

Foreword

前言

The year under review was marked with solid gains from the Council's continuous efforts in advocating improvement of consumer protection on the legislation front. Years of hard work has proved to be most worthwhile with the passage of three important pieces of consumer protection legislation in mid-2012, namely the Trade Descriptions (Unfair Trade Practices) (Amendment) Ordinance, the Competition Ordinance and the Residential Properties (First-hand Sales) Ordinance.

Undesirable trade practices have consistently been a main source of consumer dissatisfaction. At the time of writing this report, we are very pleased to see the Trade Descriptions (Unfair Trade Practices) (Amendment) Ordinance came into effect. The enactment of this legislation, which turned a new page in the consumer protection regulatory regime, met with much public approval and widespread publicity in the media.

Recognising the importance of enhancing public awareness and understanding of the new legislation, preparation of a community-wide educational publicity campaign was well underway including a variety of media events and community engagement activities, as well as a dedicated website. The Council will also work closely in co-operation with the Customs and Excise Department and the Office of the Communications Authority, the principal enforcement agencies, to help ensure smooth and effective enforcement of the legislation.

Meanwhile, the Council was on the alert against upsurge in consumer disputes relating to online shopping which gained fast-growing popularity in recent years. In most cases, consumer dissatisfaction emanated from non-delivery of the goods purchased online but could not be redeemed as promised for reasons of stocks running out or lack of supply. Apart from intensifying monitor of the situation, we will no doubt continue to press for best trade practices by online operators and enhance consumer awareness through publicity with a view to proactively forestalling consumer disputes in this newly-developed consumption platform.

消費者委員會一直倡議加強在法律層面上保障消費者權益，過去一年喜見豐碩成果。經多年努力爭取，三條重要的消費者保障法例：即《2012年商品說明（不良營商手法）（修訂）條例》、《競爭條例》及《一手住宅物業銷售條例》，已於二零一二年中獲得通過。

大部分消費者投訴源自不良營商手法。在編寫這年報時，《2012年商品說明（不良營商手法）（修訂）條例》已正式生效，本會對此深感欣慰。這條法例為消費者權益法律保障展開新的一頁，不僅深受公眾認同，亦被傳媒廣泛報道。

本會深明要令消費者在新例下得到全面保障，必須提高公眾對新法例的認知和理解。有見及此，我們開展了一系列的消費者教育活動，包括不同的宣傳、社區聯繫活動，以及推出一個專門提供條例資訊的網站。與此同時，本會將與負責執佛法例的兩個主要機構，香港海關及通訊事務管理局，進行緊密合作以確保法例能順利及有效地推行。

網上購物近年越趨流行，但隨之而急升的消費糾紛值得關注。消費者普遍不滿因缺貨或供應不足而未能兌換已訂購的貨品。我們會密切監察有關情況，同時繼續鼓勵網上營運商採取優良營商手法，以及透過宣傳教育提高消費者的自保能力，希望藉此預防因這個新興消費模式而產生的消費糾紛。

One of the Council's challenges is to respond promptly to consumer issues as they arise. In January and February 2013, there was a shortage of supply of infant formula products allegedly caused by a buying spree by Mainland visitors before the Chinese New Year. This aroused great public concern and the resources of the Council were immediately mobilised to tackle the problem of supply chain failure in the market in collaboration with the Government and major suppliers. In response, direct complaint referral system was set up with major manufacturers so that consumers' complaints could be addressed in a timely manner. Furthermore, a price survey was conducted expeditiously to monitor the supply and price fluctuation of infant formula products in the retail market. The Council was subsequently invited to be represented on the Committee on Supply Chain of Powdered Formula set up by the Government to examine measures to improve the supply chain management of powdered formula in the long run.

The Council continues to assume an active role in the international consumer movement with support and contribution to the work of Consumers International (CI) in global consumer campaigning. In the year under review, the Council participated in the review of the United Nations Guidelines for Consumer Protection (UNGCP). The UNGCP were adopted by the UN in 1985 after 10 years of campaigning by CI and gave important legitimacy to the principles of consumer rights and practical support and guidance for developing national consumer protection legislation. With new developments in technology and business practices, there is a strong argument for revising them to ensure they are still relevant to the challenges facing consumers. To maintain Hong Kong's international presence in the arena of consumer protection, the Council submitted comments on the revision of the UNGCP, making reference to the experience of Hong Kong, to the United Nations Conference on Trade and Development (UNCTAD) in March 2013.

