

5.1 監警會深明提高公眾對我們的認識和讓公眾更明白監警會工作的重要性，在本報告期內，就這方面積極進行了多項工作。

### 公眾意見調查

5.2 法定前的警監會委託了一間獨立研究公司進行一項公眾意見調查，旨在了解市民對當時警監會的認識、看法和期望。調查於2009年3月法定監警會成立前進行，成功以隨機抽樣方式電話訪問了超過1,000人。超過70%的受訪者認為警監會有助改善投訴警察制度，亦分別有60.0%和52.9%的受訪者認為警監會是獨立和公平。這次調查亦有訪問受訪者對法定監警會的期望，提高透明度是其中一項他們主要提及的事宜。

5.3 有見及調查結果，監警會努力從不同渠道加強與公眾、傳媒和其他持份者的聯繫。本報告第二章記錄了法定監警會於2009年6月1日成立時的相關宣傳活動，本章則闡述我們在本報告期內進行的其他宣傳和交流活動。

### 與公眾和傳媒聯繫

5.4 大眾傳媒是監警會宣傳和與公眾溝通的主要平台，能有效地向公眾傳遞我們的訊息。監警會透過舉行公開會議、傳媒簡布會和發放新聞稿，讓市民了解監警會的工作和新動向。

5.1 IPCC is fully aware of the importance of enhancing public awareness and understanding of its work and has undertaken a number of initiatives during this reporting period.

### Public Opinion Survey

5.2 IPCC commissioned an independent research company to conduct a public opinion survey with a view to gauging public knowledge, perception and expectation on IPCC. The survey was conducted in March 2009 before incorporation. Over 1,000 random telephone interviews were successfully completed. Over 70% respondents viewed that IPCC was helpful in improving police complaints system, 60.0% and 52.9% of respondents viewed that IPCC was independent and fair in the discharge of duties. In this pre-statutory survey, respondents were asked what enhancements they would expect of IPCC after incorporation. Transparency was one of the main aspects highlighted.

5.3 In the light of the survey findings, IPCC devoted much more efforts to engaging the public, the media and other stakeholders through various channels. While Chapter 2 records the publicity activities in connection with the establishment of statutory IPCC on and around 1 June 2009, this Chapter elaborates other publicity and communication initiatives taken throughout this reporting period.

### Engaging the Public & the Media

5.4 With a view to effectively delivering our message to the public, the mass media serves as a key platform for publicising IPCC and communicating with the public. IPCC held open meetings, media briefings and issued press releases to keep the public abreast of its work and new initiatives.

## 傳媒訪問

## Media Interviews

2009

5月30日  
May 30

主席與傳媒會面，談及《監警會條例》於2009年6月1日生效及法定監警會投入運作。

The Chairman met with the media and spoke on the commencement of IPCCO and the coming into operation of statutory IPCC starting from 1 June 2009.

2009

7月9日  
Jul 9

法定監警會在首次內務會議後舉行傳媒簡布會。主席在委員陪同下，公布了在法定監警會成立前進行的公眾意見調查結果。調查旨在了解公眾對我們的認識、看法和期望。

A media briefing was organised after the first statutory IPCC In-house meeting. The Chairman, accompanied by Members, released the results of the public opinion survey conducted by IPCC regarding public knowledge, perception and expectation on IPCC.



2009

9月12日  
Sep 12

主席出席香港電台時事節目《星期六問責》，介紹法定監警會的工作和面對的挑戰。

The Chairman attended RTHK current affairs radio program introducing the work of statutory IPCC and the challenges facing IPCC.



### 新聞稿

5.5 我們在本報告期內共發放了八份新聞稿，內容包括監警會就突發事故和投訴個案的回應，以及分析個別的投訴個案，以收公眾教育之效。

### 公開會議

5.6 我們在本報告期內與投訴警察課共舉行了六次聯席會議，會議部分環節開放予公眾旁聽。我們在公開會議上討論一些特別的投訴個案和重要的政策議題，以提高透明度和公眾對我們的認識。

### Press Releases

5.5 A total of eight press releases were issued during this reporting period. The contents included IPCC's response to current incidents or complaint cases and making public interesting complaint cases for public education purpose.

