

Press Release

IPCC visited the Ngau Tau Kok Police Station The New Generation Report Room enables the Police to enhance service quality and reduce complaints

(HONG KONG – 6 December 2021) Today, Chairman of the Independent Police Complaints Council (IPCC), Ms Priscilla WONG Pui-sze led a delegation comprising nine Council Members namely Mr Barry CHIN Chi-yung, Mr Clement CHAN Kam-wing, Mr Alex CHU Wing-yiu, Miss Sylvia LEE Hiu-wah, Mr Johnny YU Wah-yung, Mr Roland WONG Ka-yeung, Mrs Helen YU LAI Ching-ping, Dr Daniel CHAN Ching-yan and Miss Mabel CHAN Mei-bo as well as Secretary-General Mr Daniel MUI and Secretariat representatives, to visit the New Generation Report Room of Ngau Tau Kok Police Station. The IPCC delegation was accompanied by Ms Rebecca LAM Hiu-tong, Director of Management Services of Hong Kong Police Force, Ms Anna TSANG Yim-sheung, Assistant Commissioner of Police (Service Quality), Ms Monica AU YEUNG Mun-ye, Chief Superintendent of Police (Complaints & Internal Investigations Branch) and representatives of the Complaints Against Police Office (CAPO).

During the visit, the Police introduced to the IPCC delegation a series of enhanced facilities in the New Generation Report Room including semi-enclosed reporting booths, electronic queuing system for public enquiries and other Police services, as well as the newly installed self-service kiosk. This kiosk offers an additional and convenient platform for the public to make reports of lost property and helps alleviate manpower pressure of the report rooms during peak hours.

IPCC Members also looked at the detention facilities and learnt more about the e-alert system and CCTV system which help ensure the security of detention cells. The Police demonstrated to IPCC Members the operation of the “e-Smart Check”. Rolled out in the second quarter of 2021, the “e-Smart Check” aims to streamline manual procedures in executing daily routines and supervisory checks through digitalisation, whilst enhancing the capability of self-inspection and effective supervision of frontline commanders.

IPCC Chairman Ms Priscilla WONG said after the visit, “The IPCC appreciates that the Police have been striving to enhance its service quality at all levels. In

addition to providing training to frontline officers on strengthening their communication skills with the public, the Police have also made good use of new technology, putting in place a number of digital facilities and systems at various police stations. The Council hopes that these newly installed facilities will strengthen the overall operational efficiency of the Police and help effectively reduce complaints.”

The Chairman added: “The two-tier police complaints system ensures that complaint cases are handled fairly and impartially. Other than vetting complaint cases, the IPCC has also analysed the causes and trends in complaint cases from a macro perspective and has made 180 improvement recommendations to the Police over the past 12 years, thereby contributing to the enhancement of service quality of the Force.”

With Photos:





Ms Priscilla WONG Pui-sze (IPCC Chairman) and Members visited the New Generation Report Room of Ngau Tau Kok Police Station accompanied by Ms Rebecca LAM Hiu-tong (Director of Management Services of Hong Kong Police Force) and representatives of the Police.

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