



# 監管處 Management Services



服務為本

精益求精

We Serve with Pride and Care



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公務員優質服務獎勵計劃  
 2009年 Civil Service  
 Outstanding Service Award Scheme 2009



## 提升警队效率和专业精神

### Enhancing the Force's Efficiency and Professionalism

警队致力持续改善服务质素，并在二零零九年公务员优质服务奖励计划中赢得四个奖项。

年内，资讯系统部在东亚运动会比赛期间，为在各场地执行警务工作的人员提供全面的资讯、通讯及科技支援，并透过话音、数据及现场影像传送，提升警队的指挥和管理能力。

资讯系统部亦继续提升警队的电脑硬件，包括更换阴极射线管显示器，以及为所有联网终端机增加随机存取记忆体和提升操作系统。警队并增购桌上电脑及无磁碟笔记簿型电脑，以应付前线人员的需求。电脑使用者的登入程序已透过推行部门入门网站得以简化。

The Force is committed to continuously improving the services provided to the community and won four awards in the Civil Service Outstanding Service Award Scheme 2009.

During the year, Information Systems Wing provided comprehensive information, communications and technology support for the venues of the East Asian Games to enhance the Force's command and control capabilities through voice, data and live feed image transmission.

Information Systems Wing also continued to upgrade the Force's computing hardware, including the replacement of cathode ray tube monitors, upgrading of RAM and the operating systems of all networked terminals. Additional desktop computers and diskless notebooks were procured to address the computing needs of frontline officers. Through the implementation of the Departmental Portal, the login process for computer users was streamlined.

#### 资讯系统部

警队于二零零九年开放其建基于第三代指挥及控制通讯系统上的联合数码通讯平台，以便与保安局、其他政府部门及紧急服务机构共用基础设施。共用该通讯平台除可善用无线电基础设施，减少资源重叠外，还可让使用部门快捷有效地直接通讯。现时在重大事故发生期间，警队可与卫生署及医疗辅助队直接通讯。

#### Information Systems Wing

In 2009, the Force opened up the Unified Digital Communications Platform, which is built on the Third Generation Command and Control Communications System, with a view to sharing the infrastructure with the Security Bureau, other Government departments and emergency response agencies. In addition to maximising the use of the radio infrastructure by reducing duplicated resources, the common radio platform enables efficient and effective direct communications among user departments, including the Department of Health and Auxiliary Medical Services, when and if required during major incidents.



## 服务质素监察部

年内，服务质素监察部继续肩负推动警队策略规划的任务，协助处长和首长级高级人员制定《2010至2012年策略行动计划》，进一步推广警队的四个既定策略方针，包括推动社群参与、提高警队人员的个人及专业质素、强化全警队刑事情报收集和支援前线组别。

第七轮实践价值观工作坊的主题为「发挥专业精神，与时并进」。筹备工作已于九月展开，包括举办短片创作比赛，共有19队参赛队伍，近200名前前线人员参加。第一期工作坊将于二零一零年十月举行。

## Service Quality Wing

In 2009, the Service Quality Wing continued to serve as a facilitator for the Police Force's strategic planning, assisting the Commissioner and the Senior Directorate Group in the preparation of the Strategic Action Plan 2010-2012. The Strategic Action Plan extends the Force's progress in the four existing strategic directions: engaging the community, enhancing the personal and professional qualities of Force members, strengthening criminal intelligence gathering Force-wide, and supporting frontline units.

In September, preparation for the Living-the-Values Wave VII Workshops, with the theme of 'Professionalism in the Changing World', commenced with a video-clip competition attracting 19 team entries involving nearly 200 frontline officers. The first workshop will be held in October 2010.



2010至2012年策略行动计划。  
The Strategic Action Plan 2010-2012.

「联合数码通讯平台」无线电基础设施。  
Radio infrastructure of the Unified Digital Communications Platform.



第三代指挥及控制通讯系统的无线电天线塔。  
The radio antenna tower of the Third Generation Command and Control Communications System.



快速应变部队的「山岭救星」项目，获得内部支援服务的特别嘉许(创新意念)。

The Quick Reaction Force is awarded a Special Citation (Innovation) under the Internal Service Team Award category for their project 'Saviour of Mountain'.

警队的「边境联合指挥中心」项目在公务员优质服务奖励计划中获得部门合作奖冠军。

The Force receives a Champion of Partnership Award for the 'Boundary Joint Command Centre' in the Civil Service Outstanding Service Award Scheme.



