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By Email

27 April 2021

Mr Daniel SIN
Chief Council Secretary (1)6
Council Business Division 1
Legislative Council Secretariat

Dear Mr Sin,

Strengthening Regulation of Person-to-Person Telemarketing Calls

Thank you for your email of 7 April 2021 relaying the views of a member of the public on strengthening the regulation of person-to-person telemarketing calls (P2P calls). I am authorised to reply as follows.

On the subject matter, the Government understands the nuisance caused to members of the public by P2P calls and the demand to enhance the regulation of such calls. However, in considering such requests, we need to review the latest situation in particular that amidst the recent pandemic and declining economic situation in Hong Kong, whether the proposal of enhancing regulation of P2P calls will affect normal business and economic activities of the business sector in particular the small and medium enterprises

which are more reliant on telemarketing calls to continue operating their businesses at the moment.

Moreover, we also need to study overseas experience to ensure that enhancing the regulation of such calls will not have excessive impact on normal business and economic activities. Overseas experiences have revealed that there will be considerable challenges in the actual operation and enforcement relating to such regulation such as the difficulties involved in collection of evidence. We need to thoroughly consider and study a variety of factors before deciding whether and how to follow up on the matter. Currently, we do not have concrete timetable for such work.

That said, we will continue to co-operate with relevant Government departments to carry out publicity and public education in order to mitigate the nuisance caused by P2P calls to the general public. For instance, the Office of the Communications Authority (OFCA) has uploaded onto its website information on smart use of call-filtering applications in smartphones. OFCA has also organised related seminars and exhibitions for the public in the past. Besides, the Office of the Government Chief Information Officer has launched the Enriched ICT Training Programme for the Elderly and has incorporated modules to related courses provided by the Elder Academies participating in the Programme to introduce to the elderly information on rejecting or filtering phone calls.

As regards the issue of telephone scams mentioned in the email of the sender, he/she can report to the Police as appropriate in case there are any criminal acts involved.

Yours sincerely,



(Alex LAU)

for Secretary for Commerce and Economic Development

c.c. Office of the Communications Authority (Attn: Ms Gladys Ng)