

# 監警會 通訊

# IPCC NEWSLETTER



## 與交通相關的投訴個案和服務質素改善建議 Traffic-related Complaint Cases and Service Quality Improvement Initiatives



獨立監察警方處理投訴委員會  
Independent Police Complaints Council

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## 與交通相關的投訴個案和服務質素改善建議

### Traffic-related Complaint Cases and Service Quality Improvement Initiatives



監警會就交通事故調查和執法方面向警方提出一系列服務質素改善建議。[照片來源(封面及本頁)：星島日報]

*The IPCC has recommended a series of Service Quality Improvement Initiatives to the police regarding traffic accident investigations and traffic enforcement. [Photo Credit (cover and this page): Sing Tao Daily]*

### 「服務質素改善建議」機制

兩層架構投訴機制除了化解投訴人的不滿外，機制的最終目標是獨立監察警方處理投訴委員會(監警會)和警方能夠透過研究投訴個案找出警隊可以改善之處，促使警隊從中汲取經驗，不斷提升服務質素，而這正是整個投訴機制的精髓所在。唯有不斷改進、持續提升服務水準，方可持續鞏固及加強市民對警隊的信心。

會方根據《監警會條例》第8條1(c)，透過嚴謹的審核程序，分析投訴趨勢與數據，找出可以改善警隊服務的地方，適時提出有效減少投訴且切實可行的改善建議，並透過「服務質素改善建議」機制，以及與投訴警察課在季度聯席會議進行討論，檢視警方落實改善建議的進度 and 效果。

### “Service Quality Improvement Initiative” (SQII) Mechanism

Apart from resolving complainants' grievances, the ultimate goal of the two-tier police complaints system is to identify areas of improvement while examining complaint cases, so as to facilitate the police in learning from experiences and continuously enhancing their service quality. This is the essence of the entire complaints system. Only by making continuous improvements in service quality could public confidence in the police be persistently reinforced.

The Independent Police Complaints Council (IPCC) identifies areas of improvements in police services through stringent case examinations and analysis of complaint trends and data, and makes timely and practical recommendations to the police in accordance with section 8(1)(c) of the IPCC Ordinance to effectively reduce complaints. Moreover, the IPCC reviews the progress of police's implementation of these recommendations and their effectiveness through the SQII mechanism and discussion at quarterly Joint Meetings with the Complaints Against Police Office (CAPO).

### 引言

作為獨立監察機構，監警會一直致力提升警隊服務質素、減少投訴，13年來累積提出超過200項「服務質素改善建議」（改善建議），並獲得警方的積極回應和跟進。這些改善建議不少與民生息息相關，本期《監警會通訊》聚焦的交通主題便是其中之一。

香港是全球路面交通最繁忙的城市之一。根據路政署2021年9月份的數據，本港有逾815,000部車輛在道路上行駛，加上本港路況複雜，導致交通問題頻生，警方亦因而加強交通相關的執法行動。

參閱香港警務處的資料，警方在2021年的整體交通執法數字高達380萬宗，當中包括拘捕、發出傳票及定額罰款通知書等等。執法期間，前線警務人員不時要與市民溝通接觸，若市民不瞭解警方的工作程序，或其中一方稍欠耐性，便有機會產生磨擦，因而衍生投訴。以2021/22年度為例，監警會通過373宗與交通相關的投訴個案（即佔全年通過的1,705宗投訴個案約22%），合共涉及529項指控（即佔全年通過的2,747項指控約20%）。

過去四年，每年與交通相關的投訴個案均佔整體投訴數字近20%。期間，會方合共提出13項針對交通的服務質素改善建議，佔建議總數的15%。本期《監警會通訊》特別以交通為題，並從不同類型的交通投訴指控中，選取三個範疇作分享，包括警務人員（一）未有公平或適當處理輕微交通事故、（二）未有及時處理違例泊車/交通阻塞情況，以及（三）未有適時處理《交通意外傷亡援助計劃》申請表格。

下文除了闡述這三個範疇的常見指控，亦會介紹監警會所提出的改善建議及其成效，讓公眾全面了解「服務質素改善建議」機制的目標、運作和成果。

### 範疇一：輕微交通事故的處理

在香港，若交通事故只涉及車輛或財物輕微損毀而無人傷亡，即「不涉及傷亡的交通意外」（以下簡稱「輕微交通事故」），涉事司機可協商和解。

### Introduction

As an independent oversight body, the IPCC aims at enhancing service quality of the police and reducing complaints. Over the past 13 years, the IPCC has put forward over 200 SQlls, which the police have actively responded to and followed up on. Many of these recommendations were closely related to the daily lives of members of the public. This issue of *IPCC Newsletter* will focus on one of the major areas of recommended improvements – traffic.

Hong Kong roads have one of the world's highest vehicle densities. According to data released by the Highways Department in September 2021, there were over 815,000 vehicles on the roads across the territory. The complex road conditions often lead to traffic incidents, and the police have enhanced traffic enforcement to combat this issue.

According to information published by the Hong Kong Police Force, the overall number of traffic enforcement actions in 2021 reached 3.8 million, including arrests, summonses and fixed penalty tickets. While taking enforcement actions, frontline police officers often need to communicate with members of the public. If members of the public do not understand police procedures, or either party starts to lose patience, conflicts may arise and thereby leading to complaints. For example, in 2021/22, the IPCC endorsed 373 traffic-related complaint cases (accounting for approximately 22% of the 1,705 complaint cases endorsed in the year), involving 529 allegations (accounting for approximately 20% of the 2,747 allegations endorsed in the year).

Over the past four years, the number of traffic-related complaint cases in each year accounted for nearly 20% of the overall complaint cases. Meanwhile, the IPCC put forward a total of 13 recommendations on traffic matters, which accounted for 15% of the total number of recommendations made during the same period. While this issue of *IPCC Newsletter* focuses on traffic theme, we will share three particular areas of concern among various types of traffic-related complaints: police officers' failures to (1) handle minor traffic accidents fairly or properly; (2) handle illegal parking / traffic obstruction in a timely manner; and (3) handle application forms for the "Traffic Accident Victims Assistance Scheme" in a timely manner.

In addition, to illustrate the common allegations of these three areas of concern, this cover story will also introduce the recommendations put forward by the IPCC and their effectiveness, so that members of the public can have a thorough understanding of the goals, operation and achievements of the SQll mechanism.

### Category 1: The handling of minor traffic accidents

In Hong Kong, if a traffic accident involves only minor damage to the vehicles or property without causing personal injury – that is, "Traffic Accident Damage Only" (hereafter referred to as "minor traffic accidents"), the drivers involved may opt for private settlement. It is

# 封面故事

## Cover story



(照片來源: 星島日報)  
(Photo Credit: Sing Tao Daily)

除非有需要尋求警方協助或追究其中一方的刑事責任，此類事故無須向警方報告。如有警務人員到場處理交通事故，警務人員會在其記事冊內記錄處理事件的細節，包括涉事司機是否同意自行和解。以往，警方的《交通程序手冊》並未規定警務人員需邀請同意自行和解的司機在記事冊內簽署確認，因此有機會衍生針對處理事件警務人員的投訴。

### 常見指控

涉事司機可能於事後投訴警務人員處理不公，或投訴警務人員遊說他們和解。如果相關警務人員沒有邀請同意自行和解的司機在記事冊內簽署確認，事後便無法得知涉事司機曾否同意自行和解，出現各執一詞的情況，無法斷定警務人員曾否處理不公或遊說司機和解，而不就事故作出調查。

### 監警會的改善建議

警方《交通程序手冊》已清楚說明警務人員不應介入涉事司機的和解協商，亦規定警務人員在其記事冊內記錄處理事件的細節。不過，當中卻未有規定警務人員必須邀請涉事司機在記事冊內簽署作實。因此，監警會建議警方進一步修訂《交通程序手冊》，訂明若涉事司機同意自行和解，

not necessary to report such incidents to the police unless there is a need to seek their assistance, or either party wishes to pursue criminal actions. If police officers have been summoned to attend the scene and handle the traffic accident, they will record details of the incident in their police notebooks, including whether or not both parties agree to settle the matter themselves. In the past, the Traffic Procedures Manual (TPM) did not require police officers to invite the parties to sign in the police notebooks to confirm their agreement to private settlement. As a result, this may lead to complaints against the officers handling the accident.

