

The Consumer Council

消費者委員會

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, Ms. Miranda KWOK Pui-fong joined the Council. A list of the Council Members is at Appendix 1.

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.

In the year under review, the Council set up a Working Group on Competition Bill to advise the Council on its views on the Competition Bill as well as related publicity campaigns and lobbying work. A list of Committees/Working Groups and their members is at Appendix 3.

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，郭珮芳女士加入委員會。委員名錄見附錄一。

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。

年內本會成立了競爭條例草案工作小組，就競爭條例草案、競爭法的宣傳及游說工作，向委員會提供意見。小組委員會及工作小組的成員名錄見附錄三。

The Council Office

The Council Office, headed by the Chief Executive, has an establishment of 132 staff with about 16% operating from the Council's Consumer Advice Centres in various districts of the territory 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 creation of four temporary posts 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 who operates with due emphasis on sustainable development issues in support of environmental protection. In 2010-11, the number of disabled employees represented 1% of the Council Office's permanent establishment.

The 19th Consumers International World Congress 2011

During the year under review the Council, as a co-host with Consumers International (CI), was fully engaged in the planning and organisation work in preparation for the 19th Consumers International World Congress which had been held in Hong Kong on 3-6 May 2011.

Working closely with CI Office in London, the Council set up a special task force on CI World Congress 2011 chaired by the Council Chairman to spearhead the implementation of a large amount of preparatory work for what was expected to be the largest CI World Congress ever held.

消委會辦事處

以總幹事為首的消委會辦事處共有職員132人，約有16%在港九新界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。

本會亦於年內獲商務及經濟發展局撥款，增加了四個為期三年的臨時職位，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%。

二零一一年第十九屆國際消費者聯會全球會議

作為第十九屆國際消費者聯會(國際消聯)全球會議的協辦組織，本會於年內全面投入與國際消聯部署籌備工作。會議已於二零一一年五月三至六日於香港舉行。

本會與國際消聯的倫敦辦事處緊密合作，並成立了由本會主席領導的特別工作小組，負責監督這次有史以來最大型的全球會議的大量籌備工作。

At the time of writing this Annual Report 2010-2011, the Congress was successfully inaugurated and concluded, drawing over 700 delegates and speakers from consumer organisations around the world, as well as trade and industries, academics, governments, NGOs and the media from over 80 countries / jurisdictions. Truly a world class event.

Highlights of the Congress entitled “Empowering Tomorrow’s Consumers” included: keynote addresses by Ms. Connie HEDEGAARD, European Union Commissioner for Climate Action, on the consumers’ role in the future green economy; and by Mr. James GUEST, CEO of Consumers Union of United States, on consumer financial services campaign. The Hon Donald TSANG, GBM, Chief Executive and Mr. Gregory SO, JP, the then Acting Secretary for Commerce and Economic Development, attended the Opening Ceremony and the Welcome Cocktail Reception respectively as the officiating guests.

The Council had the distinction of playing host to the World Congress, held every four years, for the second time in 20 years after it last co-hosted the World Congress in 1991. The Congress owed its gratitude to the support and assistance of the Government and organisations including the Hong Kong Tourism Board, Hong Kong Airport Authority, Hong Kong Immigration Department and Hong Kong Customs and Excise Department in such hospitality aspects as sponsorship of tours and cultural displays, meet and greet services at arrivals, and speedy issuance of visas to overseas delegates.

The Congress was considered a resounding success and won wide acclaims particularly on its hospitality and organisation, during and subsequent to the various events, from participants all over the world.

Finance

The Council derives its income mainly from Government subvention. Other sources of income (about 6%) 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.

在編寫這份年報期間，全球會議已成功舉辦，與會者及演講嘉賓共超過700人。他們來自世界各地超過80個國家/地區的消費者組織、工商界、學術界、政府、非政府組織及傳播媒介。會議誠然為國際性盛事。

會議主題為「放眼未來，增進消費者權益」，重點議程包括：由歐洲委員會氣候行動專員赫澤高 (Connie HEDEGAARD) 女士就消費者於綠色經濟中的角色，及美國消費者聯盟行政總裁 James GUEST 先生就爭取公平金融服務，發表主題演講。本會十分榮幸獲香港特別行政區行政長官曾蔭權先生，GBM，及當時的署理商務及經濟發展局局長蘇錦樑先生，太平紳士，擔任開幕典禮及歡迎酒會的主禮嘉賓。

國際消聯全球會議每四年舉辦一次。本會曾於一九九一年協辦全球會議，二十年後歷史性再次協辦同一活動。這次會議的成功有賴政府及多個機構的大力支持，包括香港旅遊發展局、香港機場管理局、香港入境事務處和香港海關，協助安排贊助本地遊覽團及文化表演，抵港接待及發出簽證予海外與會者。

全球會議獲得盛大成功，並得到來自世界各地的與會者，在會議期間及結束後，對本會的款待及會議安排，予以高度讚揚。

財政

本會經費主要來自政府資助，其他收入(約6%)來自出版刊物等。

核數師報告和各財務報表分別見附錄五。