

**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 1515 hours on Tuesday, 22 June 2021**

**Present:**

**IPCC**

Ms Priscilla WONG Pui-sze, BBS, JP (Chairman)  
Hon Frankie YICK Chi-ming, SBS, JP (Vice-chairman)  
Hon Ronick CHAN Chun-ying, JP (Vice-chairman)  
Hon Jimmy NG Wing-ka, BBS, JP (Vice-chairman)  
Mr Clement CHAN Kam-wing, MH, JP  
Mr Alex CHU Wing-yiu  
Mr Roland WONG Ka-yeung  
Mr Paul LAM Ting-kwok, SC, JP  
Ms Ann AU Chor-kwan  
Mr Barry CHIN Chi-yung  
Mr Wilson KWONG Wing-tsun  
Miss Sylvia LEE Hiu-wah  
Ms Melissa Kaye PANG, BBS, MH, JP  
Prof Martin WONG Chi-sang  
Mr Johnny YU Wah-yung, JP  
Dr Anissa CHAN WONG Lai-kuen, SBS, MH, JP  
Ms Jane Curzon LO, JP  
Mrs Helen YU LAI Ching-ping, SBS  
Dr Daniel CHAN Ching-yan, MH  
Miss Mabel CHAN Mei-bo  
Mr Randy YU Hon-kwan, MH, JP

**Police**

Ms Rebecca LAM Hiu-tong, DMS  
Ms Anna TSANG Yim-sheung, ACP SQ  
Ms Monica AU YEUNG Mun-ye, CSP C&IIB  
Mr Sam LAW Shui-sum, SSP CAPO  
Mr Simon CHAN Wai-ming, SSP SD CAPO  
Ms Daisy CHIU Yik-man, SP HQ CAPO  
Mr Don LAU Tat-fai, SP E&C KW  
Mr Nick NIP Hoi-kwan, SP TMAN  
Ms Karen YAU Hoi-yan, SP CC4 SD OPS (Temp)

**Secretariat**

Mr Daniel MUI Tat-ming, SG (Atg.)  
Ms Regina LAU Ngai-kit, DSG (OPS) (Atg.)  
Mr Vincent SIN Ying-sang, DSG (MGT)

Ms Cherry CHAN Man-yi, LA

**Absent with apologies** Mr Douglas LAM Tak-yip, SC  
Dr David LEE Ka-yan, BBS, MH, JP  
Mr LEE Man-bun, MH, JP

### **Opening Address**

The Chairman welcomed all to the meeting. On behalf of the Council, she was pleased to put on record her heartfelt appreciation to Dr Anthony Francis NEOH, QC, SC, JP, for his outstanding contribution and support in leading the IPCC during his three-year tenure as Chairman.

2. Chairing the first meeting after her assumption of office, the Chairman re-affirmed her commitment to working with Members and the Police in discharging the IPCC's independent statutory monitoring functions and further strengthening the effectiveness of and public confidence in the police complaints system.

### **I. Confirmation of Minutes of the Meeting held on 16 March 2021 (Open Part)**

3. The minutes of the last meeting were confirmed without amendment.

### **II. Presentation on 'Mobile Video Team', 'e-Ticketing' and 'Mobile Application Beat App'**

4. SSP CAPO made an overall introduction on the use of technology by the Force to enhance operational efficiency, transparency and service quality, which hopefully could prevent unnecessary complaints.

5. SP E&C KW, Mr Don LAU, delivered a presentation covering the background, implementation and effectiveness of the '*Mobile Video Teams*' ('MVTs').

6. It was noted that traffic congestion had deteriorated and become more prevalent since 2019 as police manpower and resources

had been redeployed to deal with the social unrest and the pandemic. As a new initiative in tackling traffic congestion, the Police introduced the MVTs to conduct operations against moving traffic offences with the aid of video recordings. A review of the piloting of the MVTs revealed a reduction in malicious complaints arising from the issuance of fixed penalty tickets, an increase in conviction rate of traffic offences and a reduction in appeals lodged in respect of the validity of tickets. The Police would continue to mount territory-wide operations using MVTs with a view to improving traffic condition through education, enforcement and engagement.

7. SP TMAN, Mr Nick NIP, delivered a presentation on the Force's application of '*e-Ticketing*', which was rolled out by phases to cover fixed penalty tickets for illegal parking offences starting from March 2020 and expanded to cover traffic moving offences in March 2021. It was an initiative to support one of the Force's Strategic Directions, as well as the Government's development of '*Smart City Blueprint for Hong Kong*'. The new system digitalised the entire workflow, thereby reducing human error and streamlining the process.

8. SP CC4 SD OPS (Temp), Ms Karen YAU, delivered a presentation on the mobile application '*Beat App*', which was rolled out for pilot in Regional Emergency Units and selected District Traffic Teams in May 2021. In the past, officers used to communicate with the '*Regional Command and Control Centres*' ('RCCCs') via wireless telecommunication devices to conduct database enquiries during stop-and-searches. Currently, with the use of Force-issued smart device, frontline officers could speed up the stop-and-question or search process to enhance operational efficiency whereby allowing more effective resource deployment for emergency services.