### Common allegations

The drivers involved in the accident might subsequently complain that the police officers had handled the matter unfairly, or that the police officers had lobbied them to settle the matter privately. If the police officers did not invite the drivers to sign in the police notebooks to confirm their agreement to private settlement, it would be unable to ascertain whether or not the drivers did reach a settlement themselves, thereby leading to conflicting accounts of whether or not the police officers had handled the matter unfairly or lobbied the drivers to settle the matter privately rather than investigating into the accident.

### IPCC's recommendation

The TPM clearly stipulated that police officers should not interfere in drivers' private settlements. It also required police officers to record details of the incidents in their police notebooks. However, it did not require police officers to invite the drivers concerned to sign in the police notebooks for confirmation of any agreed settlement. Therefore, the IPCC recommended that the police further revise the TPM, and stipulate that if the drivers involved in accidents agree to private settlement, police

便須邀請司機在記事冊內簽署確認。若涉事司機同意自行和解但不願簽署，警務人員亦須在其記事冊內記錄他們同意自行和解，但不簽署確認的原因。若日後出現紛爭或投訴，警務人員の記事冊紀錄便有助了解當時的情況。

### 建議成效

在未有上述改善建議前，以2018/19年度為例，共有66項指控與「輕微交通事故」相關，例如投訴警務人員處理不公、遊說涉事司機和解、未有調查清楚事件、未有檢控有過失的司機等。當中涉及警務人員未有公平或適當處理「輕微交通事故」的指控共有八項。而在推出改善建議後，這類指控在2021/22年度下降至兩項，減幅達75%。監警會將繼續跟進改善建議的成效。

### 範疇二：違例泊車/ 交通阻塞

香港地少人多，繁忙時間人車爭路是香港街景特色，亦是矛盾所在。鬧市商店食肆林立，在狹窄的道路上除了有公共交通工具停靠上落，更經常有不守規則的駕駛者為求方便隨意停泊，引致交通更加擠塞，磨擦爭執時有發生。

據統計，警方僅在2021年就違例泊車事項便發出超過330萬張 Pol 525 定額罰款通知書。交通阻塞的報案數字亦持續高企，以2020年為例，警方合共接獲超過45萬宗交通阻塞的報案。

多年來，警方就違例泊車和交通阻塞執法均遇到不少投訴。

### 常見指控

- (一) 指控前線警務人員未有即時對違泊車輛採取行動。
- (二) 警務人員在票控行動時與有關司機發生爭吵。
- (三) 指控999控制台人員在收到違泊投訴後，未有立即調配前線警務人員處理。

officers should invite them to sign in the police notebooks for confirmation. If the drivers agree to private settlement but refuse to sign in the police notebooks, the police officers should record their agreement as well as their reasons for not signing in the police notebooks. Should there be any dispute or complaint in future, records in the police notebooks will be useful for understanding the circumstances at the material time.

### Effectiveness of the recommendation

Prior to the implementation of the aforementioned recommendation, there were 66 counts of allegations related to “minor traffic accidents” in 2018/19. For instance, there were allegations against police officers for handling the incidents unfairly, lobbying the drivers concerned to settle privately, failing to investigate the incidents thoroughly, and failing to prosecute the drivers at fault, etc. In particular, there were eight counts of allegations concerning police officers’ failure to handle “minor traffic accidents” fairly or properly. After implementing this recommendation, these allegations decreased by 75% to two counts in 2021/22. The IPCC will continue to follow up regarding the effectiveness of this recommendation.

### Category 2: Illegal parking / traffic obstruction

Hong Kong is densely populated, with very limited road space. The roads are always crowded with vehicles and pedestrians, and traffic jams are a daily annoyance. In the downtown area, the narrow streets are lined with an array of shops and restaurants. While the streets are packed with public transport picking up and setting down passengers, there are also unruly drivers parking at their will for convenience, which leads to more traffic congestion and disputes from time to time.

Statistics showed that the police issued over 3.3 million fixed penalty tickets (Pol 525) against illegal parking in 2021. Reports of traffic obstruction have also remained at a high level. In 2020, the police received over 450,000 reports of traffic obstruction.

Over the years, there have been quite a number of complaints arising from enforcement actions against illegal parking and traffic obstruction.

### Common allegations

- (1) Allegation against frontline police officers for not taking immediate action against illegal parking.
- (2) Allegation against police officers for conflicting with drivers while issuing summons.
- (3) Allegation against officers at the 999 Consoles for not immediately deploying frontline police officers to handle reports of illegal parking.

# 封面故事

## Cover story



(照片來源:南華早報)

(Photo Credit: South China Morning Post)

### 監警會的改善建議

因應上述情況，監警會向警方提出兩項改善建議：

- (一) 就前線警務人員處理違泊車輛方面，監警會建議警隊採取更有效的措施處理違泊個案，減少誤會或爭拗。使用「電子定額罰款通知書先導計劃」（電子告票）取代人手填寫告票便是警方其中一項改善措施，利用科技取證，即時拍照及發出告票，減少人為錯誤及不必要的誤會或爭拗。
- (二) 監警會亦建議警方優化999控制台及報案室人員處理有關違例泊車舉報的程序。就此，警方積極制定標準文稿，當警務人員收到來電後，可按文稿清晰地向市民講解其違泊報案已妥善記錄，並已通知相關警區交通隊跟進，以釋除市民認為警務人員未有即時對違泊車輛採取行動的疑慮。

### 建議成效

在未推出上述改善建議前，於2018/19年度，有關前線警務人員未有對違泊車輛採取行動的指控共有19項；而在推出改善建議後，相關指控在2021/22年度大幅下降近70%至六項。至於有關999控制台及報案室人員未有處理違泊車輛舉報的指控，則由2018/19年度的六項，減至2021/22年度的四項。

### IPCC's recommendations

In view of the aforementioned situations, the IPCC put forward two recommendations to the police:

- (1) Regarding frontline officers' handling of illegal parking, the IPCC recommended that the police implement more effective measures to handle illegal parking, so as to minimise misunderstandings or conflicts. One of the improvement measures adopted by the police was the replacement of handwritten tickets with the "e-Ticketing Pilot Scheme" (e-Ticketing). E-ticketing digitalises the processes of taking photos for evidential purposes and issuing tickets, thereby reducing human error and minimising unnecessary misunderstanding or conflicts.
- (2) The IPCC recommended that the police enhance their procedures for handling illegal parking reports by 999 Consoles and Report Room officers. The police actively responded by preparing a set of standard replies. When police officers receive reports from members of the public, they can reply accordingly, and clearly explain to members of the public that their illegal parking reports have been properly recorded and passed to the traffic enforcement teams of the respective police districts for follow-up, thus allaying public concerns over police officers not taking immediate action against illegal parking.

### Effectiveness of the recommendations

Prior to the implementation of the aforementioned recommendations, there were 19 allegations concerning frontline police officers not taking action against illegal parking in 2018/19. After these recommendations were implemented, the number of allegations significantly decreased by around 70% to six counts in 2021/22. As for allegations concerning 999 Consoles and Report Room officers not handling illegal parking reports, the number of allegations decreased from six counts in 2018/19 to four counts in 2021/22.

