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CHAPTER 7

PUBLIC ORDER



Graduation Ceremony of the Training Programme for Police Cadets (Photo: GCS)

Public Order

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Unitary Police Service

The Unitary Police Service was formed as part of Macao's internal security system following the establishment of the MSAR Government, and it began operating in October 2001. It commands and leads the operations of the Public Security Police and Judiciary Police.

The Public Security Police and Judiciary Police come under the direct central command of the Unitary Police Service. Through these two organisations, the Unitary Police Service ensures public security, maintains public order and provides a peaceful environment in every area of Macao. Its duties are to lead and coordinate the operations of the two bodies by commanding them in the performance of their duties, coordinating all their criminal investigations, overseeing their operations, and evaluating the results of their actions. When considered necessary, the Unitary Police Service may intervene in police operations and directly coordinate and participate in joint actions. By strengthening its operational capability, the Unitary Police Service enhances its ability to combat crime, reduce crime rates, maintain public order, and ensure the safety of people and property.

The Unitary Police Service plans and advises on operations. It consists of six subsidiary units: the Office of the Commissioner General, the Intelligence Analysis Centre, the Operations Planning Centre, the Administration and Finance Department, the Computer and Information Technology Unit and the Information and Public Relations Office.

The Office of the Commissioner General is responsible for assisting the Commissioner General in the execution of his duties. It consists of the office coordinator, adviser, Commissioner General's secretary and office assistant.

The Intelligence Analysis Centre is primarily responsible for collecting and analysing information. It conducts research and makes recommendations based on important intelligence that has been consolidated and provided by the Public Security Police and Judiciary Police. It is also responsible for studying and designing intelligence systems, in terms of their development, application, and management. Responding to the trend of intelligence-led policing, the centre has appointed police affairs coordinators to maintain close contact with police authorities in neighbouring regions and overseas. These help to sustain communications with police authorities in other regions, and make timely use of the latest information about police operations and crimes outside Macao, in order to ensure that the MSAR has the strongest-possible crime-fighting capability. By cooperating with neighbouring regions, the centre can also combat cross-border crime – which has become increasingly serious as the result of social changes – more effectively.

The Operations Planning Centre assists the Commissioner General of the Unitary Police

Service in planning and implementing operations. It cooperates with the Intelligence Analysis Centre in drafting and updating public security and contingency plans, conducts research, plans joint operations involving subsidiary police departments, and follows up and supervises the implementation of action plans. In addition, the centre directs training programmes and joint exercises with other police departments. It then assesses results and capabilities, and carries out studies to make improvements.

The Administration and Finance Department is a logistics and support department responsible for providing material and administrative assistance. Its major tasks include preparing budgets and supervising their implementation. It is also responsible for all administrative and personnel management matters.

The main responsibility of the Computer and Information Technology Unit is to provide information and telecommunications technology support to the Unitary Police Service, in partnership with the two subsidiary police departments, for the purpose of drafting information guidelines, and studying the feasibility of developing information technology (IT) projects. The Information and Public Relations Office is responsible for handling external relations and police ceremonial issues. Its other tasks include releasing operational information from the Unitary Police Service, organising activities to promote relations with the public, and coordinating with the two subsidiary police departments to organise such publicity programmes.

Since the establishment of the Unitary Police Service, its command and leadership have enabled the Public Security Police and Judiciary Police to cooperate more closely and effectively to prevent and combat crime. Hence, it has greatly enhanced the ability of the police to maintain public order and the stability of the community.

Public Security Police

The Public Security Police is primarily responsible for ensuring order in Macao. It guarantees fundamental civil rights, personal freedoms, the rule of law, and maintenance of public order; thereby ensuring the safety and peace of the community. The Public Security Police takes measures to prevent crime, especially organised and serious violent crime. It also rescues and assists disaster victims. Its officers patrol the streets and public places on a daily basis, as part of its commitment to protecting public peace and order, especially during public gatherings, protests, ceremonies, celebrations and performances. In addition, the Public Security Police implements road and traffic regulations. Regulating the movement of people into and out of Macao, in order to maintain effective immigration control, is another of its duties. Immediate action is taken in response to reports of actual or planned criminal activities, and offenders are detained by the Public Security Police until criminal police officers arrive to take over the case.

Affiliated units of the Public Security Police include a Directorate and Interdepartmental Board, Resource Management Department, Information Department, Operations Department, Immigration Department, Traffic Department, Macao City Police Department, Taipa and Coloane Islands Police Department, Tactical Police Unit and Logistic Support and Services Division, as well as the Police School and Police Band.

At the end of 2010, the Public Security Police comprised the following disciplined services staff:

Rank	Members
Commissioner	2
Deputy Commissioner	2
Senior Assistant Commissioner	8
Assistant Commissioner	19
Senior Superintendent	42
Superintendent	29
Chief inspector	183
Inspector	235
Sergeant	564
Senior Constable	292
Constable	2,725
Total	4,101

Note: The above table shows only the number of disciplined services staff at the Public Security Police, but not staff assigned to other departments.

Operations Control Centre

The Operations Control Centre comes under the Operations Department of the Public Security Police. All 999 emergency calls from residents are routed to the centre, which classifies them and arranges for police officers to visit the scene and take action. Calls concerning fire alarms, dangerous rescue missions, and cases of injured and sick people are connected to a three-way conference call system that includes the caller, an officer handling 999 calls, and Fire Service personnel; and immediate and appropriate action is taken. Emergencies are referred to the relevant police station for appropriate action. Accidents at sea are reported to the Macao Customs Service.

