





傳訊工作
Communications 4

為增進公眾對監警會工作的了解，以及對兩層架構投訴警察制度的信心和信任，監警會透過面對面和網上活動形式，主動與社會不同界別的持份者聯繫，竭力履行《監警會條例》第8條(1)(e)的法定職能，加強公眾對監警會角色的認識。

在報告期內，因應新型冠狀病毒病疫情，監警會充分利用各種媒體，包括電視、電台、報章及社交媒體平台，以便在社交距離措施下，繼續宣傳會方工作並與不同持份者聯繫。同時，監警會透過網頁、通訊、YouTube頻道等恆常渠道發放最新資訊，與公眾保持緊密聯繫。

To enhance public understanding of the IPCC's work and reinforce public confidence and trust in the two-tier police complaints system — whilst also better discharging the IPCC's statutory function of promoting public awareness of its role under section 8(1)(e) of the IPCC Ordinance — the IPCC takes the initiative to engage with stakeholders from different segments of the community through a series of face-to-face and online activities.

In response to the situation regarding COVID-19 during the reporting period, the IPCC explored the use of media including television, radio, newspapers, and social media platforms, to carry out its publicity initiatives and engage with different stakeholders despite the social distancing measures. Meanwhile, the IPCC continued disseminating the latest information through its established platforms, including the website, newsletter, and YouTube channel, to maintain close ties with members of the public.

與持份者聯繫 Stakeholder Engagement

校園計劃 School Programme

為加強青少年對監警會以及兩層架構投訴警察制度的認知，會方自2016年11月展開校園計劃，積極接觸本地大專院校、中學和小學的師生。

在報告期內，監警會到訪九間中學和兩間專上院校，接觸超過2,500名師生，透過介紹會方的法定職能和角色、分享投訴統計數字和討論真實投訴個案，向師生深入淺出地講解監警會的工作、審核投訴調查報告的原則和程序，以及兩層架構投訴警察制度的運作。

雖然部分活動因配合政府的防疫工作而需改為網上進行，但參與師生仍然反應熱烈。他們對投訴指控性質、調查結果分類、觀察員計劃和服務質素改善建議機制尤感興趣。監警會代表亦帶領學生解構真實投訴個案，抽絲剝繭，從而培養學生的批判思考和分析能力。

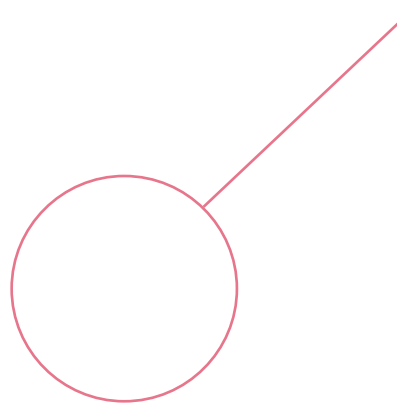
To enhance young people's understanding of the IPCC and the two-tier police complaints system, the Council has been reaching out to teachers and students from local tertiary institutions as well as secondary and primary schools through its School Programme since November 2016.

During the reporting period, the IPCC visited nine secondary schools and two post-secondary institutions, reaching out to over 2,500 teachers and students. Through introducing the statutory functions and role of the IPCC, sharing the latest complaint statistics and discussing real complaint cases, teachers and students were given an insight into the work of the IPCC, the principles of and procedures for vetting complaint investigation reports, and the operation of the two-tier police complaints system.

Although some meetings had been changed to online format, to align with the Government's anti-pandemic measures, all sessions were well received by the attendees. Teachers and students were particularly interested in learning more about the nature of allegations, classification of investigation results, the Observers Scheme, and the Service Quality Improvement Initiatives mechanism. The IPCC representatives also guided students through the process of examining real complaint cases, with the aim of fostering critical thinking and analytical skills.

校園計劃自推出以來獲學校師生積極參與，會方期望藉此計劃，讓年輕人明白到監警會獨立、公正、誠信的核心價值，以及投訴人的權利和責任。

The School Programme has seen active participation by teachers and students throughout the years. It is hoped that the School Programme will allow the younger generation to comprehend the core values of the IPCC – namely independence, impartiality and integrity, as well as the rights and responsibilities of complainants.



