

# Representing the Consumer Voice and Networking.

## 消費權益「發言人」的角色及聯繫網絡

### WHY THIS IS IMPORTANT

Everyone is a consumer. Our efforts to promote consumer interests will become more effective when we work closely with other partners and stakeholders locally and overseas.

### WHAT WE HAVE DONE

Locally, we maintain close liaison with the Government through the Commerce and Economic Development Bureau (CEDB), which oversees consumer protection and competition policy and from the envelope of which 95% of our operating funds are derived.

Apart from the CEDB, Council's liaison with over 10 other bureaux and 30 Government departments are well established, facilitating our work in addressing specific consumer issues that fall within their purview. We also attach great importance to working with community groups, regulators, professional bodies and trade associations.

### Council's Representation on Other Bodies

Representatives of Council serve on a large number of public advisory committees and boards of regulatory or statutory bodies. We presented views from the consumer perspective in the regulation and monitoring of various business sectors, including financial, legal, food, electrical safety, real estate agent and telecommunications services as well as the tourist and insurance industries. By serving on relevant committees, Council representatives expressed consumer concerns and sought to enhance consumer protection relating to consumer health and safety, residential properties, financial and telecommunications services, regulating travel and estate agency business as well as environmental protection initiatives. Our views were formulated with first-hand knowledge of consumer needs acquired through surveys and direct contacts with consumers and traders. A full list of external committees and statutory bodies with representation by Council Members or staff is at Appendix 14.

### 消費權益「發言人」的角色及聯繫網絡的重要性

每個人都是消費者。本會深信，與本地及海外的伙伴機構或相關團體密切合作，能更有效地促進消費者權益。

### 我們完成的任務

本會透過負責保障消費者權益及競爭政策的商務及經濟發展局，與政府保持緊密聯繫；本會95%的經費經由該局劃撥。

委員會與超過10個政策局及30個政府部門維持良好合作關係，令消委會在處理與這些部門有關的消費問題時，更具成效。本會亦十分着重與地區組織、監管機構、專業團體及商會的合作關係。

### 消費權益「發言人」

我們的委員和職員是多個公眾事務諮詢委員會、監管組織及法定機構的成員，代表消費者向這些組織提供監管各行各業的意見。涉及的行業包括財經、法律、食品、電力安全、地產、電訊服務、旅遊及保險業等。本會並積極就消費者健康、安全、住宅物業、金融及電訊服務、監管旅行社、地產代理及環境保護等方面，提出與消費者息息相關的課題，加強保障消費者的權益。我們發表的意見，是經詳細研究及調查、直接從消費者取得的第一手資料而來，反映消費者的實際需要。有本會代表參與的外界委員會名單，見附錄十四。

## Close Liaison with Counterparts in the Mainland

Close liaison with the Council's counterparts in the Mainland (over 3 200 consumers associations in the whole country) is maintained through exchange of information, referral of complaints and receiving delegations from consumer associations and related bodies from different parts of the Mainland. During the year, 300 Mainland officials and delegates from consumer bodies visited the Council, including Mr. WANG Shi-qi, Deputy Secretary of State Bureau for Letters and Calls, who visited the Council in September 2011. Apart from experience exchange, training on consumer education with special focus on the Consumer Culture Study Award (CCSA) was arranged. During the summer of 2011, special training sessions were provided by the Council to winning students from the CCSA programme launched in Shantou University.

The Memorandum of Cooperation signed between the Council and the China Consumer Association in 2009 noted that high-level visits should be arranged for forging closer cooperation and experience exchange with its Mainland counterparts. Following the Memorandum, a Council Delegation Visit to Hangzhou was arranged in November 2011. The Delegation was led by the Council Chairman and joined by 5 Members and the Chief Executive. During its visit, it met with senior officials from the Administration for Industry and Commerce and Consumer Commission of Consumers' Rights and Interests of both the Zhejiang Province and the Hangzhou City. There had been extended exchange in the work of consumer protection between both sides, including the work relating to topical issues such as pre-payment consumption and unfair contract terms. Other organisations visited included Zhejiang Food and Drug Administration and Hangzhou Real Estate Information Centre.

