

**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 Monday, 13 December 2021**

**Present:**

**IPCC**

Ms Priscilla WONG Pui-sze, SBS, 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 Roland WONG Ka-yeung  
Ms Ann AU Chor-kwan  
Mr Barry CHIN Chi-yung  
Mr Wilson KWONG Wing-tsuen  
Miss Sylvia LEE Hiu-wah  
Dr David LEE Ka-yan, BBS, MH, JP  
Ms Melissa Kaye PANG, BBS, MH, JP  
Prof Martin WONG Chi-sang  
Dr Anissa CHAN WONG Lai-kuen, SBS, MH, JP  
Mr LEE Man-bun, MH, JP  
Ms Jane Curzon LO, JP  
Mrs Helen YU LAI Ching-ping, SBS  
Dr Daniel CHAN Ching-yan, MH  
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 LAU Kai-pang, SP C DIV CCB  
Ms Bonnie NGAN Hoi-ian, CIP ADCC C DIV CCB

**Secretariat**

Mr Daniel MUI Tat-ming, SG  
Ms Regina LAU Ngai-kit, DSG (OPS) (Atg)  
Ms Cherry CHAN Man-yi, LA / DSG (MGT)

**Absent with  
apologies**

Mr Alex CHU Wing-yiu  
Mr Paul LAM Ting-kwok, SBS, SC, JP  
Mr Douglas LAM Tak-yip, SC  
Mr Johnny YU Wah-yung, JP  
Miss Mabel CHAN Mei-bo

**Opening Address**

The Chairperson welcomed all to the meeting.

**I. Confirmation of Minutes of the Meeting held on 28 September 2021 (Open Part)**

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

**II. Presentation on ‘Challenges in Investigating Deception’**

3. Following an introduction by SSP CAPO, CIP ADCC C DIV CCB gave a presentation covering the trends of deception cases in Hong Kong and the Police’s strategies and actions in combating such crime, that there was a significant increase year-on-year in the number of deception cases, because of the upsurge of online scams, telephone deception and romance scams. The cross-border and complex nature of these cases had posed challenges to police investigation.

4. To combat deception and to raise the public’s anti-deception awareness, the Police set up the *Anti-Deception Coordination Centre* (‘ADCC’) in 2017 with a view to consolidating all relevant efforts of the Police in this regard. The ADCC operated round-the-clock ‘*Anti-Scam Helpline 18222*’ to provide instant consultation for the general public, cooperated with the banking industry to intercept fraudulent payments, and coordinated anti-deception publicity and education campaigns. The establishment of the ADCC reflected the determination of the Police to strengthen its capacity and enlist community support in combating deception cases.

5. Responding to Mr Clement CHAN’s concerns about the public’s anti-deception awareness and ADCC’s capacity in transnational collaboration, CIP ADCC C DIV CCB explained that the ADCC had been working closely with the *International Criminal Police Organisation* (‘INTERPOL’) to proactively

exchange intelligence with overseas law enforcement agencies and to facilitate the interception of transnational crime proceeds through the ‘*International Stop-Payment Mechanism*’, which was set up in October 2019. Locally, the ADCC had from time to time shared with the banking industry preventative measures and strategies, and conducted seminars with stakeholders to enhance the cyber security of local enterprises. The Police would continue tackling deceptions through a multi-pronged approach.

6. Dr David LEE enquired whether similar ‘*Pretend Officials*’ scams were found in the Mainland and how they were tackled. SP C DIV CCB replied that the Police had been working closely with respective law enforcement authorities on intelligence exchange. He also reiterated the importance of prevention via publicity efforts.

7. In response to Prof Martin WONG’s enquiry on the implementation of target-specific preventative measures, CIP ADCC C DIV CCB elucidated that the Police, in addition to the use of traditional broadcast channels, had also mapped out a broad variety of promotional strategies among specific target groups, including the Mainland exchange students and the local elderly.

8. Mr LEE Man-bun and Hon Frankie YICK both shared the view that the Police should collaborate with local telecommunication service providers to enhance identification of local and overseas scam callers in order to alert the public upon their receipt of suspicious calls. The Chairman highlighted that the Government was making new regulations under the Telecommunications Ordinance to implement the ‘*Real-name Registration Programme*’ to plug the current loophole caused by the non-registration of many SIM cards. She expected the implementation of this regulation in September 2022 would help to deter related crimes and facilitate police investigation. CIP ADCC C DIV CCB added that there were also existing measures adopted by individual service providers to enable the public to identify fraudulent non-local calls masqueraded as local phone numbers.

9. Dr Daniel CHAN expressed concerns about the regulations on the prevalence of fraudulent online Apps. CIP ADCC C DIV CCB pointed out that making Apps available on official sites such as “*Apple Store*” or “*Google Play*” for downloading had all along been subject to stringent regulations. However, investigations revealed that fraudsters often deceived victims into downloading malwares via embedded hyperlinks. She appealed to the public to stay alert and not to click on any suspicious hyperlinks or input credit card details to unknown applications or websites.

10. Ms Melissa PANG enquired about the success rate of the Police's interception of overseas payments and suggested the Police to work with dating App owners to enable warning messages within Apps to alert users of the risk of romance scams. SP C DIV CCB explained that it had been difficult to secure the cooperation from the dating App owners due to the nature of their business. Nevertheless, the Police had approached this specific target group through various match-making agencies. For the success rate of payment interception, SP C DIV CCB said that it would depend on the time lag between payment and the reporting of the crime, the comprehensiveness of documents provided by victims and the complexity of payment flow.

