

# 監管 Management Services

為配合政府《香港智慧城市藍圖》的推行，以及趨向跨國合作和以科技為本的警務環境，資訊系統部致力更全面邁向「數碼警政」，以迎接當中的挑戰，並提供安全、可靠及有效的資訊及通訊科技服務，以支援警務處處長的《策略方針》及《首要行動項目》。服務質素監察部向警隊各級人員推廣誠信、專業精神、精益求精及積極創新的文化。

To tie in with the Government's policy on implementing the Smart City Blueprint for Hong Kong, the Information Systems Wing is dedicated to a wider application of digital policing and the tackling of emerging challenges amid the rapidly changing policing environment being more transnational and technology-oriented. The objectives are to provide secure, reliable and effective information and communications technology services that support the Commissioner's Strategic Directions and Operational Priorities. The Service Quality Wing promotes integrity and professionalism, and facilitates continuous improvement and innovation throughout the Force.





## 資訊系統部

為提升服務質素和效率，資訊系統部在二零二四年推出和優化多個流動應用程式及創新數碼警政方案，並着重於保障公眾安全，以及便利市民報案和辦理網上申請服務。

警隊於一月推出緊急救援手機應用程式 HKSOS，以提升遠足和其他戶外活動意外的救援效率。HKSOS 配備包括 Signal Radar 和 RescueAI 的最新救援技術，讓救援單位即使於地勢複雜或沒有流動電話網路覆蓋情況下，仍可遠距離偵測手機求救訊號。訊號可由等待救援者或其指定聯絡人啟動，在緊急情況下「一鍵直達」999 報案中心，讓警方迅速掌握求助人的準確位置，在緊急事故及公共安全方面發揮重大作用。年內，HKSOS 總下載量超過 11 萬，於 51 宗事件中協助 120 名市民脫險，而長時間搜救行動亦大幅減少逾八成。

## Information Systems Wing

To enhance service quality and efficiency, the Information Systems Wing (ISW) introduced and optimised various mobile apps and innovative digital policing initiatives in 2024, with particular focus on protecting public safety and facilitating citizens to report cases and process applications online.

In January, the Force launched the HKSOS emergency rescue mobile app to enhance the efficiency of rescue operations related to hiking and other outdoor activity incidents. Equipped with the latest rescue technologies including Signal Radar and RescueAI, HKSOS enables rescue units to detect distress signals from mobile phones at a distance, even in complex terrain or areas without mobile network coverage. The signal can be activated by the person waiting for the rescue or their designated contact who can reach the 999 reporting centre with one touch in emergency situations, enabling the Police to swiftly locate the distressed person. This plays a significant role in emergency response and public safety. More than 110,000 downloads have been recorded for HKSOS, which assisted 120 individuals in 51 cases during the year. The application has also drastically reduced prolonged search-and-rescue missions by over 80%.



處長蕭澤頤聽取有關搜救儀器的介紹。

The Commissioner, Mr Siu Chak-ye, was briefed on search-and-rescue equipment.



行政長官李家超在七月舉行的 2024 年創新科技獎項嘉許禮聽取 HKSOS 團隊介紹得獎手機應用程式。

The Chief Executive, Mr John Lee, was introduced to the award-winning mobile app, HKSOS by its development team, at the Reception for Innovation and Technology Awards 2024 in July.

警隊於二零二四年十二月推出「香港警務處網上服務申請平台」第二階段，服務擴展至性罪行定罪紀錄查核、無犯罪紀錄證明書及查閱刑事定罪紀錄資料。警隊亦同時推出新一代「網上預約系統」，供市民使用九類不同服務。平台自二零二三年起提供邊境禁區許可證、道路活動許可證和外景拍攝的網上申請服務。

自二零二一年起，警隊分階段在多間警署報案室設置自助服務機，便利市民及旅客透過以用者為本的電子平台報失財物及就非緊急案件報案。截至二零二四年年底，警隊已設置 23 部自助服務機，分布在 16 間警署的報案室、四個邊境管制站，以及金鐘、鑽石山和羅湖三個港鐵站，處理近 34% 的報失財物個案。

巡邏機械人是資訊系統部的一個概念驗證項目，十月起在港珠澳大橋香港口岸旅檢大樓進行為期六個月的實地測試。警隊會繼續探討在不同場景使用巡邏機械人的可能性，以提升行動效率。

The Force launched the second phase of the Hong Kong Police Force Online Applications Platform in December 2024, enabling applications for sexual conviction record checks, Certificate of No Criminal Conviction and Data Access Request for Criminal Conviction Data. At the same time, the Force also introduced a new generation of the Online Booking System, providing nine different types of services for public use. Since 2023, the platform has provided online application services for Closed Area Permits, Road Event Permits and location filming.