與警方交流 Engaging with the police

監警會的主要法定職能包括監察警方處理和調查有關警務人員的須匯報投訴，找出警隊工作常規或程序中可能引致投訴的不足之處，並向警方作出改善建議。因此，監警會有必要與警隊各部門和各階層的代表保持緊密溝通，了解前線警務人員執行職務所遇到的各種情況，以及警方在提升服務質素方面的計劃。

監警會除了不時與警方舉辦交流活動之外，在報告期內亦到訪警方多個單位實地視察，以密切跟進警方就監警會提出的各項服務質素改善建議，以及專題審視報告52項改善建議的落實進度。

監警會和警方在年內的交流活動如下：

The main statutory functions of the IPCC are to monitor the police's handling and investigation of Reportable Complaints against police officers, identify any deficiency in police practices or procedures that might lead to complaints, and make recommendations for improvements to the police. It is therefore essential for the IPCC to maintain close communication with representatives from different departments and levels of the police force, to gain a better understanding of various situations encountered by frontline police officers when performing their duties as well as the police's plans for enhancing service quality.

In addition to the regular engagement activities with the police, the IPCC conducted on-site visits to various police units during the reporting period to closely follow up regarding the police's progress with implementing the Service Quality Improvement Initiatives made by the IPCC, as well as the 52 recommendations in the IPCC's Thematic Study Report.

The engagement activities between the IPCC and the police during the year were as follows:

2021年6月17日 17 June 2021

主席王沛詩女士帶領14名委員及秘書處職員參觀港島總區指揮及控制中心，詳細了解999控制中心經優化後的措施和人手安排，如何協助警隊全面應對各類緊急情況。

Council Chairman Ms Priscilla Wong Pui-sze led a delegation comprising 14 Council Members and Secretariat staff members to visit the Regional Command and Control Centre (Hong Kong Island Regional Headquarters). The IPCC delegation observed the enhanced measures and manpower deployment of the 999 Console to understand how such improvements can fully prepare the police for handling a variety of emergency situations.



2021年12月6日 6 December 2021

主席王沛詩女士率領九名委員及秘書處職員參觀牛頭角警署的新一代報案室，視察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的羈留設施，了解警示系統和閉路電視監控系統的運作如何有助確保羈留室的安全。

An IPCC delegation comprising nine Council Members and Secretariat staff members, led by Council Chairman Ms Priscilla Wong Pui-sze, visited the New Generation Report Room of Ngau Tau Kok Police Station to observe several enhanced facilities, including semi-enclosed reporting booths, an electronic queuing system for public enquiries and other police services, as well as the newly installed self-service kiosk. The IPCC delegation also visited the detention facilities, and learnt more about the e-alert system and CCTV system that help ensure the security of detention cells.



與其他團體會面

Liaison with other organisations

2021年6月3日
3 June 2021

監警會接待來自律政司「普通法訓練計劃」的十名內地法律工作人員。會方向代表團介紹香港的兩層架構投訴警察制度、監警會的法定職能和角色，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。代表團亦與會方就投訴制度交換意見，並分享他們在法律事務和執法方面的經驗。

The IPCC received a delegation of 10 mainland China legal officials who participated in the Common Law Training Scheme organised by the Department of Justice. During the meeting, IPCC representatives 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 the service quality of the police. The delegates exchanged views with the IPCC on their complaints handling system, and shared their experience in legal practice and law enforcement.



2021年6月9日
9 June 2021

監警會接待來自香港青年聯會「青年領袖培訓系列 — 政治及公共行政」培訓課程的代表團。會方向代表團介紹香港的兩層架構投訴警察制度，以及監警會的法定職能和監察程序。雙方亦討論如何加強在社區宣傳教育，以及持份者聯繫方面的合作。

The IPCC received a delegation from the Youth Leadership Training Programme organised by the Hong Kong United Youth Association (HKUYA). During the meeting, the IPCC gave a presentation on the two-tier police complaints system in Hong Kong, and the statutory functions and monitoring procedures of the IPCC. The participants also discussed how to strengthen cooperation between the IPCC and the HKUYA in community education and stakeholder engagement.



2021年10月7日、2021年12月8日及2022年1月5日 7 October and 8 December 2021, and 5 January 2022

秘書長梅達明先生先後出席黃大仙區、九龍城區和葵青區撲滅罪行委員會的會議，介紹監警會的法定職能和角色，並與出席委員就投訴趨勢、投訴人的權利及責任等議題交流意見。

Secretary-General Mr Daniel Mui attended Fight Crime Committee meetings of Wong Tai Sin District, Kowloon City District and Kwai Tsing District, to introduce the statutory functions and role of the IPCC. He also exchanged views with the attending members on the trends in complaints, as well as complainants' rights and responsibilities.



