

Membership of the Consumer Council.

消費者委員會委員

Chairperson 主席



Prof. The Hon. Anthony CHEUNG Bing-leung, GBS, JP
張炳良教授，金紫荊星章，太平紳士

Vice-Chairperson 副主席



Mr. Ambrose HO, SC, JP
何沛謙資深大律師，太平紳士

Members 委員



Mr. William CHAN Che-kwong
陳志光先生



Dr. David CHUNG Wai-keung
鍾偉強博士



Mr. Wilfred LEE Yuen-kwong
李元剛先生



Mr. Chapman CHAN Chor-man
陳楚文先生



Prof. Ron HUI Shui-yuen
許樹源教授



Mr. Philip LEUNG Kwong-hon
梁光漢先生



Mr. Thomas CHENG
鄭建韓先生



Mr. Bankee KWAN Pak-hoo
關百豪先生



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



Dr. Polly CHEUNG Suk-ye
張淑儀醫生



Ms. Miranda KWOK Pui-fong
郭珮芳女士



The Hon. Fred LI Wah-ming, SBS, JP
李華明議員，銀紫荊星章，太平紳士

Retired on 31 October 2011

二零一一年十月三十一日卸任



Mr. Joe LAI Wing-ho
黎榮浩先生



Ms. WONG Ka-chi
王家慈女士



Ms. Amanda LIU Lai-yun
廖麗茵律師



Mr. Alvin WONG Tak-wai
黃德偉先生



Ms. Irene YAU Oi-yuen
邱藹源校長

Retired on 31 December 2011

二零一一年十二月三十一日卸任



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



Mr. Stanley SZETO Chi-yan
司徒志仁先生



Prof. WONG Yung-hou, MH
王殷厚教授，榮譽勳章

Appointed on 1 November 2011

二零一一年十一月一日履任



Mr. Samuel CHAN Ka-yan
陳家殷大律師



Prof. Michael HUI King-man
許敬文教授

Chief Executive
總幹事



Ms. Connie LAU, JP
劉燕嫻女士，太平紳士

Appointed on 1 January 2012

二零一二年一月一日履任



Ms. Amy FUNG Dun-mi
馮丹媚女士



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

Deputy Chief Executive
副總幹事



Ms. Wendy LAM
林婉梅女士

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. Francis FONG Po-kiu
方保僑先生



Mr. Andrew FUNG Wai-kwong
馮煒光先生



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. Charles Peter MOK
莫乃光先生



Ms. Bonnie NG Hoi-lam
吳凱霖女士



Dr. Matthew NG, JP
(up to 31.3.12)
吳馬太醫生，太平紳士 (至 31.3.12)



Ms. Clara SHEK
石嘉麗女士



Dr. Michael TSUI Fuk-sun
徐福榮醫生

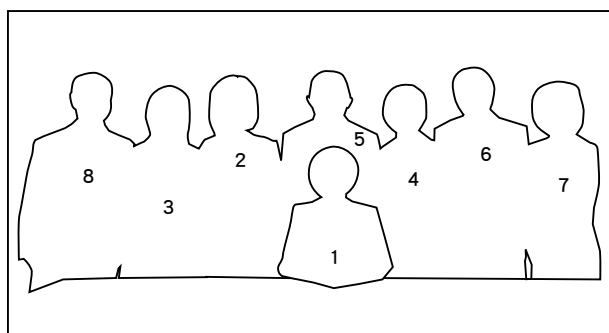


Ms. Marina WONG Yu-pok, JP
(up to 31.03.12)
黃汝璞會計師，太平紳士 (至 31.03.12)



Dr. Max WONG Wai-lun
王慧麟博士

Management Team of the Consumer Council 消費者委員會管理層



1. Chief Executive, Ms. Connie LAU, JP
總幹事，劉燕卿女士，太平紳士
2. Deputy Chief Executive, Ms. Wendy LAM
副總幹事，林婉梅女士
3. Principal Public Affairs Officer, Ms. Clara LI
公共事務部首席主任，李少媚女士
4. 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
5. Head, Consumer Education Division, Mr. WONG Koon-shing
消費者教育部總主任，王冠成先生
6. Head, Legal Affairs Division, Mr. Simon CHUI
法律事務部首席主任，徐振景先生
7. Principal Complaints & Advice Officer, Ms. Sana LAI
投訴及諮詢部首席主任，黎迪珊女士
8. Head, Administration & External Affairs Division, Mr. Joseph YOUNG
行政及外事部總主任，楊卓廣先生



Presiding over the monthly press conferences on CHOICE publication — Mr. Ambrose HO, reminding parents to be mindful on the safety of folding tables; Prof. Ron HUI, reporting on the results of a safety test on single-hob induction cookers, and Mr. Philip LEUNG cautioning the use of Microneedle Therapy System tools, during the CHOICE press conference. 在《選擇》月刊記者會上何沛謙先生、許樹源教授及梁光漢先生分別呼籲家長留意家用摺疊安全、介紹小型單頭電磁爐的安全測試，以及提醒消費者慎用微針工具。