The 999 emergency hotline provides an instant, convenient channel for residents to obtain help in emergencies. To prevent abuse, the source and content of every call are recorded and can be subsequently traced if necessary. The Operations Control Centre received 409,662 emergency calls during 2010.

The centre also supervises traffic-monitoring systems. Video cameras installed on all sea bridges transmit images of traffic that enable its officers to observe and control traffic flows.

The Operations Control Centre is equipped with a computer-controlled video alarm system that can transfer video footage from crime scenes direct to the centre. This enables officials to learn about a situation quickly, and respond to it.

Police Tactical Unit

The Police Tactical Unit was established in 1979, with 20 staff, and by 2010 had expanded to 630 team members.

Under the Police Tactical Unit, there are six special units – the anti-riot team, VIP and important facility protection unit, bomb-disposal team, police dog team, inspection and security team, and special operations team. They are responsible for the safety of important facilities, combating criminals – especially those using firearms, and taking action when there is serious violence, including instances of sniper attacks and hostage-taking.

Judiciary Police

The Judiciary Police is a criminal investigation police department under the supervision of the Secretary for Security, and it specialises in crime prevention and investigation. It also assists the judiciary and other Government departments in investigating criminal activities.

In response to rapid economic and social development, a sharp increase in the transient population and more complex modus operandi involving high technology, aiming to prevent and combat crimes effectively, the Judiciary Police amended its organisational and staffing structure to meet the needs for law enforcement, ensure proactive enforcement and strengthen criminal intelligence.

At present, the subsidiary units of the Judiciary Police are the Criminal Investigation Department; the Department for the Investigation of Gaming-related and Economic Crimes; the Intelligence and Support Department; the Forensic Science Department; the IT and Telecommunications Management Department; the Management and Planning Department; the Judiciary Police Training School; Interpol Macau, China (Sub-bureau of the Chinese National Central Bureau of ICPO – Interpol); and the Criminal Intelligence Division. During 2010, the total number of permanent staff positions in the Judiciary Police increased from 853 to 1,356. The number of serving staff was 927.

In 2010, the Judiciary Police received 9,898 criminal cases, of which 4,081 were designated as investigations, 2,768 were preliminary investigations, 2,766 were investigations that had been requested and the other 283 were indictments. In the year it handled 10,047 criminal cases, of which 4,513 were designated investigations, 2,826 were preliminary investigations, 2,425 were investigations that had been requested, and 283 were indictments. The investigations it completed involved: two homicides, two kidnaps, 16 illegal confinements, 25 extortion cases, 38 arson cases, 165 profiteering and loan-sharking cases, 1,655 gaming-related cases, 102 cases of drug trafficking, 132 cases of drug taking, 1,491 thefts, 152 robberies, 240 cases of passing counterfeit currency, 309 frauds and 68 phone frauds.

Criminal Investigation Department

The Criminal Investigation Department undertakes specific crime investigation duties. It is empowered to prevent and investigate the crimes listed in Article 7 of Law No. 5/2006, including drug trafficking and drug taking, robbery, assault and battery, theft, organised crime and other offences liable to a maximum punishment of imprisonment for more than three years, and where the identity of the purported offender is unknown.

The subsidiary units of the Criminal Investigation Department were the Narcotics Division,

Organised Crime Division, Personal Offences Section, Property Offences Section, Robbery Offences Section and Arson Offences Section.

Gaming-related and Economic Crimes Investigation Department

The major responsibilities of the Gaming-related and Economic Crimes Investigation Department are to prevent and investigate illegal gambling, loan-sharking and crimes in casinos; fraud, abuse of trust and writing bad cheques; counterfeiting of documents and money, passing counterfeit banknotes, crimes of disobedience, false identity declarations, forging of civil identification, possessing or passing other individuals' identification documents and information; and money laundering and terrorism financing.

The subsidiary units of the Gaming-related and Economic Crimes Investigation Department are the Gaming-related Crimes Division, Economic Crimes Division, Anti-Money Laundering Division and IT Crimes Division, of which the IT Crimes Division is a new department specialising in the prevention and investigation of IT crimes, aiming to effectively respond to technology-related crimes.

Intelligence and Support Department

Headed by the Director of the Judiciary Police, the Intelligence and Support Department is responsible for organising, installing, operating and maintaining the automated registration system which handles policing and criminal information, facilitating the investigation of crimes that fall within the scope of the Judiciary Police, and devising strategic plans for combating crime. It also provides operational and technological support to all investigation subsidiary units, especially in prevention of triad activities, organised crime and terrorism.

The Intelligence and Support Department was upgraded from a division to a department, which comprises the Intelligence Consolidation Division, Operations Support Division, Technical Investigation Division and Special Investigation Division, aiming to enhance its function of gathering and analysing criminal intelligence, fully utilise the intelligence-based criminal investigation and ensure proactive law enforcement.

Forensic Science Department

The Forensic Science Department is an independent technical department, and comprises the Crime Scene Investigation Division, Forensic Division and Forensic Support Division. Its major responsibilities are: to organise and guide crime scene investigation; to perform criminal forensic examination, especially examination and quality management involved in physics, biology, documentation, videos, traces, drugs and toxicology; to manage the physical evidence submitted for examination; equipment and facilities for such purposes and forensic science files; and to conduct research for development of forensic technology.

The IT and Telecommunications Coordination Department

The IT and Telecommunications Coordination Department is responsible for analysing, coordinating, assessing, defining and executing all necessary IT and telecommunications system plans required by the Judiciary Police in the execution of its duties, as well as studying from an IT

and telecommunications point of view, specific technology to prevent and suppress crimes. The department is also responsible for designing, installing and maintaining all related equipment, and providing technical assistance to the Computer Forensics Division in investigations of high-tech crimes.

