

監警會實地了解警務工作及跟進服務質素改善建議的落實情況

IPCC learns about policing duties in real-life settings and follows up on the implementation of Service Quality Improvement Initiatives



監警會主席王沛詩女士及一眾委員與不同警隊單位接觸，親身了解各個範疇的警務工作。

Ms Priscilla Wong Pui-sze (IPCC Chairman) and Council Members engage with different police units to gain first-hand understanding of various policing areas.

獨立監察警方處理投訴委員會(監警會)不僅秉持「以事實為基礎，以證據為依歸，在陽光下運作」的原則，嚴謹審核每宗投訴個案，更積極到訪不同警隊單位，實地了解各個範疇的警務工作，並透過與前線警務人員親身會面，聆聽他們日常工作面對的挑戰。這些交流機會有助監警會委員了解前線人員在實際環境下執法的考量，從而在全面、客觀、持平的基礎上，審核因不同性質和情況而衍生的投訴個案，同時跟進會方向警隊提出的服務質素改善建議的落實情況，以助警隊服務精益求精，減少不必要的投訴。

In addition to upholding the principle of vetting each complaint “strictly on the basis of fact and evidence, honestly, without fear or favour”, the Independent Police Complaints Council (IPCC) plays an active role in deepening its understanding of diverse policing duties across various police units. Through face-to-face interaction with frontline police officers, the Council also gains a better understanding of the challenges they encounter in their daily duties. These engagement opportunities enable IPCC Members to understand the considerations frontline officers would take into account when they enforce the law in real-life situations. This helps Members examine complaints of various natures and circumstances in a comprehensive, objective and fair manner, and follow up on the implementation of Service Quality Improvement Initiatives (SQIIs) proposed to the police by the Council, with a view to enhancing police services and reducing unnecessary complaints.

專題 Special Feature



監警會委員與衝鋒隊人員交流。
IPCC Members met with EU officers.



監警會主席(中)在萬聖節當晚於蘭桂坊了解警方的人群管理行動策略。
IPCC Chairman (centre) learnt about the police's crowd management strategies in LKF on Halloween night.



委員了解「防騙易18222」熱線的運作。
Members learnt about the operation of 'Anti-Scam Helpline 18222'.

監警會積極與不同警隊單位接觸，親身了解各個範疇的警務工作。以衝鋒隊為例，他們不時需要在最前線應對各類型的情況，而且在執勤時經常要與市民接觸，過程中難免會引起投訴。就此，監警會委員先後與新界北衝鋒隊及西九龍衝鋒隊人員會面，了解他們在前線執法面對的各項挑戰。前線人員亦與委員分享處理突發事故的經歷，包括處理家庭暴力事件，以及在鬧市截查可疑人士和車輛的緊急情況，讓委員進一步了解衝鋒隊在危急情況下的戰術運用、協調和應變，竭力保障廣大市民的人身及財產安全。

此外，香港每年舉辦數以百計的大型活動，要確保活動在安全及有秩序的情況下進行，人群管理是一大挑戰。有見及此，監警會主席及委員於萬聖節人流高峰時間，前往中環蘭桂坊一帶，實地了解警方如何應用閉路電視、「人流估算系統」等科技，強化人群管理能力。

會方亦留意到警隊近年不僅要執行一般日常警務，也要全力打擊新型網絡罪案，因此監警會前往反詐騙協調中心和反詐騙聯合情報中心，了解警隊如何竭力應對電話騙案、網上購物及投資等各類詐騙案所帶來的挑戰，以助委員更確切掌握警方處理騙案所需的程序。

監警會主席王沛詩女士表示：「這些實地觀察的經驗有助我和委員日後在審核投訴時，更能掌握警務人員在現實環境下執法和維持秩序的考量，以及他們的困難和挑戰。一直以來，監警會秉持『以事實為基礎，以證據為依歸，在陽光下運作』的原則，審核每宗投訴個案，還投訴人和被投訴人一個公道。」

The IPCC actively engages with different police units to gain first-hand understanding of various policing areas. For example, the Emergency Unit (EU) has to deal with a variety of situations on the frontline from time to time and frequently interacts with the public in carrying out their duties, which may give rise to complaints. In light of this, IPCC Members met with officers from EU New Territories North and EU Kowloon West to learn about the challenges they face in frontline operations. Frontline officers also shared with Members their experiences in dealing with emergencies, such as handling domestic violence cases and conducting stop-and-search on suspicious individuals and vehicles in busy areas. This enables Members to better understand the EU's tactics, coordination and contingency measures in case of an emergency, and the EU officers' unwavering commitment to protecting the safety and property of the public.

