

THE CONSUMER COUNCIL

消費者委員會



The Consumer Council has been a champion of consumer rights in Hong Kong for nearly half a century, taking up roles similar to its counterparts all over the world. Apart from advocating consumer protection policies, the Council also promotes fair competition, seeks redress for consumers and provides useful and reliable information on various consumer goods and services.

過去近半世紀，消費者委員會一直帶領本港消費權益的發展。一如世界各地消保組織，本會倡議保障消費者的政策，促進公平競爭，為消費者調停糾紛，並就不同產品及服務提供消費資訊。

The Consumer Council

The Consumer Council is a statutory body established in 1974. Pursuant to 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.

消費者委員會

消費者委員會於 1974 年成立，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。



Consumer Council Membership

The Council comprises a Chairperson, a Vice Chairperson¹ and not more than 20 other Members² appointed by the Chief Executive of the Hong Kong Special Administrative Region for a term not exceeding 2 years. Members may be reappointed upon the expiry of their respective terms of office.

In the year under review, 3 new Members joined the Council: Mr Kenneth CHAN Kin-nin, Mr Nelson LAM Chi-yuen, JP and Mr Selwyn YU Sing-cheung, SC. The Council would like to express its gratitude to 3 retired Council Members: Mr Ambrose LAM San-keung, JP, Mr Kevin LAM Sze-cay and Mr Kent WONG Siu-kee for their unrelenting commitment and dedication during their terms of office.

Council and Committees

The Council operates with a committee structure comprising 10 Committees and Working Groups³ and the Full Council meetings are held on a bimonthly basis.

During the year, the “IT Expert Advisory Group” and the “Informal IT Advisory Group on Consumer Protection in the Future Digital Economy” were merged to become the “Advisory Group on Digital Economy and Information Technology” with an aim to advise the Council on issues to maximise consumer interests in the digital economy, effective approaches to monitor the technical developments and study digital issues and deployment of technological resources to facilitate the Council’s work.

The Council co-opts professionals of different disciplines as members of the Committees or Working Groups in order to benefit from their expertise and facilitate the Council’s work or studies in specific fields.

4 Co-opted Members continued to serve the Council upon their retirement: Mr Kelvin KWOK Hiu-fai, Prof. PUN Kong-pang, Ms Rachael SIU Suk-yu and Mr Martin WONG Wing-hoi.

3 new Co-opted Members were invited to join the Advisory Group on Digital Economy and Information Technology: Dr Toa CHARM, Prof. Herbert CHIA Pun-kok and Prof. Jack POON Sik-ching.

The Council expresses sincere gratitude for the support and expertise contributed to the Council of 3 Co-opted Members who retired during the year: Dr LO Pui-yin, Ms Sara TONG See-pui and Dr Michael TSUI Fuk-sun, MH.

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

消費者委員會委員

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

年內，3 位人士加入委員會成為委員，包括陳建年先生、林智遠先生，太平紳士及余承章資深大律師。本會衷心感謝 3 名卸任委員：林新強律師，太平紳士、林詩棋先生及黃紹基先生在任內的不懈承擔和奉獻。

委員會及小組

本會以委員會小組制度運作，設有 10 個委員會小組及工作小組³。委員會每兩個月一次召開全體委員會議。

年內，「資訊科技專家諮詢小組」及「非正式未來數碼經濟消費者保障專家顧問小組」合併成為「數碼市場發展與資訊科技諮詢小組」，就如何盡力保障消費者在數碼市場的權益、以最有效方法監察數碼科技發展及研究，以及善用科技配合委員會的工作，向本會提出建議。

委員會亦會邀請各界專才加入相關委員會小組或工作小組為增選委員，提供專業意見，並促進特定範疇的工作或研究。年內，4 名增選委員：郭曉暉先生、潘江鵬教授、蕭淑瑜大律師及王永愷大律師卸任後繼續以同一身份參與委員會工作。3 位增選委員：湛家揚博士、車品覺教授及潘釋正教授獲邀加入成為數碼市場發展與資訊科技諮詢小組委員。本會衷心感謝以下 3 名卸任增選委員在任內的支持和貢獻：羅沛然大律師、唐思佩大律師及徐福榮醫生，榮譽勳章。

此外，消費者訴訟基金則由執行委員會及管理委員會監督管理。

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. 委員會及工作小組成員名單見附錄三。

The Council Office

Under the leadership of the Council's Chief Executive, the 153-staff strong Council Office operates in 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 Division⁴.

Finance

The Council derives its income mainly from Government subvention. Other sources of income (approximately 3.3%) include proceeds from sales of the Council's CHOICE Magazine and interest income. Total recurrent and non-recurrent expenditures for the year under review was HK\$132.49 million and HK\$11.98 million respectively⁵.

消委會辦公室

以總幹事為首的消委會辦公室共有 153 名員工，工作主要由 9 個部門負責，包括投訴及諮詢部、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⁴。

財務

本會經費主要來自政府資助，其他收入來源（約 3.3%）包括出版《選擇》月刊及銀行利息。年內經常及非經常性開支分別為港幣 1.3249 億元及港幣 1,198 萬元⁵。

⁴ See Appendix 4 for the organisation chart of the Council. 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 Council for 2020-21. 2020-21年度核數師報告及各財務報表見附錄五。

