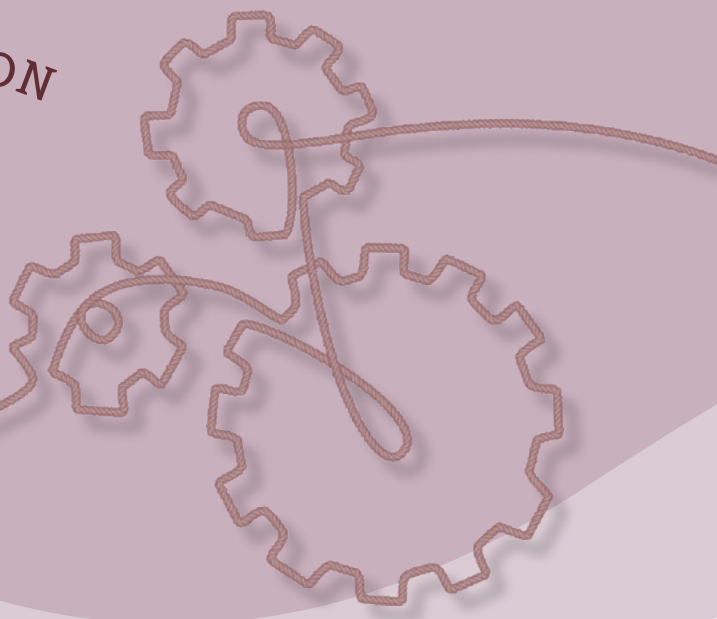


# FORGING CLOSER COLLABORATION FOR CONSUMER PROTECTION

## 與其他機構合作保障消費者權益



### Local Collaboration

The Council maintains close liaison with the Commerce and Economic Development Bureau, which oversees policy on consumer protection. The Council also works with other government agencies and statutory bodies to provide advice on matters of consumer interest, including fair competition and trade practices, financial and insurance services, public health and food safety, telecommunications and residential property issues.

Members and staff of the Council sit on around 50 public advisory committees, offering consumer views and perspectives from the consumer protection angle. These agencies include the Competition Commission, Consultative Group on Voluntary Health Insurance Scheme, Estate Agents Authority, Food and Health Bureau's Committee on Improving Supply Chain of Powdered Formula, and Tourism Commission's Advisory Committee on Travel Agents<sup>13</sup>.

### Cross-strait Collaboration

The Council's Chief Executive, together with the President of Macao SAR Government Consumer Council, visited the Consumers' Foundation in Taipei from 28 to 30 August 2017. The exchange was fruitful and constructive. In the meeting, representatives of the participating parties discussed on key consumer protection issues being faced by each market and concluded with a fruitful exchange in the preparation work for the Cross-Strait Consumer Protection Forum to be held in Taipei in 2018.

### 本地合作

本會與負責消費保障政策的商務及經濟發展局保持緊密聯繫，亦與其他政府機構及法定團體合作，按不同消費議題提供意見，包括公平競爭、營商手法、金融及保險服務、公眾健康及食品安全、電訊，以及住宅物業等問題。

此外，本會委員和職員分別參與約50個公共事務諮詢委員會，從消保角度提出建議。這些委員會包括競爭事務委員會、自願醫保計劃諮詢小組、地產代理監管局、食物及衛生局轄下的配方粉供應鏈委員會，以及旅遊事務署轄下的旅行代理商諮詢委員會等<sup>13</sup>。

### 兩岸四地緊密交流

本會總幹事與澳門消費者委員會主席，於2017年8月28至30日到訪台北，與中華民國消費者文教基金會會面相互交流。是次會議的成果豐碩，且具建設性。會上除論及三地共同面對的重大消費議題之外，與會各方亦商討了有關2018年於台北舉行的「海峽兩岸暨港澳推動消費者權益保護論壇」的籌組工作。

<sup>13</sup> See Appendix 9 for the list of external committees attended by Council Members and staff.  
本會委員及職員參與其他委員會的名單見附表九。

Globalisation and technology have accelerated the connectivity of consumers the world over, compelling consumer organisations to forge closer collaboration for consumer protection with their counterparts, both locally and overseas. To this end, the Council is in frequent liaison with consumer protection agencies, trade and professional bodies, regulators and government agencies, to build close working relationship. By leveraging on their expertise and experience the Council stands to benefit richly in the various spheres of their work.