9. On the question raised by Hon Frankie YICK about the effectiveness of '*Beat App*' in reducing complaints arising from stop-and-searches, SP CC4 SD OPS (Temp) highlighted that the technology would shorten considerably the time required for identity verification.

10. Both Hon Frankie YICK and Hon Ronick CHAN expressed their support for the Force's adoption of technology for traffic enforcement. Hon Ronick CHAN sought clarification on the enforcement details, in particular whether warnings would be given before issuance of tickets and whether the operation would also target

stationary offences. SP E&C KW elaborated that to enhance public awareness, territory-wide publicity activities would be launched prior to the actual implementation of the pilot initiatives. During MVT operations, enforcement actions would also be taken against stationary traffic offences and depending on the situation, vehicles would be liable to being towed away. After providing the meeting with the number of complaints arising from the issuance of fixed penalty tickets, SSP CAPO supplemented that no complaint directly related to MVT had been received so far.

11. In response to Mr Clement CHAN's concerns about the accuracy and reliability of the use of video-recordings from high-points for law enforcement, SP E&C KW explained that the recordings from vantage-points could be complemented by on-foot and mobile recordings. All recorded footages would be processed by the respective Regional Traffic Investigation Groups for ensuring that sufficient evidence was available before proceeding with prosecution.

12. Ms Ann AU was concerned about the burden of carrying a heavy printer on frontline officers while performing outdoor duties, as well as the feasibility of using the road CCTV systems of the Transport Department to facilitate enforcement and prosecution. In response, SP TMAN explained that: (a) designated '*District Traffic Enforcement Teams*' had been set up to carry out '*e-Ticketing*' duties with Traffic Wardens and the Police was planning to equip the vehicles they used with the required printers instead of requiring officers to hand-carry them; (b) since it was a statutory requirement for frontline officers to issue fixed penalty ticket on the spot, issuance via electronic means would require legislative amendments; and (c) the Police would continue to work closely with relevant government departments to improve operational efficiency and service quality including making the best use of road CCTV systems.

13. Noting that the Transport Department had been issuing new or renewed vehicle licences with encrypted QR code which could facilitate the capturing of electronic data, Dr Daniel CHAN was concerned about the absence of the QR code on those 10-year licences which were not yet due for renewal. He suggested that the Police should consider making use of the 'Optical Character Recognition' function in the '*Beat App*' to overcome this technical gap. SPTMAN thanked for the suggestion and remarked that relevant study was

underway.

14. Referring to her personal experience concerning traffic congestion in Causeway Bay area, Miss Sylvia LEE questioned the feasibility of installing still-cameras at traffic black spots to facilitate traffic enforcement. SP E&C KW replied that the Police would continue liaising with the Transport Department to explore various means to ensure road safety and reduce traffic congestion.

15. Mrs Helen YU suggested delegating the responsibility for traffic enforcement against illegal parking solely to Traffic Wardens. As the suggestion required careful consideration from the policy perspective, SP TMAN would refer it to the policy bureau.

16. Hon Frankie YICK updated the meeting that the '*Radio Frequency Identification*' technology would be used in the project of '*Electronic Road Pricing*' developed by Transport Department, and suggested making use of the technology for enforcement purposes.

17. DMS thanked Members for all the invaluable advice and suggestions. She assured the meeting that the Police would continue its ongoing effort to explore feasible means to digitalise various police functions with a view to delivering quality policing service to the community, and in support of the Government's '*Smart City*' initiatives.

### **III. Matters for Information**

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

18. SSP CAPO reported that in the first five months of 2021, 517 Reportable Complaints ('RCs') were registered, one of which had arisen from the Fugitive Offenders Ordinance related ('FOO-related') public order events ('POEs'), representing an increase of 39 cases (8.2%) when compared with 478 RCs in the same period of 2020. There were 211 cases resolved by '*Expression of Dissatisfaction Mechanism*' ('EDM'), representing an increase of 24 cases (12.8%) when compared with 187 cases in the same period of 2020.

19. The 517 RCs comprised 483 minor complaints (93.4%) and 34 serious complaints (6.6%).

20. The 483 minor complaints comprised 294 cases of ‘*Neglect of Duty*’ (56.9%), 180 cases of ‘*Misconduct/Impoliteness*’ (34.8%), and 9 cases of ‘*Offensive Language*’ (1.7%). When compared with the 369 cases in the same period of 2020, the minor complaints increased by 114 cases (30.9%).

21. The 34 serious complaints comprised 23 cases of ‘*Assault*’ (4.4%), one of which had arisen from the FOO-related POEs, 3 cases of ‘*Threat*’ (0.6%), 7 cases of ‘*Unnecessary Use of Authority*’ (1.4%) and 1 case of ‘*Fabrication of Evidence*’ (0.2%). When compared with the 109 cases in the same period of 2020, the serious complaints decreased by 75 cases (-68.8%).