### Open Meetings

5.6 A total of six Joint IPCC/CAPO meetings were held during this reporting period and part of each meeting was open to the public. In the open part of the meetings, interesting complaint cases and important policy issues were discussed with a view to enhancing transparency and public understanding of our work.

2009

1月23日  
Jan 23

討論一宗揭露警方疏忽調查和檢控的投訴個案。

A complaint case revealing police negligence in investigation and laying charges was discussed.

2009

3月23日  
Mar 23

討論一宗有關警務人員未有及時舉報交通違例事故的投訴個案。

A complaint case regarding police officer's delay in reporting a traffic offence was discussed.

2009

5月21日  
May 21

法定前的警監會在審核一宗投訴個案時發現，警方最初拒絕向投訴人披露一項並非由投訴人提出，但經調查後證明屬實的指控。委員會關注警方是否有向投訴人披露適當資料。

IPCC expressed concern on police disclosure of appropriate information to complainants. The issue stemmed from a complaint case which the Police first refused to inform the complainant of the results of an allegation that was not raised by the complainant but found substantiated.

## 2009

9月4日  
Sep 4

警方2009年7月在觀塘繞道進行反非法賽車行動時，涉嫌徵用市民的車輛用以設置路障，引起監警會關注警方現行設置路障的做法和規例是否恰當及有否充分考慮公眾安全。警察交通總部的代表應邀向監警會介紹警方打擊非法賽車的行動和程序，以及就觀塘繞道事故的跟進工作。

IPCC expressed its concern whether the existing police practices and regulations regarding the setting up of roadblock were appropriate having regard to the safety of the public. This issue attracted public attention subsequent to a police operation to stop illegal racing cars in Kwun Tong in July 2009 where vehicles from members of the public were allegedly commandeered to form roadblocks. Representatives from Police Traffic Headquarters were invited to introduce to IPCC the operations and procedures against illegal car racing and the follow-up actions in relation to the incident.

監警會關注投訴警察課如何界定投訴人不是因警務人員的不當行為而「受直接影響」，繼而把該等投訴歸類為不受監警會監察的須知會投訴。監警會提出了數宗被投訴警察課歸類為須知會投訴，但監警會認為應歸類為須匯報投訴的個案，跟投訴警察課討論和要求澄清。

IPCC raised its concern with CAPO on their interpretation of when complainants should be regarded as being not "directly affected" by the police misconduct and their complaints were classified as NCs which would not be monitored by IPCC. A number of cases which CAPO categorised as NCs but IPCC considered them RCs were identified for discussion and clarification with CAPO.

## 2009

12月15日  
Dec 15

監警會與警方討論有關處理大型公眾活動（例如遊行和示威）的指引和在行動中如何避免投訴。

IPCC discussed with the Force the guidelines relating to the handling of public order events, such as rallies and demonstrations, and how to avoid complaints during such operations.

## 2010

3月4日  
Mar 4

監警會關注警署內的閉路電視系統缺乏維修保養和警方因延誤檢取導致最後無法取得閉路電視錄影記錄的事故。投訴警察課告之監警會警方提升有關係統的計劃和時間表。

IPCC conveyed its concern over repeated unavailability of CCTV recordings in police stations due to delayed seizure of CCTV tapes and lack of proper maintenance of the CCTV system. CAPO advised IPCC the Police's enhancement plan in this respect and the implementation timeline.





