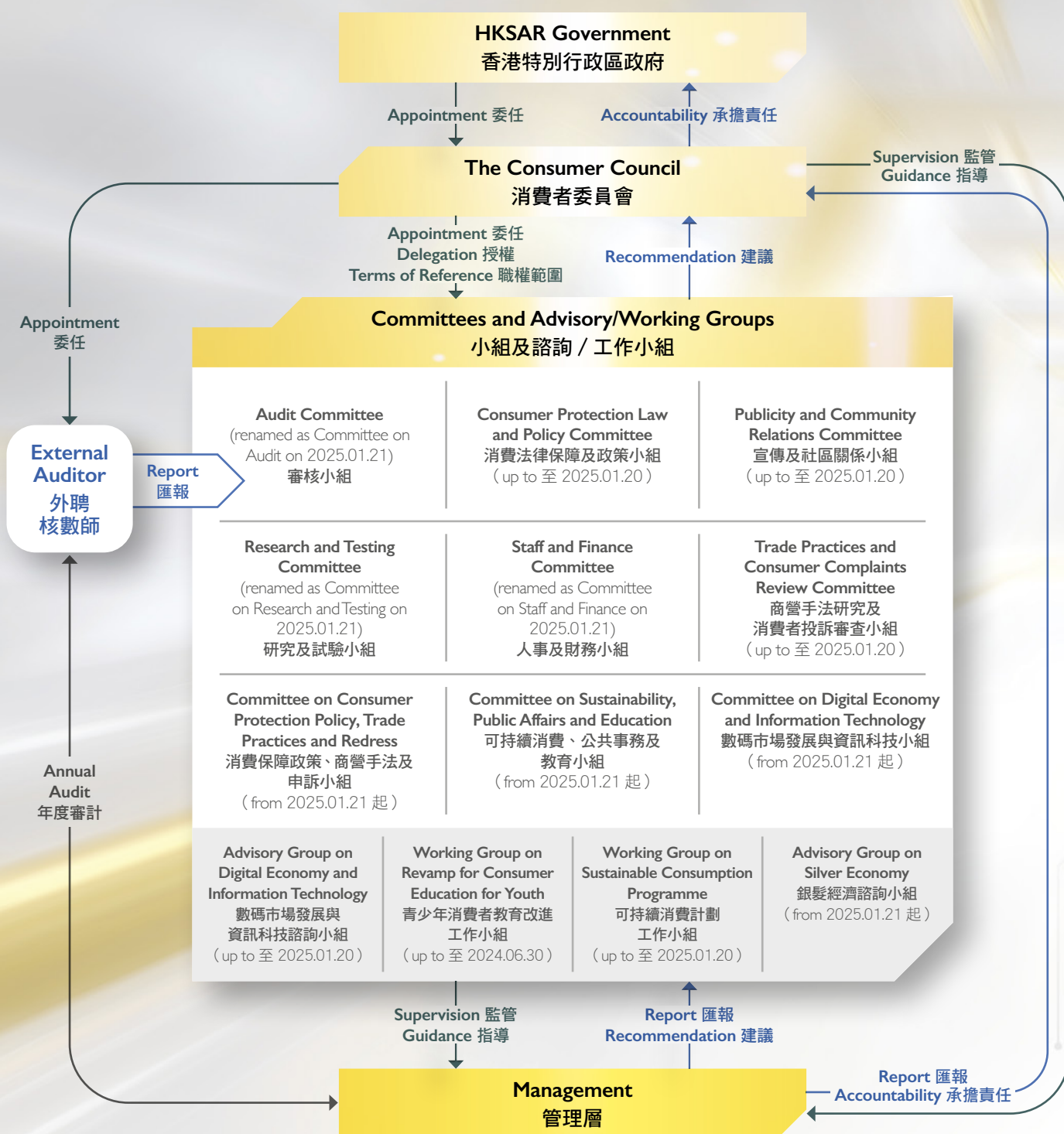


# GOVERNANCE AND MANAGEMENT

## 機構管治及管理

### Governance Structure 消費者委員會的企業管治架構



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) "Membership of Council" of the Consumer Council Ordinance (Cap. 216), 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 works – educational background, professional and industry representation, skills and knowledge, age and gender. Sectors covered academia, legal sector, medical sector, business sector, social welfare sector, information technology sector and the Legislative Council.

In the year under review, Mr Clement CHAN Kam-wing, BBS, MH, JP continued to serve as the Council Chairman since 15 July 2022; Mr Tony PANG Chor-fu continued to serve as the Vice-Chairman of the Council since 1 November 2023. On 1 January 2025, Mr Kenneth CHAN Kin-nin and Mr Selwyn YU Sing-cheung, SC were both reappointed as Council Members, whereas The Hon CHAN Hoi-yan, Prof. Marshall JEN Hong, Prof. LAM Hon-ming, MH, Mr Stephen LEUNG Shing-yum, Ms Ivy LEUNG Siu-ling, Dr Ada LIN Wai-chi and Mr Augustine WONG Ho-ming, JP were newly appointed as Council Members.

The Council would like to express its gratitude to Council Members Mr Edward HO Man-tat, Mr Victor LAM Hoi-cheung, MH, JP, Mr Matthew LAM Kin-hong, BBS, MH, JP, Ms Doris LIAN Shaodong, MH, Mr Alan LUI Siu-lun, Dr Victor LUI Wing-cheung and Ms Iris WAN Lai-sze for their unrelenting commitment and dedication during their terms of office.