The subsidiary units of the IT and Telecommunications Coordination Department are the Information Technology Division, Telecommunications Division and Computer Forensics Division, of which the newly set up Computer Forensics Division is responsible for assisting in the area of information technology and investigation of high-tech and IT-related crimes; gathering, inspecting and analysing electronic evidence and presenting it to the court, so as to ensure the legitimacy, independence, professionalism and authority of relevant law enforcement work.

Judiciary Police Training School

The functions of the Judiciary Police Training School are to select and train personnel for special duties in the Judiciary Police, supervise trainees, publish promotional materials and organise publicity programmes.

Its training programmes include induction, in-service training and promotional training for inspectors and assistant inspectors, detectives and assistant criminologists handling criminal cases. In 2010, the school provided 60 courses totalling 2,514 teaching hours for 3,277 staff on induction training, in-service training, promotion-related training and joint programmes co-hosted with other institutions.

The Judiciary Police Training School produces three regular publications: *Judiciary Police Newsletter*, *Criminal Investigation and the Legal System* and the *Judiciary Police Annual Report*.

Interpol Macao, China (Sub-bureau of the Chinese National Central Bureau of ICPO – Interpol)

The Interpol Macao, China (Sub-bureau of the Chinese National Central Bureau of ICPO – Interpol) carries out or assists in operations in Macao at the request of overseas Interpol offices. It issues international arrest warrants from Macao to Interpol's headquarters in France, releases relevant crime information, submits executable temporary detention requests in accordance with extradition procedures in other countries, and detains or helps to detain extraditable fugitives subject to Interpol international arrest warrants. Among its other functions are the detention of criminals or suspects repatriated to Macao, and the provision of advice on crime prevention and reduction. In addition, the sub-bureau exchanges materials concerning international crime, releases documents on police matters, and establishes cooperative relations with overseas public security authorities. At the same time, it receives, classifies, handles, issues and files documents concerning international criminals.

Service Provider and Complaints Centre

The Service Provider and Complaints Centre aims to provide a convenient channel for residents to submit suggestions and voice complaints about members of the Judiciary Police who contravene the law, thus helping the public to supervise the disciplined services. The centre received 504 cases in 2010: 59 crime reports, 53 complaints, four comments or suggestions, 326 enquiries, two commendations, four cases providing criminal information and 56 cases concerning other matters.

Police-Community Relations Research Group

The Police-Community Relations Research Group is responsible for collecting information about police-community relations, and studying issues of concern. It also provides basic consultation services about the judiciary police's law-enforcement functions and promotes legal awareness among the public. In addition, it encourages interaction between the police and the community and the involvement of every citizen in law enforcement, and it strives to increase the efficiency of law enforcement.

Youth Support Centre

The Youth Support Centre includes an inspector, several criminal investigators and one social worker. Based on conditions in the community, it studies the characteristics and trends of juvenile delinquency and makes relevant proposals for its prevention. The centre also develops close relationships with schools and youth associations. It exchanges information and makes suggestions concerning trends in juvenile offences. Over time, the centre aims to identify the causes and thwart the spread of such illegal activities. Through lectures, seminars and other promotional programmes, the centre educates and guides young people and helps them to develop healthy lives and values.

In 2010, the centre arranged 81 lectures on the prevention of juvenile delinquency, provided individual counselling to 20 students, patrolled primary and secondary schools 194 times, conducted social service outreach services on 77 occasions, and organised 38 student tours of police facilities. These activities produced positive results in helping to prevent juvenile delinquency.

Crisis Negotiation Unit

Under the management and command of the Deputy Director responsible for criminal investigation and operations, the Crisis Negotiation Unit is designed to alleviate crises and disputes and minimise casualties and property losses by conducting negotiations. Members of the unit were drawn from various investigation departments and all participate on a voluntary, part-time basis. They become formal members of the unit after strict selection and training procedures. They also need to participate in regular drills and training. The unit comprises three teams, members of which are called upon to serve as negotiators in emergency situations, such as advising on instances of suicide and hostage taking.

In 2010, the Crisis Negotiation Unit handled 12 cases of suicide and self-confinement, all of which were satisfactorily resolved.

Crime Prevention Team for Residential Buildings

Given the increase in burglaries, robberies, drug-related crime and fraud in residential buildings, the Judiciary Police set up the Crime Prevention Team for Residential Buildings in early 2010, so as to understand the crime situation and collect crime evidence in a timely and proper manner, assist in developing strategies to prevent and combat crimes, strengthen residents' awareness of crime prevention and jointly protect the safety of the residents by liaising directly with caretakers and residents. Residents can call the hotline of the Crime Prevention Team for Residential Buildings to provide crime information and give opinions.

Macao Public Security Forces

The Macao Public Security Forces (FSM) consists of the Public Security Forces Affairs Bureau, Public Security Police Force, Fire Service and Academy of Public Security Forces. The FSM had 5,094 disciplined services staff and 825 clerical staff at the end of 2010. It cooperates with the Unitary Police Service, Macao Customs Service, Judiciary Police and Macao Prison to form Macao's internal security system.

Public Security Forces Affairs Bureau (DSFSM)

The DSFSM was founded on 28 January 1991, with the Decree-Law No. 6/91/M. It took over the functions of the former Public Security Forces Headquarters, and it became an administrative department of the Macao Public Security Forces. On 29 April 2002, By-law No. 9/2002 was passed, internally restructuring the Public Security Forces Affairs Bureau, which then began to operate within the new organisational framework.