監警會亦留意到，電子告票有助提升整體執法準確度及透明度，從而減少爭拗及投訴。警方在2021年6月的聯席會議上，向監警會匯報自電子告票推出後，爭議告票的比率較之前(傳統手寫告票)減少近一半。以2018年為例，全年共有6,885張爭議手寫告票，佔所有手寫告票的0.34%；而自電子告票推出後，2020年僅有1,928張爭議電子告票，佔所有電子告票的0.18%。

在監警會通過的投訴個案之中，至今未有發現電子告票內容不準確或不合理發出的情況。相反，前線人員利用電子告票取證可有助投訴警察課調查因票控而衍生的投訴。監警會將繼續跟進相關改善建議的成效。

### 範疇三：交通意外傷亡援助計劃

2021年，香港共有17,831宗交通意外，傷亡總人數多達21,751人。在這類「交通意外有人受傷案件」中，傷者可向社會福利署(社署)申請《交通意外傷亡援助計劃》(計劃)，獲得及時的經濟援助，以解燃眉之急。過往不少交通意外傷者均是職業司機及家庭經濟支柱，因傷未能工作，影響收入來源，因此儘早發放援助金予傷者尤為重要。

根據社署指引，計劃表格內的交通意外詳情須由警方提供並確認，其中包括肇事司機的車輛保險資料。因此，填妥的計劃表格一般會經由調查交通意外的警務人員提交予社署。

#### 常見指控

就上述計劃，最常見的指控是交通意外傷者指控警務人員未有及時向社署提交計劃表格，引致申請延誤。過去有警務人員表示因肇事司機遲交車輛保險資料，導致警務人員未能及時填妥計劃表格，無法按照《交通程序手冊》的時限向社署提交表格，令申請造成延誤。

#### 監警會的改善建議

監警會留意到，如涉及交通意外的司機遲交車輛保險資料，會令警務人員未能在規定的時限內向社署提交表格。這有機會導致傷者及其家

The IPCC also noted that e-Ticketing helped improve the overall accuracy and transparency of enforcement, thereby reducing conflicts and complaints. During the Joint Meeting in June 2021, the police reported to the IPCC that since the launch of e-Ticketing, the rate of disputed tickets had fallen by nearly half compared to the rate of disputes over handwritten tickets in previous years. In 2018, for instance, there were 6,885 disputed handwritten tickets, accounting for 0.34% of all handwritten tickets. Since the launch of e-Ticketing, there were only 1,928 disputed e-Tickets in 2020, accounting for 0.18% of all e-Tickets.

Among the complaint cases endorsed by the IPCC, no inaccurate content or unreasonable issuance of e-Tickets was found so far. The use of e-Ticketing will assist CAPO with investigation of complaint cases arising from issuing summonses. The IPCC will continue to follow up regarding the effectiveness of relevant recommendations.

### Category 3: Traffic Accident Victims Assistance Scheme

In 2021, there were 17,831 traffic accidents resulting in 21,751 casualties. In “Traffic Accident with Person Injured” (TAPI) cases, victims may apply for timely financial aid to meet their pressing needs through the “Traffic Accident Victims Assistance Scheme” (TAVAS) administered by the Social Welfare Department (SWD). In the past, many of the traffic accident victims were occupational drivers and sole breadwinners for their families. As a result of their injuries, they were unable to work and their source of income was affected. Therefore, it is crucial for the injured persons to receive assistance as soon as practicable.

According to guidelines issued by SWD, details of the traffic accidents must be completed and confirmed by the police, including the insurance information of the drivers concerned. Therefore, the completed application forms are usually submitted to SWD by the investigating police officers.

#### Common allegation

The most common allegation concerning TAVAS was that the victims alleged the police officers had failed to submit the application forms to SWD in a timely manner, thereby delaying the application process. In the past, police officers reflected that they could not complete the application forms on time and submit them to SWD within the prescribed time frame in accordance with TPM because the drivers concerned delayed in providing their vehicle insurance information, which in turn delayed the application process.

#### IPCC's recommendation

The IPCC noticed that when drivers involved in traffic accidents delayed in providing their vehicle insurance information, police officers might not be able to submit application forms to SWD within the prescribed time

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## Cover story



(照片來源：南華早報)  
(Photo Credit: South China Morning Post)

人未能及時獲發援助金，令家庭陷入經濟困境。因此，會方建議警察交通總部檢討《交通程序手冊》的有關條文並修訂指引，更清晰地界定警務人員在未有獲得全部保險資料的情況下，仍需於時限內(嚴重傷亡意外：兩天內；其他意外：七天內)向社署提交表格，讓社署儘早處理其申請，並容許警務人員日後補交資料。

### 建議成效

綜觀2018年至2021年，交通意外傷亡人數由19,637人增至21,751人，而計劃的申請數目亦由8,483宗增至10,371宗。儘管兩者均有攀升，但有關「交通意外有人受傷案件」的投訴指控卻不升反跌，而監警會在2021/22年度亦未有收到任何涉及遲交計劃表格的投訴。

社署在2020/21年度發放的援助金總額高達4億港元。上述改善建議不僅旨在優化警務程序，更重要的是，能夠讓傷者及其家屬適時取得經濟援助，紓緩因交通意外而造成的經濟壓力。

### 總結

在會方提出多項改善建議後，整體涉及交通的須匯報投訴指控數字呈下跌趨勢，由2018/19年度的566項(佔整體通過指控約23%)，下降

frame. Consequently, the injured persons and their family members might not be able to receive assistance timely, causing them struggles to make ends meet. Therefore, the IPCC recommended that the Traffic Branch Headquarters review relevant provisions in the TPM, and revise the guidelines to clearly stipulate that police officers shall submit the application forms to SWD within the prescribed time frame (two days for serious accidents involving casualties; seven days for other accidents) even if the insurance information is not fully obtained, so that SWD may process the applications as early as possible. Police officers are also allowed to provide supplementary information to SWD once available.

### Effectiveness of the recommendation

From 2018 to 2021, the number of traffic accident casualties increased from 19,637 to 21,751, whereas the number of TAVAS applications also increased from 8,483 to 10,371. Although both figures increased, the number of allegations related to TAPI cases did not increase accordingly. In 2021/22, the IPCC did not receive any complaints concerning late submission of TAVAS applications.

In 2020/21, SWD released a total of HK\$400 million of financial aid. The aforementioned recommendation not only aims to enhance police procedures but also, more importantly, to allow victims and their family members to obtain timely financial assistance, thereby minimising their financial hardship resulting from traffic accidents.

### Conclusion

Subsequent to the SQIs put forward by the IPCC, there was a decreasing trend in the overall number of allegations in traffic-related Reportable Complaints, from 566 counts in 2018/19 (accounting for about 23% of the total number of allegations endorsed) to 529 counts in



# 封面故事

## Cover story



(照片來源:星島日報)  
(Photo Credit: Sing Tao Daily)

至2021/22年度的529項(佔整體通過指控約19%)。這印證警方一直積極回應監警會提出的改善建議,而相關建議亦取得成效,進一步減少同類型的投訴個案再度發生。

除上文提及的三個範疇外,監警會亦密切注視最新科技發展對整體交通投訴趨勢的影響。舉例說,行車記錄儀的普及固然有助警方調查交通事故,但亦可能衍生出投訴個案。在2018/19至2021/22年度,與檢取行車記錄儀相關證據的指控共有21項,涉及19宗投訴個案,主要指控警務人員未有搜集或妥善處理有關行車記錄儀的證據。

就此,監警會在2020/21年度向警方建議,如車主或司機同意提供行車記錄儀,便須在警察記事冊簽署作實,以免日後出現爭拗。倘若拒絕,警務人員亦須記錄情況及拒絕原因。相信這項建議將有助減少涉及檢取行車記錄儀相關證據的投訴。

監警會提出的改善建議,涵蓋各方面的警務工作。這些改善建議有效協助警方提升服務質素,減少投訴,更有助提升公眾對兩層架構投訴制度的信心。監警會將繼續檢視其他改善建議的落實情況,並在日後適時向市民匯報改善建議取得的成效。

2021/22 (accounting for about 19% of the total number of allegations endorsed). This proves that the SQlls put forward by the IPCC have been actively addressed by the police, and have succeeded in further reducing the recurrence of similar complaints.

