

Complaints dealt with by the Communications Authority (“CA”) (released on 29 June 2026)

The CA has considered the following complaint cases –

1. [Television Programme “Entertainment News Express” broadcast by HK Television Entertainment Company Limited \(“HKTVE”\)](#)
2. [Television Programme “Sis and the Tempting Cities” \(尋歡作樂的姐姐\) broadcast by Television Broadcasts Limited \(“TVB”\)](#)

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

1. an **advice** should be given to HKTVE on the complaint against the television programme “Entertainment News Express”; and
2. an **advice** should be given to TVB on the complaint against the television programme “Sis and the Tempting Cities” (尋歡作樂的姐姐).

29 June 2026

Case 1 – Television Programme “Entertainment News Express” broadcast from 10 to 13 November 2025 at various time slots between 10:15 p.m. and 11:45 p.m. on the ViuTVsix Channel of HK Television Entertainment Company Limited (HKTVE)

A member of the public complained that no subtitle was provided in several editions of a television programme about entertainment news.

The Communications Authority (CA)’s Findings

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

Details of the Case

- (a) seven editions of the programme named “Entertainment News Express”, broadcast during the hours between 7:00 p.m. and 11:00 p.m. from 10 to 13 November 2025, did not carry any subtitles. The total duration of the programme concerned (including all relevant editions) with missing subtitles was about 48 minutes (including time for re-runs), or 23.5 minutes (excluding the time for re-runs); and
- (b) HKTVE submitted, among others, that the programme concerned was a filler to fill gaps in the airtime without any predetermined or specific broadcast schedule. The filler, which included excerpts of and/or materials relating to the main programme “Entertainment Express” (荷里活娛樂快遞), was broadcast for the purpose of promotion of the main programme and should be considered as “non-programming material”, hence not subject to the subtitling requirement.

Relevant Condition in HKTVE’s Domestic Free Television Programme Service (Free TV) Licence

Condition 2.1 of the First Schedule to the free TV licence of HKTVE stipulates that the licensee shall provide subtitling for its service as directed by the CA. According to the CA’s direction issued to HKTVE, HKTVE is required to provide English subtitles for, among others, all programmes broadcast between 7:00 p.m. and 11:00 p.m. on its integrated English channel (i.e. ViuTVsix Channel) each day, except for specified circumstances where the provision of subtitling is not practicable due to technical constraints (e.g. live broadcasts, breaking news, etc.).

The CA's Considerations

The CA, having regard to the relevant facts of the case including the representations of HKTVE, considers that –

- (a) the programme concerned was a “television programme” as defined under the Broadcasting Ordinance (Cap. 562). Unlike the promos in general, the CA noted that the programme concerned did not contain any information/excerpt (e.g. programme name, broadcast date and time, etc.) of the main programme “Entertainment Express” or any other information qualified as “materials for the promotion of the licensee’s station or programme services” (i.e. promo). Hence, HKTVE’s assertion that the programme concerned was a promo, which belonged to “non-programme material” generally not subject to the subtitling requirement, was unsubstantiated; and
- (b) based on HKTVE’s submission, the reason for the omission of subtitling does not fall within the scope of the specified circumstances where the provision of subtitling is not practicable due to technical constraints. On the basis of the above, the broadcast of the programme without English subtitles constituted a breach of the relevant licence condition.

Decision

In view of the above, the CA considers that the complaint is substantiated. Having taken into account all relevant factors and the specific circumstances of the case, the CA decides that HKTVE should be **advised** to observe closely Condition 2.1 of the First Schedule to its free TV licence.

Case 2 – Television Programme “Sis and the Tempting Cities” (尋歡作樂的姐姐) broadcast on 8 January 2026 from 10:30 p.m. to 11:00 p.m. on the Jade Channel of Television Broadcasts Limited (TVB)

A member of the public complained that no subtitle was provided in the captioned programme.

The 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 information of the case, including the following –

Details of the Case

- (a) no subtitle was provided in accordance with the licence requirements for the entire programme which lasted for 22.5 minutes in total; and
- (b) TVB admitted and apologised for the lapse, and submitted that after thorough review of its post-production and internal communication procedures, it had put in place preventive measures to strengthen coordination and internal communication to prevent reoccurrence of similar incidents in future.

Relevant Condition in TVB's Free TV Licence

Condition 2.1 of the First Schedule to the free TV licence of TVB stipulates that the licensee shall provide subtitling for its service as directed by the CA. According to the CA's direction issued to TVB ("Direction"), TVB is required to provide Chinese subtitles for, among others, all programmes broadcast between 7:00 p.m. and 11:00 p.m. on its integrated Chinese channel (i.e. Jade Channel) each day, except for specified circumstances where the provision of subtitling is not practicable due to technical constraints (e.g. live broadcasts, breaking news, etc.).

The CA's Considerations

The CA, having regard to the relevant facts of the case including the representations of TVB, considers that –

- (a) the programme under complaint is subject to the subtitling requirement stipulated in the Direction issued by the CA under Condition 2.1 of the First Schedule to TVB's free TV licence. The reason for the omission of subtitling does not fall within the scope of the specified circumstances where the provision of subtitling is not practicable due to technical constraints; and
- (b) TVB admitted the lapse and its representations did not provide a justifiable defence for its omission of the required subtitles. The broadcast of the programme without Chinese subtitles constituted a breach of the relevant licence condition.

Decision

In view of the above, the CA considers that the complaint is substantiated. Having taken into account all relevant factors and the specific circumstances of the case, the CA decided that TVB should be **advised** to observe closely Condition 2.1 of the First Schedule to its free TV licence.
