

# Foreword

## 前言

The year under review was both momentous and fulfilling for the Consumer Council. After an interval of two decades, the Council is honoured to be the co-host of the Consumers International (CI) World Congress once again since the last Congress held in Hong Kong in 1991. The 19th CI World Congress, held in May 2011, was well attended by some 700 consumer leaders, government officials, academics, as well as trade and industry representatives from all over the world, striking a record high in the number of delegates in the history of CI World Congress. It was truly an epoch-making assembly of the global consumer movement. The success of the Congress has gained the Council much goodwill and a wide recognition of its international standing in consumer protection.

The Council has long maintained close liaison with its Mainland counterparts. This year, we took one step further by inviting over 130 delegates of consumer organisations from Mainland China to attend the World Congress, constituting by far the largest delegation from a single country. Such active involvement of China, the major producer of consumer goods for all corners of the world and the most populous nation with 1.3 billion consumers, added to the intensity and richness of the discussions at the World Congress.

Whilst delighted to have recorded a slight decline in the number of consumer complaints, the Council continued its efforts in curbing deceptive, misleading and unfair trade practices through collaboration with other regulatory bodies and enhancing consumer awareness through publicity and public education. The significance of our work in consumer empowerment was explicitly demonstrated by the notable reduction of consumer complaints in relation to time sharing schemes, with a drop of 70% from 237 cases in 2009-10 to 72 cases in 2010-11.

During the year, the operation of the Consumer Legal Action Fund was extensively reviewed by its Management Committee and the Council, to streamline procedures and improve effectiveness, in order to meet new challenges and to provide speedy assistance to aggrieved consumers seeking

過去一年對消費者委員會來說，不獨深具意義，而且收獲豐碩。繼一九九一年國際消費者聯會(國際消聯)全球會議在香港舉行後，本會非常榮幸在二十年後再次獲協辦全球會議的機會。第十九屆國際消聯全球會議已於二零一一年五月舉行，超過700位來自世界各地的消費者領袖、政府官員、學者，以及工商界代表參與，刷新全球會議參加者數目的紀錄，成為全球消費者運動中一次意義深遠的會議。全球會議的成功，讓本會贏得無數的珍貴友誼，及在保障消費者權益的國際舞台上，地位予以肯定。

本會一直與內地消費者組織保持緊密聯繫。今年，超過130位內地消費者組織代表應本會邀請，來港參加國際消聯全球會議，是歷來最大的單一國家代表團。作為全球消費品的主要生產者及人口最多(13億)的國家，中國的積極參與對全球會議的討論有積極及正面的意義。

本會喜見消費者投訴數字稍微回落，但本會與其他規管與執法機關攜手工作，並無鬆懈，透過宣傳及公眾教育提高消費者警覺性，以遏止欺詐、誤導及不公平的營商手法。有關海外渡假屋時光共享計劃的投訴大幅減少70%，由二零零九至一零年度的237宗，減少至二零一零至一一年度的72宗，充份反映我們在消費者教育工作上的成效。

年內，本會及消費者訴訟基金管理委員會全面檢討基金的運作，旨在簡化程序及改善效率，以應付新挑戰及迅速援助希望循法律途徑追討賠償的消費者。本會亦改善處理消費者投訴的程序，及檢討對付行業內不良營商手法店號的「點名」機制，加強保護消費者權益的力度。

legal redress. The Council has also revamped its procedures in handling consumer complaints, and reviewed the mechanism for “naming” bad elements in the trade, all with a view to stepping up the functions of the Consumer Council in spearheading the cause of consumer protection.

Since the introduction of the Individual Visit Scheme, the interflow of people and goods between Hong Kong and Mainland China has reached an unprecedented level. This has given rise to newly emerging consumer issues which require new initiatives. One example is the price surge and run on the stocks of infant formula products, allegedly caused by a buying spree by Mainland visitors, which aroused great public concern. It is, however, comforting to note through the Council’s active efforts, a solution was found. Upon our advice, the infant formula suppliers agreed to set up special customer hotlines for arranging direct supply to local residents with babies. They had also given assurance of keeping sufficient stocks to meet local needs. As a result, the number of complaints dropped drastically from 72 in March 2011 to around 10 each month during the second quarter of 2011.