The DSFSM is primarily responsible for providing technical and administrative support in terms of law, personnel, logistics, financial management, telecommunications, infrastructure, organisation, information, planning, coordination and programme standardisation. Its subsidiary units include the Administrative Management Department, the Technical Support Department, and the Public Relations and Historical Archive Office.

Recruitment

Recruitment of police officers and fire service officers comes under the central control of the DSFSM. To increase the quality of police cadets, it raised the minimum academic entry requirements for police officers and Fire Service officers to Form Three (Chinese school) or Grade Nine (Portuguese school) levels in 1998.

Following the promulgation of Law No. 6/2002, the courses designed for police cadet recruitment were renamed the Training Programme for FSM Police Cadets. Afterwards, under By-law No. 13/2002, the Government revised certain regulations related to the recruitment and training of police cadets. In addition, applicants must pass a full medical examination, a physical fitness test, a general knowledge test and a psychological test. At the end of the 11th training programme in 2010, some 208 candidates were recruited, of whom 174 chose to become police officers, and 34 to become fire service officers. At the end of the 12th training programme, 129 candidates were recruited, of whom 105 chose to become police officers, and 24 to become fire service officers.

The following table shows details of the 2010 recruitment:

Training Programmes for FSM Police Cadets	Number of Applicants	Number of Students after Selection		
		Male	Female	Total
12th	2,443	111	18	129
13th	2,375	173	33	206
14th	1,104	112	2	114

After passing the training programme examinations, an eligible candidate can choose to become a police officer or a fire service officer. Also, clerical staff are recruited by the Public Security Forces Affairs Bureau (DSFSM). After examinations and assessments, successful applicants are allocated to various divisions of the Macao Public Security Forces (FSM).

Enquiries and Complaints

A public enquiry service was launched in conjunction with the establishment of the DSFSM. Under the auspices of the Public Relations and Historical Archive Office, it provides services ranging from answering enquiries about different units of FSM to hearing suggestions and complaints from the public.

After receiving the enquiries, suggestions or complaints from members of the public, officers analyse the issues raised, contact the relevant units to investigate the content of the enquiries or complaints, and follow up on the investigations. The results will be reported by the DSFSM when they become available, or the unit handling the enquiry will respond directly to the person making the enquiry, suggestion or complaint.

In 2010, the DSFSM received 185 cases, including 18 complaints, 12 suggestions and opinions, 143 enquiries, one crime report and four commendations. A further seven cases were found to be unrelated to the FSM. Of the 18 complaints, five concerned equipment and facilities, four concerned police officers, three concerned traffic issues, and three concerned service procedures. Most of the other cases were related to the environment, noise, and public health.

Disciplinary Cases

The FSM requires rigorous disciplinary compliance from all its officers. According to information provided by the FSM, during 2010 it handled 376 disciplinary cases involving 397 people, of whom 335 were in the Public Security Police, 33 in the Fire Service, three in the DSFSM and five in the Academy of Macao Public Security Forces. Most disciplinary actions were for minor offences. However, five Public Security Police officers and two Fire Service officers were disciplined for criminal offences.

Fire Service

During the mid-19th century, Macao already had an official fire service similar to the present-day one.

The Fire Service was restructured after the establishment of the Macao SAR, and its duties and functions were redefined to better satisfy the needs of social and economic development. Its organisation currently consists of a Command Office, Discipline Committee, Legal Advisors' Division, Command Support Office, Resources Management Department, Personnel and Logistics Division, Technical Support Division, Macao Operations and Ambulance Division affiliated to the Macao Operations Department, Islands' Operations and Ambulance Division affiliated to the Islands' Operations Department, Fire Service School, Services Division and Airport Division.

The Fire Service aims to protect human life and property from the threat of disasters, and to prevent and extinguish fires. Its core functions are to assist in cases of fire, flooding, collapse of buildings, or any other life and property-threatening situations. It also takes measures to prevent fires and provide assistance in emergency cases involving illness or danger. The Fire Service also

participates in civil protection and emergency management.

At the end of 2010, the Fire Service had a staffing level of 1,173 posts, with 870 personnel in service and 303 vacancies. It has seven fire stations on the Macao peninsula, Taipa and Coloane islands: the Fire Service Headquarters and Sai Van Lake Station, Central Station, Areia Preta Station, Taipa Island Station, and Coloane Island Station, plus two stations at Macau International Airport.

The Fire Service responded to 32,848 incidents during 2010.

Appliances and Equipment

The Fire Service currently has 156 fire vehicles: 16 large water pumps, 14 fire tenders with turntable ladders, six rescue units, three large foam and dry powder tenders, one tender equipped for high rescues, six rescue cushion tenders, two lighting tenders, two ventilation tenders, two breathing apparatus tenders, two command cars, 25 ambulances, two ambulance transits, two emergency medicine support cars, one sterilised equipment transit tender, eight ambulance motorcycles, three fire motorcycles, 14 fire/ambulance motorcycles, two hose layers, two chemical equipment tenders, four lorries, 11 jeeps, one vehicle for mobile promotions for fire prevention, and 27 other vehicles for general duties.

Fire Fighting

In 2010, the Fire Service handled one No. 3 alarm fire, 17 medium-sized fires, 669 small fires, and 412 miscellaneous fires. Classified by cause, 654 fire incidents were due to the careless disposal of embers, 118 were the result of electrical short circuits, 109 were accidental false alarms, five were deliberate false alarms, 26 were due to suspected arson and 187 were due to other causes. Fire injured 93 people during the year.