11. Upon Ms Helen YU's enquiry regarding the platform used to disseminate crime prevention messages, DMS updated the meeting that the production of '*Police Report (警訊)*' had ceased, and since October 2020, the *Police Public Relations Branch* has been broadcasting the '*OffBeat on Air (警聲直播)*' on the Police's Facebook page and YouTube Channel every Thursday at 9pm, advising the audience on the latest crime trend and prevention tips. DMS assured the meeting that combating quick cash crime is one of the Commissioner's Operational Priorities and the Police would continue its efforts under the multi-pronged approach.

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

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

12. SSP CAPO reported that in the first eleven months of 2021, 1,312 Reportable Complaints ('RCs') were registered, which comprised 1,220 minor complaints (93%) and 92 serious complaints (7%). 422 cases resolved by '*Expression of Dissatisfaction Mechanism*' ('EDM'), representing a decrease of 90 cases (-17.6%) when compared with 512 cases in the same period of 2020. Breakdown of RC figures was detailed at Annex – Table 1.

13. Hon Frankie YICK suggested a wider use of the '*Body Worn Video Camera*' by frontline officers to stem the increase of minor complaints. DMS acknowledged that minor complaints had increased in parallel with the resumption of Police deployment on the streets. She assured the meeting that the Police would continue to review the use of various means for improving service quality.

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

14. SSP SD CAPO updated the meeting on the figures of FOO-related complaints. As at 24 November 2021, there were a total of 1,949 complaints, including 618 RCs (31.7%) and 1,331 NCs (68.3%). Breakdown of the FOO-related RCs was detailed at Annex – Table 2.

**(c) Update on 52 Recommendations**

15. CSP C&IIB reported that the sixth progress report had been submitted to the Chief Executive in December 2021, covering the completion of two recommendations [(5) & (9)] and the introduction of one new improvement measure made between September and November 2021. So far, 39 out of the 52 recommendations had been completed and altogether 70 improvement measures had been implemented.

16. To enhance the Police's legal capability in respect of Recommendation (5), two Senior Government Counsel posts were created and would be filled by secondment from the Department of Justice in Q1 2022.

17. Regarding Recommendation (9) on the Code of Practice between the Police and the media sector, the Police had approached all relevant stakeholders, covering 23 media organisations (including TV, radio, newspaper and magazine) and 113 media representatives. However, this initiative could not be further pursued, as the media maintained its stance that the formulation of any guideline or code of practice was the prerogative of the industry. The Police would continue the efforts in ensuring the safety of the media on the ground and facilitating better communication through the deployment of a 300-strong *Force Media Liaison Cadre*. In addition, clear delineation of cordoned area during operations would be arranged, and more sharing sessions with media representatives and regular trainings to Police officers would be continued.

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

18. 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**

19. On behalf of the Police, DMS put on record her heartfelt appreciation to Mr Barry CHIN, for his support and contribution during his six-year tenure as an IPCC Member.

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

( Daisy CHIU )  
Joint Secretary  
Complaints and Internal  
Investigations Branch

( Cherry CHAN )  
Joint Secretary  
Independent Police  
Complaints Council

**Table 1 - Detailed breakdown and Comparison of RC figures**

Year (Jan – Nov)		2021	2021vs2020	2021vs2019
<b>RC (Total)</b>		<b>1,312</b>	<b>+25.2%</b>	<b>-15.4%</b>
<b>Minor</b>	<i>Neglect of Duty</i>	696 (53%)	+42%	-4.4%
	<i>Misconduct/Impoliteness</i>	493 (37.6%)	+39.7%	-8.4%
	<i>Offensive Language</i>	31 (2.4%)	+72.2%	+3.3%
<b>Sub-total</b>		<b>1,220 (93%)</b>	<b>+41.7%</b>	<b>-5.9%</b>
<b>Serious</b>	<i>Assault</i>	62 (4.7%)	-51.2%	-62.4%
	<i>Threat</i>	8 (0.6%)	-33.3%	-50%
	<i>Unnecessary Use of Authority</i>	20 (1.5%)	-50%	-65.5%
	<i>Fabrication of Evidence</i>	2 (0.1%)	-71.4%	-83.3%
<b>Sub-total</b>		<b>92 (7%)</b>	<b>-50.8%</b>	<b>-63.6%</b>

**Table 2 - Detailed breakdown and Progress of FOO-related RCs**

FOO-related RC		
<b>Minor</b>	<i>Neglect of Duty</i>	107 (17.3%)
	<i>Misconduct/Impoliteness</i>	186 (30.1%)
	<i>Impoliteness</i>	42 (6.8%)
	<i>Rudeness</i>	11 (1.8%)
	<i>Offensive Language</i>	11 (1.8%)
	<i>Police Procedures</i>	1 (0.2%)
<b>Sub-total</b>		<b>358 (58%)</b>
<b>Serious</b>	<i>Assault</i>	115 (18.6%)
	<i>Threat</i>	11 (1.8%)
	<i>Unnecessary Use of Authority</i>	132 (21.3%)
	<i>Fabrication of Evidence</i>	2 (0.3%)
<b>Sub-total</b>		<b>260 (42%)</b>
<b>Total</b>		<b>618</b>
<b>Submitted to IPCC</b>	<b>Sub-total</b>	<b>550 (89%)</b>
<b>Yet to be submitted to IPCC</b>	<i>Suspended under 'Sub-Judice'</i>	40 (6.5%)
	<i>Investigation Ongoing</i>	20 (3.2%)
	<i>Report being Compiled</i>	8 (1.3%)
	<b>Sub-total</b>	<b>68 (11%)</b>