In addition to the aforementioned three categories, the IPCC will keep a keen eye on the impact of the latest technological developments on the overall trend in traffic-related complaints. For instance, while the popularisation of car cameras can assist the police with investigating traffic accidents, it may also result in complaint cases. From 2018/19 to 2021/22, there were 21 counts of allegations relating to seizure of car camera evidence from 19 complaint cases, mostly alleging that police officers had failed to collect or properly handle evidence from car cameras.

In this regard, the IPCC put forward recommendations to the police in 2020/21 to request car owners or drivers to sign in the police notebooks if they agree to provide their car cameras, to avoid possible conflicts in future. If drivers decline to provide their car cameras, police officers should make a record of the circumstances and the reasons for rejection in the police notebooks. The IPCC believes that this recommendation will reduce the number of complaints relating to seizure of car camera evidence.

The SQlls put forward by the IPCC cover various aspects of police work. These recommendations facilitate the police in enhancing service quality, effectively reduce complaints and, more importantly, reinforce public confidence in the two-tier complaints system. The IPCC will continue to review progress of implementation of other recommendations, and inform members of the public regarding the effectiveness of these recommendations in due course.

### 最近榮休的委員

#### Recently retired Members



主席王沛詩女士(左)致送紀念品予榮休委員錢志庸先生  
*Council Chairman Ms Priscilla Wong Pui-sze (left) presented a souvenir to retired Member Mr Barry Chin Chi-yung*



榮休委員藍德業資深大律師  
*Retired Member Mr Douglas Lam Tak-yip, SC*

上屆委員錢志庸先生和藍德業資深大律師分別於去年12月31日及今年5月31日完成在監警會的任期。

任期內，兩位前委員均曾擔任審核小組委員，而藍德業資深大律師亦曾出任法律事務委員會主席和委員。二人全力協助監警會履行其法定職能，秉持公平、公正、以證據為依歸的原則，審核每宗投訴個案的調查報告，並憑藉專業知識和豐富經驗，就各項會務提供寶貴意見。委員會衷心感謝二人多年來對會方堅定不移的支持和重大貢獻。

Former Members Mr Barry Chin Chi-yung and Mr Douglas Lam Tak-yip, SC, completed their terms of appointment with the IPCC on 31 December 2021 and 31 May 2022 respectively.

During their tenure with the IPCC, Mr Chin and Mr Lam served as sub-group members. Mr Lam also served on the Legal Committee as the Chairman and Member. They ardently assisted the Council in discharging its statutory functions and reviewing every complaint case investigation report in a fair, impartial and evidence-based manner. Drawing on their expertise and extensive experience, they also offered invaluable advice on various Council matters. The Council expressed its sincere gratitude for their unwavering support and significant contributions during their years with the IPCC.

### 上任感言

#### Thoughts on my appointment



梅達明秘書長  
*Mr Daniel Mui, Secretary-General*

我正式履任監警會秘書長至今半年多，很高興得到王沛詩主席、三位副主席及各位委員的信任和肯定，以及觀察員和秘書處同事的鼎力支持，讓我得以繼續推展監警會的各项工作。

#### 十年人事

我在2012年加入監警會。我覺得有效的投訴警察制度，其首要任務是化解投訴人的不滿，此為「治標」。監警會必須公平、公正、有效率地處理每宗投訴個案，還投訴人和被投訴人一個公道。但更重要的是，投訴機制必須從根源著手，找出引致投訴的原因，加以改善，從而減少投訴，此為「治本」。故此，監警會在審核投訴的過程中，會研究警隊可以改善的地方，適時提出改善建議，提升警隊服務質素。

#### 改善建議

監警會一直與時並進，積極向警方提出多項「服務質素改善建議」。過去13年，監警會提出了超過200項改善建議，涵蓋範疇廣泛，而且與市民日常生活息息相關，包括處理有特別需要人士、交通執法、提升警署設備、應用資訊及通訊科技、改善常規及程序等。此外，針對2019年暴動事件，會方在翌年發表的專題審視報告向警方作出了52項建議，涉及五大範疇，包括加強公眾訊息發放和檢討與傳媒關係、檢討武力使用指引、改善臨時羈留處的安排、優化警方行動部署和策略，以及加強警隊內部管理、協調和培訓。（詳情請參閱圖表一）

It has been over half a year since I officially assumed office as Secretary-General of the IPCC. It has been a privilege to receive the trust of and recognition from Council Chairman Ms Priscilla Wong Pui-sze, three Vice-Chairmen and Council Members, as well as the ardent support from Observers and all my fellow colleagues in the Secretariat. Their support has enabled me to keep making progress on various fronts at the IPCC.

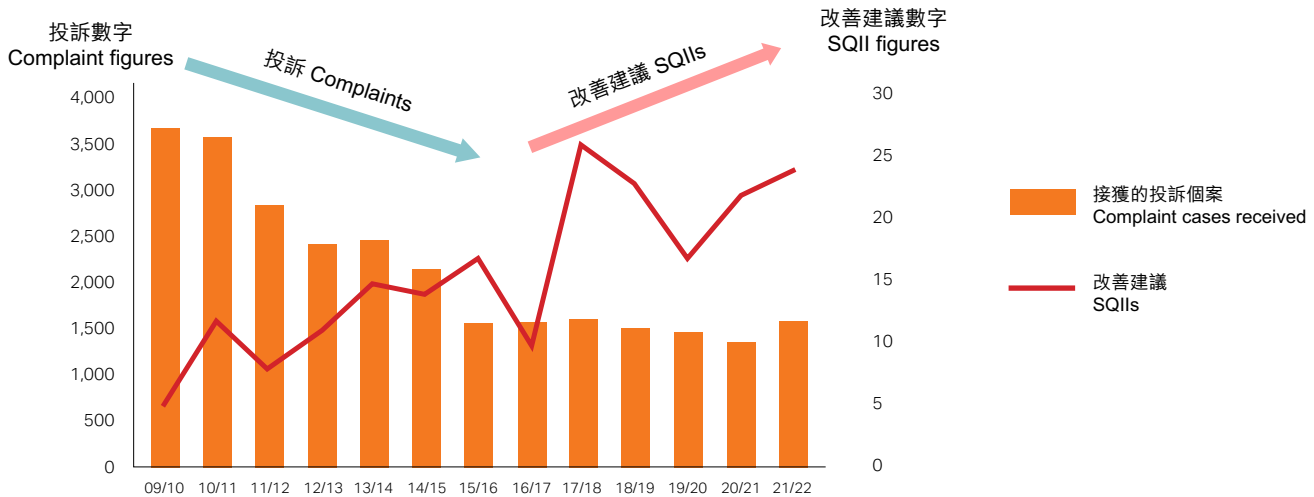
#### A decade of commitment

Since I joined the IPCC in 2012, I have always considered that the primary goal of an effective police complaints system is to resolve complainants' grievances. The IPCC must handle every complaint case in a fair, impartial, and effective manner to do justice to both complainants and complainees. Nevertheless, this could only attain palliative results. More importantly, our complaints system must always get to the root of the problem, find out the causes of the complaints, make improvements, and thereby reduce the number of complaints. This is our ultimate goal. Therefore, the IPCC identifies areas of improvement in the police's service during the vetting process, and makes recommendations in a timely manner to enhance service quality of the police.