## 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、社會福利界、資訊科技界及立法會。

年內，陳錦榮先生，銅紫荊星章，榮譽勳章，太平紳士自2022年7月15日起擔任委員會主席。而彭楚夫先生自2023年11月1日起擔任為消委會副主席。於2025年1月1日，獲再度委任的委員為陳建年先生和余承章資深大律師，新委員為陳凱欣議員、任鴻教授、林漢明教授，榮譽勳章、梁盛蔭律師、梁少玲女士、連慰慈醫生及黃浩明先生，太平紳士。

本會衷心感謝卸任委員何聞達先生、林凱章先生，榮譽勳章，太平紳士、林建康律師，銅紫荊星章，榮譽勳章，太平紳士、連少冬女士，榮譽勳章、雷紹麟先生、雷永昌醫生及溫麗司女士在任內的不懈承擔和奉獻。

# MEMBERSHIP OF THE CONSUMER COUNCIL

## 消費者委員會委員



### 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

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



### Vice-Chairman 副主席

**Mr Tony PANG Chor-fu**

彭楚夫先生  
Entrepreneur  
企業家



**The Hon CHAN Hoi-yan**  
陳凱欣議員 (from 2025.01.01起)

Legislative Councillor  
立法會議員



**Mr Kenneth CHAN Kin-nin**  
陳建年先生

Food Industry  
食品業



**Ms Ivy CHEUNG Wing-han**  
張穎嫻女士

Senior Partner of Audit Firm, Hong Kong  
審計服務香港區首席合夥人



**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



**Prof. CHUNG Chi-yung**  
鍾志勇教授

Chair Professor and Head of Department of  
Electrical and Electronic Engineering  
大學電機及電子工程學系講座教授及系主任



**Ms Veronica FUNG Kit-ming**  
馮潔鳴女士

Fintech Compliance Advisory  
金融科技合規性諮詢



**Mr Edward HO Man-tat**  
何聞達先生 (up to 至 2024.12.31)

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



**Prof. Marshall JEN Hong**  
任鴻教授 (from 2025.01.01起)

Managing Partner of Family Business Advisory and  
Research Institution  
家族傳承諮詢及研究機構管理合夥人



**Ms Miranda KWAN Ching-yi**  
關靜儀女士

Director of Business Assurance  
管理與保證總監



**Dr Victor LUI Wing-cheong**  
雷永昌醫生 (up to 2024.12.31)

Specialist in Psychiatry  
精神科專科醫生



**Mr Victor LAM Hoi-cheung, MH, JP**  
林凱章先生，榮譽勳章，太平紳士  
(up to 2024.12.31)

General Manager  
總經理



**Mr Duncan MA Tak-yan**  
馬德仁先生

Programme Manager  
項目經理



**Prof. LAM Hon-ming, MH**  
林漢明教授，榮譽勳章 (from 2025.01.01起)

Professor of Life Sciences  
生命科學教授



**Prof. Jack POON Sik-ching**  
潘釋正教授

Professor of Practice (Fintech & Entrepreneurship)  
實務教授 (金融科技與創業金融)



**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 2024.12.31)

Law Firm Co-founding Partner and Managing Partner  
律師事務所創辦合夥人及管理合夥人



**Ms Rachael SIU Suk-yu**  
蕭淑瑜大律師

Barrister-at-Law  
大律師



**Mr Stephen LEUNG Shing-yum**  
梁盛蔭律師 (from 2025.01.01起)

Law Firm Partner  
律師事務所合夥人



**Ms Iris WAN Lai-sze**  
溫麗司女士 (up to 2024.12.31)

Training Consultancy Founder  
培訓顧問公司創辦人



**Ms. Ivy LEUNG Siu-ling**  
梁少玲女士 (from 2025.01.01起)

Chief Executive of Social Welfare Organisation  
社會福利機構總幹事



**Mr Augustine WONG Ho-ming, JP**  
黃浩明先生，太平紳士 (from 2025.01.01起)

Executive Director of Property Development Company  
地產發展公司執行董事



**Ms Doris LIAN Shadong, MH**  
連少冬女士，榮譽勳章 (up to 2024.12.31)

CEO of Top-tier Fund House  
領先基金公司總裁



**Mr Albert WONG Kin-wai**  
黃健威先生

Chairman of Association of I.T. Leaders in Education  
資訊科技教育領袖協會主席



**Dr Ada LIN Wai-chi**  
連慰慈醫生 (from 2025.01.01起)

Specialist in Infectious Disease  
感染及傳染病科專科醫生



**Mr Andy WONG Man-kit**  
黃文傑先生

General Manager of Corporate Affairs  
企業事務總經理



**Mr Alan LUI Siu-lun**  
雷紹麟先生 (up to 2024.12.31)

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



**Mr Roy CHAN Kai-yan**  
陳啟恩先生

IT Professional  
資訊及科技專業人員



**Mr Eugene FONG Yick-jin, MH**  
方奕展先生，榮譽勳章（up to 至 2024.06.30）

Engineering Professional  
工程專業人員



**Dr Hugo CHAN Leung-to**  
陳亮途博士

Associate Dean of Business School  
商學院副院長



**Prof. Patrick IP**  
葉柏強教授（from 2025.01.21起）

Clinical Professor in Paediatrics and Adolescent Medicine  
兒童及青少年科學系臨床教授



**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



**Prof. Kelvin KWOK Hiu-fai**  
郭曉暉教授

Associate Dean and Associate Professor of Law  
大學法律學系副院長兼副教授



**Mr Tony CHEUNG Kwok-wai**  
張國威副校長（up to 至 2024.06.30）

Secondary School Vice Principal  
中學副校長



**Ms Loretta LAM Yee-mei**  
林綺薇女士（up to 至 2024.06.30）

Principal Education Secretary  
教育總主任



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

Senior Advisor of Leading Cloud Intelligence Group  
領先雲端智能集團高級顧問



**Mr LAU Chun-hung, MH**  
劉振鴻先生，榮譽勳章（up to 至 2024.06.30）

Education Consultant  
教育顧問



**Mr Johnny FEE Chung-ming, JP**  
費中明律師，太平紳士

Solicitor  
事務律師



**Ms Queenie Fiona LAU, SC**  
劉恩沛資深大律師

Barrister-at-Law  
大律師



**Ms Isabella LAU Kam-chu**  
劉錦珠女士 (from 2025.01.21起)  
Senior Advisor of Insurtech company  
保險科技公司高級顧問



**Dr Cherry TAM Hau-lin**  
譚巧蓮博士 (up to 至 2024.06.30)  
Associate Professor in Social and Behavioural Sciences  
大學社會及行為科學系副教授



**Mr Lawrence LAU Yip-tak**  
劉業德先生 (up to 至 2024.06.30)  
Secondary School Teacher  
中學教師



**Dr Gary WONG Ka-wai**  
黃家偉博士 (up to 至 2024.06.30)  
University Professor  
大學教授



**Prof. Andrew MAK Tsz-chung**  
麥子充教授 (from 2025.01.21起)  
Professor of Engineering Practice  
(Chemical & Biological Engineering)  
工程實務教授 (化學與生物工程)



