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BOA Paper 3/2016
(For information on
29.1.2016)

Updates on Complaints (Position as at 1.1.2016)

A. Complaints considered by the Communications Authority¹ which have been deliberated by Broadcast Complaints Committee from November to December 2015

Title	No. of Complaints	Substance of Complaint	Decision
Nil	--	--	--

¹ The content of Section A about complaints considered by the Communications Authority is extracted from the homepage of the Communications Authority:
http://www.coms-auth.hk/en/complaints/handle/broadcasting_services/complaints_ca/index.html

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B. Complaints dealt with by the Director-General of Communications² falling under Section 11(1) of the Broadcasting (Miscellaneous Provisions) Ordinance³ in October 2015

Title	No. of Complaints	Substance of Complaint	Decision
<i>Accuracy</i>			
Primary School Quiz 2015 (小學校際通識大賽2015) RTHK TV31 22.6.2015	1	- The answer “機場管理局” to the question “香港國際機場由哪一個機構管理?” being considered as incorrect by the host was unfair to the concerned contestants and misleading to viewers as the term “機場管理局” was also found on the website of the Hong Kong International Airport and in the law concerned.	- The alleged answer was given by a student participant in the quiz. The host announced that it was wrong and the correct answer should be “香港機場管理局”. - Upon further enquiry, RTHK had clarified with the concerned school that its answer was counted as an alternative correct answer with the scores upgraded. - Taking into consideration that the model answer was not wrong and that RTHK had counted the concerned answer as an alternative answer in the end, complaint classified as a <u>minor breach</u> .
<i>Language</i>			
Gimme 5 RTHK Radio 2 18.8.2015	1	- A phone-in listener uttered a foul expression whereas the hosts did not stop him effectively and make apology to the listeners.	- RTHK admitted the lapse and submitted that the programme was transmitted live and the hosts had immediately stopped the caller; and that the concerned expression had been removed in the archived programme on RTHK’s website. - Taking into consideration that the concerned

² The content of complaints dealt with by the Director-General of Communications is no longer disclosed on the web with effect from April 2012. The content and decisions on complaints listed in Section B are issued by the Communications Authority for internal reference of broadcasters concerned and should not be disclosed to other parties.

³ Section 11(1) of the Broadcasting (Miscellaneous Provisions) Ordinance (Cap 391) provides that Communications Authority (which is established by section 3 of the Communications Authority Ordinance (Cap 616)) shall refer to the Broadcast Complaints Committee complaints about contravention of the said Ordinance, the Broadcasting Ordinance (Cap 562), Part IIIA of the Telecommunications Ordinance (Cap 106), the terms or conditions of a licence or a Code of Practice.

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Title	No. of Complaints	Substance of Complaint	Decision
			segment was a live broadcast and the hosts had taken immediate remedial actions, complaint classified as a <u>minor breach</u> .
<i>Fairness</i>			
Talkabout (千禧年代) RTHK Radio 1 2.3.2015	1	- 反水貨示威者在節目中表示反水貨行動是正確的，對他人動武是合法的。投訴人質疑有關言論是否合法和公平。	- Unsubstantiated.
<i>Illegal Act</i>			
Morning Suite (晨光第一線) RTHK Radio 2 18.8.2015	1	- 在上午8時10分至8時20分，主持人指「白牌車」是港人的創新行為，還指責警方拘捕「白牌車」司機是阻礙港人的創意行為，這是鼓勵犯法行為。	- Unsubstantiated.
Morning Suite (晨光第一線) RTHK Radio 2 19.8.2015	1	- 於上午8時20分至8時30分，主持人教導如何運用「白牌車」的非法服務。	- Unsubstantiated.
Talkabout (千禧年代) RTHK Radio 1 20.8.2015	1	- 節目嘉賓吳坤成指「拒載是文化問題」，只是的士司機在交更時才會產生的現象，有關說法美化犯法行為及淡化拒載問題的嚴重性。 - 香港電台沒有立刻指出「拒載」乃犯法行為，間接助長了有關行為。	- Unsubstantiated.

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Title	No. of Complaints	Substance of Complaint	Decision
<i>Impartiality</i>			
Hong Kong Connection (鏗鏘集) RTHK (TVB Jade) RTHK TV 31 11.5.2015	1	- 節目內容偏頗，只報導65歲退休的好處，完全沒有討論其壞處。	- Unsubstantiated.
Hong Kong Connection (鏗鏘集) RTHK (TVB Jade) 31.8.2015	1	- 節目美化日本侵略歷史，淡化對受害國家的傷害，醜化中國。	- Unsubstantiated.
<i>Indecency & Bad Influence on Children</i>			
Crazy and Happy (瘋Show快活人) RTHK Radio 2 4.8.2015	1	- 一名男主持以如何正確使用安全套作開始，意圖營造教育意味，但實際的內容淫褻、不雅及色情，尤其節目是在暑假期間播放，會給兒童帶來不良影響。有關內容包括提及安全套的味道和觸感、使用的樂趣，和描述一首來自馬來西亞關於安全套的歌曲。另外，該男主持亦問及關於安全套的作用，並說答案要切合小朋友的想像力，女主持回答指似戴手套或水袋。最後他叫大家快用安全套，給流浪精子一個家。	- Unsubstantiated.
<i>Indirect Advertising</i>			
Reunion of 2000 Beautiful Song (2000靚歌再重聚) RTHK Radio 2 6.9.2015	1	- 節目的三位嘉賓不斷宣傳他們即將舉行的演唱會，除了討論曲目，還講述演唱會的日期及場地，有如演唱會的預演。	- Unsubstantiated.

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Title	No. of Complaints	Substance of Complaint	Decision
<i>Insult</i>			
Care for Disabled (非常人物生活雜誌) RTHK Radio 1 30.8.2015	1	<ul style="list-style-type: none"> - 男主持指電影每當出現傷殘人士的角色時，都會安排健全演員飾演，令傷殘人士演員依然沒有演出機會。他提到外國一些特殊演員工會對這情況的不滿時，用上「吠」字，語氣輕佻，暗示工會履行為勞方爭取工作機會的責任不合理；他的說法更是侮辱那些工會為「狗」，像無理取鬧地乞討。 	- Unsubstantiated.
<i>Service Reliability & Loudness Level</i>			
City Forum (城市論壇) RTHK (TVB Jade) RTHK TV 33 6.9.2015	1	<ul style="list-style-type: none"> - 在第一部分尾聲的時候，節目聲音未能正常播出，違反有關規管音量的條文。 - 當有泛民背景的人士發言的時候，背景經常出現非常嘈雜的聲音及指罵聲。反之，當親建制的人士發言的時候，會出現相當吵耳的歡呼及拍掌聲。 	- Unsubstantiated.

Radio Television Hong Kong
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