practices.
 - To review and advise on the resolution of complicated individual complaint cases from individual consumers.
 - To examine issues arising from consumer complaints which have drawn wide public/media attention.
 - To review cases where complainants are not satisfied with the outcome and/or the way in which Council staff have handled their complaint.
 - To review the Council's consumer complaints handling procedures as and when necessary.
- 檢查個體交易者的營商手法和廣告，如列為不可接受，則確保終止相關做法或「點名」該商家以警告消費者。
 - 檢查行業中普遍存在的營商手法，檢視其是否損害消費者利益。
 - 以改善消費者待遇為目標，
 - 促進專業和營商機構，制定行為守則和標準
 - 回應諮詢文件
 - 監督消委會參與自願賠償計劃
 - 就營商問題向法律保障事務小組建議有否需要倡議新的立法或修訂現有效例。
 - 會見代表團並就營商手法事宜接見有關團體。
 - 對複雜的個人投訴進行審查並提出解決建議。
 - 對公眾 / 媒體廣泛關注的消費者投訴中出現的問題進行調查及審視。
 - 對投訴人不滿消委會人員處理其個案而導致對結果不滿意的案件進行覆核。
 - 有需要時檢討消委會的消費者投訴處理程序。

WORKING/ADVISORY GROUPS 工作 / 諮詢小組

Advisory Group on Digital Economy and Information Technology 數碼市場發展與資訊科技諮詢小組

Number of Meetings
會議次數：1

Convenor 召集人

Mr Kyrus SIU King-wai 蕭景威先生

Vice-Convenor 副召集人

Mr Raymond MAK Ka-chun 麥嘉晉先生

Members 委員

Dr Catherine CHAN Po-ling 陳寶玲醫生

Dr Wilton FOK Wai-tung 霍偉棟博士

Ms Veronica FUNG Kit-ming 馮潔鳴女士

Ms Vanessa LAU Chi-wan 劉子芸女士

Ms Doris LIAN Shaodong 連少冬女士 (from 2023.01.17 起)

Mr Tony PANG Chor-fu 彭楚夫先生

Co-opted Members 增選委員

Dr Jason CHAN Kai-yue, MH, JP 陳繼宇博士，榮譽勳章，太平紳士

Dr Toa CHARM 湛家揚博士

Prof. Herbert CHIA Pun-kok, JP 車品覺教授，太平紳士

Prof. Jack POON Sik-ching 潘釋正教授

Key Functions 主要職能

1. To alert the Council of critical consumer issues that may arise in the digital economy and advise strategies and appropriate actions for protecting consumer interests.
 2. To advise the Council on effective approaches to monitor technical developments or study digital issues.
 3. To help connect the Council with appropriate stakeholders, such as key market players or solution providers, and broaden the Council's outreach in the digital community.
 4. To advise the Council on its internal IT system development and adoption of technological tools to strengthen communication with stakeholders and consumers.
 5. To review and advise the Council on tendering, consultancy recommendations, and implementation of IT projects on project status and quality of work.
1. 就數碼經濟中可能出現的重大消費者問題向消委會提出警示，並就保護消費者利益的策略和適當行動提出建議。
 2. 就監察科技或技術發展及研究各類數碼相關問題的有效方法向消委會提出建議。
 3. 幫助消委會與適當的持份者，例如市場主要參與者建立聯繫，並擴大消委會在數碼領域的接觸面。
 4. 就內部資訊科技系統的開發和採用，以及為加強與持份者和消費者溝通所採納的技術工具提供建議。
 5. 審議並就招標、諮詢建議、資訊科技項目的實施、項目狀態和工作質量的情況等事宜向消委會提出建議。

Working Group on Revamp for Consumer Education for Youth 青少年消費者教育改進工作小組

Number of Meetings
會議次數：3

Chairman 主席

Mr Tony PANG Chor-fu 彭楚夫先生 (from 2022.07.01 起)

Co-opted Members 增選委員

Mr Tony CHEUNG Kwok-wai 張國威副校長 (from 2022.07.01 起)

Mr Eugene FONG Yick-jin 方奕展先生 (from 2022.07.01 起)

Ms Loretta LAM Yee-mei 林綺薇女士 (from 2022.07.01 起)

