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Introduction
Introduction

Singapore Police Force serves the Public from a wide network of service points located all over Singapore. Due to Singapore’s low crime rate, majority of the Public will not need to use Police services provided by the Singapore Police Force. As such, you may not have frequent encounters with us. However, it is important that you have greater awareness of the way we operate so that when Police services are required, you are aware of the relevant Police procedures.

This publication provides you with useful information on key Police processes and procedures. Your understanding of these work processes and procedures will go a long way to help us serve you better and to make Singapore a safe and secure home for everyone.

This booklet provides the following practical and useful information:

• Common types of contact with the Police
• Request for Police Assistance
• Making a Police Report
• Making a Traffic Accident Report
• Applying a Certified True Copy Report
• Police Investigation
• Witnesses in a Police Investigation
• Arrest, Custody and Bail Procedures
Common types of contact with the Police
Common types of contact with the Police

There are some common situations in which you may come into contact with our officers. These include spot checks, roadblocks and telephone calls. The following are some details on what you can expect in such situations.

OFFICERS ON PATROL

Our officers are on patrol every day as part of our measures to prevent and detect crime. Regular patrolling also enhances our ability to react to emergencies speedily. Our officers conduct patrols on foot, on scooters or in Police cars. Spot-checks and roadblocks are two routine activities performed by our officers in the course of patrolling.

SPOT-CHECKS

Spot-checks are an essential part of the day-to-day policing done by our officers. Not only are they effective to detect wanted persons, they also enable our officers to spot members of Public who may require help, e.g. elderly and young children who are reported missing.

WHAT TO EXPECT DURING A SPOT-CHECK?

1. You should furnish your particulars when asked to do so. It is not an offence not to carry your identity card with you. However, if you furnish your particulars verbally, our officers may request for other documents carrying your photograph, such as your driving licence or work permit etc., to verify your identity.

2. Our officers may make routine enquiries on why you are present at a particular location or where you are heading for. Other questions may also be asked depending on the situation.
3. At times, our officers may request to check your belongings. Please allow them to do so and the checks will be conducted in your presence. On completing the checks, they will return your belongings to you.

4. You will be allowed to proceed on your journey once our officers have determined that everything is in order.

ROADBLOCKS

Police roadblocks are normally conducted for the following reasons:

• To control the movement of vehicles and persons.
• To conduct checks to detect criminals and wanted persons.
• To deter crime at specific areas with higher crime rates by strengthening Police’s presence in those areas.

WHAT HAPPENS DURING A ROADBLOCK?

1. You should slow down your vehicle when you see a Police roadblock.

2. Follow the hand signals and instructions of our officers conducting the roadblock. If they wave you on, proceed to drive through the roadblock.

3. If you are asked to pull to the side of the road, follow the instruction and park the vehicle on the left side of the road. Switch off your vehicle engine and alight from the vehicle in a safe manner.

4. You will be required to furnish your particulars. Our officers may ask you some questions and a breath analyser test may follow. A search of your vehicle may also be conducted in your presence.

5. You will be allowed to proceed on your journey once our officers have determined that everything is in order.
CALLS/LETTERS FROM POLICE

When you receive a call from the Police, do not be alarmed. Our officers may simply be requesting for your assistance to help solve a case. Sometimes, our officers may provide you with some information that may be of interest to you. At times, they may send you a letter requesting for your presence at a Police station. If you are unable to make it for the appointment, you should call the officer in-charge (stated in the letter) to reschedule the appointment.

POLICE SERVICE POINTS

For your convenience, a comprehensive list of the various Police service points and phone numbers are included in this booklet.

You can visit the SPF website at www.spf.gov.sg if you require more information.
Request for Police Assistance
REQUEST FOR POLICE ASSISTANCE

Our officers are always on duty to deal with emergencies. However, you should only call the ‘999’ Police Emergency Line when there is an urgent need for Police assistance. This is when:

- A crime is in progress.
- Someone suspected of committing a crime is close by, or you know where the person is.
- A further crime might be committed.
- Someone has been seriously injured or is in danger.
- When you observe suspicious characters, incidents or suspicious parcels left at public areas.