#### Driving change

The IPCC actively puts forward "Service Quality Improvement Initiatives" (SQIIs) to the police. Over the past 13 years, the IPCC has made over 200 recommendations covering a wide range of areas closely linked to the daily lives of members of the public, including the handling of persons with special needs, traffic enforcement, the upgrade of police station facilities, the application of information and communication technology, and the enhancement of police's practices and procedures. In response to the social unrest in 2019, the IPCC published a Thematic Study Report in the following year, and put forward 52 recommendations to the police covering five areas, including enhancement of release of public information and review of media relations, review of guidelines on the use of force, improvement of arrangements for temporary holding areas, enhancement of police operational deployment and strategies, as well as the strengthening of police's internal management, coordination and training. (For details refers to Figure 1)

**圖表一 過去13年的投訴個案及改善建議數字**  
**Figure 1 Complaint and SQII figures in the past 13 years**



隨著監警會的建議數字遞增，警隊的服務質素不斷提升，市民的投訴數字亦呈下降趨勢，由2009/10年度接獲近四千宗投訴個案，下降至近年每年接獲一千多宗，當中，性質嚴重的指控亦持續下跌。以2021/22年度為例，性質嚴重的指控共有267項，佔指控總數不足10%，比監警會在2009年成為法定獨立機構的1,366項大幅減少八成。這個趨勢令我們對監警會未來的發展方向更加明確——確保投訴機制發揮效用，並持續提升警隊服務質素，定能鞏固市民、監警會和警隊三方之間的互信，以至各界對兩層架構投訴警察制度的信心。

Whilst the IPCC makes more recommendations, service quality of the police improves and the number of complaints received decreases – from nearly 4,000 cases in 2009/10 to around 1,000 cases annually in recent years. In particular, the number of serious allegations has declined. In 2021/22, there were 267 serious allegations, accounting for less than 10% of the total number of allegations, and representing a significant decrease of 80% in comparison with 1,366 counts in 2009 when the IPCC became an independent statutory body. This has reaffirmed our direction for future development – by ensuring effective operation of the complaints system and continuously enhancing service quality of the police, we can certainly reinforce mutual trust among members of the public, the IPCC and the police, as well as public confidence in the two-tier police complaints system.

### 善用資源

多年來，監警會一方面主動向警隊提出各項改善建議，另一方面亦不時檢視投訴機制本身的成效。其中，會方注意到近年投訴個案涉及的指控，大部分均為性質相對輕微的指控，例如「行為不當/ 態度欠佳/ 粗言穢語」和「疏忽職守」。(詳情請參閱圖表二)

### Resource optimisation

On the one hand, the IPCC has been proactively putting forward various recommendations to the police. On the other hand, we have been reviewing the effectiveness of the complaints system. It came to our attention that the majority of the complaints in recent years involved relatively minor allegations, such as “Misconduct / Improper Manner / Offensive Language” and “Neglect of Duty”. (For details refers to Figure 2)

**圖表二**  
**Figure 2**

年度 Year	指控總數 Total number of allegations	輕微指控 (佔指控總數的百分比) Minor allegations (Percentage of total number of allegations)
2017/18	2,872	2,495 (86.9%)
2018/19	2,466	2,171 (88.0%)
2019/20	2,209	1,913 (86.6%)
2020/21	2,311	1,979 (85.6%)
2021/22	2,747	2,476 (90.1%)

會方認為，將資源集中投放在需要深入調查的投訴個案，跟進「服務質素改善建議」的落實進度，並監察改善建議的成效，才是更符合公眾利益的做法。至於性質相對輕微的指控，則

The IPCC deems that it is in the public interest to focus resources on complaint cases that require thorough investigation, and on following up the progress of police’s implementation of SQIIs as well as monitoring the effectiveness of these recommendations. As for complaints involving relatively minor allegations, they can be handled

可視乎投訴人的意願及指控內容，靈活運用各種途徑加以處理。其中一個途徑是「透過簡便方式解決」，由總督察或以上職級的人員擔任調解人員，分別向投訴人和被投訴人了解事件，透過雙向、直接的溝通，排遣投訴人的不滿並解決問題。長遠而言，我們必須更靈活地調配資源，以較快速和便捷的方法處理性質相對輕微的個案，以便提升處理投訴的整體效率，更好地為市民服務。監警會將繼續致力審視不同的投訴處理方式，以確保資源用得其所，讓投訴機制更有效運作。

### 共建互信

除了恆常的審核工作外，監警會亦積極推展宣傳工作，透過多元化活動和平台，與不同的持份者互動交流。青少年是我們社會的未來、希望以及推動香港長遠發展的棟樑。因此，會方自2016/17年度透過「校園計劃」，積極向本地大專院校、中學和小學的師生介紹監警會的法定職能和角色，加強青少年對本港兩層架構投訴警察制度的認識。會方在來年將更著力透過講座、展覽、工作坊等不同形式，與青少年緊密接觸，主動聆聽年輕一代的聲音。我們也會繼續深入社區，與傳媒、地區組織，以及專業團體通力合作，宣傳監警會的最新發展。同時，會方將繼續透過各種渠道發放最新資訊，包括報章、電視、電台、《監警會通訊》，以及社交媒體，例如監警會YouTube頻道等，以加強公眾了解會方的工作。

會方留意到近年涉及「無法追查」的指控為數不少，平均每年有超過700項，佔指控總數超過三成，當中不少源於投訴人在作出投訴後拒絕提供所需資料或聯絡方法，以致無法繼續追查個案。故此，我們亦會加強向各界持份者闡釋投訴人的權與責，確保投訴制度得以有效發揮職能，並防止濫用情況出現。

展望未來，監警會雖然仍會面對各種挑戰，但我堅信在各委員和秘書處每位同事的努力下，秉持初心，砥礪奮進，團隊齊心協力迎接各項考驗，監警會的發展必定會開拓嶄新里程。

**梅達明秘書長**

in alternative ways, subject to the complainants' preferences and the nature of the allegations. One of these alternative ways is "Informal Resolution", with a police officer at the rank of Chief Inspector or above acting as Conciliating Officer and making enquiries into the matter with both complainant and complaine, with a view to resolving the matter and the complainant's grievances through two-way communications. In the long run, we must deploy resources more flexibly and handle relatively minor complaints more expeditiously, thereby enhancing the overall effectiveness of complaints handling to better serve our community. The IPCC will continue to review various methods of complaints handling to ensure optimal use of resources and effective operation of the police complaints system.

### Building mutual trust

Apart from examining complaint cases, the IPCC also strengthens its publicity initiatives to engage with different stakeholders through various activities and platforms. The younger generation are the hope and future pillars of the long term development of our society. To enhance the youth's understanding of the IPCC's statutory functions and the two-tier police complaints system, the IPCC has been reaching out to teachers and students from local tertiary institutions as well as secondary and primary schools through our School Programme since 2016/17. In the coming years, we will strengthen our engagement with young people by organising talks, exhibitions and workshops to listen to their views. We will also strengthen our ties with the community, and collaborate with the media, local community groups and professional bodies to promote the latest work of the IPCC. In addition, we will continue to disseminate the latest information through various channels, including newspapers, television, radio, *IPCC Newsletters*, and social media platform such as our official IPCC YouTube channel, so as to enhance public understanding of our work.

The IPCC notes that in recent years, quite a number of allegations have been classified as "Not Pursuable", with an average of 700 counts per year, accounting for over 30% of the total number of allegations. In most cases, the complainants refused to provide the necessary information or contact method after lodging complaints, and therefore their cases could not be pursued. We will make extra efforts in explaining to various stakeholders the rights and responsibilities of complainants, so as to ensure the effective operation of the complaints system and prevent the mechanism from being misused.