Mr LAU Chun-hung, MH 劉振鴻先生，榮譽勳章
(from 2022.07.01 起)

Mr Lawrence LAU Yip-tak 劉業德先生 (from 2022.07.01 起)

Dr Cherry TAM Hau-lin 譚巧蓮博士 (from 2022.07.01 起)

Dr Gary WONG Ka-wai 黃家偉博士 (from 2022.07.01 起)

Mr Albert WONG Kin-wai 黃健威先生 (from 2022.07.01 起)

Dr Paul WONG Wai-ching 黃蔚澄博士 (from 2022.07.01 起)

Mr Rochester WONG Wang-fai 黃宏輝先生 (from 2022.07.01 起)

Prof. Christina YU Wai-mui 姚偉梅教授 (from 2022.07.01 起)

Key Functions 主要職能

1. To report to the Publicity and Community Relations Committee on its discussions and recommendations in the meetings.
 2. To advise on the objectives, strategies, deliverables and format of the revamped education initiatives for secondary school students, and areas for enhancement in terms of programme administration.
 3. To receive and comment on proposals, work plans and work updates from the staff of the Consumer Education Division (CED) on related work.
 4. To advise and comment on the design and contents of related initiatives and resource materials developed by the CED.
1. 向宣傳及社區關係小組匯報小組之討論和建議。
 2. 就針對中學生的改革教育舉措之目標、策略、成果和形式，以及項目管理方面需要加強的事項提出建議。
 3. 接收來自消費者教育部的提案、工作計劃和最新工作進度，並提供意見。
 4. 對消費者教育部制定的項目和資源材料的相關設計和內容提出意見及建議。



Working Group on Sustainable Consumption Programme 可持續消費計劃工作小組

Number of Meetings
會議次數：0

Meetings held on a by-need basis
工作小組於有需要時才召開會議

Chairman 主席

Prof. Nora TAM Fung-ye, BBS, JP

譚鳳儀教授，銅紫荊星章，太平紳士

Members 委員

Mr Kenneth CHAN Kin-nin 陳建年先生

Mr Edward HO Man-tat 何閻達先生

Ms Miranda KWAN Ching-yi 關靜儀女士

Ms Vanessa LAU Chi-wan 劉子芸女士

Ms Kitty LEE Wing-lan 李泳蘭女士

Mr Kyrus SIU King-wai 蕭景威先生

Ms Iris WAN Lai-sze 溫麗司女士

Mr Selwyn YU Sing-cheung, SC 余承章資深大律師

Co-opted Member 增選委員

Dr Angela NG Lai-ping 吳麗萍博士

Key Functions 主要職能

1. To steer and provide advice about the strategic direction of the programme, including the scope of different projects and cross-divisional activities.
 2. To oversee the development of the Council's sustainable consumption framework ensuring it represents the needs of current and future Hong Kong consumers.
 3. To foster partnerships and engagement with stakeholders in the community and Government in promoting public awareness of and participation in sustainable consumption.
 4. To advise the Council on how we might most effectively and constructively engage with organisations and processes that we are seeking to influence.
 5. To take on other duties as advised by the Council.
1. 指導包括不同項目和跨部門活動之計劃的策略方針，並提供建議。
 2. 監督消委會可持續消費的發展，確保其反映現今和未來香港消費者的需求。
 3. 促進與持份者包括社區及政府部門的伙伴關係，從而提高對可持續消費的公眾意識和參與。
 4. 向消委會提供建議，就如何最有效地及有建設性地與目標組織和流程加強合作。
 5. 承辦消委會交辦的其他職責。

Preliminary Working Group on Class Actions 集體訴訟初步研究工作小組

Number of Meetings 會議次數：0

Chairman 主席

Mr Paul LAM Ting-kwok, SBS, SC, JP 林定國資深大律師，銀紫荊星章，太平紳士 (up to 至 2022.06.30)

Mr Selwyn YU Sing-cheung, SC 余承章資深大律師 (from 2022.07.29 起) (up to 至 2023.01.16)

Vice-Chairman 副主席

Mr Antonio KWONG Cho-shing, MH 鄺祖盛律師，榮譽勳章 (up to 至 2023.01.16)