**Dr Paul WONG Wai-ching**  
黃蔚澄博士 (up to 至 2024.06.30)  
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



**Mr Alan NG Man-sang**  
吳敏生大律師 (from 2025.01.21起)  
Barrister-at-Law  
大律師



**Mr Rochester WONG Wang-fai**  
黃宏輝先生 (up to 至 2024.06.30)  
Education Bureau Chief Curriculum Development Officer  
教育局總課程發展主任



**Mr Michael PANG**  
彭銘楷先生  
IT Professional  
資訊及科技專業人員



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



**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



**Prof. Christina YU Wai-mui**  
姚偉梅教授 (up to 至 2024.06.30)  
Professor (Practice),  
Department of Social Sciences and Policy Studies  
社會科學與政策研究學系教授 (實踐)



**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



**Mr Michael YUNG Wai-kee**  
翁偉基先生 (from 2025.01.21起)  
Strategic Advisor, Technology & Industry – Greater China  
策略顧問，大中華區科技與產業

# COMMITTEES AND ADVISORY/WORKING GROUPS

## 小組及諮詢 / 工作小組

The Council operates with a committee structure comprising 7 Committees and an Advisory Group while the Full Council meetings are held on a bimonthly basis.

During the year, the Advisory Group on Digital Economy and Information Technology was formalised to become the Committee on Digital Economy and Information Technology as that would be better positioned to advise and monitor the Council's work on consumer protection issues in the digital economy.

The Consumer Protection Law and Policy Committee and the Trade Practices and Consumer Complaints Review Committee were merged to form the Committee on Consumer Protection Policy, Trade Practices and Redress as that would enable better synergy and a more holistic approach for Members to advise the Council on a broad range of consumer protection policy issues including dispute resolution.

The Publicity and Community Relations Committee and the Working Group on Sustainable Consumption Programme were merged to form the Committee on Sustainability, Public Affairs and Education with the aim of optimising information dissemination and consumer education.

The Advisory Group on Silver Economy was newly formed to foster the development of the "silver economy" to unleash and tap into the business potential of the elderly market and strengthen consumer protection for the elderly. This is also a measure to support the Government's policy to promote the silver economy.

Furthermore, the Working Group on Revamp for Consumer Education for Youth was dissolved upon the accomplishment of 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 Advisory/Working Groups in order to benefit from their expertise and to facilitate the Council's work or studies in specific fields.

本會以委員會小組制度運作，設有 7 個委員會小組及諮詢小組。委員會每兩個月一次召開全體委員會議。

年內，「數碼市場發展與資訊科技諮詢小組」正式成為「數碼市場發展與資訊科技小組」，以更明確的定位為數字經濟下的消費者保障工作提供建議和加強監督。

「消費法律保障及政策小組」及「商營手法研究及消費者投訴審查小組」合併成為「消費保障政策、商營手法及申訴小組」，以強化協同作用及以更全面的方式，讓小組委員就廣泛的消費者保護政策議題提供建議，包括解決消費爭議。

「宣傳及社區關係小組」及「可持續消費計劃工作小組」合併成為「可持續消費、公共事務及教育小組」，以優化資訊傳播及消費者教育。

新成立了「銀髮經濟諮詢小組」，以促進「銀髮經濟」發展，發掘銀髮市場的潛力與機遇，並加強長者的消費保障。此措施亦為配合政府一系列推動銀髮經濟的政策。

此外，鑑於「青少年消費者教育改進工作小組」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諮詢 / 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。

During the year under review, 4 Co-opted Members: Dr Toa CHARM, Prof. Herbert CHIA Pun-kok, JP, Prof. Kelvin KWOK Hiu-fai and Mr Martin WONG Wing-hoi continued to serve the Council upon reappointment of Co-opted membership. On 21 January 2025, Prof. Patrick IP, Ms Isabella LAU Kam-chu, Prof. Andrew MAK Tsz-chung, Mr Alan NG Man-sang and Mr Michael YUNG Wai-kee were appointed as Co-opted Members.

In addition, the Council administers the Consumer Legal Action Fund via a Board of Administrators and a Management Committee<sup>2</sup>. On 20 February 2025, Mr Richard KHAW Wei-kiang, SC, JP succeeded Mr Selwyn YU Sing-cheung, SC as the Chairman of the Management Committee, whereas Mr Johnny MA Ka-chun, SC became the Vice-Chairman of the Management Committee.

On 6 December 2024, Ms Vinci LAM Wing-sai, SC was newly appointed as Member. On 17 February 2025, Mr Duncan MA Tak-yan was newly appointed as Member.

The Council would like to express its gratitude to the Chairman of the Consumer Legal Action Fund Mr Selwyn YU and Member of Consumer Legal Action Fund Mr Raymond MAK Ka-chun for their unrelenting commitment and dedication during their terms of office.

年內，4位增選委員：湛家揚博士、車品覺教授，太平紳士、郭曉暉教授及王永愷大律師獲續任為增選委員。於2025年1月21日，葉柏強教授、劉錦珠女士、麥子充教授、吳敏生大律師及翁偉基先生獲邀為增選委員。

此外，消費者訴訟基金由執行委員會及管理委員會監督管理<sup>2</sup>。於2025年2月20日，許偉強資深大律師，太平紳士，接替任滿離任的余承章資深大律師為管理委員會的主席。馬嘉駿資深大律師則接替為管理委員會的副主席。

新委員包括於2024年12月6日獲委任的林穎茜資深大律師，以及於2025年2月17日獲委任的馬德仁先生。

本會衷心感謝卸任的管理委員會主席余承章資深大律師及委員麥嘉晉先生在任內的不懈承擔和奉獻。

## Audit Committee 審核小組 (renamed as Committee on Audit on 21 January 2025)

Number of Meetings  
會議次數：3

### Convenor 召集人

Ms Ivy CHEUNG Wing-han 張穎嫻女士

### 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

Ms Veronica FUNG Kit-ming 馮潔鳴女士

Mr Edward HO Man-tat 何聞達先生 (up to 至 2024.12.31)

Ms Miranda KWAN Ching-yi 關靜儀女士 (from 2025.01.21 起)

Ms Doris LIAN Shaodong, MH  
連少冬女士，榮譽勳章 (up to 至 2024.12.31)

Ms Rachael SIU Suk-yu 蕭淑瑜大律師

Mr Augustine WONG Ho-ming, JP  
黃浩明先生，太平紳士 (from 2025.01.21 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。

2. See the Annual Report of the Consumer Legal Action Fund 2024-25 for details.  
詳情請參閱消費者訴訟基金 2024-25 年報。

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

Number of Meetings  
會議次數：6

### Note

1. The Consumer Protection Law and Policy Committee was merged to the Committee on Consumer Protection Policy, Trade Practices and Redress with effect from 21 January 2025.
2. All membership of this Committee ended on 20 January 2025 unless otherwise specified.