Recognising the need to go in tandem with a highly volatile consumer environment with changing demographics and consumption behaviour, much effort was channeled into the development of a new 3-year strategic plan. The plan comprises a set of seven goals and a combination of key strategies and new initiatives covering a wide spectrum of the Council's manifold demands and high expectation consumers have on us. Major objectives of the plan include creative use of new technology to strengthen connection with the community, promotion of sustainable consumption, conduct of consumer behavior tracking surveys etc. The plan was released in May

消委會工作的其中一項挑戰，是在消費問題出現時迅速作出回應。今年一、二月，嬰兒奶粉在農曆新年前夕缺貨，有說是因內地旅客搶購所致。事件引起公眾極大關注。本會立刻調配資源，聯同政府及主要奶粉供應商，採取相應跟進行動，以應付市場供應鏈失效的問題。為適時處理消費者投訴，本會與主要供應商成立機制，將投訴直接轉介予供應商處理。此外，我們還進行特別價格調查，監察零售市場的奶粉供應和價格變動。本會隨後獲政府邀請，加入配方粉供應鏈委員會，研究改善奶粉供應鏈管理的長遠措施。

本會透過支持和參與國際消費者聯會（國際消聯）的全球性消費者權益保障運動，在國際消費者運動中繼續扮演積極角色。年內，本會參與《聯合國消費者保障指引》（《指引》）的檢討。經過國際消聯努力爭取十年之後，《指引》於一九八五年終獲聯合國採納，給予消費者權益原則重要的法律依據，及對發展個別國家的消費者保障法例，提供務實的支持和方向。隨着科技和營商手法的日新月異，是否需要檢討《指引》以確保條文仍可追上消費者面對的挑戰，引發了國際社會間的熱烈討論。作為國際消費者運動的重要一員，本會借鑒香港的經驗，於今年三月向聯合國貿易及發展會議提交了檢討《指引》的意見。

消費環境因人口結構及消費模式的轉變而不斷變化，作為消費者保障機構，我們需要與時並進。因應此情況，我們集中力量籌劃未來三年的工作策略計劃。這份發展藍圖共提出七大目標，勾畫出一系列關鍵策略及新的工作方向，以應付眾多不同範疇的挑戰及滿足消費者不斷上升的期望。計劃的重點包括善用新媒

2013 and foundation work for various projects is currently in the pipeline. At the time of writing this report, we are waiting for Government's examination and approval in granting financial support for implementation of the plan. In preparation to the challenges ahead, we look into the future with great enthusiasm and confidence.

Last but not least, I wish to express my deep appreciation to all our stakeholders, including Government departments, the media, traders and most importantly, the community at large, for their relentless support to the work of the Council. My gratitude also goes to my fellow Council Members for their valuable contributions and to the entire staff of the Council Office for their devoted services, especially to former Chairman Professor Anthony CHEUNG and Ms. Connie LAU who retired in November 2012.



Professor Wong Yuk-shan
Chairman, Consumer Council
July 2013

體科技發展網上通訊與市民保持密切聯繫、推動可持續消費、進行消費模式動向普查等。我們已於今年五月公布計劃，現正逐步進行各個項目的前期籌備工作。在編寫這年報時，我們正等候政府審批撥款以落實計劃，並抱着信心與熱誠，面對未來的挑戰。

最後，我希望藉此機會向所有一直以來支持本會工作的各持份者表達衷心謝意，包括政府部門、傳媒、商界，以及最重要的市民大眾。我亦衷心感謝與我共事的消委會委員，以及盡心盡力工作的消委會職員，特別是前任主席張炳良教授及於去年十一月榮休的劉燕卿女士。



黃玉山教授
消費者委員會主席
二零一三年七月

Membership of the Consumer Council

消費者委員會委員

Chairperson 主席



Prof. WONG Yuk-shan, BBS, JP
(from 01.01.13)
黃玉山教授，銅紫荊星章，太平紳士
(由01.01.13)



Prof. The Hon. Anthony CHEUNG
Bing-leung, GBS, JP (up to 30.06.12)
張炳良教授，金紫荊星章，太平紳士
(至30.06.12)

Vice-Chairperson 副主席



Mr. Ambrose HO, SBS, SC, JP
何沛謙資深大律師，銀紫荊星章，太平紳士

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陳楚文先生



Ms. Amy FUNG Dun-mi
馮丹媚女士



Mr. Samuel CHAN Ka-yan
陳家殷大律師



Prof. Michael HUI King-man
許敬文教授



Mr. Thomas CHENG
鄭建韓先生



Mr. Bankee KWAN Pak-hoo
關百豪先生



Dr. David CHUNG Wai-keung
鍾偉強博士



Ms. Miranda KWOK Pui-fong
郭珮芳女士

Retired on 31 December 2012
二零一二年十二月三十一日卸任



Mr. Wilfred LEE Yuen-kwong
李元剛先生



Mr. Alvin WONG Tak-wai
黃德偉先生



Mr. William CHAN Che-kwong
陳志光先生



Dr. Polly CHEUNG Suk-yee
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Mr. Fred LI Wah-ming, SBS, JP
李華明先生，銀紫荊星章，太平紳士