Members 委員

Mr Edward HO Man-tat 何聞達先生 (up to 至 2023.01.16)

Mr Matthew LAM Kin-hong, BBS, MH, JP 林建康律師，銅紫荊星章，榮譽勳章，太平紳士 (up to 至 2023.01.16)

Mr Alan LUI Siu-lun 雷紹麟先生 (up to 至 2023.01.16)

Mr Tony PANG Chor-fu 彭楚夫先生 (up to 至 2023.01.16)

CLAF Management Committee Members 消費者訴訟基金管理委員會成員

Mr Johnny FEE Chung-ming, JP 費中明律師，太平紳士 (up to 至 2023.01.16)

Mr Richard KHAW Wei-kiang, SC 許偉強資深大律師 (up to 至 2023.01.16)

Mr Selwyn YU Sing-cheung, SC 余承章資深大律師 (up to 至 2022.07.28)

Co-opted Members 增選委員

Ms Queenie Fiona LAU 劉恩沛大律師 (up to 至 2023.01.16)

Note 備註

The Preliminary Working Group on Class Actions was merged into Consumer Protection Law and Policy Committee with effect from 17 January 2023.

由 2023 年 1 月 17 日起，集體訴訟初步研究工作小組與消費法律保障及政策小組合併。

Working Group on Office Premises Accommodation and Enhancement Projects 辦公室配置及改善計劃工作小組

By circulation
以文件傳閱方式進行

Convenor 召集人

Prof. Michael HUI King-man, MH (Co-opted Member) 許敬文教授，榮譽勳章 (增選委員) (up to 至 2022.12.31)

Members 委員

Ms Miranda KWAN Ching-yi 關靜儀女士 (up to 至 2022.12.31)

Ms Kitty LEE Wing-lan 李泳蘭女士 (up to 至 2022.12.31)

Co-opted Members 增選委員

Mr Daniel C. LAM, SBS, BBS, JP 林濬先生，銀紫荊星章，銅紫荊星章，太平紳士 (up to 至 2022.12.31)

Note 備註

The Working Group was dissolved with effect from 1 January 2023.

辦公室配置及改善計劃工作小組由 2023 年 1 月 1 日起解散。

MANAGEMENT AND STAFF 管理層及員工

FULL COUNCIL 委員會

MANAGEMENT TEAM OF THE CONSUMER COUNCIL 消費者委員會管理層

(2022.04.01 – 2023.03.31)



Chief Executive 總幹事

Ms Gilly WONG Fung-han
黃鳳嫻女士



RESEARCH & SURVEY DIVISION 研究及普查部

Principal Research & Survey Officer Dr Keith KWOK Wing-yin #
研究及普查部首席主任 郭永賢博士



PLANNING & TRADE PRACTICES DIVISION 策劃及商營手法事務部

Principal Planning & Trade Practices Officer Ms Vera TAM Sau-ngor #
策劃及商營手法事務部首席主任 譚秀娥女士



PUBLIC AFFAIRS DIVISION 公共事務部

Principal Public Affairs Officer Ms Amy WONG Pui-shan #
公共事務部首席主任 黃佩珊女士



INFORMATION TECHNOLOGY DIVISION 資訊科技部

Head of Information Technology Division Mr Ricky NG Chi-wah
資訊科技部總主任 吳志華先生



HUMAN RESOURCES DIVISION 人力資源部

Head of Human Resources Division Mr LEE Wing-kai
人力資源部總主任 李永佳先生



FINANCE & ADMINISTRATION DIVISION 財務及行政部

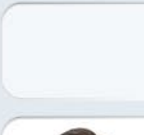
Head of Finance & Administration Division Mr Steven WONG Chun-man
財務及行政部總主任 黃俊聞先生



Acting Deputy Chief Executive 署理副總幹事

(from 2023.01.01 起)
Principal Complaints & Advice Officer
投訴及諮詢部首席主任
(up to 至 2022.12.31)

Mr Francis HO Ying-foo
何應富先生



COMPLAINTS & ADVICE DIVISION 投訴及諮詢部

Vacant 從缺 (from 2023.01.01起)