### 備註

1. 由 2025 年 1 月 21 日起，消費法律保障及政策小組併入消費保障政策、商營手法及申訴小組。
2. 除特別列明，此小組委員任期至 2025 年 1 月 20 日止。

### Chairman 主席

Mr Selwyn YU Sing-cheung, SC 余承章資深大律師

### 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  
(up to 至 2024.12.31)

### Members 委員

Ms Ivy CHEUNG Wing-han 張穎嫻女士  
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 Victor LAM Hoi-cheung, MH, JP  
林凱章先生，榮譽勳章，太平紳士 (up to 至 2024.12.31)  
Mr Alan LUI Siu-lun 雷紹麟先生 (up to 至 2024.12.31)  
Ms Rachael SIU Suk-yu 蕭淑瑜大律師  
Mr Andy WONG Man-kit 黃文傑先生

### Co-opted Members 增選委員

Mr Johnny FEE Chung-ming, JP 費中明律師，太平紳士  
Ms Queenie Fiona LAU, SC 劉恩沛大律師  
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 working of consumer protection legislation and public policy in Hong Kong.
  3. To look at consumer protection legislations 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 legislations 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

### Note

1. The Publicity and Community Relations Committee was merged to the Committee on Sustainability, Public Affairs and Education with effect from 21 January 2025.
2. All membership of this Committee ended on 20 January 2025 unless otherwise specified.

### 備註

1. 由 2025 年 1 月 21 日起，宣傳及社區關係小組併入可持續消費、公共事務及教育小組。
2. 除特別列明，此小組委員任期至 2025 年 1 月 20 日止。

### Chairman 主席

Mr Victor LAM Hoi-cheung, MH, JP  
林凱章先生，榮譽勳章，太平紳士（up to 至 2024.12.31）

### Vice-Chairman 副主席

Mr Kenneth CHAN Kin-nin 陳建年先生

### Members 委員

Ms Ivy CHEUNG Wing-han 張穎嫻女士  
Prof. CHUNG Chi-yung 鍾志勇教授  
Ms Veronica FUNG Kit-ming 馮潔鳴女士  
Mr Alan LUI Siu-lun 雷紹麟先生（up to 至 2024.12.31）  
Mr Duncan MA Tak-yan 馬德仁先生  
Mr Tony PANG Chor-fu 彭楚夫先生  
Ms Iris WAN Lai-sze 溫麗司女士（up to 至 2024.12.31）  
Mr Albert WONG Kin-wai 黃健威先生

### Co-opted Member 增選委員

Dr. Hugo CHAN Leung-to 陳亮途博士

### 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. 審議消委會運作及消委會諮詢中心之發展。
  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 (renamed as Committee on Research and Testing on 21 January 2025)

Number of Meetings  
會議次數：6

### Chairman 主席

Dr Victor LUI Wing-cheong 雷永昌醫生 (up to 至 2024.12.31)  
Prof. CHUNG Chi-yung 鍾志勇教授 (from 2025.01.21 起)

### Vice-Chairman 副主席

Ms Iris WAN Lai-sze 溫麗司女士 (up to 至 2024.12.31)  
Ms Ivy CHEUNG Wing-han 張穎嫻女士 (from 2025.01.21 起)

### Members 委員

Ms Ivy CHEUNG Wing-han 張穎嫻女士 (up to 至 2025.01.20)  
Prof. CHUNG Chi-yung 鍾志勇教授 (up to 至 2025.01.20)  
Prof. LAM Hon-ming, MH  
林漢明教授，榮譽勳章 (from 2025.01.21 起)  
Mr Stephen LEUNG Shing-yum 梁盛蔭律師 (from 2025.01.21 起)  
Ms Ivy LEUNG Siu-ling 梁少玲女士 (from 2025.01.21 起)  
Ms Doris LIAN Shadong 連少冬女士 (up to 至 2024.12.31)  
Dr Ada LIN Wai-chi 連慰慈醫生 (from 2025.01.21 起)  
Mr Duncan Ma Tak-yan 馬德仁先生  
Prof. Jack POON Sik-ching 潘釋正教授 (from 2025.01.21 起)  
Ms Rachael SIU Suk-yu 蕭淑瑜大律師 (from 2025.01.21 起)  
Mr Albert WONG Kin-wai 黃健威先生 (up to 至 2025.01.20)  
Mr Andy WONG Man-kit 黃文傑先生 (from 2025.01.21 起)

### Co-opted Members 增選委員

Prof. Patrick IP 葉柏強教授 (from 2025.01.21 起)  
Prof. Andrew MAK Tsz-chung 麥子充教授 (from 2025.01.21 起)  
Prof. Nora TAM Fung-yee, BBS, JP  
譚鳳儀教授，銅紫荊星章，太平紳士

### 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. 就有關研究及試驗事宜，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收集製造商、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。

## Staff and Finance Committee 人事及財務小組 (renamed as Committee on Staff and Finance on 21 January 2025)

Number of Meetings  
會議次數：7

### 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

### 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

Ms Ivy CHEUNG Wing-han 張穎嫻女士 (from 2025.01.21 起)

Mr Stephen LEUNG Shing-yum 梁盛蔭律師 (from 2025.01.21 起)

Mr Edward HO Man-tat 何聞達先生 (up to 至 2024.12.31)

Mr Victor LAM Hoi-cheung, MH, JP

林凱章先生，榮譽勳章，太平紳士 (up to 至 2024.12.31)

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 2024.12.31)

Dr Victor LUI Wing-cheung 雷永昌醫生 (up to 至 2024.12.31)

Ms Iris WAN Lai-sze 溫麗司女士 (up to 至 2024.12.31)

Mr Albert WONG Kin-wai 黃健威先生 (from 2025.01.21 起)

Mr Selwyn YU Sing-cheung, SC 余承章資深大律師

### 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獎勵。
  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

### Note

1. The Trade Practices and Consumer Complaints Review Committee was merged to the Committee on Consumer Protection Policy, Trade Practices and Redress with effect from 21 January 2025.
2. All membership of this Committee ended on 20 January 2025 unless otherwise specified.