## 與警方交流

5.7 本報告期內，監警會除了到訪警隊的不同部隊和單位，亦加強了與前線警務人員的直接交流，希望能進一步了解他們執行職務時遇到的困難和他們對投訴制度的意見。這些交流活動有助委員審核調查報告和提出改善警隊服務的建議。

## Engaging the Police

5.7 During this reporting period, apart from visiting different Police units and formations, much effort was made to facilitate interchange with frontline officers with a view to better understanding the difficulties they might encounter in the exercise of police power and their views on the complaints system. Initiatives in this aspect helped Members in considering investigation reports and formulate recommendations to improve police service.

2009

3月18日  
Mar 18



01 委員參觀投訴警察  
報案中心。  
Members visit  
Complaints  
Against Police  
Reporting Centre.

02 警方向委員簡介警  
隊的紀律程序。  
Briefing on Force  
disciplinary  
process.



主席和委員參觀投訴警察課總部和分區辦事處。在這次活動中，警隊人事紀律科人員向委員簡介警隊的紀律程序和向警務人員採取紀律行動的考慮因素。

The Chairman and Members visited CAPO Headquarters and Regional Office. On that occasion, they were briefed by Force Discipline Section on the Force disciplinary process and criteria for administering disciplinary action against police officers.

2009

5月27日  
May 27

委員到訪旺角警區，並觀察了警方在區內進行的反罪案行動。警方向委員簡介警方反罪案行動的策略和前線人員在執行職務時遇到的困難。

Members visited Mong Kok District and observed the Force's anti-vice operation. They were briefed on the Force's strategies against vice activities and the difficulties being faced by frontline officers whilst carrying out their duties.



2009

9月16日  
Sep 16

委員徐福樂醫生(左二)和張達明先生(左一)到警察學院向200多名學警介紹監警會的工作和分享預防投訴的建議。

Members Dr Michael TSUI (2nd from left) and Mr Eric CHEUNG (1st from left) delivered a talk to over 200 new recruits at the Police College. The speakers introduced to the new recruits the role of IPCC and shared their views on complaints prevention.



2009

11月2日  
Nov 2



01

主席和委員出席座談會，與新界南總區的前線警務人員會面。參與座談會的警員至高級督察級人員，分享了他們對投訴制度的意見、工作時與市民接觸的體驗和遇到的困難。在座談會舉行前，委員亦參觀了葵涌分區的羈留設施和新界南總區總部的室內槍械訓練中心。



02

01 監警會與新界南總區的前線警務人員會面。  
IPCC meets with frontline officers of New Territories South Region.

02 委員參觀葵涌分區的羈留設施。  
Members visit detention facilities at Kwai Chung Division.

to the interactive forum, Members visited the detention facilities at Kwai Chung Division and the Indoor Weapons Training Complex at the New Territories South Regional Headquarters.

2009

11月17日  
Nov 17



委員徐福樂醫生、阮陳淑怡博士和張達明先生出席警察管理發展課程的研討會。阮博士和張先生談及警權的運用、行使警權時需要格外謹慎處理的事項，以及分享預防投訴的建議。講者發言後是公開討論環節，徐醫生亦參與其中。是次研討會有200多名督察級或以上的警務人員參與。

Members Dr Michael TSUI, Dr Helena YUEN and Mr Eric CHEUNG participated in the Management Development Programme Seminar. Dr YUEN and Mr CHEUNG spoke on the use of police power and matters that the Police should handle with extra sensitivity in the exercise of police power and gave advice on complaints prevention, where Dr TSUI joined the open forum session following the talk. The Seminar was attended by over 200 Force members at inspector rank or above.

2010

3月5日  
Mar 5



主席和委員到訪港島總區。中區警區的管理層向委員簡介警方處理大型公眾活動的手法，以及當面對一些傾向不理會警方勸諭和表現敵對的示威人士時的困難。委員隨後在座談會上與50多名來自中區、衝鋒隊和港島警察機動部隊的警務人員會面，進一步了解他們在處理大型公眾活動時，如何在尊重表達意見的權利、維持公眾秩序和盡量減低對公眾帶來不便三方面取得平衡。



01 警方向委員簡介處理大型公眾活動的手法。  
Briefing on policing public order events.