Other Emergency and Special Services

The Fire Service provides other accident, emergency and special services, such as handling gas leaks, emergency opening of doors and the rescue of people trapped in malfunctioning lifts, and suicide attempts. It assists the injured in industrial and traffic accidents, removes fallen objects, cleans roads, and deals with collapsed buildings or fallen trees, landslides and flooding. When needed, it also provides emergency and special services to Macau International Airport. In 2010, the Fire Service responded to 5,228 emergency calls concerning such incidents.

Ambulance Service

The Fire Service is also responsible for all emergency assistance work in Macao. Its emergency ambulance team comprises 539 paramedics. All have completed professional courses in nursing and possess recognised nursing qualifications. In 2010, the Fire Service responded to 26,521 emergency requests for ambulances, and dispatched ambulances on 29,624 occasions. The ambulance service chiefly attends to injuries caused by fire, such as burns and scalds; industrial accidents; traffic accidents; domestic accidents; suicides; cuts or fractures caused by fighting; sudden illnesses, such as heart attacks, epilepsy, fainting, and mental disease; and other situations where people require emergency medical help.

Fire Prevention

Articles 2 and 3 of Decree-Law No. 24/95/M stipulate that the Lands, Public Works and Transport Bureau and other licence-issuing bodies have the authority to supervise compliance with and full implementation of the Rules and Regulations on Fire Prevention and Safety. The relevant authorities must request the Fire Service and other Government departments to cooperate in these areas of their duties and authority. Under the Rules and Regulations on Fire Prevention and Safety, the Fire Service is responsible for monitoring the design of all new buildings and fire-prevention equipment. It also inspects older buildings and advises on improvements to fire-prevention facilities. In addition, it examines and monitors fire-prevention measures in shopping malls, factories, catering establishments, and various recreational and entertainment venues. It ensures the proper observance of fire-prevention regulations and the use of fire-fighting equipment. It submits reports on the results of its investigations and proposes follow-up processes to the relevant authorities.

In 2010, the Fire Service examined 1,713 construction plans, conducted 1,036 site inspections, performed 872 fire-fighting-equipment tests and undertook 1,961 fire-prevention and safety patrols. It handled 370 complaints about fire safety and awarded 48 quality certificates for fire-prevention and fire-fighting equipment.

As most accidental fires are due to personal negligence and lack of knowledge about fire prevention, the Fire Service produced and distributed to residents booklets and leaflets containing fire-prevention guidelines. As part of its promotional and educational efforts, it aims to enhance residents' awareness of how to prevent fire accidents. In 2010, the Fire Service gave 100 lectures to residents, organisations, hotels, factories and schools. These were attended by a total of 9,973 people. In addition, through its enquiries and complaints mechanism, the Fire Service responded to 266 enquiries about fire prevention and safety.

Academy of Macao Public Security Forces

The Academy of Macao Public Security Forces is a bureau-level unit under the Secretary for Security, and it is the tertiary educational institution responsible for training Macao's senior police officers.

The academy's core functions are to develop education, conduct research and assist society. Its objective is to train police officers and Fire Service officers serving in different units of the FSM. It provides enhancement programmes, refresher programmes and professional training courses for the FSM. In addition, it organises training courses related to the promotion of FSM police officers and Fire Service officers.

Since its establishment, the academy has produced a large number of senior local police officers and firefighters equipped with professional knowledge, skills and capabilities for the Macao Public Security Forces.

From 1995 to 2010, the academy trained 218 officers in its Police/Fire Service Officers' Training Programme. These graduates have now taken up leadership and directorate positions in different units of the FSM. At present, 74 people (including two exchange trainees from mainland China) are attending its ninth, tenth, eleventh and twelfth training programmes.

From 1991 to 2010, a total of 5,140 officers attended the Training Programme for Police Cadets provided by the academy's Joint Training Centre.

The academy attaches great importance to staff training. In line with technological advances, social changes and the practical needs of the police forces, the academy has gradually improved its training mechanisms to accelerate the updating of knowledge, with the aim of providing greater learning and training opportunities for officers.

The academy organised several programmes, lectures and seminars during 2010. About 2,500 participants attended its 41 training courses.

Traffic Accidents

According to statistics provided by the Public Security Police, 13,155 traffic accidents occurred in Macao during 2010, resulting in 5,303 injuries and 10 fatalities.

Macao Customs Service

The Macao Customs Service (Macao Customs) was officially inaugurated on 1 November 2001. A ceremony was held on 6 November 2001 to celebrate its establishment, and the formal inauguration of the Macao Customs Service Building. The Establishment Day of the Macao Customs Service has been commemorated on 6 November of every year since then.

Founded in accordance with the Basic Law, Macao Customs is an independently administered public authority. It is responsible for leading, implementing and monitoring measures related to customs policies, as well as policing duties related to customs affairs.

The duties of Macao Customs include preventing, tackling and eliminating customs fraud. It is also committed to curbing and stamping out unlawful trafficking. It helps to monitor external trade activities and contributes to protecting and enhancing Macao's international reputation. Macao Customs also safeguards intellectual property rights, as prescribed by law. It is dedicated to fulfilling Macao's international obligations relating to customs matters and looking after the safety of people and property, as set out in the security policies of Macao. It also participates in civil protection preparedness, and special emergency operations.

Macao Customs has a Director-General, Deputy Director-General, Assistant Director-General, Operation Management Department, Checkpoint Enforcement Department, Intellectual Property Rights Department, Marine Enforcement Department, Information and Communication Technology Department, Internal Affairs Office, and Finance and Administration Department.