Housing has always been among the top consumer concerns. In response to rising community grievance about problematic property sales practices and misrepresentation of information in property transactions, the Council launched the Report on “Building a Property Market Information Platform for Home Purchasers” in July 2010. The Report contained a package of recommendations to encourage the dissemination of reliable and timely information in the first-hand private residential property market. It was well received by both the community and the Government. The Council was subsequently invited to be represented on the Steering Committee on Regulation of Sale of First-hand Residential Properties by Legislation, set up by the Government to consider appropriate legislative proposals and the mechanism to promote transparency in property transactions.

The Council’s persistent efforts in promoting a cross-sector Trade Practices Statute, subsequent to its February 2008 Report on “Fairness in the Marketplace for Consumers and Business”, finally received positive policy response. The Government has proposed extending the scope of the Trade Descriptions Ordinance to cover services. We are glad to note that, at the time of writing this Report, the Government had further recommended that mandatory cooling-off periods

自從「個人遊」計劃推展以來，內地與香港之間的人流及物流達前所未有的高峰。嶄新的消費者問題隨之而起，需要新的處理方法。其中一個例子是可能由於內地旅客搶購香港的嬰兒奶粉，令奶粉價格上漲及缺貨，引起公眾極大關注。本會積極跟進，尋求解決辦法，在本會建議下，奶粉供應商答應設立特別客戶熱線，安排直接供貨予育有嬰孩的本港居民；供應商也保證有足夠存貨應付本港需求。結果，問題獲得妥善解決，相關投訴數字由二零一一年三月的72宗大幅下降至第二季的每月約10宗。

住屋問題一直是消費者最關注的問題之一。消委會於二零一零年七月提出《建物業資訊平台 啟置業安居大門》研究報告，回應社會對有問題的物業銷售手法，及與物業交易相關的誤導性資訊的不滿。報告包括一系列建議，鼓勵在一手私人住宅物業市場中發佈可靠和及時的資訊。政府及社會均對報告作出正面回應。本會接着被邀請加入由政府成立的「立法規管一手住宅物業銷售督導委員會」，研究合適的立法建議及機制，以推動物業交易透明度。

本會於二零零八年二月發表《公平營商 買賣共贏》報告後，堅持不懈推動跨行業全面性的營商手法立法，終於在政策層面得到正面的回應。政府建議擴大《商品說明條例》的範圍以涵蓋服務。在編寫此年報期間，我們高興知悉，政府進一步建議，規定六個月以上的產品/服務合約，需強制加入冷靜期條款，以增強對消費者的保障。

be imposed for contracts of goods/services with duration of not less than six months, so as to strengthen consumer protection.

After years of advocating a cross-sector competition law since the 1990s, the Council is pleased to see the introduction of the Competition Bill by the Government. Although there is still continuing heated debate about the need for a competition statute within the Legislative Council and the community, the Council considers that the Bill signifies yet another step forward of the Government's commitment in fostering a fully competitive environment and a fairer marketplace for the benefit of both consumers and business. The Council has been playing an active role in enhancing public understanding of this important legislation. Last December, we organised a forum for small and medium enterprises to solicit their views and to understand their concerns. In addition, we have recently launched a website on the Competition Bill, to serve as an online forum for a healthy debate on the subject. Without minimising the challenges ahead, even after a competition law is enacted, the Council remains convinced that such enactment is critical to the building of a strong and competitive economy in future that allows Hong Kong to live up to its aspiration as a global economic hub.

In closing, I wish to express my heartfelt gratitude to fellow Council Members for their valuable contribution to Council deliberations, and to all Council staff for their dedication and hard work, which together enabled the Council to have such a fruitful year. My sincere thanks also go to various external stakeholders (in particular the Commerce and Economic Development Bureau, the Customs and Excise Department, and the Food and Environmental Hygiene Department) as well as the general public for their incessant support to the work of the Council. Making Hong Kong one of the most consumer-friendly cities is our collective goal!



Anthony Cheung  
Chairman, Consumer Council  
July 2011

本會自九十年代起，多年來努力推動跨行業競爭法，故非常高興見到政府推出《競爭條例草案》。雖然立法會及社會各界仍繼續熱烈討論是否需要競爭法，本會認為條例草案反映政府已經向前踏步，營造完善競爭環境及公平市場，以令消費者及營商者皆能受益。本會在提升公眾對競爭法法案的認識上一直擔任重要角色。去年十二月，我們為中小企舉辦了研討會，收集他們的意見及了解他們的關注。此外，我們最近推出了《競爭條例草案》的網站，提供平台就這個議題作建設性討論。即使實施競爭法後，前景仍充滿挑戰，惟本會深信要鞏固香港成為強大及具競爭力的經濟體系，讓香港晉身世界經濟樞紐，有關法例實在不可或缺。

最後，我衷心感謝與我共事的消委會委員，對委員會的討論和決策作出寶貴貢獻；以及消委會職員對工作的投入和熱誠，令消委會有豐盛的一年。我亦要多謝不同外界持份者(特別是商務及經濟發展局、海關及食物環境衛生署)，以及市民大眾對消委會工作的持續支持。建設香港成為最照顧消費者的城市之一是我們的共同目標!



