



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



提升警隊效率和專業精神

Enhancing the Force's Efficiency and Professionalism

警隊致力持續改善服務質素，並在二零零九年公務員優質服務獎勵計劃中贏得四個獎項。

年內，資訊系統部在東亞運動會比賽期間，為在各場地執行警務工作的人員提供全面的資訊、通訊及科技支援，並透過話音、數據及現場影像傳送，提升警隊的指揮和管理能力。

資訊系統部亦繼續提升警隊的電腦硬件，包括更換陰極射線管顯示器，以及為所有聯網終端機增加隨機存取記憶體和提升操作系統。警隊並增購桌上電腦及無磁碟筆記簿型電腦，以應付前線人員的需求。電腦使用者的登入程序已透過推行部門入門網站得以簡化。

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.

資訊系統部

警隊於二零零九年開放其建基於第三代指揮及控制通訊系統上的聯合數碼通訊平台，以便與保安局、其他政府部門及緊急服務機構共用基礎設施。共用該通訊平台除可善用無線電基礎設施，減少資源重疊外，還可讓使用部門快捷有效地直接通訊。現時在重大事故發生期間，警隊可與衛生署及醫療輔助隊直接通訊。

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.

服務質素監察部

年內，服務質素監察部繼續肩負推動警隊策略規劃的任務，協助處長和首長級高級人員制定《2010至2012年策略行動計劃》，進一步推廣警隊的四個既定策略方針，包括推動社群參與、提高警隊人員的個人及專業質素、強化全警隊刑事情報收集和支援前線組別。

第七輪實踐價值觀工作坊的主題為「發揮專業精神，與時並進」。籌備工作已於九月展開，包括舉辦短片創作比賽，共有19隊參賽隊伍，近200名前線人員參加。第一期工作坊將於二零一零年十月舉行。

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年策略行動計劃。
The Strategic Action Plan 2010-2012.

「聯合數碼通訊平台」無線電基礎設施。
Radio infrastructure of the Unified Digital Communications Platform.



第三代指揮及控制通訊系統的無線電天線塔。
The radio antenna tower of the Third Generation Command and Control Communications System.



快速應變部隊的「山嶺救星」項目，獲得內部支援服務的特別嘉許（創新意念）。

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

警隊的「邊境聯合指揮中心」項目在公務員優質服務獎勵計劃中獲得部門合作獎冠軍。

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



投訴警察課獲得最佳服務承諾獎的優異獎。
The Complaints Against Police Office receives a Merit Award in the Best Performance Pledges category.

警隊在二零零九年公務員優質服務獎勵計劃中獲得四個獎項。在部門組別方面，警隊與其他兩個紀律部隊合作的「邊境聯合指揮中心」項目獲得部門合作獎冠軍；警隊與其他政府部門合作的「科學為民」項目亦獲得部門合作獎的優異獎；而投訴警察課則獲得最佳服務承諾獎的優異獎。隊伍組別方面，新界北總區快速應變部隊的「山嶺救星」項目，亦獲得內部支援服務的特別嘉許（創新意念）。

投訴及內部調查科

投訴及內部調查科由投訴警察課及內部調查課組成。

對於市民就警隊成員提出的投訴，投訴警察課本著不偏不倚的宗旨進行徹底調查。完成調查後，個案會呈交獨立監察警方處理投訴委員會（監警會）審核及覆檢。在二零零八年，《獨立監察警方處理投訴委員會條例》獲通過成為法例，兩層投訴警察機制編纂為成文法則，得以加強實施。投訴警察課及監警會亦進行多項籌備工作，以配合有關條例於二零零九年六月正式實施。投訴警察課會繼續竭力維持投訴警察機制公平公正，加強公眾對機制的信心。

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，投訴警察課共接獲 4 257 宗須匯報投訴，較二零零八年增加 59.3%，其中 3 025 宗個案的調查結果獲監警會通過。這些個案當中，130 宗證明屬實，當局已向涉及的人員作出適當的紀律處分。投訴警察課及研究預防投訴警察委員會將會在來年繼續開闢其他途徑，推廣預防投訴。

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.



監警會成員參觀警隊的槍械訓練設施。
IPCC members visit the Force's weapon training facility.



警隊推出一套行為指引(小圖)，並透過訓練日向人員推廣正直誠實的警隊價值觀。
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.



內部調查課主要負責制訂及推行警隊誠信管理計劃，包括為於三月成立的警隊誠信管理委員會作秘書處。年內，該課推出一套行為指引，進一步推廣正直誠實的警隊價值觀，並繼續透過警察內聯網誠信管理專欄，一站式地為警隊成員提供有關誠信品德的資料。

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.