

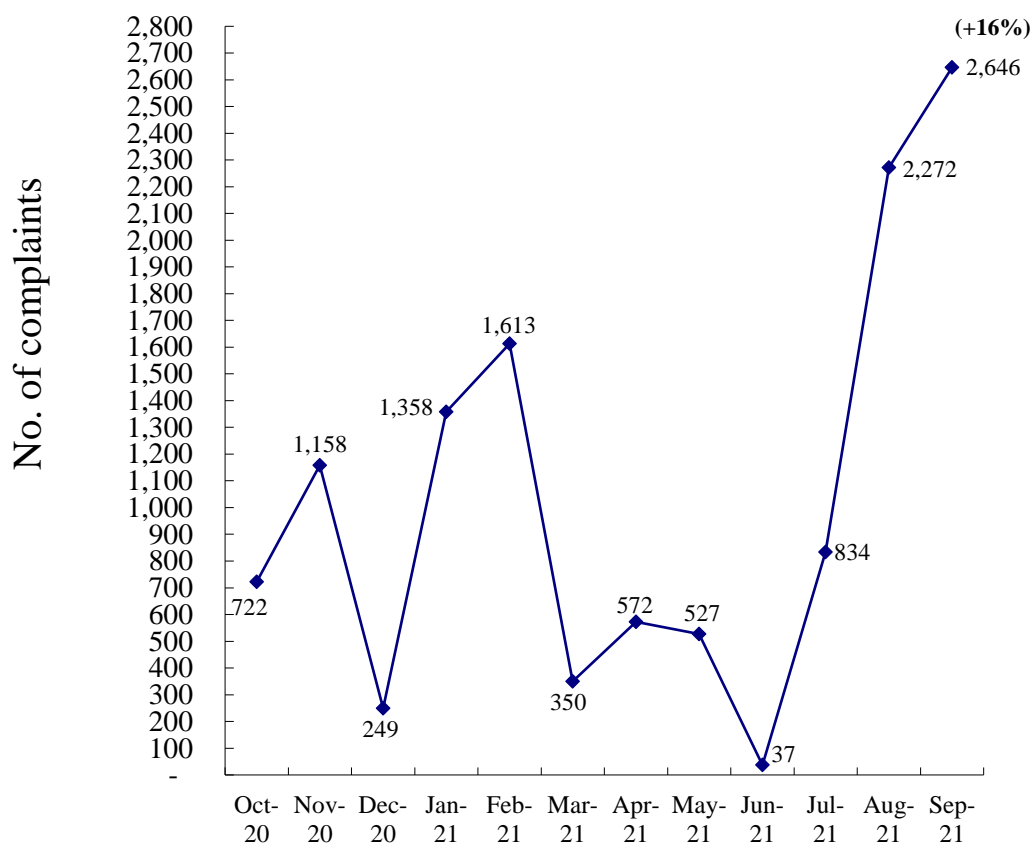
## **Complaints dealt with by the Director-General of Communications in September 2021**

In September 2021, the Director-General of Communications (“DG Com”) dealt with 387 cases (2 646 complaints) under the delegated authority of the Communications Authority (“CA”), of which 38 cases (46 complaints) were classified as minor breaches and 317 cases (2 563 complaints) as unsubstantiated. The remaining 32 cases (37 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 October 2020 to September 2021 are shown in Figure 1. Figure 2 shows the nature of the unsubstantiated complaints classified by the DG Com in September 2021. Figure 3 shows the nature of the complaints classified by the DG Com as minor breaches in the month of September 2021.

