

**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 1540 hours on Tuesday, 21 March 2023**

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 Wilson KWONG Wing-tsun
Dr Daniel CHAN Ching-yan, MH
Mr CHAN Chak-ming
Dr Anissa CHAN WONG Lai-kuen, SBS, MH, JP
Mr Roland WONG Ka-yeung
Ms Jane Curzon LO, BBS, JP
Mrs Helen YU LAI Ching-ping, SBS
Miss Mabel CHAN Mei-bo
Ms Cindi HUI Ming-ming
Prof LIN Feng
Mr Ivan SZE Wing-hang, BBS, 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 Joe CHAN Hin-kwan, SSP CAPO
Mr Simon CHAN Wai-ming, SSP SD CAPO
Mr Swalikh MOHAMMED, SSP DPSB
Ms Vicky CHAN Sze-ting, SP HQ CAPO
Mr Tony LAM Wing-chung, SP DT&S IS

Secretariat

Mr Daniel MUI Tat-ming, SG
Ms Regina LAU Ngai-kit, DSG (OPS)
Ms Patricia WOO Wan-shan, DSG (MGT)

**Absent with
apologies**

Mr LEE Man-bun, MH, JP
Mr Randy YU Hon-kwan, MH, JP
Dr Desmond NGUYEN Gia-hung

Opening Address

The Chairman welcomed all to the meeting. She also took the opportunity to welcome five newly appointed IPCC Members Mr CHAN Chak-ming, Ms Cindi HUI, Prof LIN Feng, Dr Desmond NGUYEN and Mr Ivan SZE.

I. Confirmation of Minutes of the Meeting held on 29 December 2022 (Open Part)

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

II. Presentation on ‘Digital Policing’

3. SSP DPSB started his presentation by introducing the four strategic objectives of digital policing, namely (i) digital public engagement; (ii) re-engineering of work process; (iii) digital investigation; and (iv) nurturing of digital workforce, then he cited ‘*Smart Rescue Solutions*’ comprising technologies such as ‘*Advanced Mobile Location (AML)*’¹ and the developing ‘*HKSOS Application*’², and ‘*Self-service Kiosk*’ as the examples to illustrate the Police’s unremitting commitment in augmenting its digital capabilities to enhance its service quality in order to meet public expectations.

4. After the presentation, Hon Jimmy NG enquired if members of the public were required to activate any function on their mobile phones for AML to be used during emergency situations. SSP DPSB explained that callers’ location would be automatically identified when dialling the local emergency hotline (i.e. 999).

5. Miss Mabel CHAN expressed her concerns over the privacy issues if the ‘*Smart Rescue Solutions*’ could track the device owners’ locations at any time. SSP DPSB assured the meeting that the relevant regulations would be closely observed to ensure that the personal information obtained would only be used for life-saving and rescue purposes with no abuse.

6. DMS appreciated the feedback from the IPCC Members on the ‘*HKSOS Application*’. While still in the process of development, it was

¹AML is an emergency location-based service available on smartphones that, when a caller dials 999, sends the best available geolocation of the caller to the rescue departments, expediting emergency response.

²HKSOS Application is being developed for download by members of public, which would allow the device owners to record their hiking route planning and to trigger a ‘SOS’ request when needed.

introduced to the meeting as an example of the Police's recent breakthroughs in various smart solutions.

7. Noting the recent development, Mr Clement CHAN wondered if the Police would also relax the guidelines governing the frontline officers' use of privately owned mobile devices to facilitate their integration into digital policing. SSP DPSB responded by introducing the Police's stringent information security policy. DMS supplemented that the Police had already commenced an '*One-Officer-One-Device*' initiative since 2020, now all frontline officers were equipped with a smart device for discharging their official duties.

8. Dr Daniel CHAN would like to clarify whether the 'SOS' emergency request under the '*HKSOS Application*' could be activated by anyone other than the device's owner; and whether AML technology could detect the locations of all 999 callers. SSP DPSB explained that '*HKSOS Application*' would allow an emergency contact person registered by the device owner to trigger a 'SOS' request, and further stressed that AML could play a crucial role in emergency situations.

