

**Meeting of the Independent Police Complaints Council (IPCC)  
with the Complaints & Internal Investigations Branch (C&IIB) (Open Part) held  
at the IPCC Secretariat Office at 1516 hours on Tuesday, 19<sup>th</sup> December 2017**

Present :	Hon CHAN Kin-por, GBS, JP	(Vice-chairman)
	Hon Chris CHEUNG Wah-fung, SBS, JP	(Vice-chairman)
	Mr Tony TSE Wai-chuen, BBS	(Vice-chairman)
	Miss Lisa LAU Man-man, BBS, MH, JP	
	Mr Herman HUI Chung-shing, SBS, MH, JP	
	Ir Edgar KWAN Chi-ping, JP	
	Mr Arthur LUK Yee-shun, BBS, SC	
	Dr Eugene CHAN Kin-keung, BBS, JP	
	Ir Prof Vincent HO	
	Dr Eric CHENG Kam-chung, BBS, MH, OStJ, JP	
	Mr Richard HO Kam-wing	
	Mr Clement CHAN Kam-wing	
	Mr Wilson KWONG Wing-tsuen	
	Ms Ann AU Chor-kwan	
	Mr Alex CHU Wing-yiu	
	Mr Douglas LAM Tak-yip, SC	
	Miss Sylvia LEE Hiu-wah	
	Dr David LEE Ka-yan, BBS, MH, JP	
	Prof Martin WONG Chi-sang	
	Mr Richard YU, CDSM, CMSM, SG	
	Mr Daniel MUI, DSG (OPS)	
	Ms Rebecca LUK, DSG (MGT)	(Joint Secretary)
	Ms Cherry CHAN, LA	
	Mr CHUNG Sze-pong, DMS (Temp)	
	Mr CHEUNG Kin-kwong, CSP C&IIB	
	Mr WONG Kwok-yin, SSP CAPO	
	Mr CHAN Tak-wai, SP CAPO HQ (Temp)	(Joint Secretary)
Absent with apologies:	Mr Larry KWOK Lam-kwong, SBS, JP	(Chairman)
	Mr John YAN Mang-ye, SC	
	Mr Clement TAO Kwok-lau, BBS, JP	
	Ms SO Lai-chun, MH, JP	
	Mr Barry CHIN Chi-yung	
	Mr José -Antonio MAURELLET, SC	
	Ms Melissa Kaye PANG, MH, JP	

Ms Shalini Shivan SUJANANI  
Mr Johnny YU Wah-yung, JP  
Mr KWOK Yam-shu, DMS  
Mr CHAN Chi-yung, SP CAPO HQ  
In Attendance : Ms WAT Yin-kum Connie, SP CAPO HKI  
Mr YIP Wing-lam, SP CAPO K  
Mr WONG Shun-shing, SP CAPO NT  
Mr WOO Kin-chung, CIP HQ (1) CAPO  
Mr LUNG Siu-chuen, CIP H3 CAP HKI  
Ms SO Sau-wai, CIP K5 CAPO K  
Mr CHAN Hok-lun, SIP IPCC CAPO  
Mr WONG Cheung-hing, IP H1B CAPO HKI  
Mr WONG Kin-chung, IP H4B CAPO HKI  
Mr CHEUNG Lok-tin, IP NT3B CAPO NT  
Mr CHAN Tin-chu, SP C DIV CCB

## **PART B OPEN MEETING**

### **Opening Address**

Vice-chairman Hon CHAN Kin-por presided at the meeting and he welcomed all to the meeting.

#### **I. Confirmation of Minutes of the Meeting held on 26<sup>th</sup> September 2017 (Open Part)**

2. The minutes of the last meeting (Open Part) were confirmed without amendment.

#### **II. Matters Arising**

3. Nothing was raised in this part.

### **III. Enhancement of Police Services - Anti-Deception Coordination Centre (“ADCC”)**

4. CSP C&IIB briefed the Meeting that the Anti-Deception Coordination Centre (ADCC) has been established in the Force since July 2017 to combat various kinds of scam. To facilitate IPCC members’ understanding of the functions and services of ADCC, SP CHAN Tin-chu from Commercial Crime Bureau (CCB), the supervising officer of ADCC, was arranged by the police to talk about the function of this new unit.

5. SP CHAN briefed the Meeting that ADCC aimed to enhance cooperation amongst different police units, government departments, and other law enforcement agencies. Through publicity, it educated the public and provided immediate support to frontline units. The centre also monitored and analyzed the relevant crime trend with a view to taking timely action.

6. SP CHAN went on to brief the Meeting of the overall crime situation, in particular the trend of deception cases. Deceptions by bogus telephone calls, social media or email scam, fraudulent financial intermediaries cases, and investment fraud were typical modus operandi. ADCC operated a 24-hour hotline “Anti-Scam Helpline 18222” to answer questions from the public and provide support where necessary. Another internal hotline “2860 2222” was also created to provide assistance to frontline investigation units and coordinate appropriate response to those reporting on deception cases. Through education and publicity, as well as timely assistance to frontline investigation unit, it helped address victims’ concern and prevent avoidable complaints.

