

Updates on Complaints for the Quarter 1 – 3/2011¹
(Position as at 6.5.2011)

A. Complaints dealt with by the Broadcasting Authority Complaints Committee and considered by the Broadcasting Authority

Title	No. of Complaints	Substance of Complaint	Decision
<p>Radio Programme "Ordinary Done Seriously" (尋常事認真做)</p> <p>(RTHK Radio 2, 20 & 27 November 2010, 4 & 11 December 2010, 4:00pm-6:00pm)</p>	1	<p>Three members of the public complained about the captioned radio programme. The substance of the complaints was that the random prank calls by the programme hosts would exert a bad influence on the public and promote prank playing.</p>	<p>the BA noted that the programme was a talk show broadcast on Saturday afternoons. In a segment entitled "名 DJ 打比你" (English translation: Famous DJs Calling You), the hosts made random phone calls to members of the public, asked if they were aware that the hosts were famous DJs, and chatted about their listening habits. It was noted that most people who received the phone calls simply hung up when they found themselves engaged in nuisance calls from strangers.</p> <p>the BA noted that although this type of "candid camera" presentation was not uncommon on television and radio programmes, some people found the calls obnoxious and offending. The hosts' remarks and discussion after making the calls were often frivolous, sometimes preceded by a burst of laughter, and seemingly complacent over the meaningless jokes on others. The frivolous tone and presentation of the hosts might give listeners an impression that it was harmless to make prank calls or ridicule people in such a</p>

¹ Content of this paper is extracted from the homepage of the Broadcasting Authority: <http://www.hkba.hk/en/complaints/archives.html>

			<p>manner. The practice might invite imitation from children who were full of curiosity. The BA considered that RTHK had not handled the programme in a responsible manner. The programme was in breach of paragraph 6 of the Radio Programme Code which stipulates that the licensees should ensure that their programmes are handled in a responsible manner and should avoid needlessly offending audiences by what they broadcast.</p> <p>- the BA decided that RTHK should be advised to observe more closely the relevant provision in the Radio Programme Code.</p>
<p>Radio Programme "Happy Daily" (開心日報)</p> <p>(RTHK Radio 1, 26 October 2010, 10:20am-12:00noon)</p>	<p>1</p>	<p>- A member of the public complained about the captioned radio programme. The substance of the complaint was that the host's remarks that Pakistanis and Indians were addressed as "阿差" (Ah Cha) and "阿星" (Ah Singh) respectively because Pakistanis were considered inferior to the Indians amounted to racial discrimination.</p>	<p>- the BA noted that the programme under complaint was a light-hearted talk show. In a discussion about nicknames and accents of different dialects, races and nationalities, the remarks "阿星升呢嘍...阿差差啲嘍" (English translation: Ah Singh becomes better...Ah Cha is not that good) were used and repeated in the discussion.</p> <p>- the BA considered that the remark "阿差差啲嘍" (English translation: Ah Cha is not that good), which was repeated several times in a joking manner in the programme, had the effect of denigrating the Pakistanis by suggesting that they were inferior to the Indians. The use of derogatory expressions on the public airwaves could not be considered appropriate. Given the pervasiveness of radio programmes, broadcasters had to be sensitive in their handling of the language used in their programmes, especially when such remarks might cause offence to certain group of people in</p>

