

POLICE GENERAL ORDERS

CHAPTER 21

RECORDING AND PROCESSING OF CRIME, MISCELLANEOUS OFFENCES AND REPORTS

41/03

Definitions

‘Case File’ means Criminal Investigation Reports (CIR), Miscellaneous Investigation Reports (MIR) and Loose Minute (L/M) Investigation Files (confidential or otherwise). It also includes investigation papers of a criminal or miscellaneous nature not in a file jacket. ‘RN’ means the report number of the relevant case in the **Case Management and Investigation System** (CMIS). This chapter should be read in conjunction with the CMIS Training Manual. Chapters of the CMIS Training Manual are not quoted due to the frequent amendment to the manual. Consequently, care must be taken to ensure that reference is made to the most recent manual. The latest version of the manual can be ascertained via the Information and Communications Network Management Centre (ICNMC) on telephone 2860 3444.

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21-01 Reports of Crime

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All reports made to a Formation by any means, shall be entered by the receiving Formation without delay in the CMIS as appropriate. Reports will not be entered in unofficial registers or on loose paper.

2. The DO having satisfied himself that a crime, an alleged crime or suspected crime listed at Annex B of FPM 21 has occurred, shall (except as stated in FPM Chapter 46-22 regarding reports of missing/stolen vehicles) immediately enter the crime, alleged crime or suspected crime into the CMIS.

3. Any case involving a prisoner or property shall be entered into the CMIS in the report room under the supervision of the DO. The DO shall continue to be responsible for issuing bail, or processing prisoners at the request of Food and Environmental Hygiene Department, the Immigration Department & the Customs & Excise Department.

4. Where a case is passed to a Division from another Government Department with no property or prisoners involved, it shall be entered into the CMIS by the DO and shall be passed to the relevant OC Case (if the case is a crime case), or to the appropriate unit if the case is to be dealt with by UB.

5. Where a case does not, at the time that it is reported, involve detainees or case property, and the report is made direct by another Government Department to a team or unit within the Formation, such team/unit may, in the first instance, directly enter details of the case into the CMIS.

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05/06 6. The CMIS Training Manual should be referred to for procedures concerning reports by other departments and law enforcement agencies, granting bail and preparing case papers for such cases.

03/06 7. For allegations of criminality against Force members or falling within the definition set by the Force Committee on Police Involvement in Crime (COPIC) under CP's memo vide (4) in LM (1/2003) in CID/CON 73/129 dated 2003-09-25, except for corrupt practices which are dealt with as per PGO/FPM 27-12, further reporting procedures and action are required to be taken in accordance with the said memo and PGO 26-03.

13/20 **21-09 Crime Messages**

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A crime message will be prepared by the OC Case in respect of all crimes listed in **Annex B** of FPM 21 and sent by the CMIS to PHQ (COMCEN), Crime Wing (CRB and CIB), the Region, District, Division and Sub-Division in which the crime occurred. In Formations where there is no CMIS transmitting facility or when the CMIS is unserviceable for any reason, the OC Case will arrange for the message to be passed by hand or telephone to his parent District/Divisional HQ or other available CMIS facility for onward transmission by the CMIS.

16/22 **21-11 Compilation of Investigation Files**

A CIR (Pol. 234) is to include statements, entries in notebooks and Pol. 155s in respect of all persons interviewed and all action taken in the course of an investigation into all reported crime. Original statements shall be dealt with in accordance with FPM 21-11 and all documents which are believed to have no evidential value, shall be included in a separate file jacket so that in appropriate cases they may be disclosed to the Defence as unused material.

2. ACP CRIME may authorise the use of proformas for taking abridged statements or reports in certain simple crime cases investigated by Crime Formations.

19/12 **21-12 Case Management**

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Each holder of a Case File Register (Pol. 602) shall be responsible for ensuring that every case file, L/M or other file referred for action is entered in his Pol. 602 as soon as possible after it is reported. No case shall be designated as "closed" until it has been closed in the CMIS. The Pol. 602 will bear on the front cover the name of the holder and the Team/Squad to which it relates.

06/06 2. Each holder shall be personally responsible for the security and correct maintenance of his Pol. 602. The holders shall produce it to their supervising CIP every 14 days, and to their commanding SP (in the case of DSDS the DDC or equivalent) at least once a month. Inspecting officers shall endorse in the "Record of Inspection" that they have checked the accuracy of the Pol. 602.