7. SP CHAN further stated that since the establishment of ADCC, it had received more than 10 thousands of public enquiries, and successfully interdicted 43 ongoing deceptions cases. In addition, ADCC had received 483 requests to stop suspicious payment transactions involving a total of HK\$1 billion. Amongst these requests, the remittances of fraudulent funds amounting to HK\$105 million were successfully stopped. Having been in

operation for five months, ADCC had proven its effectiveness in combating and preventing deceptions through the public enquiry hotline, as well as supporting frontline officers by providing back-end support services.

8. Dr LEE Ka-yan asked whether the 24-hour public enquiry anti-scam hotline was manned in person or by recording machines. SP CHAN replied that ADCC was manned by experienced officers in 3 shifts covering 24 hours. If the hotline was busy, it would be forwarded to the recording machines and officers would call back as soon as possible.

9. Miss Lisa LAU enquired the detection rate of the deception cases. SP CHAN replied that the detection rate for deception cases was low due to the fast changing information technology, swift remittance of fraudulent funds, and its transnational nature. Since most of the offenders were not situated in Hong Kong, it would not be easy to chase the fraudsters and recover the stolen money from overseas.

10. Ms Ann AU enquired which age group was prone to be victimized. SP CHAN replied that telephone deception victims were mainly under the age of 30 and many victims were Mainland students studying in local universities. To raise their awareness, ADCC recently rolled out a series of publicity campaigns to Mainland students with a view to disseminating the anti-deception messages across.

11. Mr Alex CHU asked whether ADCC would work with other law enforcement agencies to investigate the transnational deceptions. SP CHAN said he had been working closely with the Public Security Bureau in Mainland (PSB) and other law enforcement agencies via Interpol against the overseas deception syndicates. Mr Clement CHAN stated that the fraudulent funds were remitted out of Hong Kong through the remittance agencies. He enquired if the Force should enhance the monitoring on these remittance agencies. SP CHAN explained that ADCC maintained liaison with the Hong Kong Monetary Authority (HKMA) to tackle

financial crime. If any remittance agencies were found involving in suspicious transactions, ADCC would refer the cases to HKMA for necessary actions.

12. Mr Wilson KWONG welcomed the establishment of ADCC and suggested ADCC to closely liaise with other law enforcement agencies to monitor the trend of deception cases occurring in overseas. The prevalent international deception trend should be uploaded for information of the general public. SP CHAN responded that ADCC did monitor the new deceptive tricks locally and internationally. He quoted an incident that ADCC had referred a telephone scam to the Telecom service providers to alert their customers.

13. Mr Arthur LUK supported the set-up of ADCC that the anti-scam hotline could assist members of the public in handling the suspected telephone deception incidents. He suggested ADCC to take investigation actions on suspected telephone call cases once they were unveiled. In addition, the Force should work with PSB to combat the fraudsters based in the Mainland China. SP CHAN explained that if a suspected deception case was received, ADCC would immediately refer it to the concerned police formation for follow up, and ADCC would provide supporting services to the investigation team. The Force had been working closely with PSB and the cooperation had led to a detection of a fraudulent calling center based in Spain and the arrest of 200-odd persons last year.

14. Prof Martin WONG figured that ADCC received 483 requests to stop payment transactions involving about HK\$1 billion, but only managed to stop the remittance of HK\$105 million. He expressed his concern on the successful rate. SP CHAN explained that the successful rate was not high owing to the difficulties encountered in detecting such deceptions. To this end, ADCC would continue to put great effort in educating the public on anti-deception with a view to raising their awareness and precaution.

#### **IV. Matters of Information**

##### **(a) CAPO's Monthly Statistics**

15. Relevant figures had been provided to IPCC Members for their reference prior to the meeting. CSP C&IIB highlighted that the complaint trend remained steady between January and November 2017 with 1,398 RCs registered, representing an increase of 51 cases when comparing to figure in the same period of 2016. There were 868 cases resolved by EDM, representing a decrease of 304 cases when comparing to figure in the same period of 2016.

16. Minor complaints constituted the majority of the complaints (85%). For serious complaints, figures for allegations of 'Assault', 'Threat' and 'Unnecessary Use of Authority' had recorded a decrease when comparing to the same period of 2016. The projected RC figure for 2017 was estimated at 1,525, representing a projected increase of 36 cases (+2.4%) when comparing to the figure in 2016 (1,489 cases).

17. SG welcomed the reduction in serious complaint allegations and commented that the minor complaint allegations were on the rise over the same period. He suggested that training and education to frontline officers should be enhanced to avoid those minor yet preventable complaints. In addition, the Secretariat would analyze the nature of minor complaints and identify possible causes leading to complaints for devising suitable complaints prevention training program for frontline officers with CAPO. CSP C&IIB thanked SG for his comments. He emphasized that the overall complaints situation actually remained stable. The decreasing trend on serious complaints along side with a slight increasing trend on minor complaints was considered a normal situation. The frontline officers would continue to be reminded to sustain their efforts in reducing preventable complaints.

**(b) CAPO's Criminal and Disciplinary Checklist**

18. Nothing was raised in this part.

**V. Any Other Business**

19. Mr Arthur LUK raised his concern on the progress of review on extending the 31 days retention period of the Body Worn Video Camera footages. CSP C&IIB replied that the issue had been referred to the relevant policy wing for review and IPCC Members would be apprised of the review result in due course.

20. There being no other business, the meeting concluded at 1630 hours.

( CHAN Tak-wai )  
Joint Secretary  
Complaints and Internal  
Investigations Branch

( Rebecca LUK )  
Joint Secretary  
Independent Police  
Complaints Council