Examples of situations when you should call the Police immediately are:

1. You see someone breaking into your neighbour’s house.
2. You see someone behaving suspiciously near a parked car.
3. You see a group of people fighting in the streets with weapons.
4. You see an unattended bag in the bus, MRT or any public place.
5. You witness a hit-and-run traffic accident or any other crime.

While the Singapore Police Force aims to respond to all emergency situations immediately, our officers available to respond to such situations are limited at any one time. By prioritising your calls into urgent and non-urgent cases, we hope to serve your better.
It is common that our ‘999’ Police Emergency Line receives calls that are not urgent or non-emergency in nature. These calls can vary from asking for the contact number of an agency to deal with noise pollution to complaints of illegal parking. Such non-emergency requests hamper Police’s ability to deal with genuine emergency cases effectively. You can help by calling ‘999’ Police Emergency Line only when there is an emergency.

You can also help to prevent any accidental dialling of ‘999’ by using the keypad lock function in your mobile phone. Educate your children to call ‘999’ Police Emergency Line only when there is a real emergency, explaining to them the difference between emergency and non-emergency situations.

Under the Miscellaneous Offences (Public Order and Nuisance) Act, Chapter 184, it is an offence to make nuisance calls. An offender is liable to a fine not exceeding $20,000 or to imprisonment for a term not exceeding 5 years, or to both, if convicted of such an offence.

**POLICE TARGETS**

Our officers will answer calls made to the ‘999’ Police Emergency Line within 10 seconds at least 90% of the time.

Our officers will arrive at the locations of urgent incidents within 15 minutes at least 87% of the time.
 CASES UNDER THE PURVIEW OF OTHER PUBLIC AGENCIES

The Singapore Police Force is committed to providing a high standard of service to the Public. However, our officers often receive several kinds of requests that do not fall directly under our purview. Furthermore, those requests usually relate to non-emergency matters where Police assistance is not necessary.

As our officers must always be ready to respond to any genuine emergency request, we will not deal with cases that are not directly related to safety or security.

You should contact the government departments or agencies that are directly responsible to handle your requests. The following is a list of common functions handled by other public agencies:

**HDB BRANCH OFFICE**

1. Corroded air-conditioner casings.
2. Illegal parking at HDB car parks.
3. Illegal parking along HDB service roads, at loading/unloading parking lots or in front of rubbish collection centres.
4. Nuisance caused by renovation works in HDB flats.
5. Infringement of the lease/tenancy agreement by commercial lessees/tenants operating within HDB premises.
6. Un-neighbourly behaviours.
TOWN COUNCIL

1. Unattended and potentially dangerous items left on the parapet or windowsill.
2. Permits for hosting functions at void decks and community areas.
3. Noise from Town Council managed community areas such as communal halls, pavilions etc.
4. Residents playing games at common areas causing nuisance.
5. Obstruction of common walkway by goods and wares displayed outside shops.
6. Water dripping from wet clothing.
7. Misuse of water and electricity from Public source at common areas.
8. Illegal parking, painting or repairing of motorcycles at void decks, footpaths and aprons surrounding HDB blocks.
9. Putting up signs and advertisements at lift lobbies and common areas.
10. Damage to common property.
11. Dumping of objects and debris at common areas.
12. Obstruction of common property.

Note: The above list is a generic one. Please contact your respective Town Councils for details on the types of services which come under their purview.

NATIONAL ENVIRONMENT AGENCY (NEA)

1. Noise pollution from construction sites, roads, road works and religious buildings.
2. Complaints of illegal hawking.
3. Hygiene in food establishments and food centres.
4. Health nuisance caused by air pollution, dust and smoke.
5. Feedback on littering at public places.
6. Feedback on smoking at prohibited areas.
Request for Police Assistance

AGRI-FOOD AND VETERINARY AUTHORITY OF SINGAPORE (AVA)

1. Complaints on stray animals.
2. Complaints on unleashed or un-muzzled dogs.
3. Reporting of animal cruelty cases.

LAND TRANSPORT AUTHORITY (LTA)

1. Complaints of faulty traffic-lights.
2. Maintenance of road facilities such as overhead bridges, pedestrian footpaths and bus shelters.
3. Illegal vehicle modifications.
4. Obstruction of Public roads by skip-bins, rubbish bins and other objects.
5. Illegal parking along public roads and footways.