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3. Before proceeding on leave for any period in excess of seven days but not exceeding 14 days, the holder shall produce his Pol. 602 and case files (Criminal Investigation Reports, Miscellaneous Investigation Reports and Loose Minute Investigation Files) to the supervising CIP, who shall retain the Register and those files which cannot be delayed for the period of the holder's leave.

4. Prior to any holder vacating his post through transfer, leave for 14 days or more, or other reason he shall produce his Pol. 602 and all his team's/squad's outstanding files (of any nature) to the supervising CIP. The supervising CIP shall go through the files with him and, after consultation with the commanding SP take over all outstanding cases from the holder. A Handing Over Certificate shall then be prepared and signed by both officers in the Pol. 602.

5. The Certificate of Handing Over shall be as follows:-

'I certify that I have handed over the case files listed below to (Name and Rank) -
(List of CIR, MIR and LM file numbers)'

Date

(Signature)

.....
Officer Handing Over

Above listed files taken over from (Name and Rank)

Date

(Signature)

.....
Officer Taking Over

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6. The supervising CIP, after consultation with the commanding SP, shall decide who is to take over the case files. The officer taking over the case files from the supervising CIP shall certify that he has done so in the Pol. 602.

7. The supervising CIP should make use of the following Supervisory Functions Program-Reports function to assist monitoring of open cases:-

- (a) Case Management Report – Part II & III; and
- (b) Outstanding Case Report.

These reports list cases by teams to which assigned, and show RN, incident headings, date created and case progress.

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21-32 Data Entered into the Case Management and Investigation System (CMIS) and System Malfunction

Officers providing data to be entered into the CMIS, or entering such data, shall be responsible for ensuring the accuracy of the data provided or entered. If incorrect data, which cannot be changed, has been entered and saved, the OC Case shall be responsible for ensuring an appropriate entry is made in the Brief Summary or relevant remark fields of the relevant RN. If further action is required the OC Case shall seek timely advice from a supervisory officer, or the SSM Admin or central help desk. It is the responsibility of the OC Case to ensure the accuracy of all data entered into the CMIS and the timely closure of the case in the CMIS when all action has been completed.

2. Where brief facts or IN Logs are copied and pasted from CACCS3 into the CMIS, the OC Case shall be responsible for ensuring that data which may be prejudicial to an accused, and which may appear on a document submitted to court prior to conviction, such as a CRB number or details of convictions, is edited out.

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21-33 Bringing an Arrested Person Before the Duty Officer

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Where an arrest is made in connection with a crime, whether at the time of the complaint or later, the person arrested shall be brought before the officer-in-charge of the police station (i.e. the Duty Officer) covering the area in which the arrest was made, or other officer authorised by the Commissioner, and his particulars shall be entered in to the CMIS. If the arrest is justified, confirmation will be made in the system by the DO. All initial input of cases involving an arrested person or property shall be made by report room staff, or designated post holders upon the direction of the DO or Formation Commander. CAPO complaints shall be initiated only by report room staff, and the information shall be restricted by utilizing the Confidential function in the CMIS. In cases (other than CAPO cases) where there is neither an arrested person nor property, the initial entry into the CMIS may be made by the unit or team that initiated the case. Administrative procedures to be followed by CAPO are as stated in the CMIS Training Manual.

2. Where the arrested person is brought before another officer authorised by the CP under section 52 of Cap. 232 to receive and detain arrested persons, the authorised officer shall inform the DO of the Division or sub-Division in which the arrest was made of the particulars of the person arrested, in order that a record in the CMIS may be made of the arrest.

21-34 Action to be Taken by Districts Upon Referral of Complaints or Information from CRB

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At the conclusion of an investigation arising from a letter of complaint or information received, if the author is identifiable, he shall be advised of the result of the investigation by letter.

21-35 Response to Requests From Members of the Public

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On occasion victims, witnesses, suspects and arrested persons may make requests at times when the team dealing with the investigation is not on duty. In such circumstances, the OC DIT on duty at that time will evaluate the nature of the request and should consider contacting the CIP INV/ CIP CRM, OC Case or a member of the team handling the investigation to discuss the request. Where appropriate the OC DIT should consider taking action on behalf of the OC Case; the potential effect on the investigation of acceding to the request should be considered in conjunction with the need to provide quality service.