			<p>the community. The programme was in breach of paragraph 7(b) of the Radio Programme Code which stipulates that a licensee should not include in its programmes any material which is considered to be denigrating or insulting to any person(s) or group(s) on the basis of ethnicity, nationality or race.</p> <p>- having regard to the circumstances of the complaint case, the BA considered the complaint substantiated and decided that RTHK should be advised to observe more closely the relevant provision in the Radio Programme Code.</p>
<p>Television Programme "Rooms to Let" (有房出租)</p> <p>(RTHK (TVB Jade), 2 November 2010, 7:00pm - 7:30pm)</p>	<p>1</p>	<p>- A member of the public was dissatisfied with the decision of the Commissioner for Television and Entertainment Licensing ("CTEL") on the complaint about the captioned television programme. The substance of the complaint was that without citing any specific episode, the complainant alleged that the portrayal of a character in the programme smoking all the time was unnecessary, unsuitable for broadcast during prime time and would exert a bad influence on youth.</p>	<p>- the BA noted that (a) the programme was a situation drama broadcast at the family viewing hours (7:00pm - 7:30pm); and (b) upon spot check of the episode on 2 November 2010 (the date just before the complaint was lodged), the concerned character held a tobacco pipe in his hand or mouth on different occasions but no actual smoking act was found.</p> <p>- The BA considered that the holding of a tobacco pipe by the concerned character in the programme was a personal gesture which was for characterization purpose. The depiction was not unacceptable for broadcast.</p> <p>- the BA decided that CTEL's decision in classifying the complaint as unsubstantiated should be upheld.</p>

B. Complaints dealt with by the Television and Entertainment Licensing Authority falling under Section 11(1) of the Broadcasting Authority Ordinance²

Title	No. of Complaints	Substance of Complaint	Decision
<i>Discrimination</i>			
Crazy & Happy (瘋 Show 快活人) RTHK Radio 2 6.10.2010	1	- the hosts' remarks that unpopular people should undergo plastic surgery were discriminative on the basis of race, gender and skin colour	- light-hearted talk show broadcast at 10:00am – 1:00pm - the hosts chatted about experience of being cold-shouldered. They opined that people would gain more friends and love if they had better performance, better reputation, more money or became more beautiful. They also queried if plastic surgery could help - listeners in general would not consider the personal opinions of the hosts discriminating to any person - complaint <u>unsubstantiated</u>
<i>Disturbing Material</i>			
The Moment (一念之間) RTHK (TVB Jade) 6.10.2010	1	- the portrayal of a child, left alone by his single mother, jumping out of the window was unnerving	- docu-drama broadcast within the family viewing hours (FVH) (7:00pm – 7:30pm). The caption "本故事內容涉及疏忽照顧兒童，歡迎家長與子女收看及討論" (this story is about a case of child neglect. It would be appreciated if parents watch and discuss the programme with their children) was shown prior to the broadcast - in a scene, a little boy being left unattended at home hid behind a curtain when he was

² Section 11(1) of Broadcasting Authority Ordinance (Cap 391) provides that BA shall refer to the Complaints Committee complaints about contravention of the said Ordinance, Broadcasting Ordinance (Cap 562), Part III A of Telecommunication Ordinance (Cap 106), terms or conditions of a licence or Code of Practice.

			<p>frightened by a cockroach. A later scene showed his mother's screaming, an open window, and the wailing of an ambulance siren. No actual shot of jumping was found</p> <ul style="list-style-type: none"> - the suggestive portrayals in context would not be considered unnerving or unacceptable for broadcast - complaint <u>unsubstantiated</u>
<i>Partiality</i>			
<p>LegCo Review (議事論事)</p> <p>RTHK (TVB Jade)</p> <p>27.1.2011</p>	1	<ul style="list-style-type: none"> - the host's remarks that the Chinese government did not allow a former student leader to visit Hong Kong had gone too far, as no one knew whether the decision was made by the Hong Kong SAR government (SARG) or the Chinese government 	<ul style="list-style-type: none"> - current affairs programme about LegCo - in a segment about Hong Kong SARG's rejection of the entry applications by two former student leaders to attend the funeral of a late political figure, the hostess referred to some political whispers, hearsay and analysis about the issue - the hostess also expressed doubt on whether the Chief Executive was dedicated to upholding the "one country, two systems" principle, and whether Beijing no longer cared about the views of Hong Kong people and had gone too far - views from various parties including university professors and members from different political parties were reflected in the programme - complaint <u>unsubstantiated</u>
<p>Pentaprism (左右紅藍綠)</p> <p>RTHK (TVB Jade)</p> <p>24.1.2011</p>	1	<ul style="list-style-type: none"> - the host's remarks relating to the post-80s generation were partial; the remarks also attacked and labelled a senior government official 	<ul style="list-style-type: none"> - personal view programme (PVP) on current affairs - the host mentioned that the post-80s generation advocating social reforms were often wrongly labeled as a group of young people lacking social mobility, being radical and lazy - the host also criticized a senior government

