



ABOUT THE CONSUMER COUNCIL

關於消費者委員會

The Consumer Council has been a champion of consumer rights in Hong Kong for nearly half a century, taking up roles similar to many counterparts around the world. Apart from advocating consumer protection regulations and good trade practices to foster a safe, fair and sustainable marketplace, forestalling and mediating consumer disputes, the Council also empowers consumers through education and disseminating useful and reliable information on goods and services.

過去近半世紀，消費者委員會一直帶領本港消費權益的發展。一如世界各地不少消保組織，本會倡議保障消費者的條例和良好營商手法，促進安全、公平和可持續發展的市場，為消費者調停糾紛，並透過教育和發布產品及服務資訊加強消費者的自我保護能力。

Consumer Council Ordinance

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 by 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 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.

《消費者委員會條例》

消費者委員會於 1974 年成立，是香港的法定組織。根據《消費者委員會條例》(第 216 章)，消委會的職能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、按揭人及承租人權益。其職能包括：

- 收集、接受及傳播關於貨品、服務及不動產的資料；
- 接受及審查貨品及服務的消費者的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；
- 採取其認為就所管有的資料而言乃屬正確的行動，包括向政府或任何公職人員提供意見；
- 鼓勵商業及專業組織制定實務守則，以規管屬下會員的活動；及
- 承擔委員會獲行政長官會同行政會議事先批准而採納的其他職能。

Vision

To be the trusted voice in striving for consumer betterment towards safe and sustainable consumption in a fair and just market.

抱負

本會致力成為消費者信賴的聲音，為消費者在公平公正的市場中，建立安全及可持續的消費環境。

Mission

- Act as advocate for consumer interests
- Facilitate constructive discussion and promulgation of pro-consumer policies
- See to empower consumers to help themselves

使命

- 倡議 消費者權益
- 促進 建設性討論以制定保障消費者的政策
- 加強 消費者維護本身權益的能力

Core Values

- Be consumer interests driven, with due regard to the concept of sustainable consumption
- Uphold fairness and justice
- Maintain openness in its activities
- Be independent and unsusceptible to undue influence
- Be accountable
- Discharge its functions proactively, constructively and with perseverance
- Protect the privacy of personal data

核心價值

- 以保障消費者權益為工作目標，但亦同時關注可持續消費的概念
- 以公平和公正的態度處理事務
- 運作保持高透明度
- 保持獨立意見
- 可讓公眾問責
- 以主動、積極和堅毅的精神執行職能
- 保護個人資料私隱

Performance Pledge

The Council pledges to fulfill its statutory functions as stipulated in the Consumer Council Ordinance. Within these ambits, we will strive our best to:

- answer consumer enquiries and handle complaints in a timely manner;
- conciliate dispute between consumers and service suppliers;
- conduct researches, surveys and product testing to produce and publish useful information and results;
- provide a regular outlet of information, advice and view points on all matters affecting interests of consumers;
- monitor trade practices and liaise with industry body to safeguard consumer interests;
- research on consumer policy and launch consumer education campaign or related activities.

服務承諾

本會承諾履行《消費者委員會條例》規定的一切法定職務。在條例規定範圍內，致力：

- 迅速解答消費者諮詢和處理投訴；
- 排解消費者與供應商之間的糾紛；
- 進行研究、普查及產品試驗工作，公布結果和有用資料；
- 關注消費者事務，定期發表與消費者權益有關的資訊、忠告和觀點；
- 監察商業經營手法；聯絡各行業團體，謀求保障消費者利益；
- 進行消費者政策研究；推行與消費者教育有關的活動