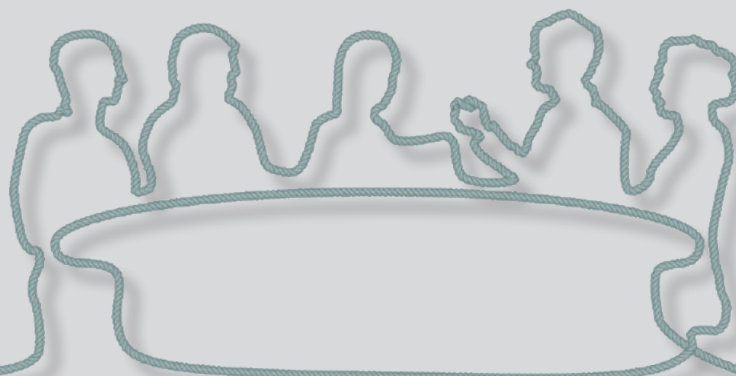


THE CONSUMER COUNCIL

消費者委員會



As a leading consumer organization, the Consumer Council is actively engaged in research and advocacy, providing a full range of comprehensive consumer protection and empowerment services.

作為消費者組織的翹楚，消費者委員會一直致力研究和提出倡議，為消費者提供全面的保障，以及提升自我保護能力的服務。

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:

- collecting, receiving and disseminating information concerning goods and services and immovable property;
- receiving and examining complaints 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; and
- undertaking such other functions as the Council may adopt with the prior approval of the Chief Executive in Council of the Government.

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)，消委會的職責為保障及促進貨品和服務的消費者權益，以及購買、抵押及承租不動產人士的權益。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，規管屬下會員活動；以及
- 承擔任何經由香港特別行政區行政長官會同行政會議審批的其他職能。

Consumer Council Membership

The Council comprises a Chairperson, a Vice Chairperson¹ and not more than 20 other Members² appointed by the Chief Executive of the Hong Kong Special Administrative Region for a term not exceeding 2 years. Members may be reappointed upon the expiry of their respective terms of office.

In the year under review, Mr Samuel CHAN Ka-yan, JP succeeded Mr Philip LEUNG Kwong-hon, MH as the Council Vice Chairman upon Mr Leung's retirement. 6 new members joined the Council: Dr Wilton FOK Wai-tung, Mr Antonio KWONG Cho-sing, MH, Ms Vanessa LAU Chi-wan, Ms Kitty LEE Wing-lan, Mr Kyrus SIU King-wai and a former Co-opted Member, Prof. Nora TAM Fung-yee, BBS, JP. Besides, Mr Johnny FEE Chung-ming, JP, Mr Richard KHAW Wei-kiang, SC, Mr Alex LAI Ting Hong, Ms Queenie Fiona LAU and Prof. PUN Kong-pang newly joined the Council as Co-opted Members; and outgoing Council members - Dr Jason CHAN Kai-yue, JP, Prof. Michael HUI King-man, MH, Prof. Angela NG Lai-ping and Mr SHIH Wing-ching, JP continued to serve the Council as Co-opted Members upon their retirement.

The Council would like to express its heartfelt thanks to the two retired Council members, including Ms WONG Shu-ming, MH, and the outgoing Vice Chairman Mr Philip LEUNG Kwong-hon, MH for their unrelenting commitment and dedication during their terms of office.

Special tribute is paid to Mr Philip LEUNG Kwong-hon, MH for his enormous contributions to the Consumer Council. Mr LEUNG served the Consumer Council for 10 years in 8 Council Committees or Working Groups including the Research and Testing Committee, the Publicity and Community Relations Committee, the Staff and Finance Committee, and the IT Expert Advisory Group in which he took on various leadership roles, including Chairman, Vice Chairman and Convenor, and acted as a spokesman at CHOICE press conferences. He also led the Council as its Vice Chairman from 2013 until his retirement in 2017.

Council and Committees

The Council operates with a committee structure comprising 12 Committees and Working Groups³. Full Council meetings are held on a bi-monthly basis.

The Council co-opts professionals of different disciplines as members of relevant committees or working groups in order to benefit from their expertise and to facilitate studies in specific fields.

The Council administers the Consumer Legal Action Fund via a Board of Administrators and a Management Committee.

