

THE CONSUMER COUNCIL 消費者委員會

The Council is committed to representing the voices of consumers by advocating their interests, enhancing their welfare and empowering them to protect their own rights and values.

消委會致力為消費者發聲，為他們爭取權益、增進福祉，並教育消費者瞭解和懂得保障自己的權利和價值。

The Consumer Council is a statutory body which was 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 from 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
- undertaking such other functions as the Council may adopt with the prior approval of the Chief Executive in Council of the Government

Consumer Council Membership

The Council comprises a Chairperson, a Vice-Chairperson¹ and not more than 20 other Members² who are all appointed by the Government for a term of not exceeding two years. They may be reappointed upon expiry of their respective terms of office.

In the year under review, three new Members, namely Mr Ambrose LAM San-keung, JP, Mr Kevin LAM Sze-cay and Mr Kent WONG Siu-kee joined the Council.

The Council would like to express its heartfelt thanks to Mr Thomas CHENG Kin-hon, Mr Bankee KWAN Pak-hoo and Ms Miranda KWOK Pui-fong for their support, devotion and contributions during their terms.

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)，委員會的職責為保障及促進貨品和服務的消費者權益，以及不動產的購買人、按揭人及承租人的權益。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，以及不動產的購買人、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，規管屬下會員的活動
- 承擔任何經由香港特區政府行政長官會同行政會議審批的其他職能

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。委員由香港特區政府委任，任期不超過兩年，但任期屆滿後可再獲委任。

年內，林新強律師、太平紳士、林詩棋先生、黃紹基先生加入委員會。

本會衷心感謝各卸任委員的支持和貢獻，包括鄭建韓先生、關百豪先生及郭珮芳女士。

1 See Appendix 1 for the list of former Chairpersons and Vice-Chairpersons of the Consumer Council.
消委會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.
委員會及增選委員名單見附錄二。

Council and Committees

The Council operates through a committee structure comprising 12 Committees and Working Groups³. Full Council meetings are held on a bi-monthly basis. The Council will co-opt 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 Council Legal Action Fund via a Board of Administrators and a Management Committee.

Sustainable consumption is a new area of commitment under the Council's three-year strategic plan. In the year under review, the Working Group on Sustainable Consumption Programme was set up to steer and provide advice on the strategic direction in promoting sustainable consumption. Led by the Council Chairman, the Working Group comprised the Council Vice-chairman, three other Council Members and a Co-opted Member, Prof. Nora TAM Fung-Yee, BBS, JP, who is an expert in environmental biology.

In 2014-15, Prof. Ron HUI Shu-yuen, Mr Larry KWOK Lam-kwong, BBS, JP, Mr Michael LI Hon-shing, KSJ, BBS, JP, and The Hon. Charles Peter MOK, JP retired as Co-opted Member. We would like to express our gratitude for their support and expert contributions to the Council.

The Council Office

The Council Office, headed by the Chief Executive, employs 146 staff.

The Council Office operates with nine 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.

The Council is an equal opportunities employer, with the number of disabled employees representing 0.7% of the Council Office's permanent staff in 2014-15.

Finance

The Council derives its income mainly from Government subvention. Other sources of income (approximately 5%) 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\$105.75 million and HK\$5.65 million respectively⁵.

委員會及小組

本會以委員會制度運作，設12個委員會及工作小組³。委員會每兩月召開全體委員會議，並會不時邀請各界專才加入相關小組為增選委員，提供專業意見。消費者訴訟基金則由執行委員會及管理委員會監督管理。

推廣可持續消費是本會在三年策略計劃中定下的新使命，為此，委員會在本年度成立可持續消費計劃工作小組，負責指導及建議本會落實這方面工作的策略及方向。工作小組由本會主席領導，成員包括本會副主席、三位委員及增選委員譚鳳儀教授，銅紫荊星章，太平紳士。譚教授乃環境生物學的專家。

年內幾位增選委員，包括許樹源教授、郭琳廣律師，銅紫荊星章，太平紳士、李漢城先生，英國聖約翰騎士勳章，銅紫荊星章，太平紳士；莫乃光議員，太平紳士則卸任。本會衷心感謝他們對委員會作出的支持及貢獻。

委員會辦事處

以總幹事為首的消委會辦事處共有職員146人。

本會工作經由九個部門負責：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、公共事務部和研究及普查部⁴。

消委會是提供平等機會的顧主，2014-15年僱用的傷健職員，佔常額編制的0.7%。

財政

本會經費主要來自政府資助，其他收入來源（約5%）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1.0575億元及565萬元⁵。

3 See Appendix 3 for full list of Committees and Working Groups.
委員會及工作小組的成員名單見附錄三。

4 See Appendix 4 for the organisation chart of the Consumer Council.
委員會的組織架構見附錄四。

5 See Appendix 5 for the Auditor's Report and Financial Statements for the accounts of the Consumer Council for 2014-15.
2014-15年的核數師報告和各財務報表見附錄五。

