

监管处 Management Services

前水警总部建于1884年，位于尖沙咀广东道。
*Former Marine Headquarters was built in 1884 at
Canton Road, Tsim Sha Tsui.*



提升服务水平 引入先进科技

Raising Service Standards and Enhancing Technology

在创新科技和稳健诚信管理的支援下，警队致力持续提升为市民所提供服务的专业水平。

年内，资讯系统部继续提升警队使用的科技及设备，增强警队人员的工作能力，让他们能够专心执行处长所订立的首要行动项目，为市民提供最佳服务。除确保现有系统及设备有效运作外，该部亦不断研发和推出新的系统及设备，以应付日后警队的需要。

The Force remains committed to raising the professional standards of services it provides to the public, supported by innovative technology and robust integrity management.

During the year, Information Systems Wing continued to enhance technology and equipment used by the Force to improve the ability of Force members to focus on the operational priorities set by the Commissioner in serving the public. In addition to ensuring that current systems and equipment were functioning effectively, new systems and equipment were constantly being developed and launched to meet the future needs of the Force.



警队于2011年公务员优质服务奖励计划中成绩卓越，荣获六个奖项，其中包括两个金奖。

The Force wins six awards, including two gold awards, in the Civil Service Outstanding Service Award Scheme 2011.

资讯系统部

为应付警队的人力资源管理需要，资讯系统部于二零一一年为第三代当值表编制系统进行实施前的准备工作，以改善调派人员的程序，并开始实施第二代人事资讯通用系统。

推出统一数码通讯平台有助提升在搜索及救援等紧急情况下的跨部门行动能力。

水警总区已在指挥及控制中心装设新的中央指挥系统，以便有效调配资源，为市民提供优质服务。

年内，警队更换逾1 500部网络电脑终端机，并把大约3 000台新桌面及笔记簿型电脑分发予人员，目的是确保人员获得所需设备，以便有效地为市民提供服务。

Information Systems Wing

To meet the human resource management requirements of the Force, in 2011 Information Systems Wing conducted the pre-implementation work for the third generation of the Duty Scheduler system to enhance the deployment of officers. The Wing also commenced implementation of the second generation of the Personnel Information Communal System.

The launch of the Unified Digital Communications Platform has enhanced inter-departmental operational capability during emergency situations such as search and rescue.

The new Central Command System in the Marine Regional Command and Control Centre facilitates the effective deployment of resources to ensure enhanced services to the public.

More than 1 500 network computer terminals were replaced in 2011 and nearly 3 000 new desktop and notebook computers were distributed to officers, thereby ensuring that they are equipped to provide services as efficiently as possible to the public.



水警总区「海上警视系统」内的「中央指挥系统」，获得2011香港资讯及通讯科技奖三项大奖。
The Central Command System of the Versatile Maritime Policing Response Project wins three awards in the Hong Kong Information and Communications Technology Awards 2011.



三项大奖分别是全年大奖、最佳公共服务应用大奖及最佳公共服务应用(电子转化)金奖。
The three awards are Award of The Year, Best Public Service Application Grand Award and Best Public Service Application (Transformation) Award.

服务质素

服务质素监察部继续肩负推动警队策略规划的任务，协助警队管理层制定于二零一二年一月公布的《二零一二至二零一四年策略行动计划》。



《二零一一年环境审视报告》已分发给所有管理人员。报告对世界趋势和事件作全面而透彻的剖析，是警队持续策略管理流程的一部分，亦作为二零一二年策略规划周期的依据。

第七轮实践价值观工作坊的主题为「世界在变 专业显现」，将于二零一二年首季完结。工作坊获二零一一年公务员优质服务奖励计划的评委赞赏，认为工作坊能积极推动员工投入和参与推广优质服务文化。警队于该次奖励计划中共获六个奖项，包括两个金奖、一个银奖和三个优异奖。

二零一一年一月完成的员工意见调查显示，大部分人员认同警队的价值观，高达99%受访者坚守对抗贪污的立场。这显示实践价值观工作坊计划的成果，使警队价值观植根在所有人员心中。

Service Quality

The Service Quality Wing continued to serve as a facilitator for the Force's strategic planning. The Wing assisted Police management in the formulation of the Strategic Action Plan 2012-14, which was published in January 2012.