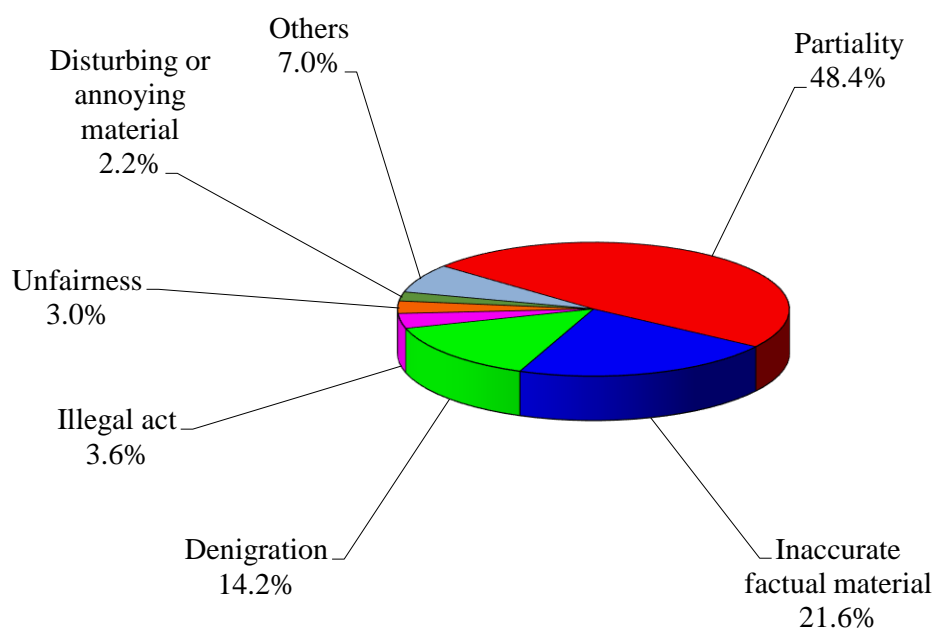
**Figure 1**

**Complaints dealt with by the  
Director-General of Communications  
from October 2020 to September 2021**



**Figure 2**

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



**Figure 3**

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

<b>Title</b>	<b>Channel</b>	<b>Broadcast Date</b>	<b>Substance of Complaint</b>
TV Programme “News Report” (新聞報道)	TVB News	6.3.2020	Inaccuracy
TV Programme “News at Seven-Thirty” (七點半新聞報道)	TVB Pearl	6.3.2020	Inaccuracy
TV Programme “News at 6:30” (六點半新聞報道)	TVB Jade	17.3.2020	Brief omission of subtitles
TV Programme “Financial Express” (無綫財經快訊)	TVB Finance & Information	20.3.2020	Inaccuracy
TV Programme “Cable News” (有線新聞)	HKCTV Family Entertainment Channel	26.3.2020	Inaccuracy
TV Programme “Kids, Think Big” (Think Big 天地)	TVB Jade	17.5.2020	Inaccuracy
TV Programme “News Report” (新聞報道)	TVB News	20.5.2020	Inaccuracy

<b>Title</b>	<b>Channel</b>	<b>Broadcast Date</b>	<b>Substance of Complaint</b>
TV Programme “News Report” (新聞報道)	TVB News	22.5.2020	Inaccuracy
TV Programmes “One Hour News at 7:30” (無綫 7:30 一小時新聞)	TVB News	10.6.2020	Inaccuracy
TV Programme “News Report” (新聞報道)	TVB News	21.7.2020	Inaccuracy
TV Programme “now News” (now 新聞報道)	now News	24.7.2020	Inaccuracy
Radio Programme “News Report” (新聞報道)	RTHK Radio 1	27.7.2020	Inaccuracy
TV Programme “Closing Bell” (夠鐘收市)	HKCTV i-Cable Finance Info Channel	18.8.2020	Inaccuracy
TV Programme “Research Alert” (大行報告)	HKCTV i-Cable Finance Info Channel	9.9.2020	Inaccuracy
TV Programme “Scoop” (東張西望)	TVB Jade	19.9.2020	Language
TV Programme “News Report” (新	TVB News	24.9.2020	Inaccuracy

<b>Title</b>	<b>Channel</b>	<b>Broadcast Date</b>	<b>Substance of Complaint</b>
聞報道)			
TV Programme “News Report” (新聞報道)	TVB News	8.10.2020	Inaccuracy
TV Programme “News at Seven-Thirty” (七點半新聞報道)	TVB Pearl	12.10.2020	Inaccuracy
TV Programme “Property Outlook” (樓盤傳真)	HKCTV i-Cable Finance Info Channel	31.10.2020	Inaccuracy
TV Programme “News at Seven-Thirty” (七點半新聞報道)	TVB Pearl	2.11.2020	Inaccuracy
TV Programme “Property Today” (每日樓市)	HKCTV i-Cable News Channel	10.11.2020	No prior announcement was made to inform viewers of the inclusion of indirect advertising in the programme
TV Programme “News Report” (新聞報道)	TVB News	2.12.2020	Inaccuracy
TV Programme “News Report” (新聞報道)	TVB News	5.1.2021	Inaccuracy

<b>Title</b>	<b>Channel</b>	<b>Broadcast Date</b>	<b>Substance of Complaint</b>
TV Programme “Research – Alerts” (大行報告)	HKCTV i-Cable Finance Info Channel	8.1.2021	Inaccuracy
TV Programmes “Noon News” (午間新聞) & “News Report” (新聞報道)	TVB News	11.1.2021	Inaccuracy
TV Programme “Forex Market” (匯市焦點)	TVB Finance & Information	14.1.2021	Inaccuracy
TV Programme “China Beat” (有線中國組)	HKCTV i-Cable News Channel	19.1.2021	Inaccuracy
TV Programme “A Closer Look” (時事多面睇)	TVB News	26.1.2021	Misleading
TV Programme “Cable News” (有線新聞)	HKCTV i-Cable News Channel	26.1.2021	Inaccuracy
TV Programme “Cable News” (有線新聞)	HKCTV i-Cable News Channel	30.1.2021	Inaccuracy
TV Programme “Cable News” (有線新聞)	HKCTV i-Cable News Channel	1.2.2021	Inaccuracy
Radio Programmes “Newscast 1200”	RTHK Radio 1	3.2.2021	Inaccuracy

<b>Title</b>	<b>Channel</b>	<b>Broadcast Date</b>	<b>Substance of Complaint</b>
(午間新聞天地) & “News at 10 PM” (晚間新聞天地)			
TV Programme “Cable News” (有線新聞)	HKCTV i-Cable News Channel	7.2.2021	Inaccuracy
TV Programme “News Report” (新聞報道)	TVB News	16.2.2021	Inaccuracy
TV Programme “Morning Cable” (Cable 早晨)	HKCTV i-Cable Finance Info Channel	24.2.2021	Inaccuracy
TV Programme “Property Today” (每日樓市)	HKCTV i-Cable Finance Info Channel	24.2.2021	Inaccuracy
TV Programmes “The Screening Room” (鏗鏘說) & “The Pulse” (脈博)	RTHK TV 31	12.3.2021	No reasonable steps were taken to inform viewers of programme change
Radio Programme “News Report” (新聞報道)	RTHK Radio 4	6.4.2021	Offensive reporting