Though the future will remain challenging for the IPCC, with the firm commitment of our Council Members and my fellow colleagues in the Secretariat, I am confident that any challenges can be overcome. Together, we will surely achieve new milestones in the development of the IPCC.

**Mr Daniel Mui, Secretary-General**

### 2021年第四季至2022年第二季的活動

#### Activities from 4<sup>th</sup> quarter of 2021 to 2<sup>nd</sup> quarter of 2022

2021年9月7日  
至2022年6月  
15日  
7 SEP 2021 to  
15 JUN 2022

#### 監警會校園計劃

#### IPCC School Programme

隨著新學年開始，會方展開新一輪校園計劃，於去年九月至今年六月到訪多間中、小學，合共舉行了13場演講。活動中，秘書處代表透過個案分享和問答環節，向學生簡介監警會的工作和法定職能。雖然因應疫情發展，部分演講需以網上形式進行，但仍無阻參與師生的支持，反應熱烈。

A new round of school visits commenced in the new academic year. From September 2021 to June 2022, representatives of the IPCC Secretariat visited a number of primary and secondary schools. They delivered a total of 13 talks, introducing students to the work and statutory functions of the Council through case sharing and question-and-answer sessions. In view of the development of COVID-19 epidemic situation, some talks had to be conducted online, yet this arrangement did not seem to dampen the enthusiastic support from the attending teachers and students.



2021年10月7日  
至2022年1月  
5日  
7 OCT 2021 to  
5 JAN 2022

#### 到訪多區撲滅罪行委員會

#### Visits to various District Fight Crime Committees



監警會開展第二輪18區撲滅罪行委員會的訪問活動。梅達明秘書長出席黃大仙區、九龍城區及葵青區撲滅罪行委員會的會議，介紹了監警會的角色和法定職能，並與出席委員就投訴趨勢、虛假投訴、投訴人的權利及責任，以及會方向警隊提出的多項服務質素改善建議等議題交流意見。出席委員對會方為維持投訴制度公平公正所作出的努力表示讚賞。

The IPCC began its second round of engagement with District Fight Crime Committees of the 18 districts of Hong Kong. Mr Daniel Mui (Secretary-General) attended meetings of the Wong Tai Sin, Kowloon City and Kwai Tsing committees, and briefed the committee members on the role and statutory functions of the IPCC. He also exchanged views with the attending members on the trends in complaints, false complaints, complainants' rights and responsibilities, as well as various Service Quality Improvement Initiatives the IPCC proposed to the police. The committee members expressed their appreciation of the IPCC's efforts in maintaining a fair and impartial complaints system.

# 最新動態

## Recent activities

# 6

12月 DEC 2021

### 到訪牛頭角警署

#### Visit to Ngau Tau Kok Police Station

主席王沛詩女士與九名委員以及秘書處職員，在投訴警察課代表的陪同下，參觀牛頭角警署的新一代報案室。警方向監警會介紹了新一代報案室一系列經優化的設備，包括屏風分隔式櫃位、供公眾輪候查詢和其他警隊服務的電子系統，以及新添置的自助服務機。監警會委員亦視察了警署內的羈留設施，了解警示系統以及閉路電視監控系統的運作如何有助確保羈留室的安全。



Council Chairman Ms Priscilla Wong Pui-sze led a delegation comprising nine Council Members and Secretariat staff members to visit the New Generation Report Room of Ngau Tau Kok Police Station. Accompanied by representatives of CAPO, the IPCC delegation was introduced to 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. IPCC Members also visited the detention facilities, and learnt more about the operation of the e-alert system and CCTV system that help ensure the security of detention cells.

# 13

12月 DEC 2021

### 監警會與投訴警察課的 聯席會議

#### Joint IPCC and CAPO Open Meeting



在監警會與投訴警察課的聯席會議上，警方簡介了反詐騙協調中心的工作，並匯報就監警會專題審視報告作出的52項建議的落實進度。會後，王沛詩主席在宣傳及社區關係委員會主席陳錦榮先生和梅達明秘書長陪同下會見記者，發表監警會成為法定機構以來第12份工作報告，並匯報由大型公眾活動衍生的最新投訴統計數字，以及審核投訴警察課提交調查報告的進度。



During the Joint Meeting between the IPCC and CAPO, the police gave a presentation on the work of their Anti-Deception Coordination Centre, and provided a further update on progress with follow-up work on the 52 recommendations proposed by the IPCC in its Thematic Study Report. After the Joint Meeting, Council Chairman Ms Priscilla Wong Pui-sze, accompanied by Mr Clement Chan Kam-wing, Chairman of the Publicity and Community Relations Committee, and Mr Daniel Mui, Secretary-General, met the media to introduce the Council's 12th Report since becoming a statutory body. The IPCC representatives also reported the latest statistics on complaints arising from large-scale public order events, as well as the vetting progress of investigation reports submitted by CAPO.

# 最新動態

## Recent activities

26  
1月 JAN 2022

### 向明愛社區書院毅進文憑學生網上講課

#### Web lecture for students studying Diploma Yi Jin course at CICE

署理副秘書長(行動)劉雅潔女士透過視像會議平台，為明愛社區書院毅進文憑「警隊實務」課程學生講課。劉副秘書長透過分享投訴統計數字和真實個案，向學生深入淺出地講解監警會的角色及法定職能，並與師生就投訴人的權利與責任等議題交流意見。出席師生踴躍參與討論，亦對監警會新製作的電視劇集《監警最前線》表示讚賞。



Ms Regina Lau, Acting Deputy Secretary-General (Operations), gave an online lecture via video communication platform to students studying Diploma Yi Jin course “Police Force Practice” at Caritas Institute of Community Education (CICE). Through sharing the latest complaint statistics and real complaint cases, students were given an insight into the role and statutory functions of the IPCC. Ms Lau also exchanged views with the attending instructor and students on the rights and responsibilities of complainants. The attendees participated in the discussion enthusiastically and expressed their appreciation of the new TV drama *IPCC Frontline* produced by the Council.

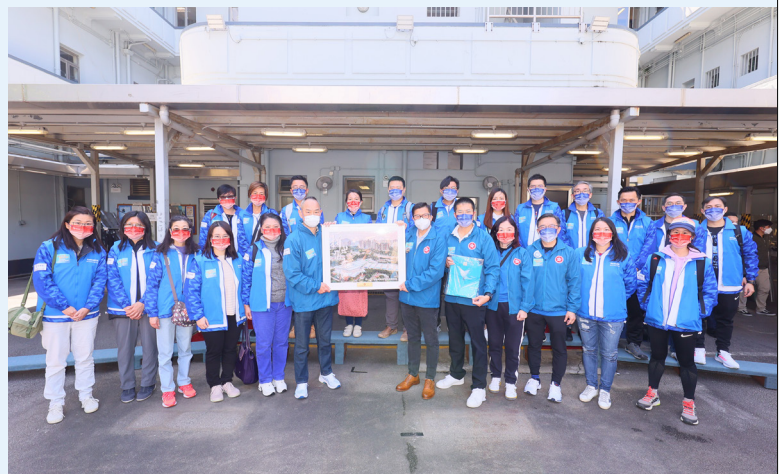
3

4月 APR 2022

### 監警會派發防疫服務包

#### IPCC delivered anti-epidemic service bags

監警會響應政府號召，全力支持本港抗疫工作。梅達明秘書長率領20名秘書處職員參與由保安局牽頭的抗疫行動，前往深水埗區派發防疫服務包，為協助社會儘快穩控疫情出一分力。秘書處職員除了派送物資外，亦向居民送上問候，並呼籲市民加強防疫意識，團結一致，讓香港早日走出疫情陰霾。



The IPCC responded to the Government’s call and rendered its ardent support to the anti-epidemic campaign across the territory. Mr Daniel Mui, Secretary-General, led 20 Secretariat staff members to participate in an anti-epidemic event initiated by the Security Bureau. During this event, the Secretariat staff delivered anti-epidemic service bags to residents of Sham Shui Po area in an effort to help control the epidemic situation. In addition to distributing supplies to the households, the Secretariat staff also sent well wishes to the residents, and encouraged them to enhance personal protection in a concerted bid to fight against COVID-19 and lead the city out of the epidemic as soon as possible.



