

2020-21 HIGHLIGHTS OF THE YEAR

年度大事回顧

**Free
Anti-epidemic
Articles for
the Public**
免費抗疫文章
供市民下載

During the pandemic, consumer protection efforts are even more critical. A one-stop “Together, We Fight COVID-19” webpage was launched in early 2020 to provide timely and reliable anti-epidemic information for consumers. The Council also jointly developed a DIY solution for consumers to make face masks using common household items when surgical mask supply was scarce.

In the year under review, the Council prioritised and rigorously conducted tests on various disinfectant and anti-epidemic products for publication in CHOICE. A number of these articles and test reports were made free for public download on the website, including disinfection alcohol and at-home test kits (Issue 522, April 2020), disinfectant lanyards (Issue 525, July 2020), and face masks (Issue 530, December 2020).

疫情之下，消保工作更顯重要。2020年初，本會推出「齊心抗疫」一站式專頁，方便公眾一覽最新和最可靠的官方資訊。為緩和口罩荒，本會更聯同多個機構進行測試，教導大眾利用普通家庭用品自製臨時口罩，以解燃眉之急。

年內，本會將研究及測試重點優先放在各種防疫與消毒產品上，並刊載於《選擇》月刊，當中多份測試報告文章更上載至「齊心抗疫」網頁供市民免費下載，包括消毒酒精及新冠病毒快速測試（2020年4月，第522期）、除菌卡（2020年7月，第525期）及外科口罩（2020年12月，第530期），以保障消費者健康。



MORE IN “DISSEMINATING CONSUMER INFORMATION”
詳情可參閱「傳播消費訊息」一節

**Auto-fuel Price
Monitoring**
車用燃油價格監察



Despite the sharp drop in international crude oil prices to the point that New York crude oil futures recorded a historic low of minus US\$40 a barrel in April 2020, the auto-fuel price in Hong Kong remained at a high level.

The Council published the “Auto-fuel Price Monitoring Analysis 2020” study report in May 2020, covering statistics over a 7-year period from 2013 to Q1 2020. The report analysed the longstanding issues of high auto-fuel price, low transparency, and revealed a consistent sign of “More Going Up, Less Coming Down” in the pump price as well as a high level of conformity of pump prices amongst oil companies. In the report, the Council urged the Government to once again conduct a thorough regulatory review on the auto-fuel market to formulate a long-term development plan.

儘管國際原油價格曾大幅下跌，紐約期油更於2020年4月一度跌至每桶負40美元的歷史性新低，本港的車用燃油價格卻一直居高不下。

本會於2020年5月發表《2020年車用燃油價格監察分析》研究報告，根據長達7年的數據（2013年至2020年首季），分析本港燃油市場長久以來存在高油價、低透明度的種種問題，揭示本港車用燃油價格存在「加多減少」的現象，以及油公司牌價高度一致的問題。於報告中，本會建議政府再次就燃油市場作政策研究，作出長遠規劃。

MORE IN “FOSTERING COMPETITION AND A FAIR MARKETPLACE”

詳情可參閱「促進市場競爭和公平交易」一節

21st Consumer Culture Study Award (CCSA) 第21屆消費文化考察報告獎

The 21st CCSA — the Council's annual flagship programme run in collaboration with the Education Bureau — concluded with the first-ever live-streamed Award Presentation Ceremony on 31 October 2020. A total of 770 teams from 64 secondary schools participated this time.

During the year under review, contingency measures were implemented to work around pandemic restrictions, including consultation sessions held virtually from March 2020 onwards to offer advice to participants on their project ideas, content and methodology.

與教育局合辦的消費文化考察報告獎（「報告獎」）是本會的年度重頭青少年消費者教育活動。年內舉辦第21屆，有來自64間中學共770隊參與，並於2020年10月31日舉辦首次網上直播頒獎典禮，為本屆「報告獎」劃上圓滿句號。

為配合疫情下的社交距離措施，今屆「報告獎」特別以視訊會議形式進行諮詢會談，協助參加同學構想考察意念、內容及方式。

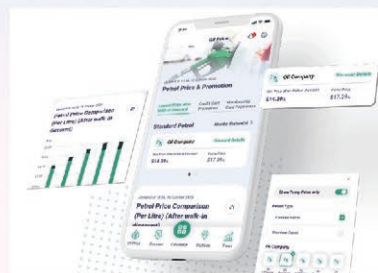


MORE IN “EMPOWERING CONSUMERS THROUGH EDUCATION”
詳情可參閱「以教育活動提升消費者自我保護能力」一節

Launch of the New “Oil Price Watch” 推出全新「油價資訊通」



Oil Price Watch
「油價資訊通」



The brand new “Oil Price Watch” website and mobile app featuring enhanced functions were launched in November 2020 after a year of development, offering a handy and informative platform for consumers to check the auto-fuel retail prices of different oil companies anytime, so as to make smarter choices.

本會經過一年籌備，於2020年11月推出全新的「油價資訊通」網站及手機應用程式，備有多個優化的新功能，期望為消費者提供更方便易用、內容充實詳盡的油價資訊平台，讓每位車主隨時查閱不同油公司的牌價和優惠，作更精明選擇。

MORE IN “FOSTERING COMPETITION AND A FAIR MARKETPLACE”
詳情可參閱「促進市場競爭和公平交易」一節

**The 20th
Consumer Rights
Reporting Awards
(CRRA)**
消費權益新聞報道獎
20周年



The CRRA celebrated its 20th anniversary in 2020. The presentation ceremony on 3 November 2020 was officiated by the Secretary for Commerce and Economic Development, The Honourable Edward YAU Tang-wah, and the Council Chairman, Mr. Paul LAM Ting-kuok. A total of 40 awards in 7 categories were presented, including “Sustainable Consumption Reporting Awards” and the newly added awards of “20th Anniversary Grand Awards” and “20th Anniversary Honorary Awards”.