In 2017-18, the Council, in a continued pursuit for enhancing consumer protection through advocacy, published 2 study reports – “More Choices, Better Service - A Study of the Competition in the Personalised

消費者委員會委員

委員會成員包括主席、副主席¹及不多於20名委員²。委員由香港特別行政區行政長官委任，任期不超過兩年，委員於任期屆滿後可再獲委任。

年內，陳家殷大律師，太平紳士接替卸任的梁光漢先生，榮譽勳章成為委員會副主席。6位人士加入委員會成為委員，包括霍偉棟博士、鄭祖盛律師，榮譽勳章、劉子芸女士、李泳蘭女士、蕭景威先生及前增選委員譚鳳儀教授，銅紫荊星章，太平紳士。此外，費中明律師，太平紳士、許偉強資深大律師、黎庭康律師、劉恩沛大律師及潘江鵬教授，應邀加入委員會為增選委員；而卸任委員陳繼宇博士，太平紳士、許敬文教授，榮譽勳章、吳麗萍教授及施永青先生，太平紳士，卸任後繼續以增選委員身份參與委員會工作。

本會衷心感謝兩位卸任委員，包括黃舒明女士，榮譽勳章，以及前副主席梁光漢先生，榮譽勳章在任內的不懈承擔和奉獻。

本會特別對梁光漢先生，榮譽勳章致以深切謝意。梁先生對本會貢獻良多，10年間，梁先生參與的委員會小組及工作小組多達8個，更先後在研究及試驗小組、宣傳及社區關係小組、人事及財務小組和資訊科技專家諮詢小組以主席、副主席或召集人身份，負責領導工作，並擔任《選擇》月刊記者招待會發言人。尤有進者，梁先生自2013年至2017年期間，為本會副主席，參與領導本會的工作。

委員會及小組

本會以委員會小組制度運作，設有12個委員會小組及工作小組³。委員會每兩月一次召開全體委員會會議。

此外，委員會會邀請各界專才加入相關委員會小組或工作小組為增選委員，提供專業意見，並促進特定範疇的研究。

消費者訴訟基金則由執行委員會及管理委員會監督管理。

年內，本會繼續加強消費者保障的倡議，先後發表兩份研究報告——《信用卡退款保障機制及法律保障的研究 - 預繳式消費與商戶倒閉》及《更多

1 See Appendix 1 for the list of former Chairpersons and Vice Chairpersons of the Council. 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. 委員及增選委員名單見附錄二。

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

Point-to-point Car Transport Service Market” and “Consumer Protection on Prepayment and Retailer Insolvency - Review of Chargeback and Beyond”, which attracted considerable media attention and initiated extensive public discussion on the related issues. In addition, in collaboration with the two major jewellery trade associations, the Council formulated and launched a Code of Practice for the Jewellery Industry to promote fair trade practices and competition in the industry. The Council extends its utmost appreciation and gratitude to the respective committees for their valued views, suggestions and support rendered in the process of discussion, drafting and publication of the abovementioned reports and Code of Practice.

In the year under review, Mr CHAN Ka-kui, BBS, JP, Ms Bonnie NG Hoi-lam, Prof. Nora TAM Fung-ye, BBS, JP and Ms Cecilia WOO Lee-wah retired as Co-opted Members. The Council expresses its sincere gratitude for their support and expert contributions.

The Council Office

Under the leadership of the Council’s Chief Executive, the Council Office, manned by 142 members of staff, operates with 9 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; the number of employees with disabilities represented 0.7% of the Council Office’s permanent staff in 2017-18.

Finance

The Council derives its income mainly from a Government subvention. Other sources of income (approximately 4%) include proceeds from sales of the Council’s CHOICE Magazine and interest income.

Total recurrent and non-recurrent expenditures for the year under review was HK\$114.03 million and HK\$8.17 million respectively⁵.

選擇 更佳服務 - 個人化點對點交通服務市場競爭研究》。兩份研究報告皆受到媒體的關注，並促使公眾就相關議題廣泛討論。此外，本會與珠寶業界兩個主要商會合作，制訂並推行《珠寶零售業營商實務守則》，以促進業界公平良好的經營手法和市場競爭。本會衷心感謝相關委員會在討論、草擬乃至出版以上報告和守則的過程中，提供寶貴的意見、建議和支持。

年內，增選委員陳家駒先生，銅紫荊星章，太平紳士、吳凱霖女士、譚鳳儀教授，銅紫荊星章，太平紳士和鄔莉華律師卸任。本會衷心感謝他們任內作出的支持及貢獻。

消委會辦公室

以總幹事為首的消委會辦公室共有142名員工，工作主要由9個部門負責，即投訴及諮詢部、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，以及研究及普查部⁴。

本會乃提供平等機會的僱主，於2017-18年度聘用的傷健職員佔常額編制0.7%。

財務

本會經費主要來自政府資助，其他收入來源（約4%）包括出版《選擇》月刊及銀行利息。

年內經常及非經常性開支分別為港幣1.1403億元及港幣817萬元⁵。

⁴ See Appendix 4 for the organisation chart of the Council. 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 Council for 2017-18. 2017-18年度核數師報告及各財務報表見附錄五。