

HKPF Launches Self-service Kiosk at HZMB Hong Kong Port (with photo)

The Hong Kong Police Force (HKPF) today (November 1) introduced a Self-service Kiosk (SSK), the first of its kind at land boundary control points, outside the police reporting centre in the Passenger Clearance Building at the Hong Kong-Zhuhai-Macao Bridge (HZMB) Hong Kong Port, allowing citizens and tourists to make use of the round-the-clock and convenient service to report lost properties and non-emergency cases through an electronic platform.

Since September 2021, the HKPF has introduced SSKs in the report rooms of different police stations by phases. The first SSK in the public place was also launched at the Admiralty MTR Station last October. In addition, the brand new "One-Stop Loss Reporting Service", jointly developed by the HKPF and the MTR Corporation (MTRC), allows the public to authorise the Police to upload their lost property reports to the MTR's "Online Lost Property Platform," saving them from making a separate report to the MTR and increasing the chances of recovering the lost properties.

According to Police statistics, over the past three quarters, the SSKs have successfully processed almost 40 000 lost property reports, accounting for approximately 70 per cent of the total lost property cases reported to the report rooms of the police stations concerned. This reflected that the SSKs have been well-received by the public and thus allowed officers in report rooms more time to respond to other calls for assistance.

With the full resumption of normal travel between Hong Kong and the Mainland, there has been a significant increase in the number of passengers traveling to and from Zhuhai and Macao through the HZMB Hong Kong Port, reaching a total of 15 million in the first three quarters of this year, an increase of 78 times as compared to the same period last year. As a result, the number of lost property cases reported at this Control Point has also risen, with a 16-fold increase to 708 cases in the first three quarters of this year as compared to the same period last year. The newly installed SSK will enhance service quality by providing a convenient way for citizens and tourists to report lost properties, saving their queuing time at the police reporting centre.

The HKPF will continue to expand the coverage of SSKs to more police stations, public places, and other locations with high traffic flow, such as other suitable boundary control stations, public transport interchanges and large shopping malls, with a view to providing greater convenience for citizens and tourists, as well as integrating technology into daily lives.