Mr. William CHAN, Chairman of Trade Practices Committee, naming a beauty salon for its repeated engagement in unscrupulous sales tactics, involving misrepresentation and high pressure sales. 商營手法研究小組主席陳志光先生點名公布一間美容院，重複以不當手法向消費者推銷美容服務，包括失實廣告及高壓手法推銷療程。





Winners of the Top Ten Consumer News for the Year of Rabbit competition and representatives of the annual event co-organizers posing for a group photo at the prize presentation. 兔年十大消費新聞頒獎禮後，各合辦機構代表與得獎人合照。



Winning recipients of the 11th Consumer Rights Reporting Awards with guests of the prize presentation. 第十一屆消費權益新聞報道獎得獎人與頒獎嘉賓合照。



Mr. Ambrose HO, Council's Vice-Chairman, welcomed the Report of the Steering Committee on Regulation of the Sale of First-hand Residential Properties by Legislation, and the relevant provisions in regulating of the sale of first hand residential properties at the press conference. 副主席何沛謙先生於記者會上歡迎「立法規管一手住宅物業銷售督導委員會」發表報告，建議立法規管一手住宅物業銷售。



Mrs. Cherry TSE, Permanent Secretary for Education, the officiating guest of the 12th Consumer Culture Study Award Ceremony, listening to the briefing of a winning team. 教育局常任秘書長謝凌潔貞女士擔任第十二屆消費文化考察報告獎頒獎典禮主禮嘉賓，正駐足欣賞冠軍作品。



Ms. Connie LAU, Council's Chief Executive, spoke at a forum on competition and consumer protection organised by UNCTAD at Geneva.

聯合國貿易及發展會議（UNCTAD）於日內瓦舉行競爭法研討會，總幹事劉燕卿女士代表本會於會上發言。



Council's Chief Executive, Ms. Connie LAU, attended the conferences organised by Organisation for Economic Co-operation and Development (OECD in Paris (left) and Tokyo (bottom), and delivered speeches.

總幹事劉燕卿女士分別出席於巴黎（左）及東京（下）舉行的經濟合作與發展組織（OECD）會議並發言。



In wake of shortage of supply of infant formula, the Council assisted the Macau Consumer Council and Government departments to liaise with the formula suppliers to ensure adequate supply.

澳門消費者委員會及政府部門透過本會協助，與奶粉供應商磋商嬰幼兒奶粉供應問題。





Representatives from National Development and Reform Commission visiting the Council.
本會歡迎國家發展和改革委員會到訪。



Ms Flore-Anne MESSY, Principal Administrator of OECD, in a visit to the Council.
經濟合作與發展組織(OECD)首席行政官Ms Flore-Anne MESSY到訪本會。

Council representatives paying visit to Singapore's Urban Development Authority to study the real estate information system in Singapore.
本會代表到訪新加坡市區重建局，了解當地物業資訊系統。



Ms. Connie LAU sharing Council's view on achieving consumer rights through class action, at the consumer protection forum held in Shenzhen.
總幹事劉燕卿女士在深圳舉行的消費維權論壇上，闡釋集體訴訟如何保障消費者。

Ms. Connie LAU delivering a talk on fair trade practices at Health Food Association's annual dinner.
總幹事劉燕卿女士出席香港保健食品協會周年晚會，推廣公平營商手法。



本會主席張炳良教授在競爭法研討會上發言。
Council Chairman Professor Anthony Cheung speaking at the competition forum.



The forum on competition law was well attended by representatives from trade and industry. 來自各業界和商會組織參與本會舉辦的競爭法研討會。



Ms. Connie LAU attending the event promoting the "Best Trade Practices In Hong Kong".
總幹事劉燕卿女士出席推廣「優質營商在香港」活動。



Visit of Government officials from Laos, Eduardo and Macau for capacity building programmes. 本會為老撾、厄瓜多爾及澳門政府代表提供能力發展培訓。



Mr. WANG Shi Qi (middle) of State Bureau for Letters and Calls visiting the Council.
國家信訪局王石奇副局長(中)到本會交流。



Mr. Thomas CHENG, Chairman of the Council's Working Group on the Competition Bill, explaining to the press the significance for introducing Competition Law to Hong Kong.
競爭條例草案工作小組主席鄭建韓先生，在記者會上闡釋引入競爭法對香港的重要性。



The pharmaceutical industry appreciated the Council's effort in fighting against counterfeit drugs.
製藥業感謝本會參與打擊假藥的工作。

The Consumer Council.

