

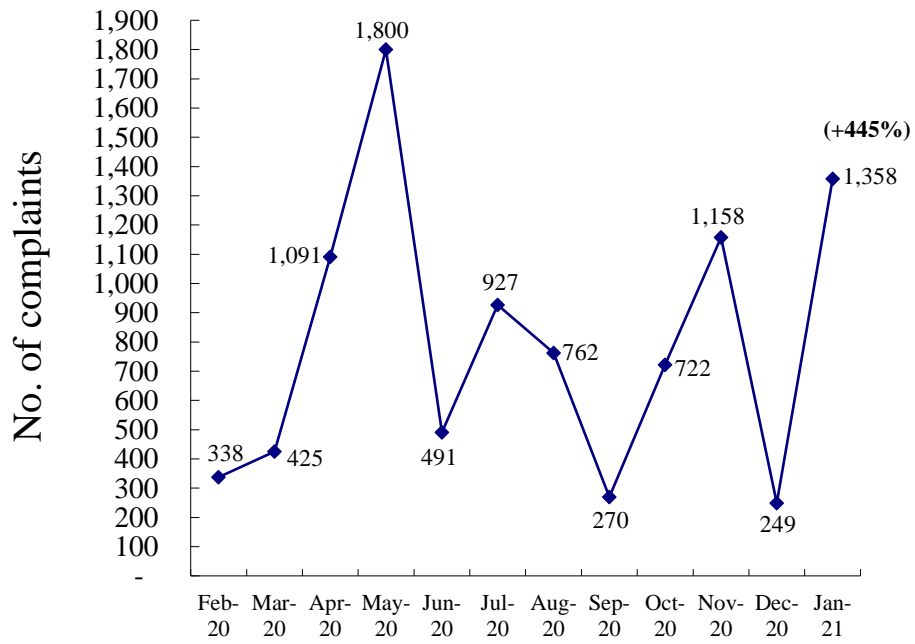
## **Complaints dealt with by the Director-General of Communications in January 2021**

In January 2021, the Director-General of Communications (“DG Com”) dealt with 246 cases (1 358 complaints) under the delegated authority of the Communications Authority (“CA”), of which 15 cases (31 complaints) were classified as minor breaches and 168 cases (1 256 complaints) as unsubstantiated. The remaining 63 cases (71 complaints) were found to be outside the ambit of the Broadcasting (Miscellaneous Provisions) Ordinance.

The monthly figures of complaints dealt with by the DG Com under the delegated authority of the CA from February 2020 to January 2021 are shown in Figure 1. Figure 2 shows the nature of the unsubstantiated complaints classified by the DG Com in January 2021. Figure 3 shows the nature of the complaints classified by the DG Com as minor breaches in the month of January 2021.