第20屆「消費權益新聞報道獎」頒獎禮於2020年11月3日舉行，並由商務及經濟發展局局長邱騰華先生及消費者委員會主席林定國資深大律師主禮。頒獎禮頒發7個組別合共40個獎項，包括「可持續消費獎」及新增設的「20周年年度大獎」及「20周年榮譽大獎」。

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**Consumer
Education for
Persons with
Special Needs**
教育特殊需要人士
防範健身美容陷阱

In a pre-emptive effort to strengthen the self-protection capacity of the mentally handicapped, the Council launched the brand new “Support Programme for Persons with Special Needs” in November 2020. 3 sets of training kits and edu-videos featuring the unscrupulous sales tactics deployed by fitness and beauty centres were published to help social workers and teachers educate persons with autism spectrum disorder, mild intellectual disability and common mental disorder on the awareness and prevention of relevant trade malpractices and sales traps.

為增強特殊需要人士的自我保護能力，防患於未然，消委會於2020年11月推出全新的「特殊需要人士支援計劃」，透過製作3輯針對健身及美容中心銷售陷阱的資源教材套及個案重演短片，協助社工或教師向自閉症譜系障礙人士、輕度智障人士，以及一般精神障礙人士灌輸防範相關不良營商及銷售陷阱的意識與方法。



MORE IN “EMPOWERING CONSUMERS THROUGH
EDUCATION”
詳情可參閱「以教育活動提升消費者自我保護能力」一節

Top 10 Consumer News – Year of the Rat 鼠年十大消費新聞

The annual Top 10 Consumer News poll concluded in January 2021 with a record-high number of 6,038 voters. Pandemic-related news dominated the top 10, amongst which 4 were related to anti-epidemic supplies and daily necessities.

2 news stories related to face masks were voted as the “Most Like” and “Most Gratifying” consumer news, while the “Most Outrageous” news went to the report on purchase limits imposed by supermarkets due to pandemic-induced panic-buying across districts.

由消費者委員會主辦的「鼠年十大消費新聞」選舉於2021年1月圓滿結束，投票人數再創新高，共錄得6,038人投票。疫情相關的新聞全面進佔十大，其中4宗涉及防疫用品與日常生活物資。

2則有關口罩供應的新聞被選為「最抵讚」及「最大快人心」的消費新聞，而「疫情爆發各區現搶購潮 超市推限買令」則成為「最離譜」新聞。



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First-ever Live-streamed Yearender Press Conference 網上直播年結及新聞發布會



Owing to the pandemic, the Council’s 2020 Yearender event was conducted on 4 February 2021 via a live-stream press conference for the first time in the Council’s history.

2020年度的「消費者委員會周年總結發布會」於2021年2月4日舉行，受疫情影響，發布會歷史性首度以網上直播形式舉行。

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“Medical & Health Devices” Shatters Complaint Records

醫藥及健康設備
投訴數字創紀錄

World Consumer Rights Day 2021 國際消費者權益日 2021



In the year under review which was overshadowed by the pandemic, complaints related to “Medical & Health Devices” soared from 9th in 2019-20 to the leading category in 2020-21, up more than 400% with 4,116 cases recorded. Amongst this, 97% were related to face masks, a 5.6-time increase compared to the previous fiscal year.

受疫情影響，2020-21年度共錄得4,116宗與醫藥及健康設備有關的投訴，此類別由2019-20年度之第9位躍升至第1位，升幅超過4倍。當中有關口罩的投訴個案佔約97%，比上一年度增加5.6倍。

DETAILED COMPLAINT FIGURES IN “RESOLVING DISPUTES BETWEEN CONSUMERS AND BUSINESSES”
詳細投訴數字可參閱「調停消費者與營商者之間的糾紛」一節

The Council took an active role in World Consumer Rights Day 2021 (15 March 2021) by promoting its theme — “Tackling Plastic Pollution” — through a number of initiatives.

Besides working on a global research study on packaging with 8 other consumer associations coordinated by Consumers International, the Council also published an article and editorial piece in the March 2021 issue (#533) of CHOICE Magazine to educate consumers on the “7Rs”, as well as a contribution piece in the *South China Morning Post* highlighting ways the Government, businesses and the public could tackle plastic pollution.

2021年國際消費者權益日（2021年3月15日）的年度主題為「應對塑膠污染」（Tackling Plastic Pollution），本會積極參與，推動社會各界正視塑膠污染問題。

除了參與由國際消費者聯會統籌、與全球其他8間消費者機構攜手進行的包裝研究外，本會更於2021年3月號的《選擇》月刊（第533期）刊載有關「7R」減塑的專題文章及編者的話，並於《南華早報》發表投稿文章，呼籲政府、商界及消費者三方共同應對塑膠污染。



MORE IN “PROMOTING SUSTAINABLE CONSUMPTION” AND “FORGING CLOSER COLLABORATION FOR CONSUMER PROTECTION”
詳情可參閱「推廣可持續消費」、「與其他機構合作保障消費者權益」兩節