

THE CONSUMER COUNCIL

消費者委員會

The Council is committed to championing consumer rights in Hong Kong by advocating consumer interests and welfare, and empowering consumers to make informed decisions through provision of information on researches, testing and developments that impact consumption.

消委會致力為本港消費者發聲、爭取權益，提升福祉。本會透過提供研究結果、測試報告及市場發展等資訊，讓消費者在清楚知悉自己權利的前提下，作出最佳選擇。

The Consumer Council is a statutory body established in 1974. Under the Consumer Council Ordinance (Cap 216), the Council's functions are to protect and promote the interests of consumers of goods and services, and purchasers, mortgagors and lessees of immovable property by:

- collecting, receiving and disseminating information concerning goods and services and immovable property;
- receiving and examining complaints and giving advice to consumers of goods and services, and purchasers, mortgagors and lessees of immovable property;
- taking such action as it thinks justified by the information in its possession, including tendering advice to the Government or to any public officer;
- encouraging business and professional associations to establish codes of practice to regulate the activities of their members; and
- undertaking such other functions as the Council may adopt with the prior approval of the Chief Executive in Council of the Government.

Consumer Council Membership

The Council comprises a Chairperson, a Vice-Chairperson¹ and not more than 20 other Members² appointed by the Government for a term not exceeding two years. Members may be reappointed upon expiry of their respective terms of office.

In the year under review, three new Members, namely Dr Jason CHAN Kai-yue, Mr Marvin HSU Tsun-fai and Mr SHIH Wing-ching, JP, joined the Council. The Council also welcomed four new Co-opted Members including Mr Thomas CHENG Kin-hon, MH, Mr Lo Pui-yin, Prof. James SHE, and Mr Alvin WONG Tak-wai who has rejoined the Council as Co-opted Member.

消費者委員會成立於1974年，是香港的法定組織。根據《消費者委員會條例》(第216章)，消委會的職責為保障及促進貨品和服務的消費者權益，以及購買、抵押及承租不動產人士的權益。其職能包括：

- 蒐集、接收及傳遞有關貨品、服務及不動產的資訊；
- 接收及審查貨品及服務的消費者投訴、以及不動產購買人、按揭人及承租人的投訴，並向他們提供意見；
- 根據所得資料採取相應行動，包括向政府或任何公職人員提供意見；
- 鼓勵商業及專業團體制訂營商守則，規管屬下會員活動；以及
- 承擔任何經由香港特別行政區行政長官會同行政會議審批的其他職能。

委員會委員

委員會成員包括主席、副主席¹及不多於20名委員²。委員由香港特區政府委任，任期不超過兩年，但任期屆滿後可再獲委任。

年內，3位新成員加入委員會，包括陳繼宇博士、徐晉暉先生及施永青先生，太平紳士；同時迎來4位新增選委員，包括鄭建韓先生，榮譽勳章、羅沛然大律師、許丕文教授和再次加入本會成為增選委員的黃德偉先生。

1 See Appendix 1 for the list of former Chairpersons and Vice-Chairpersons of the Consumer Council. 消委會歷屆主席及副主席名單見附錄一。

2 See Appendix 2 for the list of Full Council Members and Co-opted Members. 委員及增選委員名單見附錄二。

The Council would also like to express its heartfelt thanks to retired Members, including Mr Chapman CHAN Chor-man, Dr David CHUNG Wai-keung and Mr Alvin WONG Tak-wai for their support and contributions during their terms of service.

Council and Committees

The Council operates through a committee structure comprising 11 Committees and Working Groups³. Full Council meetings are held on a bi-monthly basis. The Council co-opts professionals of different disciplines as members of relevant committees in order to benefit from their expertise and to facilitate studies in specific fields.

The Council administers the Consumer Legal Action Fund via a Board of Administrators and a Management Committee.

Sustainable Consumption (SC) is one of the Council's priorities under its triennial Strategic Plan of 2013-16. In the year under review, the Working Group on Sustainable Consumption Programme rendered invaluable advice to steer the Council's development on SC. Under its guidance, a study report, "Sustainable Consumption for a Better Future – A Study on Consumer Behaviour and Business Reporting", was published on 22 February 2016, followed by a high-profile conference entitled "Fostering Sustainable Consumption for Consumer Betterment in Asia" on 29 February, providing a forum for meaningful dialogue among stakeholders on topics relating to SC.

In 2015-16, Ms Constance CHOY Hok-man, Mr Daniel C LAM, BBS, JP, Mr Edmond LAM King-fung, Mr Fred LI Wah-ming, SBS, JP, and Mr Stephen WONG Kai-yi retired as Co-opted Members. The Council expressed its sincere gratitude for their support and expert contributions.

The Council Office

The Council Office, under the leadership of the Chief Executive, has 151 members of staff.

The Council Office operates with nine functional divisions, namely, Complaints and Advice Division, Consumer Education Division, Finance and Administration Division, Human Resources Division, Information Technology Division, Legal Affairs Division, Planning and Trade Practices Division, Public Affairs Division and Research and Survey Division⁴.

The Council is an equal opportunities employer, with the number of disabled employees representing 0.7% of the Council Office's permanent staff in 2015-16.

Finance

The Council derives its income mainly from Government subvention. Other sources of income (approximately 4%) include proceeds from the sales of the Council's CHOICE Magazine and interest income.

The total recurrent and non-recurrent expenditures for the year under review was HK\$106.08million and HK\$11.77million respectively⁵.

本會亦衷心感謝各卸任委員的支持和貢獻，包括陳楚文先生、鍾偉強博士和黃德偉先生。

委員會及小組

本會以委員會制度運作，設11個委員會及工作小組³。委員會每兩月一次召開全體委員會議，並會邀請各界專才加入相關小組為增選委員，提供專業意見，並促進特定領域的研究。

消費者訴訟基金則由執行委員會及管理委員會監督管理。

推動可持續消費是本會在3年策略計劃2013-16中定下的重點工作之一。年內，可持續消費計劃工作小組，為本會落實這方面工作的策略及方向提供了寶貴的建議。在工作小組領導下，本會於2016年2月22日發表了「促進可持續消費 共建美好將來 — 對消費行為及商務報告的研究」，並於同月29日舉行了一項備受矚目的「促進亞洲可持續消費」專題研討會，為各界持份者提供具意義的交流平台，共同探討相關課題。

年內幾位增選委員，包括蔡學雯律師、林濬先生，銅紫荊星章，太平紳士、林勁豐律師、李華明先生，銀紫荊星章，太平紳士，以及黃繼兒先生卸任。本會衷心感謝他們對委員會作出的支持和貢獻。

委員會辦事處

以總幹事為首的消委會辦事處共有員工151名。

本會工作由9個部門負責：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、策劃及營商手法事務部、公共事務部和研究及普查部⁴。

消委會是提供平等機會的僱主，2015-16年僱用的傷健職員佔常額編制0.7%。

財政

本會經費主要來自政府機構，其他收入來源(約4%)包括出版《選擇》月刊及銀行利息。

年內經常及非經常開支分別為港幣1.0608億元及港幣1,177萬元⁵。

3 See Appendix 3 for the full list of Committees and Working Groups. 委員會及工作小組成員名單見附錄三。

4 See Appendix 4 for the organisation chart of the Consumer Council. 消委會的組織架構見附錄四。

5 See Appendix 5 for the Auditor's Report and Financial Statements for the accounts of the Consumer Council for 2015-16. 2015-16年核數師報告和各財務報表見附錄五。