22. Comparing the minor complaint figures with the same period in 2020, ‘*Neglect of Duty*’ increased by 92 cases from 202 to 294 cases (45.5%), ‘*Misconduct/Impoliteness*’ increased by 25 cases from 155 to 180 cases (16.1%) whereas ‘*Offensive Language*’ decreased by 3 cases from 12 to 9 cases (-25%). When compared with the figures in the same period of 2019, ‘*Neglect of Duty*’ decreased by 15 cases from 309 to 294 cases (-4.9%) whereas ‘*Misconduct/Impoliteness*’ remained the same at 180 cases.

23. When comparing the relevant figures for the same period in 2020 and 2019, the allegation of ‘*Assault*’ in 2021 decreased by 38 cases from 61 to 23 cases (-62.3%) and decreased by 29 cases from 52 to 23 cases (-55%) respectively. Compared with the same period of 2020, ‘*Threat*’ decreased by 5 cases from 8 to 3 cases (-62.5%), ‘*Unnecessary Use of Authority*’ decreased by 28 cases from 35 to 7 cases (-80%) and ‘*Fabrication of Evidence*’ decreased by 4 cases from 5 to 1 case (-80%).

#### **(b) Statistics – Complaints Arising from FOO-related POEs**

24. SSPSD CAPO updated the meeting on the figures of FOO-related complaints. As at 31 May 2021, there were a total of 1,948 complaints lodged by 9,139 complainants (COMs), including 617 RCs (31.7%) from 671 COMs and 1,331 NCs (68.3%) from 8,468 COMs.

25. The majority of RCs allegations, i.e. 366 (59.3%), were minor in nature comprising 190 ‘*Misconduct*’ (30.8%), 110 ‘*Neglect of Duty*’ (17.8%), 42 ‘*Impoliteness*’ (6.8%), 12 ‘*Rudeness*’ (1.9%), 11

*'Offensive Language'* (1.8%) and 1 *'Police Procedures'* (0.2%). There were a total of 251 (40.7%) serious allegations, including 112 *'Assault'* (18.2%), 126 *'Unnecessary Use of Authority'* (20.4%), 11 *'Threat'* (1.8%) and 2 *'Fabrication of Evidence'* (0.3%).

26. Amongst the 671 COMs of the 617 RCs, the Police had contacted 540 COMs (80.5%). 185 (27.6%) opted for *'Full Investigation'*, 152 (22.7%) opted for *'Withdrawal'*, 64 (9.5%) opted for *'Sub-Judice Procedures'*, 10 (1.5%) opted for *'Informal Resolution'*, 55 (8.2%) had yet to express their stances, and 74 (11%) were *'Not Pursuable'*. The remaining 131 COMs (19.5%) had not yet made any reply to the Police.

### **(c) Update on 52 Recommendations**

27. CSP C&IIB reported that the fourth progress report was submitted to the Chief Executive in May 2021, covering the progress made between February and April 2021. The report highlighted the completion of another six recommendations [(17), (22), (23), (24), (41) & (49)] and the significant progress made on five recommendations [(8), (14), (36), (37) & (40)]. By April 2021, a total of 32 out of the 52 recommendations were completed and altogether 62 improvement measures were introduced.

28. CSP C&IIB summarised the 13 improvement measures that were newly introduced to (i) *'Enhance Police Ability in the Collection, Assessment and Application of Intelligence'*, (ii) *'Enhance Police Ability to Assess Risk and Identify Risk Mitigation Measures'*, (iii) *'Refine Policing Strategy and Tactics on Taking Enforcement Actions'*, and (iv) *'Refine Training Programmes'*.

29. For (i), the Police had strengthened the protocols and guidelines governing the operation and composition of the intelligence structure, and the roles and responsibilities of individual officers.

30. For (ii), the Police had made improvements in cyber intelligence gathering, risk assessment and pre-emptive planning.

31. For (iii) involving mass arrest, the strategies and tactics on manpower deployment in areas prone to disturbances, use of equipment and weapons, as well as the mobilisation of the Force Media Liaison Cadre were reviewed and updated.

32. For (iv), briefing packages on security plans were devised and training programmes were modified with a stronger focus on scenario-based and cross-unit training.

33. CSP C&IIB recapitulated that on 17 June 2021, CAPO had organised a visit to the ‘*Regional Command and Control Centre Hong Kong Island*’ for IPCC Members with the presence of Security Bureau representatives. Detailed briefing was provided on various enhancements made in relation to Recommendation (31), in particular the capability of 999 console to cope with a sudden and immense influx of calls and the Force preparedness in handling emergency situations.

34. The Chairman thanked CAPO for organising the visit to the 999 console and looked forward to future visits, which she believed would enable the IPCC to better understand the enhancements made and the actual operation of police work.

**(d) CAPO’s Criminal and Disciplinary Checklist**

35. SSP CAPO reported that relevant information had been provided to IPCC Members for their reference prior to the meeting. No question was raised under this item.

**IV. Any Other Business**

36. There being no other business, the meeting concluded at 1640 hours.

( Daisy CHIU )  
Joint Secretary  
Complaints and Internal  
Investigations Branch

( Vincent SIN )  
Joint Secretary  
Independent Police  
Complaints Council