### 備註

1. 由 2025 年 1 月 21 日起，商營手法研究及消費者投訴審查小組併入消費保障政策、商營手法及申訴小組。
2. 除特別列明，此小組委員任期至 2025 年 1 月 20 日止。

### Chairman 主席

Mr Tony PANG Chor-fu 彭楚夫先生

### Vice-Chairman 副主席

Mr Selwyn YU Sing-cheung, SC 余承章資深大律師

### 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

Mr Alan LUI Siu-lun 雷紹麟先生 (up to 至 2024.12.31)

Prof. Jack POON Sik-ching 潘釋正教授

Ms Rachael SIU Suk-yu 蕭淑瑜大律師

Mr Andy WONG Man-kit 黃文傑先生

### Co-opted Member 增選委員

Prof. Kelvin KWOK Hiu-fai 郭曉暉教授

### Key Functions 主要職能

1. 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.
2. To examine practices that are prevalent in a trade to see whether they operate against the interests of consumers.
3. 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
4. To advise the Legal Protection Committee on issues relating to trade practices where there may be a need for new or amended legislation.
5. To meet delegations and to receive representations by interested groups relating to trade practices.
6. To review and advise on the resolution of complicated individual complaint cases from individual consumers.
7. To examine issues arising from consumer complaints which have drawn wide public/media attention.
8. To review cases where complainants are not satisfied with the outcome and/or the way in which Council staff have handled their complaint.
9. To review the Council's consumer complaints handling procedures as and when necessary.
1. 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。
2. 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。
3. 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補償計劃
4. 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法例。
5. 會見代表團並就營商手法事宜接見有關團體。
6. 對複雜的個人投訴進行審查並提出解決建議。
7. 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。
8. 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。
9. 有需要時檢討消委會的消費者投訴處理程序。

## Committee on Consumer Protection Policy, Trade Practices and Redress 消費保障政策、商營手法及申訴小組 (from 2025.01.21 起)

Number of Meetings  
會議次數：2

### Note

All membership of this Committee commenced from 21 January 2025 unless otherwise specified.

### 備註

除特別列明，此小組委員任期由2025年1月21日開始。

### Chairman 主席

Mr Selwyn YU Sing-cheung, SC 余承章資深大律師

### Vice-Chairman 副主席

Ms Miranda KWAN Ching-yi 關靜儀女士

### Members 委員

The Hon CHAN Hoi-yan 陳凱欣議員

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

Prof. Marshall JEN Hong 任鴻教授

Prof. Jack POON Sik-ching 潘釋正教授

Ms Rachael SIU Suk-yu 蕭淑瑜大律師

Mr Augustine WONG Ho-ming, JP 黃浩明先生，太平紳士

### Co-opted Members 增選委員

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

Prof. Kelvin KWOK Hiu-fai 郭曉暉大律師

Ms Queenie Fiona LAU, SC 劉恩沛資深大律師

Mr Alan NG Man-sang 吳敏生大律師

### Key Functions 主要職能

1. 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.
  2. To advise and govern the Council on matters relating to public policy on the rights and protection of consumers.
  3. To look at consumer protection policies in other jurisdictions and to examine the feasibility of adopting similar provisions in Hong Kong.
  4. To formulate and to submit recommendations through the Council to the Government to amend and/or adopt public policies to protect consumers.
  5. To oversee the publication of reports on advancing public policies on consumer protection or legal protection for consumers.
  6. To oversee the examination of 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.
  7. 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.
  8. To review the Council's consumer complaints handling procedures as and when necessary.
1. 積極倡導公平、公正及具競爭力的市場環境，並促進有關消費者保障的公共政策。
  2. 就消費者權益及保障的公共政策事宜向消委會提供意見及作出指導。
  3. 參考其他地區的消費者保障政策，並研究在香港採納類似條文的可行性。
  4. 制訂建議並透過消委會向政府提交，以修訂及／或採納保障消費者的公共政策。
  5. 監察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的報告。
  6. 監察個別商戶的營運手法及廣告內容，如有不當，促使其停止有關行為，或公開點名以警示消費者。
  7. 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補償計劃。
  8. 在有需要時檢討消委會的消費者投訴處理程序。

## Committee on Digital Economy and Information Technology 數碼市場發展與資訊科技小組 (from 2025.01.21 起)

Number of Meetings  
會議次數：1

### Note

All membership of this Committee commenced from 21 January 2025 unless otherwise specified.