The Force has been introducing self-service kiosks in the report rooms of police stations by phases, offering a convenient channel for citizens and tourists to report lost property and non-emergency cases through a user-centric platform since 2021. By end-2024, the Force has introduced 23 self-service kiosks in the report rooms of 16 police stations, four border control points and three MTR stations in Admiralty, Diamond Hill and Lo Wu. The self-service kiosks handled nearly 34% of lost property cases.

As a proof-of-concept project of the ISW, a patrol robot has been undergoing a six-month field test in the Passenger Clearance Building at the Hong Kong-Zhuhai-Macao Bridge Hong Kong Port since October. The Force will continue to explore the feasibility of using patrol robots in various scenarios to enhance operational efficiency.



資訊系統部創新方案實驗室引入警隊首個巡邏機械人，協助警務人員進行日常巡邏和執法。

The Innovation and Solution Lab of the Information Systems Wing unveiled the Force's first patrol robot to assist police officers in daily patrols and law enforcement.



### 服務質素監察部

警隊於年內發布一系列「當前策略議題簡報」，並順利推進《策略方針 2022-2024》的重點項目，而效率研究課亦已開展《策略方針 2025-2027》的策略規劃過程，預計在二零二五年年初公布。除了進行環境審視以辨識可能影響警務環境的策略議題外，策略規劃過程還包括進行外部和內部調查，以及與警隊成員進行訪談。

研究及監察科執行的警隊審查程序旨在推動整個警隊的合規性和問責性。當中，「智能電子審查」於年內繼續實施，以減低不合規風險，持續提高警隊的合規率。該科亦在多個主要範疇進行主題研究，旨在提升警隊的專業水平及效率。

為提升核心服務的工作效能、人力效率及服務質素，警隊亦積極推動內部工作程序電子化，正在進行的項目包括報案室的電話語音系統服務、自動化通知報案人案件的資料和進度、電子化管理案件的調查及檢控進度。

第十輪實踐價值觀工作坊於四月完成，主題為「警察·好·警察」，推廣專業精神，強調同理心、敏感度及尊重，有效提升人員對日常警務工作的認知及實踐警隊價值觀。

警隊在四至六月期間進行新一輪意見調查，收集公眾和員工對警察服務水平的意

### Service Quality Wing

During the year, the Force published a series of the *Current Strategic Issues Bulletin* and advanced the key projects set out under Strategic Directions 2022-2024, while the Efficiency Studies Bureau began the strategic planning process for Strategic Directions 2025-2027 to be promulgated in early 2025. Apart from carrying out environmental scanning to identify strategic issues that would affect the policing environment, the strategic planning process also included external and internal surveys as well as interviews with Force members.

The Force Inspection Process, conducted by the Research and Inspections Branch, seeks to spearhead compliance and accountability across the Force. As part of this process, the e-Smart Check initiative continued throughout the year to mitigate non-compliance risks while raising the Force's compliance rates. The Branch also conducted thematic studies in several key areas to enhance the Force's professionalism and efficiency.

To enhance the operational efficacy, manpower efficiency and service quality of core service deliverables, the Force actively digitalises internal work processes as well. Projects underway include setting up an interactive voice response system service on the report room hotline, automating the correspondence of case details and progress with informants, and monitoring case investigation and prosecution progress electronically.

Living-the-Values Workshops Wave X was completed in April under the theme 'Your Actions Count' and focused on professionalism, which emphasised empathy, sensitivity and respect, effectively enhanced officers' awareness and practising of Force values in their daily work.

Between April and June, the Force conducted a new round of opinion

見。調查反映市民繼續充分肯定警隊的整體表現，顯示公眾對警隊的信心。市民亦高度肯定警隊致力於維護國家安全和公眾安全，以及積極促進與社區合作，特別是與青少年的互動。同時，員工意見調查反映警隊在各方面均保持高水平，人員士氣繼續維持高位，並致力支持警隊的抱負及價值觀。調查結果將作為策略規劃及籌劃新一輪實踐價值觀工作坊的參考之用，亦是警隊追求卓越以持續提升服務質素的重要指標。

surveys to collect feedback from both the public and staff on police service standards. The survey indicated that the public continued to give much recognition to the Force's overall performance, demonstrating their confidence in the Force. The public also highly appreciated the Force's commitment to safeguarding national security and public safety, while facilitating a partnership with the community actively, in particular with the youth. The Staff Opinion Survey reflected that the Force has been keeping high standards in various aspects. Morale remained high, and staff were committed to supporting the Force's vision and values. The survey findings serve as reference material for strategic planning and the formulation of the next round of Living-the-Values Workshops, acting as key indicators in the pursuit of continuous service quality enhancement.