9. Hon Ronick CHAN highlighted the Government's initiative to adopt a one-stop personalised digital services platform to facilitate the public. He went on to enquire whether the Police's '*Self-service Kiosk*' could provide a documentary proof for reporting the loss of identity cards; and whether the Immigration Department (ImmD) would be automatically informed of the loss reports made. SSP DPSB responded that a documentary proof would be available, yet the application for replacement of identity cards would have to be made to ImmD separately as there was currently no interface between the two systems.

10. DMS supplemented that the Police had always been committed to enhancing the quality of policing services to the public by using digital technologies. The Police would also strive to align with the Government's policy in facilitating the full adoption of 'iAM Smart' to achieve the common goal of one-stop electronic services in the near future.

11. Ms Jane LO and Dr Daniel CHAN raised concerns over the mobile network coverage and the use of the emergency numbers 999 or 112 (as a global emergency call service). SSP DPSB explained that an emergency call, whether 112 or 999, would be connected through any available mobile network regardless of which network service the hiker had subscribed to. Further details would be provided to the IPCC Secretariat after the meeting.

[Post-meeting note: Relevant information on 112 emergency call service was provided to IPCC on 2023-03-28]

12. Mr CHAN Chak-ming commented that drones and artificial intelligence were widely used for digital policing overseas. He enquired whether they were being used in the Police likewise. SSP DPSB, echoed by DMS, reiterated that the said technological tools would be employed in rescue operations when necessary.

III. Matters for Information

(a) CAPO's Monthly Statistics

13. SSP CAPO reported that in 2022, 1,287 RCs were registered, representing a decrease of 129 cases (-9.1%) when compared with 1,416 cases in the same period of 2021. There were 104 cases (8%) of serious nature and 1,183 cases (92%) of minor nature, representing that the majority of RCs were minor complaints.

14. SSP CAPO continued that 280 RCs were received in the first two months of 2023, representing an increase of 102 cases (+57%) when compared with 178 cases in the same period of 2022 and an increase of 99 cases (+55%) when compared with 181 cases in the same period of 2021. A great majority (94%), i.e. 262 cases, were of minor nature. An upward trend was observed upon the relaxation of the local social distancing measures. The gradual resumption of social activities resulted in more frequent contact between the Police and the public. Breakdown of RC figures was detailed at Annex-Table 1.

15. Hon Frankie YICK enquired whether a comparison could be drawn between the yearly statistics in 2022 and those before the epidemic (i.e. in 2018 and 2019 respectively). SSP CAPO replied that relevant statistics would be provided after the meeting.

[Post-meeting note: Relevant statistics from 2016 to 2023 were provided to IPCC on 2023-03-28]

16. SG enquired whether an upsurge was observed in any particular types of complaints which would require immediate attention. In response, SSP CAPO reiterated that the complaints received were mainly due to increasing face-

to-face interaction between the Police and the public and were mainly of minor nature.

17. The Chairman agreed that it was understandable to see a recent increase in overall complaints figures, which could be mainly attributable to the adjustment of social distancing measures.

(b) 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. There being no other business, the meeting concluded at 1640 hours.

(Vicky CHAN)
Joint Secretary
Complaints and Internal
Investigations Branch

(Patricia WOO)
Joint Secretary
Independent Police
Complaints Council

Table 1 - Detailed Breakdown and Comparison of RC figures

Year (Jan – Feb)		2023	2023vs2022	2023vs2021
RC (Total)		280	+57 %	+55%
Minor	Neglect of Duty	148 (53%)	+47%	+40%
	Misconduct/Impoliteness	107 (38%)	+65%	+62%
	Offensive Language	7 (3%)	+75%	+600%
Sub-total		262 (94%)	+54%	+51%
Serious	Assault	12 (4%)	+140%	+200%
	Threat	0 (0%)	-	-100%
	Unnecessary Use of Authority	6 (2%)	+500%	+100%
	Fabrication of Evidence	0 (0%)	-100%	-
Sub-total		18 (6%)	+125%	+125%