### 備註

除特別列明，此小組委員任期由2025年1月21日開始。

### Chairman 主席

Prof. Jack POON Sik-ching 潘釋正教授

### Vice-Chairman 副主席

Mr Albert WONG Kin-wai 黃健威先生

### Members 委員

Prof. CHUNG Chi-yung 鍾志勇教授

Ms Veronica FUNG Kit-ming 馮潔鳴女士

Prof. Marshall JEN Hong 任鴻教授

Dr Ada LIN Wai-chi 連慰慈醫生

### Co-opted Members 增選委員

Mr Roy CHAN Kai-yan 陳啟恩先生

Dr Toa CHARM 湛家揚博士

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

Mr Michael PANG 彭銘楷先生

Mr Kyrus SIU King-wai 蕭景威先生

Mr Martin WONG Wing-hoi 王永愷大律師

Mr Michael YUNG Wai-kee 翁偉基先生

### Key Functions 主要職能

1. To alert the Council of critical consumer issues that may arise in the digital economy and advise on strategies and appropriate actions for protecting consumer interests.
  2. To advise the Council on effective approaches to monitor technical developments and advances in technology or study digital issues.
  3. To facilitate the Council's connection with appropriate stakeholders, such as key market players or solution providers, and broaden the Council's outreach in the digital community.
  4. To govern the Council on its internal IT system development and adoption of technological tools to strengthen communication with stakeholders and consumers.
  5. To advise and direct the Council in its development of Artificial Intelligence and the related policies and technology deployments.
  6. To review and advise the Council on tendering, consultancy recommendations, and implementation of IT projects on project status and quality of work, whilst upholding a level of cybersecurity that complies with regulatory requirement, policy guidelines and/or industry best practices.
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. 協助消委會與適當的持份者，例如市場主要參與者或解決方案提供者建立聯繫，並擴大消委會在數碼領域的接觸面。
  4. 就消委會內部資訊科技系統的開發及技術工具的採用提供指導，以加強與持份者及消費者的溝通。
  5. 就人工智能的發展及相關政策和技術部署向消委會提供建議及指導。
  6. 審議並就招標、顧問建議及資訊科技項目的實施、項目進度及工作質量向消委會提出建議，同時確保網絡安全水平符合監管要求、政策指引及／或行業最佳做法。

## Committee on Sustainability, Public Affairs and Education 可持續消費、公共事務及教育小組 (from 2025.01.21 起)

Number of Meetings  
會議次數：1

### Note

All membership of this Committee commenced from 21 January 2025 unless otherwise specified.

### 備註

除特別列明，此小組委員任期由2025年1月21日開始。

### Chairman 主席

Mr Tony PANG Chor-fu 彭楚夫先生

### Vice-Chairman 副主席

Mr Kenneth CHAN Kin-nin 陳建年先生

### Members 委員

The Hon CHAN Hoi-yan 陳凱欣議員

Ms Veronica FUNG Kit-ming 馮潔鳴女士

Ms Miranda KWAN Ching-yi 關靜儀女士

Prof. LAM Hon-ming, MH 林漢明教授，榮譽勳章

Ms Ivy LEUNG Siu-ling 梁少玲女士

Mr Duncan MA Tak-yan 馬德仁先生

Mr Albert WONG Kin-wai 黃健威先生

Mr Andy WONG Man-kit 黃文傑先生

### Co-opted Members 增選委員

Dr Hugo CHAN Leung-to 陳亮途博士

Ms Isabella LAU Kam-chu 劉錦珠女士

### Key Functions 主要職能

1. To advise and monitor the planning and implementation of the Council's publicity and education-related matters.
  2. To advise and monitor the production and marketing/promotional activities of "CHOICE" and other publications.
  3. To advise and examine matters pertaining to consumer education including production of publicity materials and organisation of publicity campaigns.
  4. To advise the Council on international liaison matters.
  5. To steer and provide advice about the strategic direction of the sustainability programme, including the scope of different projects and cross-divisional activities.
  6. To advise and oversee the development of the Council's sustainable consumption framework to ensure that it represents the needs of current and future Hong Kong consumers.
  7. To advise and review the fostering of partnerships and engagement with stakeholders in the community and Government in promoting public awareness of and participation in sustainable consumption.
1. 監督及就消委會宣傳及教育相關事宜的策劃和實施提供建議。
  2. 監督及就《選擇》月刊及其他出版物的製作和市場推廣／宣傳活動提供建議。
  3. 就消費者教育相關事宜提供建議及進行審議，包括宣傳材料的製作及宣傳活動的籌辦。
  4. 就國際聯繫事宜向消委會提供建議。
  5. 指導包括不同項目和跨部門活動之可持續發展計劃的策略方針，並提供建議。
  6. 監督及就消委會在有關可持續消費方面的發展提供建議，確保其反映現今和未來香港消費者的需求。
  7. 就促進與持份者包括社區及政府部門的夥伴關係及互動的工作提供意見及進行檢討，以推廣公眾對可持續消費的認識及參與。

# ADVISORY/WORKING GROUPS 諮詢/工作小組

## 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：4

### Note

1. The Advisory Group on Digital Economy and Information Technology was formalised as the Committee on Digital Economy and Information Technology with effect from 21 January 2025.
2. All membership of this Advisory Group ended on 20 January 2025 unless otherwise specified.

### 備註

1. 由 2025 年 1 月 21 日起，數碼市場發展與資訊科技諮詢小組正式成為數碼市場發展與資訊科技小組。
2. 除特別列明，此諮詢小組委員任期至 2025 年 1 月 20 日止。

### Convenor 召集人

Prof. Jack POON Sik-ching 潘釋正教授

### Members 委員

Ms Veronica FUNG Kit-ming 馮潔鳴女士

Ms Doris LIAN Shaodong, MH

連少冬女士，榮譽勳章（up to 至 2024.12.31）

Mr Albert WONG Kin-wai 黃健威先生

### Co-opted Members 增選委員

Mr Roy CHAN Kai-yan 陳啟恩先生

Dr Toa CHARM 湛家揚博士

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

Mr Michael PANG 彭銘楷先生

Mr Kyrus SIU King-wai 蕭景威先生

### 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：1

### Note

1. The Working Group on Revamp for Consumer Education for Youth was dissolved with effect from 30 June 2024.
2. All membership of this Working Group ended on 30 June 2024 unless otherwise specified.

### 備註

1. 青少年消費者教育改進工作小組由 2024 年 6 月 30 日起解散。
2. 除特別列明，此工作小組委員任期至 2024 年 6 月 30 日止。

### Chairman 主席

Mr Tony PANG Chor-fu 彭楚夫先生

### Members 委員

Mr Albert WONG Kin-wai 黃健威先生

### Co-opted Members 增選委員

Mr Tony CHEUNG Kwok-wai 張國威副校長

Mr Eugene FONG Yick-jin, MH 方奕展先生，榮譽勳章

Ms Loretta LAM Yee-mei 林綺薇女士

Mr LAU Chun-hung, MH 劉振鴻先生，榮譽勳章

Mr Lawrence LAU Yip-tak 劉業德先生

Dr Cherry TAM Hau-lin 譚巧蓮博士

Dr Gary WONG Ka-wai 黃家偉博士

Dr Paul WONG Wai-ching 黃蔚澄博士

Mr Rochester WONG Wang-fai 黃宏輝先生

Prof. Christina YU Wai-mui 姚偉梅教授

### Key Functions 主要職能

1. The Working Group (WG) shall report to the Publicity & Community Relations Committee (PCRC) 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. 工作小組須向宣傳及社區關係小組（PCRC）匯報小組之討論和建議。
  2. 工作小組應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. 工作小組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. 工作小組應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：1

### Note

1. The Working Group on Sustainable Consumption Programme was merged to the Committee on Sustainability, Public Affairs and Education with effect from 21 January 2025.
2. All membership of this Working Group ended on 20 January 2025 unless otherwise specified.