優質服務獎勵計劃表揚各部門人員在提升效率和服務質素的卓越表現。

The Service Quality Award Scheme commends officers from various formations for their outstanding performance in enhancing efficiency and service quality.



警隊建議書計劃旨在鼓勵和推動人員提出改善或精簡工作流程的建議。The Police Staff Suggestions Scheme encourages and motivates officers to raise suggestions for improving or streamlining workflow.



## 投訴及內部調查科

在法定的兩層處理投訴警察機制下，投訴警察課處理公眾對警隊成員的投訴，並與獨立監察警方處理投訴委員會（監警會）合作履行其法定職能，以提升警隊的服務質素。

投訴警察課在二零二四年接獲 1 856 宗須匯報投訴，較二零二三年的 1 736 宗上升 6.9%，當中約 95% 是性質輕微的投訴。年內，該課繼續推出「CAPO 提提你」電子海報、預防投訴短片「包大人」及「CAPO 快訊」、「一 Click 冇投訴」線上問答遊戲、「360 環迴警點」訓練短片等項目，以提升人員預防投訴的意識。此外，投訴警察課以「透過簡便方式解決」程序處理性質輕微的投訴，務求迅速、精準及有效地回應市民的不滿及關注事項，亦推出宣傳活動，提升市民對相關處理程序的認識。

## Complaints and Internal Investigations Branch

Under a statutory two-tier complaint system, the Complaints Against Police Office (CAPO) handles complaints lodged by the public against Force members and collaborates with the Independent Police Complaints Council (IPCC) to discharge its statutory functions, so as to enhance the Force's service quality.

In 2024, the CAPO received 1,856 reportable complaints, increased by 6.9% from 1,736 cases in 2023. About 95% of the complaints were of a minor nature. During the year, the CAPO continued to undertake initiatives to raise officers' awareness of how to prevent complaints, including the 'CAPO Friendly Reminder' e-poster, complaint prevention videos featuring 'Justice Bao', 'CAPO News', the 'One Click No Complaint' online quiz and Studio ImmerXe 360 training videos. Moreover, the CAPO has adopted the informal resolution procedures to resolve complaints of a minor nature and respond to citizens' discontent and concerns in a swift, targeted and effective way. Publicity campaigns were also conducted to enhance public understanding of the relevant handling procedures.



監警會代表於十月三十一日到蘭桂坊一帶視察警方的萬聖節人群管理行動。  
IPCC representatives visited Lan Kwai Fong on October 31 to observe the Police's crowd management operations for Halloween.

警隊誠信管理委員會負責制定誠信管理政策，為主要的誠信管理事項提供策略性指引，並監督和評估警隊採取四管齊下推動誠信管理策略的成效，即教育及培養誠信文化、管治及監察、懲治及阻嚇，以及融入及支援。

內部調查課協助落實警隊誠信管理策略，藉此鼓勵人員秉持正直和誠實的警隊價值觀，強調督導人員的監督責任與及時介入的重要性及必要性。

誠信審核行動小組透過主動調查和及早識別風險的措施，加強警隊的誠信管理。二零二四年，行動小組舉辦財務管理研討會以提高人員審慎理財的意識，並優化「個人財政狀況篩查計劃」的流程以提升效率。同時，行動小組成立支援小組，致力維持無騷擾的職場工作環境。

The Force Committee on Integrity Management (FCIM) formulates integrity management (IM) policy, provides strategic directions on key IM issues, and monitors and evaluates the effectiveness of the Force's four-pronged strategy on IM, namely education and culture building, governance and control, enforcement and deterrence, and reintegration and support.

The Internal Investigations Office (IIO) helps implement the Force Strategy on IM, which inspires officers to uphold the Force's values of integrity and honesty, and emphasises the supervisory responsibilities of supervisors as well as the significance and necessity of timely interventions.

The Integrity Audit Action Group (IAAG) strengthens the Force's IM through proactive investigations and initiatives that enable early risk identification. In 2024, IAAG hosted a Financial Management Seminar to improve officers' awareness of prudent financial management, enhanced the Financial Screening Scheme for greater efficiency, and established a support group to foster a harassment-free workplace.



監警會代表於五月到訪反詐騙協調中心和反詐騙聯合情報中心，以進一步了解警隊打擊詐騙案的策略。  
IPCC representatives visited the Anti-Deception Coordination Centre and the Anti-Deception Alliance in May to further understand the strategies adopted by the Force in combating scam cases.