消費者委員會主席  
二零一一年七月

# 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



Mr. Chapman CHAN Chor-man  
陳楚文先生



Mr. Thomas CHENG  
鄭建韓先生



Prof. Ron HUI Shui-yuen  
許樹源教授



Mr. Bankee KWAN Pak-hoo  
關百豪先生



Mr. Joe LAI Wing-ho  
黎榮浩先生



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



Ms. Amanda LIU Lai-yun  
廖麗茵律師



Mr. Stanley SZETO Chi-yan  
司徒志仁先生



Ms. Irene YAU Oi-yuen  
邱藹源校長



Ms. Miranda KWOK Pui-fong  
郭佩芳女士

Appointed on 3 May 2010  
二零一零年五月三日履任



Dr. Polly CHEUNG Suk-yee  
張淑儀醫生



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



Dr. David CHUNG Wai-keung  
鍾偉強博士

### Chief Executive 總幹事



Ms. Connie LAU, JP  
劉燕卿女士，太平紳士



Mr. Wilfred LEE Yuen-kwong  
李元剛先生



Mr. Philip LEUNG Kwong-hon  
梁光漢先生



Mr. Michael LI Hon-shing, BBS, JP  
李漢城先生，銅紫荊星章，太平紳士

### Deputy Chief Executive 副總幹事



Ms. WONG Ka-chi  
王家慈女士



Mr. Alvin WONG Tak-wai  
黃德偉先生



Prof. WONG Yung-hou  
王殷厚教授



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  
吳馬太醫生，太平紳士



Ms. Clara SHEK  
石嘉麗女士



Dr. Michael TSUI Fuk-sun  
徐福燊醫生



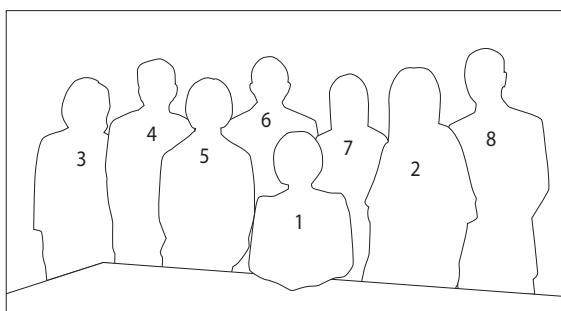
Ms. Marina WONG Yu-pok, JP  
黃汝璞會計師，太平紳士



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 Complaints & Advice Officer, Ms. Sana LAI  
投訴及諮詢部首席主任，黎迪珊女士
4. Head, Legal Affairs Division, Mr. Simon CHUI  
法律事務部首席主任，徐振景先生
5. 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
6. Head, Consumer Education Division, Mr. WONG Koon-shing  
消費者教育部總主任，王冠成先生
7. Principal Public Affairs Officer, Ms. Clara LI  
公共事務部首席主任，李少媚女士
8. Head, Administration & External Affairs Division, Mr. Joseph YOUNG  
行政及外事部總主任，楊卓廣先生



1. The Council was hosting the 19th Consumers International World Congress in May 2011. There were over 700 consumer leaders and delegates from more than 80 countries and jurisdictions gathering in Hong Kong. During the Opening Ceremony officiating guests were waking up the lions by dotting their eyes.  
本會主辦第十九屆國際消費者聯會全球會議，有來自超過八十國家和地區的七百多名代表參與。主禮嘉賓在開幕禮上為舞獅點睛。
2. The Honourable Donald Tsang, Chief Executive of Hong Kong, speaking at the Opening Ceremony.  
行政長官曾蔭權先生在全球會議開幕禮上致辭。
3. Mr. Samuel Ochieng, President of Consumers International, delivering the opening remarks.  
國際消費者聯會主席程尚武先生致辭。
4. Mr. Yang Hon-can, Vice President and Secretary General of China Consumers' Association, speaking at the plenary session on "Towards fair financial market".  
中國消費者協會副會長兼秘書長楊紅燦先生在討論環節「公平金融市場」上發言。
5. Council Chairman Professor Anthony Cheung chairing a plenary session on consumer rights and corporate responsibility.  
本會主席張炳良教授主持有關消費者權利與企業社會責任的討論。