COMMUNITY MEDIATION CENTRE (CMC)

CMCs were set up by the Ministry of Law to resolve social and relational conflicts amicably through mediation. Mediation is a flexible and informal process to isolate disputed issues, develop options and explore alternatives so as to ultimately reach a consensual settlement.

If you have a dispute with your family, friends or neighbours and a crime was not committed, you should contact CMCs directly for assistance.

Please refer to the contact numbers of the relevant agencies at Pg 47-48.
WHEN SHOULD A POLICE REPORT BE MADE?

You should make a Police report when:

- You are a victim of a crime or a crime has been committed;
- A person is missing;
- A property is lost or found.

You are not required to lodge Police reports for the replacement of lost items that are reflected at Pg 18 -19 on “Lost Properties That Do Not Require Police Report”.

You can lodge Police reports in the following ways:

1. Make a written report at a Police Station, Neighbourhood Police Centre (NPC) or Neighbourhood Police Post (NPP);

2. Dial ‘999’ for the Police Emergency Line; or

   You will not be given a copy of the recorded transcripts if your case was reported through the ‘999’ Police Emergency Line. If you require a written report for your record, you can lodge a Police report at any NPC or NPP.

3. Make a written report online at our Electronic Police Centre (ePC) at www.spf.gov.sg/epc.

   As your report may not be read immediately, you should NOT use this mode to notify Police under the following circumstances:
(a) The case requires immediate Police action;
(b) The case is currently in progress;
(c) The offender is still at the scene or close by;
(d) Your life or someone’s life is in immediate danger;
(e) There is a missing person; or
(f) Physical evidence has been left at the scene of crime. This includes blood, fingerprints or any item left at the scene by the offender.

The ePC is a convenient way for you to lodge Police reports, especially if it is for lost properties, or when you require the Police report only for record purpose. A copy of the Police report will be electronically mailed to you upon confirmation, together with an officer’s name and contact number should you require any further clarification.

POLICE REPORTS ON CRIME CASES

When making a crime report, the following information should be provided:

1. Date, time and place of offence;
2. Identity or description of suspects;
3. Circumstances leading to the offence; and
4. Any other relevant information that would be useful in Police investigations.

Once a Police report is lodged, our officers will provide you with a copy of the Police report and advise you on the next course of action. If the report reveals that an offence or crime has been committed, it would be investigated.

If your case is being investigated, the Investigation Officer in-charge of the case will inform you of the preliminary status of your case within 7 working days. He will also keep you updated on the subsequent developments of your case. If you have further leads or information on your case, you should inform him promptly.
MISSING PERSON REPORTS

You should make a Police report immediately after you have tried but failed to locate the missing person yourself. When making a report, bring along your NRIC or other identification documents, and a recent photograph of the missing person if it is available.

The following information with regard to the missing person should be provided to Police:

1. His particulars (name, NRIC/passport no);
2. His description (physical attributes, attire);
3. His frequent haunts;
4. Date/time/place he was last seen; and
5. Any other relevant information that would assist in Police investigations.

You will be informed once our officers have located the missing person. If you find the missing person after the report is lodged, please inform the Investigation Officer in-charge of the case immediately.

FOUND PROPERTY REPORTS

If you know the owner or the issuing agency of the item is known, you may return the item directly to the owner or the issuing agency, e.g. NRIC to ICA, bank card to the issuing bank etc. Otherwise, you should hand over any found property not belonging to you to the Police at the nearest Police station, NPC or NPP.

When handing over found properties to our officers, please provide the following information:

1. Date/time/place the properties were found;
2. Particulars/description of the found properties; and
3. Circumstances under which the properties were found.

Our officers will issue you with a copy of the Found Property Report to acknowledge receipt of the properties.
IS IT WRONG TO KEEP A FOUND PROPERTY?
You must not keep a found property unless you have first taken reasonable steps to find the owner. Failure to comply with that opens the possibility of you being charged with an offence of criminal misappropriation.

HOW DO I APPLY FOR A COPY OF A REPORT?
Please refer to Pg 25 - 26 on “Applying for a certified true copy report”.

ARE THERE COSTS INVOLVED IN APPLYING FOR A POLICE REPORT?
Please refer to Pg 25 - 26 for the available certified true copy reports/documents and the fees for each corresponding search.

