

HKPF to extend trial of interactive voice response system service in report rooms

Following the trial of the interactive voice response system service (IVRS) at the report room hotline of Tsim Sha Tsui Division Police Station in October last year, Police will extend the trial to four other report rooms starting from 10am tomorrow (March 1), aiming to cater to various reporting needs of the public.

The hotlines of the five police station report rooms offering trial interactive voice response system services are as follows:

1. Tsim Sha Tsui Division Police Station (3661 1650)
2. Wan Chai Division Police Station (3661 1612)
3. Tseung Kwan O District Police Station (3661 1624)
4. Castle Peak Division Police Station (3661 1668)
5. Kwai Chung Division Police Station (3661 1690)

A Police spokesman said that in general, the calls for assistance from the public may concern different government departments or units of Police. In IVRS, the public can obtain more detailed reporting information through the key-in mode of input based on the category of the cases so as to select the reporting channel in need or connection to the Report Room.

The spokesman reiterated that report room hotlines are designed for reports of non-emergency nature. In case of emergency, the public should call 999 or 992 (Emergency SMS Hotline for registered speech or hearing impaired users only).

The public may also report online via the e-Report Centre on the police website or Hong Kong Police Mobile App, or contact Police via fax, email or post. For details, please visit police website at https://www.police.gov.hk/ppp_en/index.html.