Marine Supervision

The Macao Customs Fleet is responsible for patrolling Macao's coastal waters. With the cooperation of the Frontier Defence Office of the Guangdong Provincial Public Security Department and other mainland China customs departments, it has strengthened its role in tackling organised illegal immigration and smuggling activities. In 2010, the Macao Customs Fleet and customs-related units in mainland China (such as the Frontier Defence Brigade of the Zhuhai Public Security Bureau) conducted 55 joint operations along the coast of Macao, to ensure order and safety at sea.

The Macao Customs Fleet currently has nine patrol vessels and 23 high-speed boats.

International Cooperation

Macao Customs is a member of the World Customs Organization (WCO).

The service has participated in various international operations, including: “Project Crocodile” with the World Customs Organization’s Regional Intelligence Liaison Office for Asia and the Pacific to fight cigarette smuggling; “Project Sky-Hole-Patching” to combat illegal trade involving chemicals that damage the ozone layer; the Drug Seizure Immediate Notification System for International Airports, to aid in intercepting drug smuggling; and activities to prevent and combat crime related to terrorism, measures against human trafficking and activities to prevent and combat money laundering.

Handling Enquiries and Complaints

The Internal Affairs Office, which comes directly under the Director-General of Macao Customs, is responsible for handling reports, complaints and enquiries. It offers a wide range of channels for systematically receiving public enquiries and complaints about its performance, including a 24-hour report and complaints hotline, an enquiry hotline during office hours, email, and opinion boxes located in relevant units and meeting rooms. During 2010, the office received 287 reports from the public. The topics included intellectual property infringements, violation of external trade policies, violation of marine safety regulations, illegal immigration, illegal labour, and drug-related activities. In all, there were 74 complaints, concerning the conduct of customs officers, service procedures, equipment and facilities, environment and noise pollution. It also handled 3,345 enquiries. The establishment of a report and complaints mechanism will further improve the quality of Macao Customs and staff professionalism, thus creating favourable conditions for increasing service efficiency.

Civil Protection

Civil protection aims to prevent major loss of life and damage to property in the event of serious accidents, natural disasters and crises. It is jointly conducted by Government departments and public institutions, with the involvement of residents. Civil protection procedures can reduce casualties and save lives in dangerous situations.

The Action Coordination Centre makes suggestions and deploys manpower and material resources to coordinate and supervise a programme of measures to limit or prevent the effects of any serious accident, disaster or other catastrophe that occurs. It takes all necessary precautions to maintain basic services and normal living conditions for residents in the event of tropical storms or other abnormal situations.

Civil protection will be carried out in phases, according to the nature of the disaster and the needs it creates in terms of rescue and other requirements. If necessary, Macao can be divided into two districts, the Macao peninsula and the islands area. Separate district action centres can be set up to carry out or coordinate activities under the overall command of the Action Coordination Centre headquarters.

The Public Security Forces, other Government departments, non-governmental organisations and private-sector companies jointly participate in civil protection. They include the Civil Protection Action Centre; Islands Area Action Centre; Fire Service; Public Security Police; Public Security

Forces Affairs Bureau; Academy of Macao Public Security Forces; Public Security Coordination Office; Judiciary Police; Macao Customs; Civil Aviation Authority; Maritime Administration; Conde S. Januario Hospital; Education and Youth Affairs Bureau; Lands, Public Works and Transport Bureau; Government Tourist Office; Meteorological and Geophysical Bureau; Government Information Bureau; Social Welfare Bureau; Housing Bureau; Civic and Municipal Affairs Bureau; Health Bureau; Transport Bureau; Companhia de Electricidade de Macau (CEM); Companhia de Telecomunicacoes de Macau (CTM); Kiang Wu Hospital; Macao Water Supply Company (SAAM); and Teledifusao de Macau (TDM).

Macao Prison

Macao Prison has a history dating back several hundred years. Located on Coloane island, the prison, formerly called Coloane Prison, was completed and went into use in 1990. After a few years, to meet special public security needs, construction of a Special Detention Centre located next to the Academy of Macao Public Security Forces on Coloane island and managed by the prison began in 1998. It was put into service in 1999, to house inmates requiring special supervision or custody. The nearby facility, formerly called the Coloane Youth Prison, is now a section for female inmates. The Coloane Prison was officially renamed the Macao Prison when the Macao SAR was established on 20 December 1999.

Functions of the Prison

The prison is authorised to implement confinement and custodial sentences. It executes court-imposed prison sentences, and punishes and disciplines inmates. It also assists in the rehabilitation of inmates by operating prison workshops. The aim is to help inmates return to and reintegrate into society, making reasonable use of manpower and material resources.

The prison has separate male and female sections. Each has its own sub-sections for inmates on remand and convicted inmates.

The prison can also set up special detention zones in other locations for inmates who must be held under absolute or limited isolation regulations and special isolation security regulations.

With the approval of authorised Government officials and in exceptional situations, the prison can provide protective custody for certain inmates.

Prison Facilities

The prison consists of nine buildings, six of which accommodate inmates. One of the buildings, situated next to the Academy of Macao Public Security Forces, is used to house inmates who are under special supervision or isolation in a special detention zone. Three other buildings house the security control room and office, workshops, classrooms and a multi-function room and clinic. Other annexes include an administration office, a separate office building where staff handle daily office routines and receive the public, and a security building that serves as the entrance as well as a frontline security area.