投诉警察课获得最佳服务承诺奖的优异奖。  
The Complaints Against Police Office receives a Merit Award in the Best Performance Pledges category.

警队在二零零九年公务员优质服务奖励计划中获得四个奖项。在部门组别方面，警队与其他两个纪律部队合作的「边境联合指挥中心」项目获得部门合作奖冠军；警队与其他政府部门合作的「科学为民」项目亦获得部门合作奖的优异奖；而投诉警察课则获得最佳服务承诺奖的优异奖。队伍组别方面，新界北总区快速应变部队的「山岭救星」项目，亦获得内部支援服务的特别嘉许(创新意念)。

### 投诉及内部调查科

投诉及内部调查科由投诉警察课及内部调查课组成。

对于市民就警队成员提出的投诉，投诉警察课本著不偏不倚的宗旨进行彻底调查。完成调查后，个案会呈交独立监察警方处理投诉委员会(监警会)审核及覆检。在二零零八年，《独立监察警方处理投诉委员会条例》获通过成为法例，两层投诉警察机制编纂为成文法则，得以加强实施。投诉警察课及监警会亦进行多项筹备工作，以配合有关条例于二零零九年六月正式实施。投诉警察课会继续竭力维持投诉警察机制公平公正，加强公众对机制的信心。

The Police Force received a total of four awards in the Civil Service Outstanding Service Award Scheme 2009. At the departmental level, the Force received a Champion of Partnership Award in collaboration with two other disciplined services for 'Boundary Joint Command Centre', and a Merit Award of Partnership Award in collaboration with other Government agencies for 'Science in the Public Service'; and the Complaints Against Police Office received a Merit Award in the Best Performance Pledges category. At the team level, the Quick Reaction Force of New Territories North Region was awarded a Special Citation (Innovation) under the Internal Service Team Award category for their project 'Saviour of Mountain'.

### Complaints and Internal Investigations

The Complaints and Internal Investigations Branch comprises the Complaints Against Police Office (CAPO) and the Internal Investigations Office.

Complaints lodged by the public against members of the Police Force are handled by CAPO, which is committed to ensuring that every complaint is impartially and thoroughly investigated prior to subsequent examination and review by the Independent Police Complaints Council (IPCC). In 2008, this two-tier Police complaints system was codified and reinforced by the enactment of the Independent Police Complaints Council Ordinance. Together with the IPCC, CAPO took steps to prepare for the implementation of the Ordinance that came into operation in June 2009. It will continue its efforts in maintaining the integrity of and public confidence in the Police complaints system.



二零零九年，投诉警察课共接获 4 257 宗须汇报投诉，较二零零八年增加 59.3%，其中 3 025 宗个案的调查结果获监警会通过。这些个案当中，130 宗证明属实，当局已向涉及的人员作出适当的纪律处分。投诉警察课及研究预防投诉警察委员会将会在来年继续开辟其他途径，推广预防投诉。

In 2009, CAPO received 4 257 reportable complaints, an increase of 59.3 per cent as compared to 2008. In the same period, IPCC endorsed the investigation results of 3 025 cases. Of those cases, 130 were substantiated and disciplinary actions were taken against the officers involved. CAPO and the Complaints Prevention Committee will continue to explore ways to prevent complaints in the coming year.



监警会成员参观警队的枪械训练设施。  
IPCC members visit the Force's weapon training facility.

警队推出一套行为指引(小图)，并透过训练日向人员推广正直诚实的警队价值观。  
The Force promulgates a set of behavioural guidelines (small photo). The guidelines are explained to Force members on training day to promote the Force values of integrity and honesty.

内部调查课主要负责制订及推行警队诚信管理计划，包括为于三月成立的警队诚信管理委员会作秘书处。年内，该课推出一套行为指引，进一步推广正直诚实的警队价值观，并继续透过警察内联网诚信管理专栏，一站式地为警队成员提供有关诚信品德的资料。

Internal Investigations Office (IIO) is primarily responsible for devising and implementing the Force's integrity management programmes, including the provision of secretariat support to the Force Committee on Integrity Management that was established in March. During the year, IIO promulgated a set of behavioural guidelines for further promotion of the Force values of integrity and honesty. It continues to provide Force members with a one-stop shop on matters related to integrity and ethics through the Ethics Corner on the Police homepage.