消費者委員會委員

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:

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

Membership of the Council

The Chairman, Vice-Chairman and Members are all appointed by the Chief Executive of the HKSAR for a term of service not exceeding two years. They may be reappointed upon expiry of their respective terms of office.

In the year under review, Mr. Raymond CHOY Wai-shek, MH, JP, Mr. Joe LAI Wing-ho, Mr. Stanley SZETO Chi-yan, Ms. WONG Ka-chi, Prof. WONG Yung-hou, MH retired from the Council. Five new Members, namely, Mr. Samuel CHAN Ka-yan, Ms. Amy FUNG Dun-mi, Prof. Michael HUI King-man, Mr. Godfrey LAM Wan-ho, SC, JP and Prof. Angela NG Lai-ping joined the Council. A list of the Council Members is at Appendix 1.

The Council wishes to express its heartfelt thanks to the retired Members for their support, dedication and accrued contributions.

消費者委員會是法定組織，一九七四年成立。委員會根據《消費者委員會條例》(第216章)，職責為保障及促進貨品和服務消費者、及購買、抵押及承租不動產人士的權益。其工作包括：

- (a) 蒐集、接收及傳遞有關貨品、服務及不動產的資訊；
- (b) 接收及審查貨品及服務的消費者投訴、以及不動產的購買人、按揭人及承租人的投訴，並向他們提供意見；
- (c) 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；
- (d) 鼓勵商業及專業團體制訂工作守則，規管屬下會員的活動；及
- (e) 承擔任何經由行政長官會同行政會議審批的其他職能。

委員會委員

主席、副主席及各委員均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。

年內，蔡偉石先生，榮譽勳章，太平紳士、黎榮浩先生、司徒志仁先生、王家慈女士及王殷厚教授，榮譽勳章卸任。陳家殷大律師、馮丹媚女士、許敬文教授、林雲浩資深大律師，太平紳士及吳麗萍教授加入委員會。委員名錄見附錄一。

本會衷心感謝各離任委員對本會的支持和貢獻。

Council and Committees

The Council meets bi-monthly. Committees and working groups are set up to examine specific areas of consumer concern. The Council invites from time to time appropriate professionals of relevant disciplines as co-opted members in order to benefit from their expertise. A list of Committees/Working Groups and their members is at Appendix 3.

The Council Office

The Council Office, headed by the Chief Executive, has an establishment of 135 staff operating in its headquarters, Consumer Advice Centres in various districts and the Consumer Council Resource Centre in Tsimshatsui.

The Complaints and Advice Division and the North Point Consumer Advice Centre are situated in Room 1410, 14/F, Kodak House II, 39 Healthy Street, North Point.

With dedicated Government funding, a Project Office operates in the same building as the Council Head Office in North Point to house the project team for price surveillance initiatives.

In the year under review, special funding was provided by the Commerce and Economic Development Bureau for extending one temporary post in Legal Affairs Division for three years in order to cope with the heavy workload.

The Council Office operates with six functional divisions, namely the Administration and External Affairs Division, Complaints and Advice Division, Consumer Education Division, Legal Affairs Division, Public Affairs Division, Research and Trade Practices Division. The organisation chart of the Council Office is at Appendix 4.

The Consumer Council is an equal opportunities employer operating with due emphasis on sustainable development issues in support of environmental protection. In 2011-12, the number of employees with disabilities represented 1% of the Council Office's permanent establishment.

Finance

The Council derives its income mainly from Government subvention. Other sources of income (about 5%) include proceeds from the sale of the Council's publications.

The Auditors' Report and financial statements for the Council's accounts are at Appendix 5.

委員會及小組

委員會每兩月召開會議，設有小組委員會及工作小組，專責處理特定消費者課題，並不時邀請外界專才加入各小組為增選委員，提供專業意見。小組委員會及工作小組的成員名錄見附錄三。

消委會辦事處

以總幹事為首的消委會辦事處共有職員135人，分別在總辦事處及位於各區的諮詢中心及尖沙咀的消費者委員會資源中心工作。

投訴及諮詢部與北角諮詢中心則位於北角健康東街39號柯達大廈二期14樓1410室。

本會獲得政府撥款，在北角總辦事處的同一大廈內，設立了專門負責物價監察工作的臨時辦公室。

本會亦於年內獲得商務及經濟發展局撥款，延長法律事務部一個臨時職位三年，以應付繁重的工作量。

消委會辦事處的工作，由六個部門推行：行政及外事部、投訴及諮詢部、消費者教育部、法律事務部、公共事務部、及研究及商營手法事務部。委員會的組織架構見附錄四。

消委會是提供平等機會的僱主，辦公室運作重視環境保護，本年度僱用的傷健職員，佔常額編制的1%。

財政

本會經費主要來自政府資助，其他收入(約5%)來自出版刊物等。

核數師報告和各財務報表分別見附錄五。