監警會觀察員工作坊 IPCC Observers Workshop

監警會在2021年4月27日舉辦「監警會觀察員工作坊2021」，促進與內部持份者的溝通和聯繫。近50名觀察員參與活動，並分享了他們觀察投訴警察課就須匯報投訴進行的會面及證據收集工作的經驗。時任主席梁定邦博士、12名委員、秘書處職員和警方代表亦有出席工作坊。

To facilitate communication and engagement amongst internal stakeholders, the “IPCC Observers Workshop 2021” (Workshop) was held on 27 April 2021. Around 50 Observers participated in the event, and shared their experience in observing interviews and collection of evidence in connection with CAPO’s investigation of Reportable Complaints. The Workshop was also attended by Dr Anthony Francis Neoh (the then Council Chairman), 12 Council Members, Secretariat staff members and police representatives.



公開會議 Open meetings

在報告期內，監警會於2021年6月22日、9月28日和12月13日與投訴警察課合共舉行三次聯席會議。投訴警察課在會議上匯報最新投訴數字。公開會議亦討論了公眾關注的投訴事項，以及有關改善警隊服務質素等的重要議題，範疇包括電子定額罰款通知書、流動攝錄隊、「行必易」、汽車檢驗與道路安全的執法情況，以及有關騙案的統計數字和反詐騙協調中心的工作。

During the reporting period, the IPCC held three joint meetings with CAPO – on 22 June, 28 September and 13 December 2021. CAPO reported the latest complaint figures at the meetings. Complaint matters of public concern and key issues related to enhancement of the police's service quality were also discussed in the meetings' open sessions. Topics discussed included electronic ticketing, mobile video teams, the *Beat App* mobile app, law enforcement related to vehicle examinations and road safety, as well as statistics on scams and the work of the Anti-Deception Coordination Centre.



傳媒聯繫

Engaging with the media

在報告期內，監警會一共舉行三次新聞發布會，向傳媒及公眾闡述警方就監警會專題審視報告52項改善建議的落實進度，分享會方最新的工作，並回應傳媒提問。

During the reporting period, the IPCC held three press conferences. Apart from updating the media and the public regarding progress by the police with implementing the 52 recommendations in the IPCC's Thematic Study Report, the Council also shared its latest work and addressed media enquiries.

2021年6月22日 22 June 2021

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的陪同下主持傳媒簡布會，分享上任感受。陳錦榮先生向傳媒介紹會方第二十八期通訊，以及電視劇集《監警最前線》的製作情況。梅達明先生則闡述由大型公眾活動衍生的最新投訴統計數字。

Council Chairman Ms Priscilla Wong Pui-sze hosted a media briefing together with Mr Clement Chan Kam-wing (Chairman of the Publicity and Community Relations Committee) and Mr Daniel Mui (Secretary-General). During the event, Ms Wong shared her thoughts on her appointment. Mr Chan introduced the media to the 28th issue of *IPCC Newsletter* as well as the production of the TV drama series *IPCC Frontline*, while Mr Mui shared the latest statistics on complaints arising from large-scale public order events.



2021年9月28日 28 September 2021

王沛詩主席在陳錦榮先生和梅達明先生陪同下會見傳媒，闡述投訴調查報告的最新審核進度，以及會方在審核工作中的各項觀察。

Council Chairman Ms Priscilla Wong Pui-sze, accompanied by Mr Clement Chan Kam-wing and Mr Daniel Mui, met with the media to provide an update regarding progress with vetting complaint investigation reports, and observations made by the Council while examining these reports.



2021年12月13日 13 December 2021

王沛詩主席在陳錦榮先生和梅達明先生的陪同下發表《監警會 2020/21 工作報告》，並即場回應傳媒提問。

During the press conference, Council Chairman Ms Priscilla Wong Pui-sze, accompanied by Mr Clement Chan Kam-wing and Mr Daniel Mui, released the *IPCC Report 2020/21* and responded to media enquiries.