# 11

5月 MAY 2022

### 2021年優質服務獎勵計劃 Service Quality Award Scheme 2021

運作及程序諮詢委員會主席朱永耀先生及委員黃至生教授應警方邀請，擔任由警隊服務監察部舉辦的「2021年優質服務獎勵計劃」的評審委員，並就各部門呈交的計劃進行評審。該計劃旨在鼓勵警務人員於自己的崗位出一分力提出建議，持續提升工作表現及成效，以改善警隊的專業水平及服務質素。

Chairman of Operations Advisory Committee Mr Alex Chu Wing-yiu and Member Prof Martin Wong Chi-sang were invited by the police force to join the Judging Panel for the Service Quality Award Scheme 2021, and took part in adjudicating projects submitted by different formations. Organised by the Service Quality Wing of the police, the Scheme aims at encouraging police officers to submit suggestions for further enhancing their performance and effectiveness, so as to improve the professionalism and service quality of the police.



# 26

5月 MAY 2022

### 與律政司「普通法訓練計劃」學員會面 Meeting with participants in the Department of Justice's Common Law Training Scheme

監警會接待來自律政司「普通法訓練計劃」的九名內地法律工作人員。法律事務委員會主席林定國資深大律師、監警會副主席兼法律事務委員會委員吳永嘉議員，以及梅達明秘書長向代表團介紹香港的兩層架構投訴警察制度、會方的法定職能和角色，以及會方透過服務質素改善建議機制，提升警隊服務質素的成果。代表團與會方就投訴制度交換意見，並分享他們的法律和執法經驗。



The IPCC received a delegation of nine Mainland legal officials who participated in the Common Law Training Scheme organised by the Department of Justice. Mr Paul Lam Ting-kwok (Chairman of Legal Committee), Hon Jimmy Ng Wing-ka (IPCC Vice Chairman and Member of Legal Committee), and Secretary-General Mr Daniel Mui introduced the two-tier police complaints system in Hong Kong, the statutory functions and role of the IPCC, and the Council's efforts in putting forward Service Quality Improvement Initiatives to enhance service quality of the police. The delegates exchanged views with the IPCC on the complaints handling system, and shared their experience in legal practice and law enforcement.

# 最新動態

## Recent activities

# 30

5月 MAY 2022

### 到訪警察機動部隊總部

#### Visit to Police Tactical Unit Headquarters



監警會主席王沛詩女士聯同11名委員和15名秘書處職員前往警察機動部隊(部隊)總部，跟進警方落實專題審視報告改善建議的情況。警方向監警會代表團講述部隊於五大範疇採取的跟進行動，包括(1)前線人員的防暴訓練；(2)處理騷亂的指揮和協調工作；(3)在騷亂中向公眾發放訊息；(4)催淚煙的效果；及(5)警方處理騷亂的指引。

警方向監警會展示了一系列低殺傷力武器，並指警方在使用相關武器時嚴格遵守海外製造商編撰的操作手冊，以及符合聯合國《執法人員使用武力和火器的基本原則》。目前，多個外國執法機關均有採用這些低殺傷力武器。自1997年回歸以來，部隊亦逐步轉用殺傷力較低的武器和彈藥，一方面盡量減少對騷亂人士造成的身體損傷，另一方面讓前線人員能夠有效處理不同的騷亂情況。警方亦在活動上介紹了最新購置的防彈「劍齒虎」裝甲車及小型人群管理特別用途車。

會方隨後觀看一系列以情境為本的實踐演習，從中了解前線警務人員在提升武力使用的認知後，如何運用不同程度的適當武力和防暴戰術，處理各種規模的騷亂活動。四名監警會委員更親身穿上全套防暴裝參與演習，體驗防暴小隊如何應對騷亂情況的嚴峻挑戰。這些經驗將有助委員進一步了解防暴人員可能遭受投訴的情況。

是次活動不僅讓委員了解警方如何在有需要時使用最低程度武力處理騷亂，以維持公共秩序，更有助會方公平地審核由騷亂衍生的投訴個案。

An IPCC delegation of 11 Council Members and 15 Secretariat staff members, led by Council Chairman Ms Priscilla Wong Pui-sze, visited the Police Tactical Unit (PTU) Headquarters. The visit was to follow up the police's implementation progress of recommendations made by the IPCC in its Thematic Study Report. The police briefed the delegation of follow up actions PTU had taken in five major areas, namely: (1) Riot training for frontline officers, (2) Command and coordination in tackling riots, (3) Dissemination of information to public in riots, (4) Effect of tear gas, and (5) Police guidelines on handling riots.

The police showed the delegation an array of less-lethal weapons, the use of which strictly complies with operation manuals written by the overseas manufacturers and conforms to UN Basic Principles on the Use of Force. These less-lethal weapons are currently used by overseas law enforcement agencies. Since the handover in 1997, PTU has progressively switched to weapons and ammunitions that are less lethal in order to minimise bodily harm to rioters, but at the same time allow frontline officers to effectively handle riot situations. The delegation also looked at the bullet-proof "Sabre-toothed tiger" armoured personnel carrier and the small size Specialised Crowd Management Vehicle that the police have newly acquired.

The IPCC delegation then watched a series of scenario-based practical training exercises, and observed how frontline police officers, with an enhanced knowledge of the use of force, applied different levels of appropriate force and anti-riot tactics to tackle riots of variable magnitude. Four IPCC Members took part in the drills in full internal security kits to experience how a riot platoon dealt with severe challenges in a riot. The experience would facilitate Members to have a better understanding of situations that might give rise to complaints against riot officers.

This visit gave Members an insight into how the police would deal with riots, using minimum force when necessary, to restore public order. It helped the Council to impartially examine complaint cases stemming from riots.

# 監警會委員和觀察員

## IPCC Members and Observers

### 再獲任命的監警會委員 Re-appointed IPCC Members:

- |                     |                                           |
|---------------------|-------------------------------------------|
| 1. 陳錦榮先生，MH，JP      | Mr Clement CHAN Kam-wing, MH, JP          |
| 2. 王家揚先生            | Mr Roland WONG Ka-yeung                   |
| 3. 鄭永銓先生            | Mr Wilson KWONG Wing-tsuen                |
| 4. 陳黃麗娟博士，SBS，MH，JP | Dr Anissa CHAN WONG Lai-kuen, SBS, MH, JP |

(任期由2022年6月1日至2024年5月31日 Appointment period from 1 June 2022 to 31 May 2024)

### 任期已屆滿的監警會委員 Retired IPCC Members:

- |             |                            |
|-------------|----------------------------|
| 1. 錢志庸先生    | Mr Barry CHIN Chi-yung     |
| 2. 藍德業資深大律師 | Mr Douglas LAM Tak-yip, SC |

(任期於2021年12月31日屆滿 Terms of appointment ended on 31 December 2021)

(任期於2022年5月31日屆滿 Terms of appointment ended on 31 May 2022)