LEGAL AFFAIRS DIVISION 法律事務部

Head of Legal Affairs Division Mr Michael KAN Kin-hang #
法律事務部首席主任 簡健恒先生



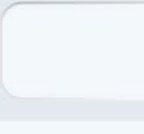
Deputy Chief Executive 副總幹事

Mr Eddy TONG Chi-chung
湯熾忠先生 (up to 至 2023.01.12)



CONSUMER EDUCATION DIVISION 消費者教育部

Head of Consumer Education Division Ms Joey LAI Cho-ye
消費者教育部總主任 黎祖儀女士



SECRETARIAT 會議事務

Operated by 1 Senior Committee Secretariat Officer
由一名高級會議行政秘書負責日常運作

Remuneration for Top 3 Tiers of Staff in the Consumer Council 消委會首 3 級職員薪酬

Chief Executive – Directorate Pay Scale Point D3 總幹事 – 首長級薪級表薪點 D3

Deputy Chief Executive – Directorate Pay Scale Point D1 副總幹事 – 首長級薪級表薪點 D1

Principal Officer / Senior Legal Counsel – Master Pay Scale Point 45-49 首席主任 – 總薪級表薪點 45-49

The Council Office

Under the leadership of the Council's Chief Executive, underpinned by the Deputy Chief Executive, the 162-staff-strong Council Office operates in 9 functional divisions, namely the 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.

The 11 senior management team members possess a wealth of management experience and expertise in different functional areas. All staff members are governed by the Council's Code of Conduct.

Staff Training and Talent Development

During the year, the Council organised 4 staff briefing sessions and 9 training workshops to develop and enrich staff members' knowledge and skills in various scopes, covering legal knowledge, cybersecurity, as well as skill-based training such as search engine optimisation (SEO), Power BI, design thinking, effective telephone and meeting skills, etc.

Finance

The Council derives its income mainly from Government subvention. Other sources of income (approximately 3.4%) 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\$137.60 million and HK\$13.88 million respectively².

消委會辦公室

以總幹事為首的消委會辦公室共有 162 名員工，工作主要由 9 個部門負責，包括投訴及諮詢部、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。

11 位管理層人員擁有豐富的管理經驗及各職能範疇的專業知識。所有僱員須遵守「消費者委員會職員行為守則」。

員工訓練及人才發展

年內，本會舉辦了 4 場員工簡介會及 9 場培訓工作坊，以發展和豐富員工多方面的知識和技能，包括法律知識、網絡安全，以及各項技能培訓，包括搜尋引擎優化 (SEO)、Power BI、設計思維、有效電話和會議技巧等。

財務

本會經費主要來自政府資助，其他收入來源（約 3.4%）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 1.376 億元及港幣 1,388 萬元²。

2. See Appendix 1 for the Auditor's Report and Financial Statements for the accounts of the Council for 2022-23. 2022-23 年度核數師報告及各財務報表見附錄一。

CODE OF CONDUCT 行為守則

The Council Members and staff are governed by their respective sets of Code of Conduct. The Codes set out the standard of conduct and probity so as to strengthen its corporate governance, and internal control. The Independent Commissioner Against Corruption (ICAC) was fully engaged in the course of the development and subsequent update to ensure the Code fully meets with the high standards of ICAC. Mandatory participation in the Annual Online Quiz is required for all staff, with a passing rate of 8 out of 12 questions. Members of staff who fail the quiz are required to attend a special refresher workshop and a retest thereafter.

本會委員和職員受各自的行為守則約束。各守則釐定了行為和誠信標準，以加強本會企業管治和內部監控。廉政公署全力參與守則的制定及後續的更新過程，以確保守則完全符合廉政公署的高標準。所有員工都必須參與年度網上測驗，12 條問題的合格率为 8 題。未能通過測驗的員工必須參加特別安排的進修工作坊，並隨後進行重新測驗。

The Content of the Code 守則內容

Members and Staff

- Prevention of Bribery Ordinance
- Solicitation and Acceptance of Advantages
- Advantages Offered in Their Official Capacity
- Sponsorship Offered in Their Official Capacity
- Offering of Advantages
- Managing Conflict of Interest
- Use of Council's Assets and Resources
- Confidentiality of Information
- Competition/Award Presentation
- Records, Accounts and Other Documents
- Gambling
- Loans
- Compliance with Local Laws and Regulations