With hundreds of mega events taking place in Hong Kong each year, ensuring a safe and orderly environment through effective crowd management presents a considerable challenge. In this regard, IPCC Chairman and Members went to Lan Kwai Fong (LKF) in Central during peak periods on Halloween night to better understand how the police harness technology such as CCTV and the "Crowd Estimation System" to strengthen their crowd management capabilities in real-world scenarios.

Besides performing daily policing duties, the IPCC noted that the police have also been striving to combat new online deception crimes in recent years. With this in mind, the IPCC went to the Anti-Deception Coordination Centre and the Anti-Deception Alliance to gain a better understanding of the challenges police officers face in their fight against fraud cases, such as telephone deception, online shopping scams and investment scams. This enables Members to have a more accurate comprehension of the procedures required by the police in handling deception cases.

IPCC Chairman Ms Priscilla Wong said, "These on-site observations assist Members and me in examining complaints in future as we gain a better understanding of the considerations police officers would take into account when they enforce the law and maintain order in real-life situations, along with the difficulties and challenges they encounter. The IPCC always upholds the principle of handling each complaint 'strictly on the basis of fact and evidence, honestly, without fear or favour' to do justice to both complainants and complainees."

主席及委員前往旺角警署
了解最新羈留設施。

Council Chairman and Members learnt about the newly enhanced detention facilities in Mong Kok Police Station.



主席親身前往西九龍交通行動基地。
Council Chairman at the Traffic Kowloon West Operational Base.

監警會亦因應向警隊提出的服務質素改善建議，前往相關單位了解改善建議的落實進度。在投訴警察課的安排下，監警會主席、委員和秘書處職員早前於旺角警署實地了解其中一項改善建議——有關「公眾人士被帶入警署後的程序及指引」的落實情況，當中包括「特別臨時羈留室」內的最新設施及配置，如何確保被羈留人士獲妥善看管。

此外，警隊於2025年6月15日起實施交通告票電子化，透過短訊或電郵發出電子告票，並推出全新專屬網站和手機應用程式，以供車主及司機處理交通違例的事宜。事實上，監警會早年已就警方處理違例泊車所衍生的投訴，向警方提出改善建議，透過科技協助執法，以列印告票方式取代人手填寫告票，減少人為錯誤。主席及一眾委員其後親身前往西九龍交通行動基地，了解警方如何應用科技有效打擊違泊並降低告票的爭議比率，從而減少相關投訴。

展望未來，監警會將繼續透過工作層面和聯席會議，與警方定期討論投訴事宜；亦會貫徹「多看、多走、多聽」的理念，與警隊管理層、投訴警察課和不同崗位的前線警務人員交流，協助監警會審核投訴。此外，會方將繼續向警隊提出改善建議，並鼓勵警方推廣以民為本的優質服務文化，從而減少不必要的投訴，鞏固廣大市民對香港兩層架構投訴警察制度的信心。

The IPCC also went to different police units to follow up on the progress of the police's implementation of the SQlls proposed by the Council. Under the arrangement of the Complaints Against Police Office (CAPO), IPCC Chairman, Members and Secretariat staff visited Mong Kok Police Station earlier to see the progress of the implementation of one of the SQlls regarding "the procedures and guidelines after members of the public are brought into police stations", including how the newly enhanced facilities and installations in the Special Temporary Holding Area would ensure that detainees are properly guarded.

In addition, the police have implemented electronic penalty tickets (ePTs) starting on 15 June 2025 by issuing ePTs through SMS or email and introducing a new thematic portal and mobile application to enable vehicle owners and drivers to handle traffic contravention related matters. In fact, the IPCC proposed an improvement initiative to the police a few years ago regarding complaints about their handling of illegal parking. It recommended that the police utilise technology in law enforcement by replacing handwritten penalty tickets with printed tickets to minimise human errors. Subsequently, IPCC Chairman and Members went to the Traffic Kowloon West Operational Base to understand how the police make use of technology to effectively curb illegal parking and lower the rate of disputed tickets, thereby reducing related complaints.

Moving forward, the IPCC will continue to hold regular Working Level Meetings and Joint IPCC/CAPO Meetings to discuss complaint-related matters with the police. Through on-site observations, the Council also strives to meet with and listen to the views of police management, CAPO and frontline police officers from various units to assist Members in vetting complaints. Furthermore, the IPCC will continue to propose SQlls to the police and encourage the promotion of a culture of quality service and citizen-centric approach in the police service. The ultimate goal is to reduce unnecessary complaints and strengthen public confidence in Hong Kong's two-tier police complaints system.



監警會與警隊管理層在年度午宴上，就處理投訴的工作交換意見。
The IPCC exchanged views with police management on the handling of complaints at the annual luncheon.



委員早前獲邀擔任警隊優質服務獎勵計劃的評審成員，鼓勵警隊推廣優質服務文化。

Council Members were invited to join the adjudication panel of the Police Service Quality Award Scheme to promote a culture of quality service in the police force.