			<p>official's comments on the young people, and remarked that if he, being a mediocre government official who only accepted orders from the above, became the next Chief Executive, Hong Kong would come to a bleak end with dire consequences</p> <ul style="list-style-type: none"> - all remarks could clearly be identified as the host's personal opinions, not unacceptable for broadcast in a PVP - complaint <u>unsubstantiated</u>
<i>Violence</i>			
<p>Rooms To Let (有房出租)</p> <p>RTHK (TVB Jade)</p> <p>25.1.2011</p>	1	<ul style="list-style-type: none"> - the programme promoted violence 	<ul style="list-style-type: none"> - situation drama broadcast at the family viewing hours (7:00pm – 7:30pm) - a young man was accused of assaulting the police during protest. His friends and landlord tried to find out the truth through role plays, review of footages on the protest and consultation with a lawyer. He was finally jailed for assaulting the police - there was no endorsement of any violent act - complaint <u>unsubstantiated</u>
<p>Happy Daily (開心日報)</p> <p>RTHK Radio 1</p> <p>16.12.2010</p>	1	<ul style="list-style-type: none"> - a host's suggestion on stealing blankets on the plane exerted a bad influence on children and would invite imitation 	<ul style="list-style-type: none"> - light-hearted talk show (10:20am – 12:00pm) - when the hostess recounted her experience of suffering from temperature fall at the Hong Kong airport after returning from Malaysia, a host jokingly responded that he would take away (撻) the blanket on the plane. The other hosts responded that there was no way one could do that and warned that the flight attendants would count and collect the blankets before the plane landed

			<ul style="list-style-type: none"> - the jocular remarks would unlikely be taken seriously and the hosts had been warned, not unacceptable for broadcast in a programme not targeting children - complaint <u>unsubstantiated</u>
<p>【Sik】 【Si】 【Fung】</p> <p>RTHK Radio 2 29.8.2010</p>	1	<ul style="list-style-type: none"> - a host criticized Filipinos several times as "蠢過隻豬" (even more foolish than a pig) and "死蠢" (extremely stupid), which were discriminating and inappropriate 	<ul style="list-style-type: none"> - light-hearted personal view programme on public affairs - when chatting with a caller on how they felt about the death of eight Hong Kong citizens in the Manila hostage incident, a host commented that even a Filipino maid was more understanding whereas the Filipino government was "一隻隻豬" (pigs) and they were stupid and did not use their brain (佢哋真係又蠢，做嘢又唔經大腦) - the above remarks were made against the Filipino government on how they handled the incident and could be clearly identified as the host's personal remarks. They would unlikely be considered discriminatory in the context or unacceptable for broadcast in a PVP - complaint <u>unsubstantiated</u>
<i>Impartiality</i>			
<p>Hong Kong Connection (鏗鏘集)</p> <p>RTHK (TVB Jade) 13.12.2010</p>	1	<ul style="list-style-type: none"> - the programme was biased towards Liu Xiaobo (Liu) and against the Chinese Communist Party 	<ul style="list-style-type: none"> - entitled "我沒有敵人—劉曉波", the programme featured Liu winning the Nobel Peace Prize but he and his family could not attend the award ceremony and Liu was serving an 11-year prison sentence for "inciting subversion of state power". Footages of protests asking for the release of Liu and against the Nobel Prize were shown. Some Chinese dissidents were interviewed and talked about their views on Liu's