委員及職員

- 《防止賄賂條例》
- 索取和接受利益
- 職員以公職身分獲得利益
- 職員以公職身分獲得贊助
- 提供利益
- 處理利益衝突
- 使用消委會資產和資源
- 保密資料
- 比賽 / 頒獎
- 記錄、帳目和其他文件
- 賭博
- 貸款
- 遵從本地法例和規例

Members Specific

- Members Bidding for the Council's Contract
- Use of Public Fund
- Misuse of Capacity as a Council / Committee Member

委員特定

- 委員參與競投消委會的合約
- 運用公帑
- 濫用委員身分

Staff Specific

- Misuse of Official Position
- Misconduct in Public Office
- Outside Employment
- Guarantee
- Indebtedness
- Supervisory Accountability
- Reporting Suspected Irregularities and Criminal Offences

職員特定

- 濫用職權
- 公職人員行為失當
- 外間工作
- 擔保
- 欠債
- 督導責任
- 舉報涉嫌違規行為及刑事罪行

EXTERNAL COMMITTEES ATTENDED BY COUNCIL MEMBERS AND STAFF

本會委員及職員參與的外界委員會

Council Members and staff currently sit on a total of 51 external committees, a few of which are listed below:

- Department of Health — Pharmacy and Poisons (Listed Sellers of Poisons) Committee
- Department of Justice — Working Group on Class Actions
- Electrical and Mechanical Services Department — Electrical Safety Advisory Committee
- Estate Agents Authority
- Health Bureau — Steering Committee on Prevention and Control of Non-communicable Diseases
- Hong Kong Housing Society — Steering Committee of the Living Lab in Gerontechnology for Age-Friendly Home
- Hong Kong Monetary Authority — Deposit-taking Companies Advisory Committee
- Hong Kong Q-Mark Council — Q-Mark Council Committee
- Law Reform Commission — Sub-Committee on Cybercrime
- Tourism Commission — Advisory Committee on Travel Agents
- Transport Department — Committee on Taxi Service Quality
- Water Supplies Department — Task Force on Voluntary Water Efficiency Labelling Scheme

本會委員及職員現時參與一共 51 個外界委員會，以下列出部分：

- 衛生署 — 藥劑業及毒藥（列載毒藥銷售商）委員會
- 律政司 — 集體訴訟工作小組
- 機電工程署 — 電氣安全諮詢委員會
- 地產代理監管局
- 醫務衛生局 — 防控非傳染病督導委員會
- 香港房屋協會 — 樂活安居生活實驗室督導委員會
- 香港金融管理局 — 接受存款公司諮詢委員會
- 香港優質標誌局 — 香港「Q 嘜」優質標誌局委員會
- 法律改革委員會 — 電腦網絡罪行小組委員會
- 旅遊事務署 — 旅行代理商諮詢委員會
- 運輸署 — 的士服務質素委員會
- 水務署 — 用水效益標籤計劃工作小組

2022-25 STRATEGIC PLAN — 5 STRATEGIC GOALS

2022-25 策略計劃 — 5 個策略目標

1. Safeguard consumer interests under the digital economy
 2. Enable informed consumption choice for better quality of living — safety, value and sustainability
 3. Equip targeted vulnerable consumers — youth, elderly, mentally handicapped — with proper knowledge and skills for self-protection
 4. Sustain and develop partnership to synergise works in consumer protection at international, Mainland (including the Greater Bay Area) and local levels
 5. Uphold the Council as an effective and high performing statutory body through staff enrichment and strong corporate governance
1. 維護數碼經濟下的消費者權益
 2. 賦權消費者知所選擇，提高生活質量 — 安全、價值和可持續性
 3. 為目標弱勢消費者 — 青少年、長者、精神障礙人士 — 培養適當的自我保護知識和技能
 4. 維繫和發展伙伴關係，以協同與國際、內地（包括大灣區）和本地各個層面的消費者保護工作
 5. 通過優化員工團隊和強化企業管治，維護消委會作為有效和高績效的法定機構