### 備註

1. 由 2025 年 1 月 21 日起，可持續消費計劃工作小組合併為可持續消費、公共事務及教育小組。
2. 除特別列明，此工作小組委員任期至 2025 年 1 月 20 日止。

### Chairman 主席

Ms Miranda KWAN Ching-yi 關靜儀女士

### Members 委員

Mr Kenneth CHAN Kin-nin 陳建年先生

Prof. CHUNG Chi-yung 鍾志勇教授

Mr Edward HO Man-tat 何聞達先生 (up to 至 2024.12.31)

Ms Iris WAN Lai-sze 溫麗司女士 (up to 至 2024.12.31)

Mr Andy WONG Man-kit 黃文傑先生

Mr Selwyn YU Sing-cheung SC 余承章資深大律師

### 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. 監督消委會在有關可持續消費方面的發展，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. 承擔消委會交辦的其他職責。

## Advisory Group on Silver Economy 銀髮經濟諮詢小組 (from 2025.01.21 起)

Number of Meetings  
會議次數：0

### Note

All membership of this Advisory Group commenced from 21 January 2025 unless otherwise specified.

### 備註

除特別列明，此諮詢小組委員任期由 2025 年 1 月 21 日開始。

### 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

### 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

Prof. CHUNG Chi-yung 鍾志勇教授

Prof. LAM Hon-ming, MH 林漢明教授，榮譽勳章

Ms Ivy LEUNG Siu-ling 梁少玲女士

Dr Ada LIN Wai-chi 連慰慈醫生

Mr Augustine WONG Ho-ming, JP 黃浩明先生，太平紳士

### Key Functions 主要職能

1. To advise the Council of the assessment on the potential and market demand for developing the silver economy and advise on strategies and appropriate actions for promoting the silver economy.
  2. To advise the Government through the Council that while seizing the opportunities in developing the silver economy, what steps should be taken in monitoring the relevant business activities so as to ensure that the consumer rights and interests of the elderly are protected.
  3. To advise and govern the Council on publicity and education programmes for the elderly, including collaboration with other stakeholders, on the promotion of proper concepts and information for self-empowerment.
  4. To facilitate the Council's liaison with appropriate stakeholders, such as key industry players and the Government's Advisory Panel on Silver Economy and the Customs and Excise Department (C&ED).
1. 就發展銀髮經濟的潛力及市場需求進行評估，並向消委會提供意見及就推動銀髮經濟的策略和適當行動提出建議。
  2. 透過消委會向政府提供意見，指出在把握銀髮經濟發展機遇的同時，應採取何種措施監察相關商業活動，以保障長者的消費權益。
  3. 就消委會為長者而設的宣傳及教育項目提供意見及指導，包括與其他持份者合作，推廣正確理念及資訊以提升長者自我能力。
  4. 協助消委會與適當的持份者建立聯繫，例如主要業界人士、政府的銀髮經濟顧問小組及香港海關。

# 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 (2024.04.01 – 2025.03.31)



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

Principal Planning and Trade Practices Officer 策劃及商營手法事務部首席主任 (up to 2024.06.30)  
Director of Planning and Trade Practices 策劃及商營手法事務總監 (from 2024.07.01起)  
Ms Vera TAM Sau-ngor<sup>#</sup> 譚秀娥女士<sup>#</sup> (up to 2025.02.27)  
Vacant 懸空 (from 2025.02.28起)



#### PUBLIC AFFAIRS DIVISION 公共事務部

Principal Public Affairs Officer 公共事務部首席主任 (up to 2024.06.30)  
Director of Public Affairs 公共事務總監 (from 2024.07.01起)  
Ms Amy WONG Pui-shan<sup>#</sup> 黃佩珊女士<sup>#</sup>



#### RESEARCH & SURVEY DIVISION 研究及普查部

Principal Research and Survey Officer (Acting) 研究及普查部首席主任 (署理) (up to 2024.06.30)  
Director of Research and Survey (Acting) 研究及普查總監 (署理) (2024.07.01 to 2024.12.31)  
Director of Research and Survey 研究及普查總監 (from 2025.01.01起)  
Ms Angel CHEUNG Yan-fan<sup>#</sup> 張昕帆女士<sup>#</sup>



#### INFORMATION TECHNOLOGY DIVISION 資訊科技部

Head of Information Technology Division 資訊科技部總主任 (up to 2024.06.30)  
Director of Information Technology 資訊科技總監 (from 2024.07.01起)  
Mr Ricky NG Chi-wah 吳志華先生



#### HUMAN RESOURCES DIVISION 人力資源部

Head of Human Resources Division 人力資源部總主任 (up to 2024.06.30)  
Director of Human Resources 人力資源總監 (from 2024.07.01起)  
Mr LEE Wing-kai 李永佳先生



#### FINANCE & ADMINISTRATION DIVISION 財務及行政部

Head of Finance and Administration Division 財務及行政部總主任 (up to 2024.06.30)  
Director of Finance and Administration 財務及行政總監 (from 2024.07.01起)  
Ms Grace NG Wai-ting 伍瑋婷女士



#### LEGAL AFFAIRS DIVISION 法律事務部

Head of Legal Affairs Division 法律事務部首席主任 (up to 2024.06.30)  
Director of Legal Affairs 法律事務總監 (from 2024.07.01起)  
Mr Michael KAN Kin-hang<sup>#</sup> 簡健恒先生<sup>#</sup>



#### COMPLAINTS & ADVICE DIVISION 投訴及諮詢部

Principal Complaints and Advice Officer 投訴及諮詢部首席主任 (up to 2024.06.30)  
Director of Complaints and Advice 投訴及諮詢總監 (from 2024.07.01起)  
Ms Liza FUNG Tsz-yan<sup>#</sup> 馮子茵女士<sup>#</sup>