			<ul style="list-style-type: none"> - winning of the prize, their values, and their experience of being arrested or put under house confinement - alternative views of the leader of the Nobel Committee made in a speech and those of the Chinese government official were also included - complaint <u>unsubstantiated</u>
Accuracy			
Legco Review (議事論事) RTHK (TVB Jade) 25.11.2010	1	<ul style="list-style-type: none"> - it was said in the programme that the Liberal Party was founded in 2003 when in fact it was founded in 1993 	<ul style="list-style-type: none"> - RTHK admitted the mistake and submitted that upon notice of the mistake, they had edited the programme for broadcast on other television services - complaint classified as a <u>minor breach</u>
News Report (新聞報道) RTHK Radio 2 2.12.2010	1	<ul style="list-style-type: none"> - the report that water supply suspension in Eastern District on the night of 2 December included Provident Centre (和富中心) in North Point was inaccurate 	<ul style="list-style-type: none"> - RTHK admitted the lapse and submitted that they had removed the building from the lists of affected premises upon receipt of a public inquiry - complaint classified as a <u>minor breach</u>
Discrimination			
Headliner (頭條新聞) RTHK (TVB Jade) 3.12.2010	1	<ul style="list-style-type: none"> - a host's referring to Filipino maids as "賓妹" amounted to discrimination against them 	<ul style="list-style-type: none"> - personal view programme (7:00pm – 7:30pm) - in a skit, a host played the role of Santa Claus and said that he would give the Russian President a "賓妹" as Christmas gift as it was said that he looked like "羅賓" (Robin), a character in the film "Batman", and he would need a maid to handle the household chores. An animation of the host dressing as a maid was superimposed on screen at the same time - the passing reference in the context of a skit was

			not derogatory in nature and would unlikely be taken seriously or considered discriminating complaint <u>unsubstantiated</u>
<i>Foul Language</i>			
Police Magazine (警訊) RTHK (ATV Home) 20.11.2010	1	- the complainant alleged that in the segment about cell phone issues, the name of a character "路領桃" was a foul expression	- co-production by RTHK and the Police Public Relations Branch, and broadcast during the family viewing hours (7:00pm – 7:30pm) - alleged expression not found - in the relevant footage, a man introduced himself as "Nolando Chan" to a woman met in a bar - no foul expression was found - complaint <u>unsubstantiated</u>

C. Complaints falling Outside Section 11(1) of the Broadcasting Authority Ordinance

Title	No. of Complaints	Substance of Complaint
<i>Accuracy in Music Programme</i>		
Made In Hong Kong (Made In Hong Kong 李志剛) RTHK Radio 2 10.2.2011	1	- the complainant alleged that the hosts referred to "農業學大寨" as "農業學的大寨" and that the term "讚嘆" instead of "慨嘆" was used when talking about the Pat Sin Leng Hill Fire
<i>Dissatisfaction with Host's Remarks</i>		
Happy Daily (開心日報) RTHK Radio 1 14.2.2011	1	- the complainant considered the hostess' analogy between a jobless university graduate and waste material humiliating

Morning Suite (晨光第一線) RTHK Radio 2 3.3.2011	1	- the complainant was dissatisfied that a host expressed his personal views in the programme
Morning Suite (晨光第一線) RTHK Radio 2 3 & 4.3.2011	1	- the complainant was dissatisfied with the host's remarks in the talk show that the assault on the Chief Executive was indeed a way of self promotion
News Reports All TV & Radio Stations	1	- the complainant alleged that the detailed reporting on the inquest of the Manila hostage tragedy was of no benefit to him and would affect the inquest
<i>Host's Manner / Performance</i>		
Fresh Morning (清晨爽利) RTHK Radio 1 & 5 7-10.3.2011	1	- the complainant was dissatisfied that the hostess talked during the broadcast of a song
<i>Insinuation</i>		
Traditional Chinese Opera (戲曲天地) RTHK Radio 5 8.3.2011	1	- the complainant alleged that the programme contained materials which insinuated her, especially her daily activities
Editorial Rights, Hotline Service, Exclusive Broadcast, Service Fee & Service Standard ATV, TVB, Cable TV, now TV,	6	- one complainant lodged six complaints:- - the complaint hotlines of ATV, TVB, Cable TV, now TV, TVB Pay Vision, Commercial Radio, Metro Radio and RTHK were not answered (RTHK Remarks : Other 5 items of complaint do not concern RTHK and are therefore not shown.)