The Environmental Scan Report 2011, which contains a thorough scan of relevant environmental trends and events, was issued to all management officers as part of the ongoing strategic management process. The Report will form the basis of the 2012 strategic planning cycle.

The Living-the-Values (LTV) Wave VII Workshops, grouped around the theme 'Professionalism in the Changing World', are scheduled for completion in the first quarter of 2012. The workshop design and contents received a commendation in the Civil Service Outstanding Service Award Scheme 2011 for promoting staff engagement and a quality service culture. The Force won a total of six awards in this Award Scheme, including two Gold Awards, one Silver Award and three Merit Awards.

The Staff Opinion Survey completed in January 2011 showed that the majority of officers are in full harmony with the Force Values, with an overwhelming 99 per cent pledging to take a firm stand against corruption. This survey illustrates the effectiveness of the LTV Workshop Programme in promoting Force Values among all Force members.



大屿山警区举办展示架及壁布板设计比赛，推广警队诚信管理。
Lantau District organises a display stand and board design competition to promote Force's integrity management.



投诉警察课设立新的电话录音系统，进一步加强投诉警察制度的透明度和完整性。
Complaints Against Police Office launches the new Telephone Recording System to further enhance the transparency and integrity of the police complaint system.



监管处处长邓厚江为诚信管理讲座致辞。
Director of Management Services Tang How-kong speaks at the opening of seminar on integrity management.



独立监察警方处理投诉委员会主席翟绍唐与前线警务人员会面，了解他们的日常工作。
The Independent Police Complaints Council Chairman Jat Sew-tong meets with frontline officers to understand more clearly their daily jobs.

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。

在法定的两层处理投诉警察机制下，投诉警察课处理市民就警队成员提出的所有投诉，并全力配合独立监察警方处理投诉委员会（监警会）履行《独立监察警方处理投诉委员会条例》订明的各项职能。

二零一一年，投诉警察课接获2 771宗须汇报投诉，较二零一零年减少15.3%。获监警会通过调查结果的个案中，有169宗被列为证明属实，警方已向有关人员采取纪律行动。

因应先导计划的成功，警队管理层批准全面实施投诉警察课中央调查投诉的机制。该计划已于二零一二年一月一日生效。

警队预防投诉警察委员会继续积极研究、制订及统筹预防投诉策略，争取市民对投诉处理机制的支持及信心。

年内，内部调查课继续推广警队诚信管理综合纲领，确保人员秉持正直及诚实的警队价值观。该课透过各项宣传教育及建立服务文化的措施向警队人员推广《行为指引》，以加深他们的认知及认同。

Complaints and Internal Investigations

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

Under the statutory two-tier complaint system, CAPO handles all complaints lodged by the public against members of the Force and renders full support to the Independent Police Complaints Council (IPCC) in performing its functions under the IPCC Ordinance.

In 2011, CAPO received 2 771 reportable complaints, representing a decrease of 15.3 per cent as compared to 2010. Of the investigation results endorsed by the IPCC, 169 cases were classified as substantiated with disciplinary actions being taken against the officers concerned.

Following the success of the pilot scheme, the Force management approved the implementation of full centralisation of complaints investigations by CAPO. The scheme came into effect on January 1, 2012.

The Force Committee on Complaints Prevention devoted continuing efforts to examining, formulating and coordinating complaints prevention strategies with a view to enlisting public support and ensuring confidence in the complaint handling mechanism.

During the year, IIO continued to promote the Integrated Integrity Management Framework and to ensure its effectiveness in reinforcing the Force Values of integrity and honesty. To enhance officers' awareness and commitment, the behavioural guidelines have been utilised in various educational and culture building initiatives.