

# THE CONSUMER COUNCIL

## 消費者委員會

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, 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.

### Consumer Council Membership

The Council comprises a Chairperson, a Vice Chairperson<sup>1</sup> and not more than 20 other Members<sup>2</sup> who are appointed by the Chief Executive of the Hong Kong Special Administrative Region for a term not exceeding 2 years. Members may be reappointed upon expiry of their respective terms of office.

### Council and Committees

The Council operates on a committee structure comprising 12 Committees and Working Groups<sup>3</sup>. 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.

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
- 承擔任何經由行政長官會同行政會議審批的其他職能。

### 消費者委員會委員

委員會成員包括主席、副主席<sup>1</sup>及不多於20名委員<sup>2</sup>。委員由香港特別行政區行政長官委任，任期不超過兩年，但任期屆滿後可再獲委任。

### 委員會及小組

本會以委員會小組制度運作，設有12個委員會小組及工作小組<sup>3</sup>。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，並促進特定範疇的研究。

1 See Appendix 1 for the list of former Chairpersons and Vice Chairpersons of the Council. 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。

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



The Consumer Council is committed to serve as an authoritative voice for consumers and to foster a safe, fair and sustainable consumption environment. Consumers also are empowered to protect themselves through information provided by the Council, so that they can make informed choices with the full awareness of their rights and responsibilities.

本會致力成為消費者信賴的聲音，為消費者建立安全、公平及可持續的消費環境。同時透過為消費者提供資訊，加強他們的自我保護能力，讓消費者在清楚知悉自己的權利和責任下，作出最佳選擇。

Advocacy for consumer education for primary schools is one of the Council's priorities under its triennial Strategic Plan of 2016-19. In the year under review, the Advisory Committee on Consumer Education for Primary Schools was established to render valuable advice on the strategic direction and subsequent implementation for the related programmes.

In 2016-17, Prof. James SHE and Ms Clara SHEK retired as Co-opted Members. The Council expressed its sincere gratitude for their support and expert contributions.

## The Council Office

Under the leadership of the Council's Chief Executive, the Council Office, manned by 150 members of staff operates with 9 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 Division<sup>4</sup>.

The Council is an equal opportunities employer, with the number of disabled employees representing 0.7% of the Council Office's permanent staff in 2016-17.

## 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\$113.87 million and HK\$9.05 million respectively<sup>5</sup>.

本會並透過執行委員會及管理委員會管理消費者訴訟基金。

推動小學生消費教育，乃本會2016-19年度策略發展計劃的重點工作之一。年內，本會成立了小學消費教育諮詢委員會，為本會在這方面的策略方向及實施，提供寶貴的意見。

年內，許丕文教授及石嘉麗女士卸任增選委員。本會衷心感謝他們任內作出的支持及貢獻。

## 消委會辦公室

以總幹事為首的消委會辦公室共有150名員工，工作主要由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、策劃及商營手法事務部、公共事務部，以及研究及普查部<sup>4</sup>。

本會乃提供平等機會的僱主，於2016-17年度聘用的殘疾僱員佔常額編制0.7%。

## 財務

本會經費主要來自政府資助，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1.1387億元及港幣905萬元<sup>5</sup>。

<sup>4</sup> See Appendix 4 for the organisation chart of the Council. 組織架構見附錄四。

<sup>5</sup> See Appendix 5 for the Auditor's Report and Financial Statements for the accounts of the Council for 2016-17. 2016-17年度核數師報告及各財務報表見附錄五。