### 新任命的監警會觀察員 Newly appointed IPCC Observers:

- |              |                              |
|--------------|------------------------------|
| 1. 蔡曜陽先生     | Mr Stephen CHUA Yiu-yeung    |
| 2. 何敬康先生     | Mr Adrian Pedro HO King-hong |
| 3. 林曉東先生     | Mr Charles LIN Xiao-dong     |
| 4. 廖玲玲女士     | Ms Samantha LIU Ling-ling    |
| 5. 廖添誠博士     | Dr Marcus LIU Tin-shing      |
| 6. 呂鈞堯先生，BBS | Mr Quincy LUI Kwan-yiu, BBS  |
| 7. 胡勁恒先生     | Mr WOO King-hang             |

(任期由2021年11月1日至2023年10月31日 Appointment period from 1 November 2021 to 31 October 2023)

- |           |                            |
|-----------|----------------------------|
| 8. 莊翠珊女士  | Ms Katrina CHONG Chui-shan |
| 9. 蔡永基先生  | Mr Ricky CHOY Wing-kay     |
| 10. 蔡佩珊女士 | Ms Linda CHUA Pui-shan     |
| 11. 許晶晶女士 | Ms HUI Ching-ching         |
| 12. 黃銘斌先生 | Mr David WONG Ming-bun     |

(任期由2022年4月1日至2024年3月31日 Appointment period from 1 April 2022 to 31 March 2024)

### 再獲任命的監警會觀察員 Re-appointed IPCC Observers:

- |                 |                                     |
|-----------------|-------------------------------------|
| 1. 陳香蓮女士，JP     | Ms Jenny CHAN Heung-lin, JP         |
| 2. 陳穎峯先生        | Mr CHAN Wing-fung                   |
| 3. 周嘉弘先生        | Mr Calvin CHAU                      |
| 4. 鄭木林先生，MH     | Mr Mathew CHENG Muk-lam, MH         |
| 5. 鄭承峰博士，MH，JP  | Dr Baldwin CHENG Shing-fung, MH, JP |
| 6. 莊冬瑩女士        | Ms Christina CHONG Dong-ying        |
| 7. 張詩培女士，MH     | Ms Joanne CHONG Sze-pui, MH         |
| 8. 周錦威博士，MH     | Dr CHOW Kam-wai, MH                 |
| 9. 范凱傑先生        | Mr Alex FAN Hoi-kit                 |
| 10. 方文傑先生       | Mr James Mathew FONG                |
| 11. 符美玉博士       | Dr Shirley FU                       |
| 12. 馮卓能先生，MH    | Mr Clement FUNG Cheuk-nang, MH      |
| 13. 何家祈先生       | Mr Alan HO Ka-ki                    |
| 14. 何庭康先生       | Mr HO Ting-hong                     |
| 15. 何子綱先生       | Mr James HO Tsz-kong                |
| 16. 葉雅文博士       | Dr Tiffany IP Nga-min               |
| 17. 林楚攢醫生       | Dr Otis LAM Cho-bun                 |
| 18. 林建康先生，MH，JP | Mr Matthew LAM Kin-hong, MH, JP     |
| 19. 劉駿楷先生       | Mr Terence LAU Chun-kai             |
| 20. 劉文東先生       | Mr Benjamin LAU Man-tung            |
| 21. 劉偉光先生       | Mr Billy LAU Wai-kwong              |
| 22. 李穎詩女士       | Ms Vivian LEE Ying-shih             |
| 23. 李嘉欣女士       | Ms LI Ka-yan                        |
| 24. 羅啟富先生       | Mr Vincent LO Kai-fu                |
| 25. 陸勁光先生，MH    | Mr LUK King-kwong, MH               |
| 26. 麥穎恩女士       | Ms Yanice MAK Wing-yan              |
| 27. 吳玲玲女士，JP    | Ms NG Ling-ling, JP                 |
| 28. 顏雋先生        | Mr Lucas NGAN Chun                  |

# 監警會委員和觀察員 IPCC Members and Observers

## 再獲任命的監警會觀察員 Re-appointed IPCC Observers:

29. 岑培琛先生	Mr Rex SHAM Pui-sum
30. 唐俊偉先生	Mr Hugh TONG Chun-wai
31. 曾紫蕾女士	Ms TSANG Tsz-lui
32. 王真妮女士	Ms Jacqueline WONG
33. 甄懋強先生	Mr YAN Mou-keung
34. 楊偉康博士	Dr YEUNG Wai-hong
35. 姚寶雅女士	Ms Christina YIU Po-nga
36. 袁達堂先生	Mr YUEN Tat-tong

(任期由2021年11月1日至2023年10月31日 Appointment period from 1 November 2021 to 31 October 2023)

37. 陳杏女士 · MH · JP	Ms CHAN Hang, MH, JP
38. 何偉權博士	Dr HO Wai-kuen
39. 許明明女士	Ms Cindi HUI Ming-ming
40. 關佐仲先生	Mr Spencer KWAN Chor-chung
41. 林振昇先生	Mr LAM Chun-sing
42. 林開利先生	Mr Laurie LAM Hoy-lee
43. 麥樂嫦女士	Ms Mabel MAK Lok-sheung
44. 彭穎生先生 · MH	Mr Victor PANG Wing-seng, MH
45. 蔡曉慧女士	Ms Sherry TSAI Hiu-wai
46. 蕭楚基先生 · BBS · MH · JP	Mr SIU Chor-kee, BBS, MH, JP
47. 蘇凱恩女士	Ms Crystal SO Hoi-yan
48. 胡潔瑩博士 · JP	Dr Kitty WU Kit-ying, JP
49. 楊燕芝女士	Ms Jennifer YEUNG Yin-chi
50. 葉振南先生 · BBS · MH · JP	Mr Stephen YIP Chun-nam, BBS, MH, JP

(任期由2022年4月1日至2024年3月31日 Appointment period from 1 April 2022 to 31 March 2024)

## 任期已屆滿的監警會觀察員 Retired IPCC Observers:

1. 孔泳淇女士	Ms HUNG Wing-ki
2. 金晉亭先生	Mr Hugh Alexander KAM Tsun-ting
3. 呂志豪先生	Mr LUI Chi-ho
4. 潘家銘先生	Mr Gavin POON Ka-ming
5. 潘國華先生 · JP	Mr PUN Kwok-wah, JP
6. 蔡靜瑜女士	Ms Rebecca TSAI Ching-yu
7. 任志浩教授	Prof Michael YAM Chi-ho

(任期於2021年10月31日屆滿 Terms of appointment ended on 31 October 2021)

8. 歐陽伯權先生 · JP	Mr Rex AUYEUNG Pak-kuen, JP
9. 葉安潤先生	Mr Aaron Raj CHANDRASAKARAN
10. 周耀明先生 · BBS · MH	Mr Alan CHOW Yiu-ming, BBS, MH
11. 李心悅女士	Ms LI Sum-yuet
12. 吳永嘉議員 · BBS · JP*	Hon Jimmy NG Wing-ka, BBS, JP*

(任期於2022年3月31日屆滿 Terms of appointment ended on 31 March 2022)

\*吳永嘉議員將繼續以副主席身分支持監警會的工作。

\*Hon Jimmy NG will continue to support IPCC's work in his capacity as Vice-Chairman.



### 投訴人的權與責

投訴人的積極配合對調查工作尤為重要。在運用投訴權利時，投訴人亦有義務和責任盡快提供真實、準確及全面的資料，以及有效的聯絡方法，讓兩層架構投訴警察制度得以有效發揮職能，確保投訴個案得到公平公正的處理，還投訴人及被投訴人一個公道。



### Complainants' rights and responsibilities

Complainants' cooperation is essential for complaint investigations. When exercising their right to lodge complaints, complainants are also obliged to provide correct, accurate and comprehensive information, as well as valid contact information, so that the two-tier police complaints system can effectively facilitate fair and impartial handling of complaint cases, and ensure justice for both complainants and complainees.