During the year under review, Council's representatives actively attended seminars and activities held in the Mainland. On these occasions, speeches on various consumer-related topics were delivered. In August 2011, the Chief Executive was invited by the Jinlin Consumers Association to speak on consumer protection at the Signing Ceremony of the Memorandum of Understanding (MOU) for Co-operation between the Council and Jinlin. In September and December 2011, she attended and spoke respectively in the Seminar on Preventive Measures against Risks from Pre-payment Consumption organised by the Jiangsu Consumers Association and the Consumer Rights Protection Forum organised by 22 consumer organisations in Shenzhen.



## 與內地消費者組織緊密聯繫

我們與內地主要的消費者協會(全國共超過3 200個成員)緊密聯繫，互相交流資訊和轉介投訴個案，並不時接待來自各省市消費者組織和有關機構的訪港代表。年內到訪本會的內地消費者組織代表共300名，包括於二零一一年九月到訪本會的国家信訪局王石奇副局長。除了經驗交流外，本會亦為他們提供消費教育方面的培訓，特別以消費文化考察報告獎作為培訓重點。二零一一年夏天，本會為汕頭大學舉行的消費文化考察報告獎得獎學生提供培訓。

二零零九年本會與中國消費者協會簽署了合作協議，當中建議加強本會與內地姊妹機構的高層互訪，促進合作及經驗交流。為此本會於二零一一年十一月組織杭州訪問團，由本會主席帶領五位委員及總幹事，訪問浙江省及杭州市工商行政管理局及消費者權益保護委員會，與該四個機構的高級官員會面，交流消保工作，包括一些兩地均關注的問題，例如預繳式消費及不公平合約條款等。此行代表團亦訪問了浙江省食品藥品監督管理局及杭州市房產信息中心。

本年度本會代表積極參與內地舉辦的研討會及活動，發表多篇觸及各種消費問題的演講。二零一一年八月，總幹事應吉林省消費者協會邀請，出席雙方簽署合作協議書儀式，發表關於消費者保障的演講。同年九月及十二月，總幹事分別出席江蘇舉辦的「海峽兩岸預付式消費風險防範機制」研討會及深圳廿二省市消費者協會舉辦的「消費維權論壇」，並發表演講。

With tourists from the Mainland topping the list of visitors to Hong Kong, the Council has taken a proactive role in ensuring shopping satisfaction of Mainland tourists. Since 2004, MOUs for Co-operation of Consumers' Rights and Interests have been signed with consumer associations in major cities/provinces in the Mainland, including Beijing, Guangdong Province, Tianjin, Shanghai, Shenzhen, Zhejiang Province, Fujian Province, Shantung Province, Heilongjiang Province, Chengdu, Macau, the Pan-Pearl River Delta Region, etc. The MOUs facilitate information exchanges and assistance in resolving consumer disputes among the regions.

Council's network in the Mainland has facilitated the dissemination of consumer information to the Mainland through the internet. Council's Shopsmart Website, which provides consumer information to Mainland visitors and is hyperlinked to 28 Mainland organisations, recorded a cumulative hit rate of over 102 million as at the end of 2011-12 since its debut in 2007.

## Collaboration at Regional and International Levels

The Council also keeps abreast of the global development of consumer movement by taking part in international fora on various consumer issues. It is an active member of the International Consumer Research & Testing (ICRT). The Council contributes ideas for joint tests that benefited all members sharing the test results and gains the benefit of lowering the test cost by sharing with other ICRT members.

In 2011-12, international events attended by Council's representatives included the United Nations Conference on Trade and Development Meeting on Competition Law and Policy, the G20/Organisation for Economic Co-operation and Development (OECD) Seminar on Financial Consumer Protection, the 12th Roundtable on Capital Market Reform organised by the OECD and the Asian Development Bank Institute, etc. In April 2011, Council's Vice Chairman and CE visited the Urban Redevelopment Authority and the Council for Estate Agencies of Singapore for better understanding of the operation of a property market information platform. Exchanges with overseas experts and consumer activists on these occasions enhanced the Council's foresight in overcoming emerging challenges in the ever-changing consumer market.