全球一體化與科技加快了世界各地消費者的互動，驅使國際上各大消費者組織需要緊密合作，共同推動保障消費者權益的工作。消委會一直與保障消費者的組織、商業機構及專業團體、執法機關及政府部門保持聯繫，透過建立密切的工作關係，從中汲取不同機構的專業和經驗，獲益良多。

## Regional and International Collaboration

The Council is an active Executive and Council Member of Consumers International (CI), a global body which brings together over 200 organisations from over 100 countries and regions, to champion the rights of consumers everywhere. Sharing a kindred vision, CI's mission is to work closely with its constituent member organisations and to strengthen networks to protect, inform, give voice to and secure rights for consumers at regional and international levels.

The Council is honoured to have its Chief Executive appointed as Vice President of CI's Board of Trustees with a 4-year tenure (2015-2019), to map out CI's strategic priorities, review its budget and financial plans, and to identify new partnerships to strengthen global consumer protection.

### Consumers International Council Meeting and Board of Trustees Meetings

The Council's Chief Executive attended CI's Board of Trustees and Council Meetings in London, UK, which were held in June and November in 2017. The meetings reviewed the strategies and discussed about possible approaches to broaden the income sources of CI.



## 地區及國際性合作

本會為國際消費者協會（國際消協）的執行委員及理事會成員，積極參與理事會工作。國際消協集合超過100個國家及地區內的200多個消費者組織，致力推動世界各地的消費權益。國際消協與本會理念一致，宗旨為推動成員組織緊密合作，並加強彼此聯繫，從地區到國際層面，策劃並推行保護消費者、向消費者發放資訊、為消費者發聲，以及捍衛消費者權益的工作。

本會總幹事獲任為國際消協的董事會副主席，任期4年（2015至2019年），主要工作包括：訂定國際消協的發展策略、審查預算和財務計劃，以及拓展新合作夥伴，以促進對全球消費者的保障等。對此，本會與有榮焉。

### 國際消協理事會及董事會會議

本會總幹事於2017年6月及11月，出席於英國倫敦舉行的國際消協董事會及理事會會議。會議檢討了國際消協的營運策略，並討論如何開拓收入來源。

In facing the trend of digitalisation, CI's strategies should evolve to meet the global pace while taking care of the fundamental consumer rights such as food safety, malpractice in marketing in some developing countries.

In support of the World Consumer Rights Day on 15 March 2018 which carried the theme "Making Digital Marketplaces Fairer", riding on the survey report on applications for e-hailing taxi services, the Council issued a statement to the media of Hong Kong on related issues: excessive collection of personal data and internet security, in a bid to educate consumers to protect their own interests amidst rapidly digitalised market.

### The Intergovernmental Group of Experts (IGE) on Consumer Protection Law and Policy (2<sup>nd</sup> Session) of the United Nations Conference on Trade and Development (UNCTAD)

The Council was invited to attend the 2<sup>nd</sup> session of the Intergovernmental Group of Experts on Consumer Protection Law and Policy organised by the UNCTAD in Geneva on 3 - 4 July. The Council's Chief Executive participated in the roundtable discussion on consumer protection in e-commerce. Key findings of the Council's "Online Retail - A Study on Hong Kong Consumers' Attitudes, Business Practices and Legal Protection" were presented at the forum.

The expert panel included senior officials, Counsellor and Policy Analyst of the Organisation for Economic Cooperation and Development, and experts from the USA, France and Mexico. The discussion focused on recent developments in consumer protection in e-commerce at national, regional and international levels; as well as the kind of policy measures of various jurisdictions that have been adopted to address the challenges in this area.

