

## Honorary Fellow A Citation



### **Mrs Chan Wong Shui, Pamela, BBS, BSc, LLB, JP**

*“A journey of a thousand miles begins with your next step.”* Mrs Pamela Chan, Chief Executive of the Consumer Council, has an overwhelming daily workload comprising myriad projects and challenges of all shapes and hues, and yet she retains her elegant composure as if these have not afflicted her at all. The truth is that she approaches her work with the conviction that whatever is worth doing must be done without hesitation, or consideration of difficulties. This belief in instant action and pursuing a good cause with vigour she has inherited from her father, the late Professor Wong Fook Luen. Her successful career, on the other hand, has been built up steadily over many years of hard work.

Mrs Pamela Chan is an outstanding alumna of Chung Chi College, The Chinese University of Hong Kong. She is also a social worker of great renown in Hong Kong. Mrs Chan graduated from the Department of Social Work in 1968 and, while still a student, had already distinguished herself by academic merit and active participation in extra-curricular activities and voluntary services. Upon graduation she worked for the Foster Parents’ Plan, Inc, the Society for the Aid and Rehabilitation of Drug Abusers and the Department of Social Work, CUHK, accumulating rich and varied working experience as she served these organizations well. In 1975 she joined the Boys’ and Girls’ Clubs Association as General Secretary, and became the Chief Executive of the Consumer Council in 1985.

Established in 1974, the Consumer Council was raised to the status of a statutory body by 1977. It is a public body with an extremely wide and diversified purview, taking in all matters concerning the essentials of livelihood, ranging from large transactions like purchasing a property to small monetary exchanges like buying a toy. Under Mrs Chan’s leadership the Council has advanced with the times and made remarkable progress in the handling of complaints, the testing of products, the monitoring of prices and making recommendations to the Government for legislative reviews and amendments. Mrs Chan has also learned, from successive Chairpersons of the Council, the spirit of equity and fair market competition, and accordingly she has set policies and goals for long-term development, manifesting, in the process, the unique calibre and stamina of a true leader.

Over the years Mrs Chan has demonstrated remarkable understanding of consumers’ mode of behaviour and the rights they are entitled to in a market economy. In 1984 the China Consumers’ Association came into being, and Mrs Chan has since been invited by the Association on numerous occasions to attend exchange sessions and conferences and to give seminars. On the eve of China joining the World Trade Organisation, Mrs Chan spoke at the forum on “China’s Accession to WTO - Implications for Consumer Protection” organized by the China Consumers’ Association. In her speech she examined, from a macro angle, important issues such as the effects of globalization, the changes that would take place in Mainland’s



domestic market, and the strengthening of consumer protection amidst such changes. It was a most insightful presentation and the visionary observations therein provided much food for reflection on consumer protection and empowerment.

In 1997 Mrs Pamela Chan was elected President of the Consumers International, being the first Chinese to assume this important responsibility. At present the Consumers International has over 200 member organizations situated in over 100 countries. Consumer protection in China was not extensively known in the international community then. With her election to the presidency of the international body Mrs Chan took proactive steps to foster understanding of the outstanding achievements of the China Consumers' Association in furthering consumer protection for the 1.3 billion citizens in the Mainland. She has also spared no effort in helping member organizations of the Consumers International, in particular those in the Third World, to grow. With globalization of the world's economy, major decisions are being made at international fora transcending national boundaries. Under her presidency, the voice of consumers is distinctly heard through the active presentation by the Consumers International on important issues such as intellectual property, trade agreement and the setting of international standards. At the 16th World Congress of the Consumers International which took place in 2000 in South Africa, Mrs Chan presented an important speech outlining the critical challenges faced by consumer organizations in their pursuit of social justice in a global market. She also advocated world-wide cooperation among member organizations so as to bring about further development of consumer rights all over the world. In her speech she quoted *Lao Zi* to illustrate her point that member organizations of Consumers International, whether coming from affluent or least developed countries, must unite their efforts to advance their common cause.

Despite her highly successful career Mrs Chan is a person of great modesty who is always in quest of higher learning. She pursued legal studies during her spare hours and received a LLB degree from Peking University in 1994. She was a member of the Working Party on Civil Justice Reform of the Hong Kong SAR and the Steering Committee on the Review of Legal Education and Training in Hong Kong of the Hong Kong Law Society. She is also an Honorary Lecturer in the Department of Professional Legal Education of the University of Hong Kong, and a member of the PCLL Academic Boards of both the University of Hong Kong and the City University of Hong Kong.

Mrs Pamela Chan is also known for her enthusiastic participation in community activities, being a Member of the Community Chest Board of Directors, the Chairman of its Public Relations Committee and the Vice-Chairman of its Admissions, Budgets and Allocations Committee, a member of the Estate Agents Authority, the Travel Industry Compensation Fund Management Board, the Housing Authority, and the Appeal Tribunal of the Hong Kong Federation of Insurers. Furthermore, she was the Chairperson of the Hong Kong Council of Social Services from 1992 to 1996, and was elected an Outstanding Young Person in 1979. She was appointed a Justice of the Peace in 1991, awarded the Bronze Bauhinia Star in 1998, and the Gold Medal of the China Consumers' Association in 2000.



Mrs Pamela Chan and her husband Mr Chan Ying Po both graduated from The Chinese University of Hong Kong. Since their graduation in 1968, they have maintained close ties with their alma mater, and donated scholarships in memory of Mrs Chan's late father. In 2000 to 2003 Mrs Chan served on Chung Chi College's Mentorship Programme and, over the years, she has contributed substantially to the extension of the social networks of both the College and the University. Mr Chairman, in view of her outstanding achievements in consumer protection both in Hong Kong and in the international arena, may I present Mrs Chan Wong Shui, Pamela for the award of an Honorary Fellowship of the University.