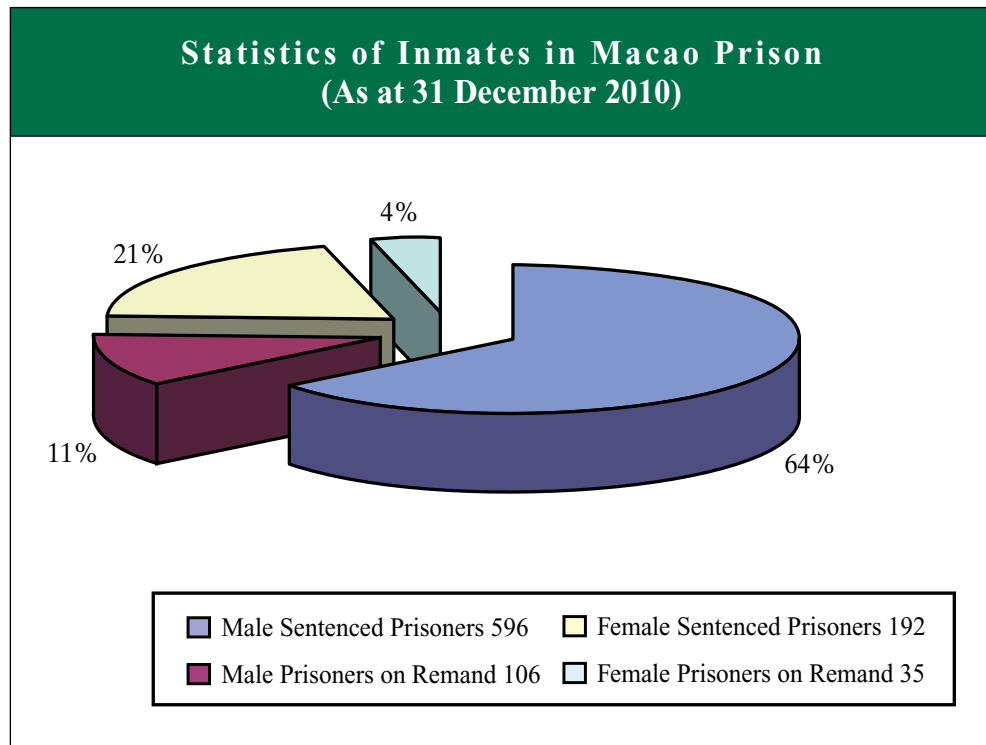
In order to efficiently supervise and provide medical care for inmates, the Health Bureau and the Macao Prison jointly established a custodial ward in Conde S. Januario Hospital. It is equipped

with standard medical treatment facilities, and provides both outpatient and inpatient services for inmates. It is staffed by medical personnel on a rota basis and prison guards.

To improve the quality of its services on a continuous basis, the Macao Prison Service Enquiry Centre is established at Block A, 8/F, China Plaza, Praia Grande Avenue. The centre deals with general enquiries, complaints by citizens, applications for visiting permits and certificates, as well as appointments with social workers, and receiving letters and supplementary documents from the public.

Prison Population

The prison can accommodate a maximum of 1,341 inmates. As at 31 December 2010, it held 929 inmates: 227 were on remand and 702 were convicted.



Returning to Society

To implement its plan to assist inmates in returning to society, the prison provides education and occupational training. Inmates can apply to study according to their educational level, interests and needs.

Education

In conjunction with the Education and Youth Affairs Bureau, the prison provides courses for primary

and junior secondary-level students. Inmates can apply according to their academic qualifications and personal interests. Following an academic placement test, arrangements are made for them to study to meet their educational needs. Upon completing each subject and passing their exams, inmates receive a grade report form.

In addition, inmates can apply for distance learning correspondence courses. The content of courses is subject to examination by the prison authorities.

Vocational Training

The prison has set up a number of vocational training workshops, where professional tutors provide guidance for inmates. Inmates may apply for training in line with their individual wishes and future career plans. The prison authorities also evaluate their disciplinary behaviour, and their physical and psychological health prior to making such arrangements.

The Macao Prison Fund provides the operating costs for the workshops, and all their earnings go to the fund. The fund is mainly used to provide services that encourage inmates to become self-reliant. To create more learning opportunities for inmates, there are 15 occupational training workshops in the prison. They include tailoring workshops, plus workshops specialising in various fields such as carpentry, printing, metal and hardware, handicraft, engineering maintenance, plumbing and electrical skills, automobile maintenance, laundry, bread and cake making and other culinary skills.

In line with the requirements of social development, Macao Prison has established partnerships with the Institute for Tourism Studies, the Macau Productivity and Technology Transfer Centre and the Macau Library and Information Management Association to organise various training courses that enable inmates to become certified waiters, retail sales staff, professional beauticians, hairdressers and librarians. The programmes help them to equip themselves with professional skills, thus paving the way for their return to society.

Examinations for Internationally Recognised Vocational Qualifications

To help inmates return to society and offer them the chance to acquire a recognised vocational qualification, the City and Guilds of London Institute (City & Guilds) has appointed Macao Prison as a professional qualification examination centre for the beauty and garment-manufacturing industries. Inmates who pass examinations receive internationally recognised Vocational Qualification Certificates.

Assistance and Counselling for Inmate Welfare

As well as providing meals and medical care, the prison is also concerned with inmate's psychological and mental health. Every inmate is monitored by a social worker, and there is also a resident counsellor to help inmates when needed. Also, if inmates have children under 16 years of age, they can apply to join the Child Support Programme, in which they can meet their children on weekends and Sundays. There will be social workers helping them to strengthen parent-child relationships, such as through playing games.