6. Giving a toast during the Gala Dinner.  
歡迎晚宴上祝酒。
7. Delegates from around the world taking part in the discussions.  
來自不同地方的代表發言討論。





1

1. The Council organised a luncheon seminar on Competition Bill for small and medium enterprises. Council Vice-Chairman Mr. Ambrose Ho speaking at the panel discussion.  
本會特別為中小企主辦競爭法午餐研討會，副主席何沛謙先生在討論環節上發言。
2. Deputy Secretary for Commerce and Economic Development, Mr. Gregory So, explaining the essence of the bill.  
商務及經濟發展局副局長蘇錦樑先生介紹有關法例的精神。



2



3

3 & 4

A delegation of the Council, led by the Chairman, Professor Anthony Cheung, in a visit to Shanghai consumer organisations and World Expo.  
主席張炳良教授率領多名委員及職員到上海與當地消保組織交流，並參觀世界博覽會。



4

1



1. Mrs. Rita Lau, Secretary for Commerce and Economic Development, guest of honour of the 10th Consumer Rights Reporting Awards prize presentation ceremony, with gold awards winners.

第十屆消費者權益新聞報道獎頒獎禮主禮嘉賓商務及經濟發展局劉吳惠蘭局長與金獎得獎人合照。

2. Mrs. Rita Lau, Professor Anthony Cheung and Ms. Connie Lau viewing the winning entries.

劉吳惠蘭局長、張炳良教授與劉燕卿女士觀看得獎作品。



2

3



3. Vice-Chancellor of the Chinese University of Hong Kong, Professor Joseph Sung, the officiating guest of the 11th Consumer Culture Study Awards prize presentation ceremony, listening to the briefing of a winning team.

香港中文大學校長沈祖堯教授出席第十一屆消費文化考察報告獎頒獎典禮，聽取得獎隊伍簡介作品。

4. The Council's Consumer Culture Study Awards was held at Shantou University for the first time. Secretary General of China Consumers' Association and representatives of a number of consumer organisations from Guangdong Province attended the prize presentation ceremony and seminar.

本會消費文化考察報告獎首次登陸內地，並獲中消協秘書長及廣東省多個消費機構參與盛事及研討會。

4





1

1. Winners of the Top Ten Consumer News for the Year of Tiger competition and representatives of the annual event co-organisers posing for a group photo at the prize presentation.

虎年十大消費新聞頒獎禮後，各合辦機構代表與得獎人合照。

2. Mr. Ambrose Ho, the spokesperson for the Working Group on Consumer Issues relating to Residential Property, calling for a new regime of information dissemination to the public in respect of the private residential property market.

住宅物業消費者問題工作小組主席何沛謙先生建議設立全新機制，更有效向公眾發放私人住宅物業市場的資訊。

3. Ms. Connie Lau at a signing ceremony with Macau and Jiangsu Province on the mutual agreement in consumer protection.

劉燕卿總幹事代表本會與江蘇省及澳門消費者保護委員會簽訂合作同意書。



2



3



1

1. Representatives from Commerce and Economic Development Bureau attending Council's meeting.  
商務及經濟發展局代表到訪本會出席會議。



2

2, 3 & 4

Mr. Ambrose Ho, Chairman of Publicity and Community Relations Committee, Professor Ron Hui, Vice-Chairman and committee member Mr. Philip Leung, presiding over the monthly press conferences on CHOICE publication.  
《選擇》月刊記者會上，宣傳及社區關係小組主席何沛謙先生、副主席許樹源教授及委員梁光漢先生介紹月刊內容。



3



4



1. Deputy Mayor of Beijing, Ms. Cheng Hong, visiting the Council.  
北京副市长程紅女士探訪本會。
2. Visitors from Consumers Korea.  
韓國消費者組織高層到本會交流。
3. Students from Shantou University visiting the Council.  
汕頭大學代表訪問本會。



4. Ms. Connie Lau, Chief Executive, holding an interflow session with delegates from Beijing Administration for Industry and Commerce.  
北京市工商行政管理局代表到本會交流，總幹事劉燕卿女士簡介本會工作。
5. Ms. Connie Lau accepting the invitation to be the honoree of the Beta Gamma Sigma HKUST Chapter.  
總幹事獲邀成為香港科技大學Beta Gamma Sigma分會之榮譽會員。