電視劇集《監警最前線》 TV drama series *IPCC Frontline*



為積極履行《監警會條例》第8條(1)(e)的法定職能，加強公眾對監警會角色的認識，會方製作了一套四集的電視劇《監警最前線》，讓觀眾輕鬆了解監警會的工作。《監警最前線》故事內容根據真實投訴個案改編，會方特別挑選與市民日常生活息息相關的題材，例如涉及交通執法和截停搜查，向公眾展示兩層架構投訴警察制度的運作，以及監警會委員、觀察員及秘書處審核團隊工作的點滴。

To proactively discharge its statutory function of promoting public awareness of the role of the IPCC under section 8(1)(e) of the IPCC Ordinance, the Council produced a four-episode TV drama series, *IPCC Frontline*, which offered the audience a glimpse of the IPCC's work. Adapted from real complaint cases, *IPCC Frontline* illustrated the operation of the two-tier police complaints system and work of IPCC Members, Observers and the Secretariat's vetting teams, by covering topics pertinent to the public's daily life, such as traffic enforcement and police powers to stop and search.

《監警最前線》於2021年10月至11月在多個平台播映，以迎合不同年齡層人士的觀看習慣。觀眾除了可以在本港電視台及監警會YouTube頻道觀看劇集外，亦可透過電子平台重溫完整劇集，並在網上傳媒的新聞網站和手機應用程式觀賞製作特輯及每集精華片段。

在每集劇集播出前，監警會亦安排在報章刊登專欄文章，預告劇集的精彩內容。專欄文章附設有獎問答遊戲，吸引讀者收看劇集，並加深對會方工作的了解。

IPCC Frontline was broadcast from October to November 2021 on multiple platforms to cater for the viewing habits of different age groups. Apart from watching the drama series on local TV and IPCC YouTube channels, viewers could also revisit the full series on digital platform, and watch making-of clips and highlights via online media portals and mobile apps.

Prior to the airing of each episode, newspaper advertorials were published to offer readers a sneak peek into the story highlights. Coupled with quizzes offering prizes, the advertorials aimed to encourage readers to watch the TV drama series and gain a better understanding of the Council's work.



監警會在港鐵站網絡中超過140個位置播放《監警最前線》預告片段，並在30條巴士路線車身展示劇集海報，以收宣傳之效。

To promote *IPCC Frontline*, trailers for the TV drama were broadcast at over 140 locations across the MTR network, and posters were displayed on buses travelling 30 routes.



傳媒專訪 Media interviews



監警會於2021年11月至12月一連五星期在電台節目中播出主席王沛詩女士、副主席易志明議員、宣傳及社區關係委員會主席陳錦榮先生、秘書長梅達明先生以及署理副秘書長劉雅潔女士的專訪，讓聽眾加深了解監警會的運作。專訪內容包括監警會的法定職能、兩層架構投訴警察制度、秘書處的角色、審核程序、嚴重投訴個案委員會的職責、服務質素改善建議的目標、觀察員計劃、投訴人的權利及責任，以及與持份者的聯繫。

Exclusive radio interviews with Council Chairman Ms Priscilla Wong Pui-sze; Vice-Chairman Hon Frankie Yick Chi-ming; Chairman of Publicity and Community Relations Committee, Mr Clement Chan Kam-wing; Secretary-General Mr Daniel Mui; and Acting Deputy Secretary-General Ms Regina Lau were broadcast for five weeks in a row during November and December 2021, allowing listeners to learn more about the operations of the IPCC. The interviews covered a series of topics, including the statutory functions of the IPCC, the two-tier police complaints system, the role of the Secretariat, vetting procedures, duties of the Serious Complaints Committee, objectives of Service Quality Improvement Initiatives, the Observers Scheme, the rights and responsibilities of complainants, and stakeholder engagement.

監警會刊物 IPCC publications



《監警會通訊》
IPCC Newsletter



《監警會 2020/21 工作報告》
IPCC Report 2020/21



《監警會校園計劃小冊子》
IPCC School Programme Booklet

社區關係 — 同心抗疫

Community Relations – Together, We Fight the Virus



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 ardent support to the anti-pandemic campaign across the territory. Mr Daniel Mui, Secretary-General of IPCC, led 20 Secretariat staff members to participate in an anti-pandemic event initiated by the Security Bureau. During this event, the Secretariat staff delivered anti-pandemic service bags to residents in Sham Shui Po area in an effort to help control the pandemic situation. In addition to distributing supplies, 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 pandemic as soon as possible.