### The 6<sup>th</sup> Asian Forum on Consumer Policy

Organised by the Korea Fair Trade Commission and Korea Consumer Agency, the Council was invited to the 6<sup>th</sup> Asian Forum on Consumer Policy, and speak on Hong Kong Consumer Policy Trend. Key findings of the Council's study report on online shopping were again shared at the panel discussion on "Building Consumer Confidence in the Digital Era".

面對資訊數碼化的急速發展，國際消除繼續關注基本的消費權益，如食物安全，以及一些在發展中國家出現的不良推銷手法之外，亦應制定策略，追上全球數碼發展的步伐。

為響應2018年3月15日「全球消費者權益日」的主題「創造更公平的數碼市場」，本會藉著發表網約的士應用程式的調查報告，向香港傳媒發布新聞稿，呼籲消費者留意程式開發商過度蒐集個人資料以及網絡安全等問題，從而教育消費者在急速數碼化的市場中妥善保障自身權益。

### 聯合國貿易和發展會議 (UNCTAD) — 消費者保護法律和政策 政府間專家組 第2屆會議

於7月3-4日，本會應邀出席由UNCTAD於日內瓦舉辦的「消費者保護法律和政策政府間專家組」第2屆會議。本會總幹事參與了關於電子商貿與消費者保護的圓桌討論，詳細介紹了相關研究報告《網上消費-香港消費者態度、營商手法及法律保障的研究》。

與會人士包括多國高級官員、顧問、經濟合作暨發展組織的政策分析員，以及美國、法國和墨西哥的專家。討論以國家、跨地區、跨國界等層面的電子商貿消費保障發展為焦點，探討不同司法管轄區所採用的政策措施。

### 第6屆亞洲消費者政策論壇

本會獲邀出席由韓國公平貿易委員會和韓國消費者院舉辦的第6屆「亞洲消費者政策論壇」，本會總幹事在論壇上分享了香港的消費政策趨勢，並在有關「在數碼時代下建立消費信心」的



During the 6<sup>th</sup> Asian Forum on Consumer Policy, the Chief Executive met and agreed with delegates from the National Consumer Affairs Centre (NCAC) of Japan to extend co-operation in handling complaints between Japan and Hong Kong. The signing of a Memorandum of Understanding (MoU) would be scheduled for 2018.

## Collaboration with Korea Consumer Agency on Dispute Resolution

After over a year of liaison and preparation, the Council signed a MoU with the Korea Consumer Agency on 25 May 2017 to strengthen mutual support on consumer dispute resolution. It is the very first MoU that the Council signed with non-Mainland counterparts. Under the MoU, when either party receives consumer complaints against traders in the other market, the complaints would be translated into English and passed to the receiving party for direct handling and advice. The Council Chairman and the President of the Korea Consumer Agency, Mr Han Kyeon-pyo, signed the MoU. The event received wide interest in the local media generating a total of 52 news reports and broadcasts.

討論環節中，匯報了本會有關網上購物的研究報告重點。

總幹事亦在論壇期間與日本國民生活中心的代表會面，雙方同意合作處理涉及香港及日本兩地的消費投訴，並擬定於2018年內簽訂有關的合作協議。

## 與韓國消費者院合作處理糾紛

經過逾1年的磋商和討論，本會於2017年5月25日與韓國消費者院簽訂合作協議，加強雙方在處理跨境消費糾紛的協作。是次為本會首次跟內地以外的地區簽訂的合作協議。根據協議，雙方如接到關於對方市場的消費投訴時，會先將內容翻譯成英文，再轉交對方直接處理及提供意見。協議簽署儀式由本會主席及韓國消費者院院長韓堅杓先生共同主持，吸引不少本地傳媒採訪，累計獲得52篇新聞報道。

