

Complaints dealt with by the Communications Authority (“CA”) (released on 24 March 2023)

The CA has considered the following complaint case –

[Television Programme “Lo and Behold” \(愛・回家之開心速遞\) broadcast by Television Broadcasts Limited \(“TVB”\)](#)

The CA also reviewed the decisions of the Director-General of Communications (“DG Com”) on 12 complaint cases.

Having considered the recommendations of the Broadcast Complaints Committee, the CA decided that –

1. the complaint against the television programme “Lo and Behold” (愛・回家之開心速遞) was **unsubstantiated** and no further action should be taken against TVB; and
2. the decisions of the DG Com on the complaint cases should be upheld. Details of the cases are set out in the [Appendix](#).

24 March 2023

Case – Television Programme “Lo and Behold” (愛 • 回家之開心速遞) broadcast from 8:00pm to 8:30pm, 1 March 2022 on Jade Channel of Television Broadcasts Limited (TVB)

A member of the public complained that the programme contained a triad expression.

The Communications Authority (CA)’s Findings

In line with the established practice, the CA considered the complaint case and the representations of TVB in detail. The CA took into account the relevant aspects of the case, including the following –

Details of the Case

- (a) the programme concerned was a situation drama series broadcast during the family viewing hours (FVHs) (i.e. from 4:00pm – 8:30pm). The episode under complaint revolved around a super-rich entrepreneur being jealous of the intimacy between his daughter and his son-in-law. In a scene broadcast at 8:27pm, the entrepreneur asked a character to prevent his daughter and son-in-law from seeing each other, which contained the expression “臭格” (the Expression) (subtitles: “警署”);
- (b) TVB submitted, among others, that the Expression, which had been adopted by media in news reporting, was not a downright offensive term and that it was not used in a triad-related context; and
- (c) according to expert advice, the Expression (which means a prison cell in a police station) was not considered a genuine triad term in the programme as no triad issue was involved.

Relevant Provisions in the Generic Code of Practice on Television Programme Standards

- (a) paragraph 2 of Chapter 2 – the FVHs are determined as the period between the hours of 4:00pm and 8:30pm on any day, during which time nothing which is unsuitable for children should be shown;
- (b) paragraph 3 of Chapter 2 – violence is not the only reason for a programme to be considered unsuitable for family viewing. Other factors include, among others, bad language;
- (c) paragraph 5(b) of Chapter 3 – triad expressions not generally accepted in, or in the process of being absorbed into, daily language should be avoided;
- (d) paragraph 3 of Chapter 4 – bad language should not be used in programmes likely to be watched by a large number of children and young viewers;
- (e) paragraph 5 of Chapter 4 – expressions not so widely accepted, which may still be considered offensive by the average viewers, should not be used within the FVHs; and

(f) paragraph 6 of Chapter 4 – downright offensive expressions are prohibited.

The CA's Considerations

The CA, having regard to the relevant facts of the case, considered that nowadays the Expression was not only widely used in news reporting, it was commonly found in the public domain including information delivered / exchanged over different media platforms. The Expression had become increasingly common and generally accepted in daily language in various contexts. Having regard to the circumstances of the present case including that the Expression was uttered just once and not in a triad-related context, the CA considered that the utterance of the Expression did not amount to any breach of the relevant provisions.

Decision

In view of the above, the CA considered that the complaint was **unsubstantiated** and decided that no further action should be taken against TVB.

Appendix

Review of the Director-General of Communications' Decisions on Complaint Cases by the Communications Authority

Title	Broadcast Channel	Broadcast Date	Substance of Complaint	Decision Upheld
TV Programme “Hong Kong Today” (新聞天地)	RTHK TV 31	18.5.2021	Inaccuracy	Unsubstantiated & Outside the remit of the CA
TV Programme “News Report” (新聞報道)	TVB News	20.5.2020	Inaccuracy & Partiality	Unsubstantiated & Outside the remit of the CA
TV Programmes “One Hour News at 7:30” (無綫7:30一小時新聞), “News Report” (新聞報道) & “Noon News” (午間新聞)	TVB News	3.4.2021, 13 & 18.5.2021	Use of Term	Outside the remit of the CA
TV Programme “One Hour News at 7:30” (無綫7:30一小時新聞)	TVB News	22, 26 & 31.5.2021	Use of Term	Outside the remit of the CA
TV Programmes “News Cast at 6” (6點新聞報道) & “News Plus” (新聞智庫)	HKTVE ViuTV	14.5.2021	Inaccuracy & Partiality	Unsubstantiated
TV Programme “Good Morning Hong Kong” (香港早晨)	TVB News	31.8.2021	Inaccuracy	Unsubstantiated
TV Programme “Cable News” (有線新聞)	HKCTV i-Cable News Channel	1.6.2022	Inaccuracy	Unsubstantiated
TV Programme “News Roundup” (晚間新聞)	TVB Jade	6.6.2022	Inaccuracy	Unsubstantiated
TV Programme “Talker – Foodie Talkies” (晚吹—空肚講宵夜)	HKTVE ViuTV	22.6.2022	Dissatisfaction with Hosts	Outside the remit of the CA

Title	Broadcast Channel	Broadcast Date	Substance of Complaint	Decision Upheld
Promo for TV Programme “Lo and Behold” (電視節目「愛・回家之開心速遞」宣傳片)	TVB Finance & Information	23.6.2022	Use of Term	Outside the remit of the CA
TV Programme “Off Pedder” (畢打自己人)	TVB Jade	24 & 25.6.2022, 8, 9 & 14.7.2022	Use of Term	Outside the remit of the CA
Radio Programme “On a Clear Day” (在晴朗的一天出發)	CR 1	25.8.2021	Partiality & Unfairness	Unsubstantiated