TVB Pay Vision, CR, Metro & RTHK		
Station Logo, Subtitling, Programme Rescheduling, Request for Free Services, Hotline Services and Performance of Commentators ATV, TVB, Cable TV, now Broadband TV, TVB Pay Vision, Phoenix TV, CR, Metro Radio & RTHK	12	- one complainant lodged 12 complaints:- - the attitude of the hotline staff of ATV, TVB, Cable TV, now TV, TVB Pay Vision, CR, Metro Radio and RTHK was poor; (RTHK Remarks : Other 11 items of complaint do not concern RTHK and are therefore not shown.)
<i>Host's Attitude</i>		
Talkabout (千禧年代) RTHK Radio 1 24.1.2011	1	- the complainant alleged and was dissatisfied that the host was impolite and interrupted callers with different views
<i>Host's Remarks</i>		
Morning Suite (晨光第一線) RTHK Radio 2 25.1.2011	1	- the complainant alleged and was dissatisfied that in the light-hearted talk show, the host spoke against ATV when he talked about TV ratings
F.S.D. (火速救兵) RTHK (TVB Jade) 26.1.2011	1	- the complainant alleged that it was inauspicious to broadcast a programme about collapse of buildings and deaths around the Chinese New Year
<i>Biased Remarks in Talk Show</i>		
Morning Suite (晨光第一線)	2	- the complainants alleged that in the light-hearted talk show, a host spoke in favour of ATV because some RTHK staff appeared in programmes shown on ATV, and this also happened

RTHK Radio 2 5.1.2011		in another programme "Made in Hong Kong" (Made in Hong Kong 李志剛)
<i>Conflict of Interest</i>		
LTV Cafe' RTHK Radio 2 27.11.2010 & 4.12.2010	1	- the complainant alleged that in the light-hearted talk show, a host introduced some stocks, which involved a conflict of interest
Crazy and Happy (瘋 Show 快活人) RTHK Radio 2 14.12.2010	1	- the complainant alleged that the host's remarks about teenage sex were unrelated to the main discussion topic about the Law Reform Commission's proposal for teenage rape charge, and that too many songs were broadcast in the programme
Made In Hong Kong (Made In Hong Kong 李志剛) RTHK Radio 2 10.1.2011	1	- the complainant alleged and was dissatisfied with the host's remarks about lying to hotels that one was on their honeymoon in order to get free gifts and nicer rooms, which would adversely affect the image of Hong Kong
Crazy and Happy (瘋 Show 快活人) RTHK Radio 2 Monday to Friday	1	- the complainant was dissatisfied with a hostess' use of stage name and alleged that the hosts demanded loyalty from listeners
Hong Kong Connection (鏗鏘集) RTHK (TVB Jade) 13.12.2010	1	- the complainant alleged and was dissatisfied with an interviewee's remarks that he need neither the country, the government nor the party but land

<i>Hotline Service</i>		
Hotline Service RTHK	1	- the complainant alleged and was dissatisfied that RTHK did not promote its hotline service
<i>Programme Content Incongruous with Government Policy</i>		
Made in Hong Kong (Made in Hong Kong 李志剛) RTHK Radio 2 29.11.2010	1	- the complainant alleged that the hosts' suggestion about making friends on the internet was incongruous with the government's policy
Sik Si Fung RTHK Radio 2 Every Sundays	1	- the complainant alleged without specific details that the remark that one would not switch off engines of idling vehicles was incongruous with the government's policy
RTHK TV Programmes RTHK	1	- the complainant was dissatisfied that subtitles were not provided in the form of closed captioning

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