02 監警會與港島總區的前線警務人員會面。  
IPCC meets with frontline officers of Hong Kong Island Region.

Members met with over 50 officers from Central District, Emergency Unit, and Police Tactical Unit Hong Kong Island at an open forum to get a better idea of how they could strike a balance among respecting the right of expression, maintaining public order and minimising inconvenience to the public whilst handling such events.



2010

3月26日  
Mar 26

委員林志傑醫生（左五）出席由警方的研究預防投訴警察委員會舉辦的「預防投訴達人創作比賽」，並擔任其中一位評判。舉辦這項比賽之目的是向警隊成員宣揚預防投訴的訊息。

Member Dr Lawrence LAM (5th from left) attended "Police's Got Talent" competition launched by Police's Complaints Prevention Committee as one of the adjudicators. This competition aimed at promoting the message of complaints prevention among Force members.



## 與其他團體會面

5.8 本報告期內，監警會分別與以下的團體會面：

## Liaison with Other Organisations

5.8 During this reporting period, IPCC met with the following groups:

2009

3月30日  
Mar 30



澳門保安部隊及保安部門紀律監察委員會到訪法定前的警監會。主席向代表團簡介委員會的組成和工作，以及《監警會條例》的內容及其意義。

The Macao Security Forces Disciplinary Committee visited IPCC. The Chairman briefed the delegation on the structure and work of IPCC, the commencement of IPCCO and its significance to IPCC.



2009

12月15日  
Dec 15

主席和七名委員與四個關注性工作者團體（紫藤、姐姐仔會、青鳥和午夜藍）的15名代表會面。他們表達了對警方濫權的關注，以及對現行投訴警察制度和監警會觀察員計劃的意見。監警會察悉他們的觀點並會跟進。

IPCC arranged a meeting with four sex workers' concern groups, namely Zi Teng, JJJ Association, Action for Reach Out, and Midnight Blue. The Chairman and seven Members attended. Fifteen representatives from the groups expressed concern on abuse of police power and their views on the police complaints system, including the operation of the Observers Scheme. Their views were noted and IPCC would follow up on the matters raised.

## 其他宣傳途徑

### 網頁

- 5.9 監警會網頁（[www.ipcc.gov.hk](http://www.ipcc.gov.hk)）是全天候提供有關監警會最新消息和重要資訊的資料庫。監警會的刊物、新聞稿和會議記錄均上載到網頁供市民瀏覽。
- 5.10 我們於2009年6月全面更新了網頁後，市民瀏覽的次數不斷增加。

### 刊物

- 5.11 各區警署的報案室均備有監警會小冊子和觀察員計劃單張，供市民取閱。市民亦可到監警會位於灣仔的辦事處或民政事務總署各區共20所諮詢服務中心索取有關刊物。
- 5.12 監警會每年發表年度報告向公眾介紹監警會的工作。
- 5.13 所有監警會的刊物均上載到監警會網頁，方便更多市民閱覽。

## Other Publicity Initiatives

### Website

- 5.9 The IPCC website ([www.ipcc.gov.hk](http://www.ipcc.gov.hk)) serves as an all-day archive providing news and important information in connection with IPCC. Publications, press releases and minutes of meetings are also available on-line for public access.
- 5.10 We have seen a rising trend in the click rate of our website, especially after it was revamped in June 2009.

### Publications

- 5.11 IPCC booklets and leaflets on Observers Scheme are available throughout the year at Police Report Rooms in different regions. The publications can also be collected at the IPCC Office in Wan Chai and the 20 Public Enquiry Service Centers of Home Affairs Department.
- 5.12 IPCC releases its annual report each year to introduce to the public the work of IPCC.
- 5.13 All the publications are uploaded onto IPCC website for greater and easy public access.