Inmates are allowed to write to their family and friends. Each inmate is allowed a maximum of

six visitors at one time, and a weekly one-hour visit by family members or friends at an appointed time. Under certain conditions, with the approval of the prison authority, an inmate can contact family members by telephone or apply for face-to-face visits. They are allowed freedom of religious belief and may keep objects of worship approved by the prison authorities.

A complaints system and other channels exist to hear inmates' grievances.

Public Relations

The Public Relations Division of the Macao Prison is charged with liaison with the public and media; receiving and handling enquiries, suggestions and complaints; welcoming visiting organisations and authorised consuls or diplomatic representatives; and organising promotion activities for the prison.

During 2010, Macao Prison was visited by 1,207 people from 46 organisations, including local organisations and schools, as well as correctional institutions from other regions. The prison also arranged interview sessions, during which inmates talked to visiting students, so their personal experiences might educate young people.

Local residents can voice their concerns, suggestions and complaints through personal visits, letters, faxes and hotlines. As for the complaints mechanism, in addition to the specially assigned team, either the Prison Director or Deputy Director is responsible for following up on all reported cases.

Social Rehabilitation

The Social Rehabilitation Department under the Legal Affairs Bureau has three primary responsibilities: to provide rehabilitation services to adult inmates and to provide correctional services to rectify the behaviour of juvenile delinquents. It attempts to help clients reintegrate themselves into society and start new lives, and to help them get back on the right track.

Rehabilitation services include compiling pre-sentencing social reports to facilitate the courts in passing sentences, and assisting the courts in implementing non-custodial sentences, such as suspended sentences, probation, drug treatment and rehabilitation, and working or performing community service in lieu of paying fines. The Social Rehabilitation Department can formulate ancillary counselling programmes according to individual needs, which combine correction and counselling, to help people start normal lives. The counselling and support programmes typically include a programme focused on adaption to the new life, psychological counselling, and drug treatment and rehabilitation services.

Correctional services for juvenile delinquents range from compiling pre-sentencing social reports to assisting the courts in passing sentences and conducting educational programmes, such as community service orders and probation orders. The services focus on offering appropriate counselling and education for juvenile delinquents. The Social Rehabilitation Department makes arrangements for young offenders to return to schools, provides occupational training for juvenile delinquents and counselling for their family members, to help them return to normal family life.

As at 31 December 2010, the Social Rehabilitation Department had followed up on 551 cases, of which 368 concerned adults and 183 concerned minors.

Cases Handled by the Social Rehabilitation Department in 2010							
Adult cases				Juvenile cases			
Categories of cases	Cases received	Cases concluded	Cases in progress	Categories of cases	Cases received	Cases concluded	Cases in progress
Pre-sentencing reports	215	360	78	Pre-sentencing reports	116	118	4
Probation	85	75	98	Reconciliation	5	6	0
Suspended sentences	119	76	181	Imposition of rules on conduct	19	35	12
Community service orders	5	8	3	Community service orders	17	17	11
Requests for not registering convictions in criminal records	6	6	---	Probation orders	67	133	136
Judicial reinstatements	38	43	1	Temporary residence	29	35	20
Others	14	14	7	Observation	6	6	---
---	---	---	---	Others	8	9	---
Total	482	582	368	Total	267	359	183
Total cases in progress				551			

Reformatory for Juvenile Delinquents

Operating under the Legal Affairs Bureau, the Reformatory for Juvenile Delinquents takes in young people who have violated the law and who have been referred by the courts. It aims to help them resolve psychological, mood and behavioural problems, and improve their ability for independent thinking and self-care, thereby equipping them with the life skills they need to adapt better to society in the future.

The reformatory is divided into separate areas for boys and girls, with counsellors working around-the-clock in each. There are also social workers, psychologists, occupational training tutors and teachers, who support and cooperate with each other to provide continuous, planned and relevant services.

Inmates

The reformatory generally only accepts young people aged 12 to 16, but may extend its services to them until they reach 21. There were 36 boys and seven girls in the reformatory at the end of 2010.

Academic and Occupational Training

The reformatory offers formal primary and secondary school subjects, as well as electronics and electrical engineering courses. It can also arrange for its inmates to study at other occupational training centres. Short-term classes on interviewing skills, explanations of emotional intelligence and art therapy are held to enable youngsters to learn more.

Personal Counselling

Many young people experience problems relating to self-image, rational thinking, the ability to distinguish right from wrong, and ethical values. Each receives counselling from social workers to assist with specific problems.

Community Service Plan

In order to help young people understand society better and develop a sense of social responsibility, the reformatory has established a number of voluntary work teams to provide social services; they include cleaning and maintaining the homes of elderly people living alone and of people recovering from mental illness, as well as assisting communities in holding various activities.

Family Counselling

To help inmates reconnect with their families, the reformatory also provides a family counselling service. It rebuilds relationships between young people and their families, improves communication between parents and children, develops a family support network and boosts the parents' role in education. It also gives families access to other social welfare, such as financial, housing, medical, employment and educational assistance, to help recipients reintegrate into society.



The Secretary for Security, Cheong Kuoc Va, attends the awards ceremony for the 50th anniversary of the Judiciary Police, on 15 July.



Public Security Police Day celebration: Outstanding officers and citizens are presented with awards and certificates for contributions to crime fighting, on 7 March.

The Consultative Council of Public Administration Reform holds a seminar on public order and police community relations, Effective Implementation of Traffic Law and Promotion of Police Community Relations, on 21 June.





The Government launches a typhoon drill, entitled Cheng Sam, on 7 April.

The maritime administrations of Guangdong, Hong Kong and Macao jointly launch a search and rescue exercise on 10 June.