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16/22 21-36 Classifying Crime

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The OC Case shall classify a reported crime as soon as possible, and in any event within 7 days of the crime being reported, except:-

- (a) Theft of Vehicle (which will be originally classified as TCWA, but if not located after 30 days will be classified as Theft);
- (b) Where, due to the complexity of the case or other factors, further delays are authorised as follows:-
 - (i) The Chief Inspector in overall charge of the investigation may authorise a delay of up to 30 days before classification;
 - (ii) The Superintendent in overall command may authorise further successive delays in classification up to a maximum of 90 days; and
 - (iii) The District(s) Commander, Regional HQ Chief Superintendent, Crime Wing Chief Superintendent or Regional Crime Senior Superintendent may extend the time limit commensurate with the ramifications of the case.

05/06 21-37 Case Transfer and Transfer of Confidential Reports

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The CMIS Training Manual should be referred to for procedures for case transfer and to remedy incorrect case transfer.

2. C&IIB units shall not transfer CAPO cases to non-CAPO units without the prior authorization of an SP or above.

3. When transferring cases from Divisions to Regional or PHQ units, users shall edit crime messages to include the original case RN. The CMIS will, on receiving a transferred case from a unit, allocate the case a new RN. For the benefit of the Force Statistician, who has to track developments in case investigations, it is imperative that users edit the crime message to include the original Divisional RN in addition to the new RN allocated automatically by the CMIS. This editing process may be conducted using the "text editor" function. It is also imperative that all Regional and Headquarters crime units enter the appropriate cross reference numbers on all case file jackets.

4. With the implementation of the CMIS, all confidential reports will be entered into the CMIS, and for added security, certain information may be masked by clicking the 'Confidential' box on the front page of the case in the CMIS. The detail of such cases can then only be seen by the OC Case and his/her immediate supervisory officers.

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21-38 Processing of Crime Complaints and Cases or Reports Without an Arrested Person or Property, Binding Over Orders, C&P Orders and DBA Reports05/06
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The DO will enter the initial action taken by UB officers in "Brief Summary".

2. All property, including that relating to cases that are likely to be curtailed, will be entered into the system. For cases likely to be transferred with bulk property, the DO need not enter each item separately. Instead, a total number representing the quantity of property concerned together with a broad description of the nature of the property should be entered in the brief summary, with a full record being made after the case has been formally transferred.

3. The OC Case will ensure that the CMIS has been updated as soon as practicable at the conclusion of the case and that the case is closed in the CMIS.

4. The CMIS requires minimum data to be entered before transfer from the report room to the investigating team. Once the case has been so transferred it will be the responsibility of the OC Case to ensure that all other data required by the system is promptly entered and the case processed.

5. The CMIS Training Manual should be referred to for procedures regarding Binding Over Orders, C&P Orders, and DBA reports.

21-39 Processing and Handling of Confidential Information in the CMIS13/20
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It is the responsibility of the OC Case to ensure that sensitive data is masked, and that access rights to the case are strictly controlled. Persons normally having access rights to a case may have access blocked in the CMIS by the OC Case, should he consider it necessary.

2. By default, access rights to all cases are granted to specific users (e.g. the police translator and property clerk). If a report requires strict confidentiality, or the OC Case wishes so, he may delete a user from the list of users granted access rights.

3. Where a sensitive case charge is to be made the OC Case shall consider preparing the case papers in the CMIS personally, rather than granting the police translator access to the whole case. Users must note once the police translator has been granted access to a case to prepare case papers, has no restriction on viewing which parts of the case.

4. Where the identity of the witness, victim, AP or other person has to be protected, the OC Case or DO shall use the "Confidential" function in the CMIS to mask the information.

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21-40 Receipt of Confidential Information by the DO10/10
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The DO has two options, which are determined by the availability of the OC DIT:-

- (a) If the OC DIT is not immediately available the DO shall:-
 - (i) Enter the heading and minimum details in the CMIS;
 - (ii) Send the initial information to the OC DIT using the CMIS; and
 - (iii) Send the full details to the OC DIT by memorandum under confidential cover.
- (b) If the OC DIT is immediately available the DO shall:-
 - (i) Enter the heading and minimum details in the CMIS;
 - (ii) Inform the OC DIT by telephone or in person of the arrival of the case and ask the OC Case to physically attend the report room;
 - (iii) The OC DIT will then mask the information so that the DO and therefore other report room staff cannot gain access to that report data; and
 - (iv) Upon confirmation that the OC DIT accepts the case, transfer the case to the recipient.

21-41 Handling of Business/Financial Disputes16/22
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At no time shall officers dealing with financial disputes become involved in settlement talks between the parties. Investigating officers will simply investigate the case to determine whether a crime has been committed. If no offence is disclosed, the complainant should be advised of the result of the investigation and told that he may seek restitution through the civil courts.