#### CONSUMER EDUCATION DIVISION 消費者教育部

Head of Consumer Education Division 消費者教育部總主任 (up to 2024.06.30)  
Director of Consumer Education 消費者教育總監 (from 2024.07.01起)  
Ms Joey LAI Cho-ye 黎祖儀女士

#### SECRETARIAT 會議事務

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



#### Chief Executive 總幹事

Ms Gilly WONG Fung-han<sup>\*</sup>  
黃鳳嫻女士<sup>\*</sup>



#### Deputy Chief Executive 副總幹事

Mr Francis HO Ying-foo  
何應富先生

#### 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

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

<sup>\*</sup> Term completed on 6 May 2025 於 2025 年 5 月 6 日約滿離任

## The Council Office

Under the leadership of the Council's Chief Executive, underpinned by the Deputy Chief Executive, the 156-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 7 staff briefing sessions and 12 training workshops to develop and enrich staff members' knowledge and skills in various scopes, covering cybersecurity, data governance, dispute resolution, racial equality, as well as skill-based training such as OneDrive, social media, generative artificial intelligence, etc.

## Finance

The Council derives its income mainly from Government subvention. Other sources of income (approximately 3.1%) include proceeds from sales of the Council's CHOICE Magazine and interest income. Total recurrent and non-recurrent expenditures for the year under review were HK\$152.63 million and HK\$8.80 million respectively<sup>3</sup>.

## 消委會辦公室

以總幹事為首的消委會辦公室共有 156 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 7 場員工簡介會及 12 場培訓工作坊，以發展和豐富員工多方面的知識和技能，包括網絡安全、數據治理、解決消費爭議、種族平等，以及各項技能培訓，包括 OneDrive、社交媒體營銷、生成式人工智能等。

## 財務

本會經費主要來自政府資助，其他收入來源（約 3.1%）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 1.5263 億元及港幣 880 萬元<sup>3</sup>。

3. See Appendix 1 for the Auditor's Report and Financial Statements for the accounts of the Council for 2024-25.  
2024-25 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 條問題的合格率為 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，並隨後進行重新測試。

### The Content of the Code 守則內容

| Members and Staff                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Members Specific                                                                                                                                                                     | Staff Specific                                                                                                                                                                                                                                                                                                                                   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Prevention of Bribery Ordinance</li> <li>Solicitation and Acceptance of Advantage</li> <li>Advantages offered in their Official Capacity</li> <li>Sponsorship offered in their Official Capacity</li> <li>Offering of Advantages</li> <li>Managing Conflict of Interest</li> <li>Use of Council's Assets and Resources</li> <li>Confidentiality of Information</li> <li>Competition/Award Presentation</li> <li>Records, Accounts and other Documents</li> <li>Gambling</li> <li>Loans</li> <li>Compliance with Local Laws</li> </ul> | <ul style="list-style-type: none"> <li>Members Bidding for the Council's Contract</li> <li>Use of Public Fund</li> <li>Misuse of Capacity as a Council / Committee Member</li> </ul> | <ul style="list-style-type: none"> <li>Specific Requirement for Designated Posts</li> <li>Misuse of Official Position</li> <li>Outside Employment</li> <li>Misconduct in Public Office</li> <li>Guarantee</li> <li>Indebtedness</li> <li>Supervisory Accountability</li> <li>Reporting Suspected Irregularities and Criminal Offences</li> </ul> |
| 委員及職員                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 委員特定                                                                                                                                                                                 | 職員特定                                                                                                                                                                                                                                                                                                                                             |
| <ul style="list-style-type: none"> <li>《防止賄賂條例》</li> <li>索取和接受利益</li> <li>職員以公職身分獲得利益</li> <li>職員以公職身分獲得贊助</li> <li>提供利益</li> <li>處理利益衝突</li> <li>使用消委會資產和資源</li> <li>保密資料</li> <li>比賽 / 頒獎</li> <li>記錄、帳目和其他文件</li> <li>賭博</li> <li>貸款</li> <li>遵從本地法例和規例</li> </ul>                                                                                                                                                                                                                                                                                                        | <ul style="list-style-type: none"> <li>委員參與競投消委會的合約</li> <li>運用公帑</li> <li>濫用委員身分</li> </ul>                                                                                         | <ul style="list-style-type: none"> <li>對於指定職份的具體要求</li> <li>濫用職權</li> <li>外間工作</li> <li>公職人員行為失當</li> <li>擔保</li> <li>欠債</li> <li>督導責任</li> <li>舉報涉嫌違規行為及刑事罪行</li> </ul>                                                                                                                                                                         |

## 2022-25 STRATEGIC PLAN — 5 STRATEGIC GOALS

### 2022-25 策略計劃 — 5 個策略目標

- |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                        |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ol style="list-style-type: none"> <li>1. Safeguard consumer interests under the digital economy</li> <li>2. Enable informed consumption choice for better quality of living — safety, value and sustainability</li> <li>3. Equip targeted vulnerable consumers — youth, elderly, mentally handicapped — with proper knowledge and skills for self-protection</li> <li>4. Sustain and develop partnership to synergise works in consumer protection at international, Mainland/GBA and local levels</li> <li>5. Uphold the Council as an effective and high performing statutory body through staff enrichment and strong corporate governance</li> </ol> | <ol style="list-style-type: none"> <li>1. 維護數碼經濟下的消費者權益</li> <li>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</li> <li>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</li> <li>4. 維繫和發展夥伴關係，以協同與國際、內地 / 大灣區和本地各個層面的消費者保護工作</li> <li>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</li> </ol> |
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## 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 over 50 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
- Food and 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 — Safeguard Committee
- Law Reform Commission — Sub-Committee on Cybercrime
- Office of the Communications Authority — Telecommunications Regulatory Affairs Advisory Committee
- Transport Department — Committee on Taxi Service Quality
- Advisory Panel on Silver Economy

本會委員及職員現時參與超過 50 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
- 食物及衛生局 — 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
- 通訊事務管理局辦公室 — 電訊規管事務諮詢委員會
- 運輸署 — 的士服務質素委員會
- 銀髮經濟顧問小組