

New e-Report Centre to be launched at Police website

Police will launch a new e-Report Centre at its website tomorrow (June 27) in view of an increasing demand for online case reporting services and increase in types of cases reported.

The existing e-Report Room at the Police website was launched in June 1996 to provide online case reporting services to the public. In view of the increasing usage of the e-Report Room function in recent years, Police designed the e-Report Centre with new features such as case categorisation and uploading functions, to replace the e-Report Room and better meet the needs of users.

The new e-Report Centre will adopt a more user-friendly design, offering 23 types of report templates under five categories, namely Crime, Miscellaneous, Road Traffic Incident, Request for Information and Other Online Services. It will also allow users to upload images and document files for Police investigation.

Other new features of the e-Report Centre include raising screening questions to classify emergent and non-emergent cases; issuing acknowledgment slip to the informant to confirm receipt of the report; and issuing confirmation email to the informant with an e-reference number and the contact information of the unit responsible for initial handling of the report.

The e-Report Centre is designed for reports of non-emergency nature and that instant response will not be available. In case of emergency, members of the public should call 999 or 992 (SMS Emergency Hotline Service/Fax Service for registered users only), or contact the nearest police station.

The public may also contact the Police via other means, such as making use of telephone hotlines, fax, e-mail, post and Crime Information Form. For details, please visit the Police website at www.police.gov.hk/ppp_en/contact_us.html.