



Serving Hong Kong with Honour, Duty and Loyalty

Operations Wing (999 Emergency Calls)



Performance Pledge

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This leaflet tells you about certain standards of 999 emergency call service as set down by the Operations Wing of the Hong Kong Police Force (HKPF). It also tells you the steps you can take if you want to seek explanations or make comments on the service you receive.

Service Delivered

This performance pledge covers the following:

- answering 999 telephone calls; and
- response to emergency 999 telephone calls.

Performance Standards

Answering 999 telephone calls

- HKPF strives to answer all 999 calls within nine seconds.

Response to emergency 999 calls

- HKPF strives to respond to all genuine emergency 999 calls within an average response time of nine minutes in Hong Kong and Kowloon and 15 minutes in the New Territories.

- The response time is measured from the time a report is received at the Regional Command and Control Centre 999 console until police officers arrive at the scene.

Effective Monitoring

The Police Force will monitor these standards internally.

Service Environment

The Police Force aims to provide a timely and efficient service for 999 callers 24 hours a day.



The Public's Role

There may be occasions when, despite best efforts, the Police are unable to deal with your case within the set response time. If you want to understand more about the situation, you may contact your local police station.

Channels for Complaints

If you wish to complain that your case has not been dealt with adequately, you may:

- attend the report room of any police station;
- make an appointment through the complaint hotline at 2866 7700 to lodge a complaint to CAPO in person;
- call the complaint hotline at 2866 7700 or by fax to 2200 4460 or 2200 4461;
- by post to the Complaints Against Police Office, Police Headquarters, 1 Arsenal Street, Wan Chai; and
- use the "Complaint Against Police e-Report form" on the HKPF website (www.police.gov.hk) or "e-Report Centre" of the "Hong Kong Police Mobile App".

Download "Hong Kong Police Mobile App"



Where to Go for Further Information

You may either call the Police Hotline (2527 7177) or contact your local police station.