內地旅客佔訪港人數之冠，我們採取積極措施，確保內地旅客在港購物稱心滿意。自二零零四年起，本會先後與內地主要省市，包括北京市、廣東省、天津市、上海市、深圳市、浙江省、福建省、山東省、黑龍江省、成都市、澳門、泛珠三角區域等的消費者組織簽署合作協議。合作協議的簽訂有助促進各地之間的資訊交流及協助調解跨區消費糾紛。

本會在內地所建立的網絡，有助本會透過網站在內地發放消費者資訊。本會的「精明消費香港遊」網站為內地旅客提供消費資訊，網站現已超連結到28個內地省市的消費者組織的網址。自二零零七年啟動以來至本財政年度，網站累積點擊率超過一億二百萬。

## 地區及國際性合作網絡

為掌握全球消費者運動的最新發展方向，本會積極參加涉及各種消費者問題的國際會議。作為國際消費者研究及測試組織的成員，本會主動建議新的測試產品和項目，與其他會員分享測試結果。透過聯合測試，與其他國際消費者研究及測試組織的成員共同承擔測試費用，有效減低測試成本。

年內本會代表出席的國際活動包括聯合國貿易及發展會議主辦的競爭法及政策會議、G20及經濟合作及發展組織主辦的金融業消費者保障研討會、經濟合作及發展組織與亞洲開發銀行研究院合辦的第十二屆市場改革圓桌會議等。二零一一年四月，本會副主席及總幹事訪問了星加坡的市區重建局及地產代理監管局，以了解當地地產市場資訊平台的運作模式。我們藉着這些會議及研討會，與外地專家及消費者組織代表交流及討論，令本會在面對多變的消費市場問題時，思維更具前瞻性。

## Consumers International

The Council is elected Executive and Council Member of the Consumers International (CI), a federation of consumer organisations comprising over 220 members from 115 countries. Consumers International has two main goals: to support and strengthen member organisations and the consumer movement in general and to represent consumer interests at global and regional levels, e.g. at the Codex Alimentarius Commission on food standards, Organisation for Economic Co-operation and Development (OECD), etc.

The Council takes an active and supportive role in CI. The Chief Executive attended the CI Council & Executive meetings in London and the CI Regional Meeting held in Kuala Lumpur.

## The 19th Consumers International World Congress 2011

During the year under review the Council, as a co-host with CI, was fully engaged in the planning and organisation work in preparation for the 19th Consumers International World Congress which was held in Hong Kong on 3-6 May 2011.

The Congress was successfully inaugurated and concluded, drawing a new record high of over 700 delegates and speakers from consumer organisations around the world, as well as trade and industries, academics, governments, NGOs and the media from over 80 countries / jurisdictions. It was also able to achieve a record high number of 135 delegates from a single country ever since in the history of CI.

## UNCTAD Capacity Building Programme

Upon request by the United Nations Conference on Trade & Development (UNCTAD), in 2010 the Council signed an MOU with it on co-organisation of regular exchange programmes for developing countries. The cooperation programme further fosters Council's role in promoting consumer rights in the international arena. As at the end of 2011-12, the Council has provided exchange programmes for five developing countries, including Bhutan, Botswana, the Republic of South Africa, Lao and Ecuador.



## 國際消費者聯會

本會是國際消費者聯會(國際消聯)的理事會及執委會成員(國際消聯共有220個會員來自115個國家)。國際消聯的兩大宗旨是：協助成員機構加強保障消費者權益的工作、及在國際和地區的層面上爭取制訂促進消費者權益的政策(例如：聯合國食品法典委員會制訂食品標準、經濟合作及發展組織等。)

本會積極參與及支持國際消聯的活動。本年度本會總幹事出席了在倫敦舉行的國際消聯委員會及行政會議、及於吉隆坡舉行的地區性會議。

## 二零一一年第十九屆國際消費者聯會全球會議

年內，本會作為協辦組織，與國際消聯合作，全力投入各項二零一一年五月三至六日於香港舉行的第十九屆國際消費者聯會全球會議的籌備工作。

全球會議成功舉辦，與會者及演講嘉賓共超過700人，創下大會紀錄。他們來自世界各地超過80個國家/地區的消費者組織、工商界、學術界、政府、非政府組織及傳播媒界。會議亦取得歷屆以來首次有單一國家派出135名代表出席的成績。

## 聯合國貿易及發展會議潛力發展計劃

本會接受聯合國貿易及發展會議的邀請，於二零一零年與該組織簽訂有關合作協議，合辦以發展中國家為對象的定期交流計劃。合作計劃進一步強化本會在國際社會中推廣消費者權益的角色。至本年度尾，本會已為不丹、博茨瓦納、南非共和國、老撾及厄瓜多爾五個國家提供了交流活動。