Ms. Irene YAU Oi-yuen
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Prof. Ron HUI Shu-yuen
許樹源教授



Mr. Philip LEUNG Kwong-hon
梁光漢先生



Ms. Amanda LIU Lai-yun
廖麗茵律師



Mr. Michael LI Hon-shing, KSJ,
BBS, JP
李漢城先生，英國聖約翰騎士勳章，
銅紫荊星章，太平紳士

Retired on 9 January 2013
二零一三年一月九日卸任



Mr. Godfrey LAM Wan-ho, SC, JP
林雲浩資深大律師，太平紳士



Prof. Angela NG Lai-ping
吳麗萍教授

Appointed on 1 January 2013
二零一三年一月一日履任



Ms. Jo Jo CHAN Shuk-fong
陳淑芳女士



Dr. Raymond LEUNG Siu-hong
梁少康博士



Mr. Keith LIE Kin-fu
李健虎先生



Dr. Karen SHUM Hau-yan
沈孝欣醫生



Prof. WONG Kam-fai, MH
黃錦輝教授，榮譽勳章



Ms. Grace CHAN Man-ye
陳文宜女士

Appointed on 1 February 2013
二零一三年二月一日履任

Chief Executive 總幹事



Ms. Gilly WONG (from 16.11.12)
黃鳳嫻女士 (由16.11.12)



Ms. Connie LAU, JP (up to 15.11.12)
劉燕卿女士，太平紳士 (至15.11.12)

Deputy Chief Executive 副總幹事



Mr. Simon CHUI (from 16.11.12)
徐振景先生 (由16.11.12)



Ms. Wendy LAM (up to 09.10.12)
林婉梅女士 (至09.10.12)

Co-opted Members of the Consumer Council

消費者委員會增選委員



Mr. CHAN Ka-kui, BBS, JP
陳家駒先生，銅紫荊星章，太平紳士



Mr. John CHIU Chi-yeung
趙志洋先生



Ms. Constance CHOY Hok-man
蔡學雯律師



Mr. Raymond CHOY Wai-shek, MH, JP
(from 01.04.12)
蔡偉石先生，榮譽勳章，太平紳士 (由01.04.12)



Mr. Francis FONG Po-kiu
方保僑先生



Mr. Andrew FUNG Wai-kwong
馮煒光先生



Prof. Ron HUI Shu-yuen (from 21.01.13)
許樹源教授 (由21.01.13)



Mr. Larry KWOK Lam-kwong, BBS, JP
郭琳廣律師，銅紫荊星章，太平紳士



Mr. Daniel C. LAM, BBS, JP
林濬先生，銅紫荊星章，太平紳士



Mr. Edmond LAM King-fung
林勁豐律師



Dr. LAW Cheung-kwok
羅祥國博士



Mr. Philip LEUNG Kwong-hon (from 21.01.13)
梁光漢先生 (由21.01.13)



Mr. Michael LI Hon-shing, KSJ, BBS, JP
(from 21.01.13)
李漢城先生，英國聖約翰騎士勳章，
銅紫荊星章，太平紳士 (由21.01.13)



The Hon. Charles Peter MOK
莫乃光議員



Ms. Bonnie NG Hoi-lam
吳凱霖女士



Ms. Clara SHEK
石嘉麗女士



Dr. Michael TSUI Fuk-sun
徐福榮醫生



Dr. Max WONG Wai-lun
王慧麟博士



Ms. Cecilia WOO Lee-wah (from 01.04.12)
鄺莉華律師 (由01.04.12)

Management Team of the Consumer Council

消費者委員會管理層



1. Chief Executive, Ms. Gilly WONG
總幹事，黃鳳嫻女士
2. Deputy Chief Executive, Mr. Simon CHUI
副總幹事，徐振景先生
3. Principal Research & Trade Practices Officer, Ms. Rosa WONG
研究及商營手法事務部首席主任，黃蘊明女士
4. Head, Legal Affairs Division, Mr. Eddie NG
法律事務部首席主任，吳奕鴻先生
5. Principal Complaints & Advice Officer, Ms. Sana LAI
投訴及諮詢部首席主任，黎迪珊女士
6. Head, Resources Management & Administration Division, Mr. Joseph YOUNG
資源管理及行政部總主任，楊卓廣先生
7. Head, Consumer Education Division, Mr. WONG Koon-shing
消費者教育部總主任，王冠成先生

