

監管處 Management Services

前水警總部建於1884年，位於尖沙咀廣東道。
*Former Marine Headquarters was built in 1884 at
Canton Road, Tsim Sha Tsui.*



提升服務水平 引入先進科技

Raising Service Standards and Enhancing Technology

在創新科技和穩健誠信管理的支援下，警隊致力持續提升為市民所提供服務的專業水平。

年內，資訊系統部繼續提升警隊使用的科技及設備，增強警隊人員的工作能力，讓他們能夠專心執行處長所訂立的首要行動項目，為市民提供最佳服務。除確保現有系統及設備有效運作外，該部亦不斷研發和推出新的系統及設備，以應付日後警隊的需要。

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.



警隊於2011年公務員優質服務獎勵計劃中成績卓越，榮獲六個獎項，其中包括兩個金獎。

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

資訊系統部

為應付警隊的人力資源管理需要，資訊系統部於二零一一年為第三代當值表編製系統進行實施前的準備工作，以改善調派人員的程序，並開始實施第二代人事資訊通用系統。

推出統一數碼通訊平台有助提升在搜索及救援等緊急情況下的跨部門行動能力。

水警總區已在指揮及控制中心裝設新的中央指揮系統，以便有效調配資源，為市民提供優質服務。

年內，警隊更換逾 1 500 部網絡電腦終端機，並把大約 3 000 台新桌面及筆記簿型電腦分發予人員，目的是確保人員獲得所需設備，以便有效地為市民提供服務。

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.



水警總區「海上警視系統」內的「中央指揮系統」，獲得2011香港資訊及通訊科技獎三項大獎。
The Central Command System of the Versatile Maritime Policing Response Project wins three awards in the Hong Kong Information and Communications Technology Awards 2011.



三項大獎分別是全年大獎、最佳公共服務應用大獎及最佳公共服務應用（電子轉化）金獎。
The three awards are Award of The Year, Best Public Service Application Grand Award and Best Public Service Application (Transformation) Award.

服務質素

服務質素監察部繼續肩負推動警隊策略規劃的任務，協助警隊管理層制定於二零一二年一月公布的《二零一二至二零一四年策略行動計劃》。



《二零一一年環境審視報告》已分發給所有管理人員。報告對世界趨勢和事件作全面而透徹的剖析，是警隊持續策略管理流程的一部分，亦作為二零一二年策略規劃週期的依據。

第七輪實踐價值觀工作坊的主題為「世界在變 專業顯現」，將於二零一二年首季完結。工作坊獲二零一一年公務員優質服務獎勵計劃的評委讚賞，認為工作坊能積極推動員工投入和參與推廣優質服務文化。警隊於該次獎勵計劃中共獲六個獎項，包括兩個金獎、一個銀獎和三個優異獎。

二零一一年一月完成的員工意見調查顯示，大部分人員認同警隊的價值觀，高達99%受訪者堅守對抗貪污的立場。這顯示實踐價值觀工作坊計劃的成果，使警隊價值觀植根在所有人員心中。

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.



大嶼山警區舉辦展示架及壁佈板設計比賽，推廣警隊誠信管理。Lantau District organises a display stand and board design competition to promote Force's integrity management.



投訴警察課設立新的電話錄音系統，進一步加強投訴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.



監管處處長鄧厚江為誠信管理講座致辭。
Director of Management Services Tang How-kong speaks at the opening of seminar on integrity management.



獨立監察警方處理投訴委員會主席翟紹唐與前線警務人員會面，了解他們的日常工作。
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。

在法定的兩層處理投訴警察機制下，投訴警察課處理市民就警隊成員提出的所有投訴，並全力配合獨立監察警方處理投訴委員會（監警會）履行《獨立監察警方處理投訴委員會條例》訂明的各項職能。

二零一一年，投訴警察課接獲2 771宗須匯報投訴，較二零一零年減少15.3%。獲監警會通過調查結果的個案中，有169宗被列為證明屬實，警方已向有關人員採取紀律行動。

因應先導計劃的成功，警隊管理層批准全面實施投訴警察課中央調查投訴的機制。該計劃已於二零一二年一月一日生效。

警隊預防投訴警察委員會繼續積極研究、制訂及統籌預防投訴策略，爭取市民對投訴處理機制的支持及信心。

年內，內部調查課繼續推廣警隊誠信管理綜合綱領，確保人員秉持正直及誠實的警隊價值觀。該課透過各項宣傳教育及建立服務文化的措施向警隊人員推廣《行為指引》，以加深他們的認知及認同。

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.