

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 effort to promote consumer interests becomes more effective when we work closely with our 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 were granted.

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 respective 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 such as 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 13.

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。

我們完成的工作

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。

本會與超過十個政策局及30個政府部門維持良好合作關係，令本會在處理與這些部門有關的消費議題時，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，見附錄十三。



Close Liaison with Counterparts in the Mainland and Macau

Close liaison with the Council's counterparts in the Mainland (over 3,100 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, 434 Mainland officials and delegates from consumer bodies visited the Council.

During the year under review, Council's representatives actively attended seminars and activities held in the Mainland. On these occasions, discussion and experience exchange were conducted on various consumer-related topics, for examples, emerging consumer issues, safety of consumer products and services, UN Guidelines for Consumer Protection, etc.

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.

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3,100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434名。

本年度本會代表積極參加內地舉辦的研討會及活動，與其他與會代表所進行的討論及交流，觸及各種消費者議題，例如新出現的消費者問題、產品及服務安全、聯合國消費者保障指引等。

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。

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 120 million as at the end of 2011-12 since its debut in 2007.

In August 2012, as a capacity building exercise, 10 staff members of the Macau Consumer Council (MCC) visited the Council for a more in-depth understanding of Council's operation.

In October 2012, a Council Delegation Visit to Macau Consumer Council was arranged. Led by the Vice Chairman and joined by 3 Members and the Chief Executive, the visit served to strengthen the Council's partnership with MCC through high-level communication between the two organisations. During its visit, the Delegation met with the Presidents and Members of MCC's General Committee and Executive Committee, exchanging experience in the work of consumer protection.

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.

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.

In 2010 the Council signed an MOU with the United Nations Conference on Trade & Development (UNCTAD) on co-organisation of regular exchange programmes for developing countries. The cooperation programme further fosters Council's

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一億二千萬。

二零一二年八月，澳門消費者委員會十名員工探訪本會，更深入了解本會的運作，以作員工培訓。

二零一二年十月本會組織代表團訪問澳門消委會。代表團由副主席帶領，包括三位委員及總幹事，訪問目的是希望透過高層交流溝通，加強兩會的合作關係。訪問期間，本會與澳門消委會全體委員會及執行委員會的主席及委員會面，交流保障消費者的工作經驗。

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議題的國際會議。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。

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

role in promoting consumer rights in the international arena. As at the end of 2012-13, the Council has provided exchange programmes for six developing countries, including Bhutan, Botswana, the Republic of South Africa, Laos, Ecuador and Oman.

In the year under review, international events attended by Council's representatives included the Financial Services Conference co-hosted by the Consumers International and Trans Atlantic Consumer Dialogue, the 12th Session of the Intergovernmental Group of Experts on Competition Law and Policy organised by UNCTAD, the CI Global Meeting on Review of United Nations Guidelines for Consumer Protection and the CI Asia Pacific Meeting. Exchanges with overseas experts and consumer advocates on these occasions enhanced the Council's foresight in meeting and overcoming challenges in the ever-changing consumer market.

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、老撾及厄瓜多爾及阿曼六個國家提供了交流活動。

年內本會代表出席的國際活動，包括國際消聯與跨太平洋消費者對話合辦的金融服務會議、聯合國貿易及發展會議主辦的競爭法和競爭政策政府間專家組第十二節會議，國際消聯舉辦的聯合國消費者保障指引全球會議、以及國際消聯亞太區會議。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。