



2010/11/01 14:06

To <cpr@cedb.gov.hk>

cc

bcc

Subject Suggestion

 Urgent Return receipt Sign Encrypt

I suggest that consumer council to be set as an authority with legal power.

As the current consumer council is more or less like a media. Whatever we (consumers) make any complaint towards bad merchants, their first reply is:

- We have no authority to force merchant doing anything right.

All they can do right now is to provide meaningless action/suggestions:

- Don't consume with this merchant any more. They are Black listed.
- We have sent multi mails to this merchant but without any feedback.
- We suggest you to go to small claim tribunal to file for compensation.

Consumer council has been set up for 36years. They have so much experience to tell what is right for consumer and who the bad merchants are. They shouldn't continue this "toothless tiger" role.

Regards,
Pandora HO

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