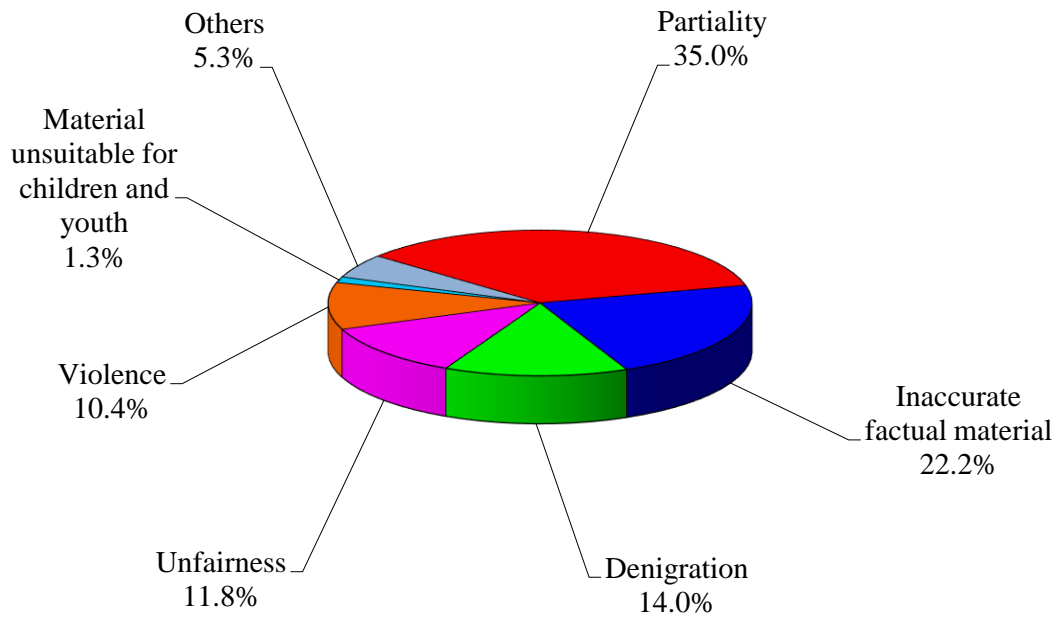
**Figure 1**

**Complaints dealt with by the  
Director-General of Communications  
from February 2020 to January 2021**



**Figure 2**

**Nature of the Unsubstantiated Complaints classified by the Director-General of Communications in January 2021**



**Figure 3**

**List of Complaint Cases classified by the  
Director-General of Communications as Minor Breaches  
in January 2021**

| <b>Title</b>  | <b>Channel</b>         | <b>Broadcast Date</b> | <b>Substance of Complaint</b>                  |
|---|------------------------|-----------------------|--|
| Radio Programme<br>“Clearday<br>Breakfast (晴朗早<br>晨全餐)  | CR 1                   | 15.8.2019             | Inaccuracy                                     |
| TV Programmes<br>“New at 6:30” (六<br>點半新聞報道),<br>“One Hour News at<br>7:30” (無綫 7:30 一<br>小時新聞) &<br>“News Report” (新<br>聞報道) | TVB Jade & TVB<br>News | 24.8.2019             | Inaccuracy                                     |
| TV Programme<br>“Scoop” (東張西<br>望)  | TVB Jade               | 26.2.2020             | Misleading claim<br>about sponsor’s<br>product |
| Radio Programme<br>“Summit” (光明<br>頂)   | CR 1                   | 8.4.2020              | Inaccuracy                                     |
| TV Programme<br>“Behind The<br>Headlines” (時事<br>通識)  | TVB News               | 18.5.2020             | Inaccuracy                                     |
| TV Programme<br>“Noon News” (午  | TVB Jade               | 7.6.2020              | Inaccuracy                                     |

| <b>Title</b>                                    | <b>Channel</b>                     | <b>Broadcast Date</b> | <b>Substance of Complaint</b> |
|---|------------------------------------|-----------------------|-------------------------------|
| 間新聞)  |                                    |                       |                               |
| TV Programme<br>“Cable News” (有線新聞)             | HKCTV i-Cable News Channel         | 14.7.2020             | Inaccuracy                    |
| TV Programme<br>“Research-Alerts” (大行報告)        | HKCTV i-Cable Finance Info Channel | 20.7.2020             | Inaccuracy                    |
| TV Programme<br>“Property Outlook” (樓盤傳真)       | HKCTV i-Cable Finance Info Channel | 25.7.2020             | Inaccuracy                    |
| TV Programme<br>“Good Morning Hong Kong” (香港早晨) | TVB Jade                           | 7.9.2020              | Inaccuracy                    |
| TV Programme<br>“Noon News” (午間新聞)              | TVB Jade                           | 16.9.2020             | Inaccuracy                    |
| TV Programme<br>“Wall Street Express” (華爾街速遞)   | HKCTV i-Cable Finance Info Channel | 25.9.2020             | Inaccuracy                    |
| TV Programme<br>“Noon News” (午間新聞)              | TVB Jade                           | 2.10.2020             | Inaccuracy                    |
| TV Programme<br>“News at Seven-Thirty” (七       | TVB Pearl                          | 2 & 5.10.2020         | Inaccuracy                    |

| <b>Title</b>                                 | <b>Channel</b>                           | <b>Broadcast Date</b> | <b>Substance of Complaint</b> |
|--|--|-----------------------|-------------------------------|
| 點半新聞報道)                                      |  |                       |                               |
| TV Programme<br>“Property Outlook”<br>(樓盤傳真) | HKCTV i-Cable<br>Finance Info<br>Channel | 24.10.2020            | Inaccuracy                    |