LOST PROPERTIES THAT DO NOT REQUIRE POLICE REPORT

1. Singapore Passports and NRICs
Replacement of NRICs and local passports is processed at the Immigration & Checkpoints Authority (ICA), located at No. 10 Kallang Road, Singapore 208718. Refer to www.ica.gov.sg for details.

2. Mobile Phones and Pagers
Contact your telecommunications service provider immediately for assistance.

3. Credit cards, ATM cards and other documents issued by banks.
Contact the relevant banks immediately for assistance.

4. Ez-Link Cards, Student Passes, Concession Passes
Contact TransitLink to report loss immediately. Refer to www.transitlink.com.sg for details.
5. Donation Cards and Tickets
Contact the social service organisation responsible for the fund-raising directly.

6. Driving Licences
Replacement of lost driving licences is processed at Traffic Police Headquarters, located at 10 Ubi Avenue 3, Singapore 408865.

7. Documents issued by insurance agencies
Replacement for such documents can be obtained from the relevant insurance agencies.

8. Road Tax Discs
Replacement of road tax discs can be made with the Land Transport Authority (LTA). Refer to www.lta.gov.sg for details.

9. Library Membership Cards
Replacement of library membership cards can be made with the National Library Board. Refer to www.nlb.gov.sg for details.

Police reports are not necessary for loss of the above items. However, if you believe they were stolen, you should lodge a Police report.
Making a Traffic Accident Report
Making a Traffic Accident Report

WHEN SHOULD A TRAFFIC ACCIDENT REPORT BE MADE?

A Police report is not required if the traffic accident does not result in any injury. You should exchange particulars with the parties involved and contact your motor insurance agency as guided by the Motor Claims Framework. However, you should make a Traffic Accident report if it involves:

1. A government vehicle;
2. Damage to government property;
3. A foreign vehicle;
4. A pedestrian or cyclist;
5. A hit-and-run case; or
6. An injury, where

- at least one person involved in the accident was taken to hospital from the accident scene by an ambulance; or
- the injured was conveyed to hospital using other transport, but is subsequently hospitalised or given outpatient medical leave of 3 days or more; or
- no one was conveyed from accident scene to a hospital, but one or more persons involved subsequently required hospitalisation or outpatient medical leave of 3 days or more.

HOW SHOULD A TRAFFIC ACCIDENT REPORT BE MADE?

You can make a traffic accident report at any Police station, NPC or NPP. You should provide (wherever possible) the following information:

1. Date/time/place of accident;
2. Particulars of witnesses;
3. Damage and position of accident vehicle(s); and
4. Registration number and description of other vehicle(s).

A copy of the report will be given to you.
ARE AMENDMENTS TO AN ACCIDENT REPORT ALLOWED?

You can make amendments by filing up an Amendment Form obtainable from any Police station. Alternatively, you can write to the Head Investigation, Traffic Police at No.10 Ubi Avenue 3, Singapore 408865, stating the amendments to be made.

CAN ONE PARTY OBTAIN THE OTHER PARTY’S TRAFFIC ACCIDENT REPORT?

Only a person directly involved in the accident, his lawyer, his motor vehicle workshop, his insurance company or anyone with legitimate interests may obtain a copy of the other party’s report.

HOW DO I APPLY FOR A COPY OF A REPORT?

Please refer to Pg 25 - 26 on “Applying for a certified true copy report”.

ARE THERE COSTS INVOLVED IN APPLYING FOR A POLICE REPORT?

Please refer to Pg 25 - 26 for the available certified true copy reports/documents and the fees for each corresponding search.

HOW CAN THE RESULT OF INVESTIGATION BE OBTAINED?

The result of the investigations will be sent to the parties involved in the accident within 3 weeks after the investigations have been completed.

Application for the result of the investigations can also be made personally at the Traffic Police. You may also write in to the Sales Section, Traffic Investigation Branch with the following details:

1. Date and time of Accident;
2. Place of Accident;
Making a Traffic Accident Report

3. Vehicle(s) involved;
4. Report of a Traffic Accident Number (if available);
5. Whether the accident involved an Injury, or a Hit-and-Run;
6. Whether there was any damage to government property;
7. Whether the accident involved a pedestrian/cyclist;
8. Your contact details.

(Information on items 1, 2, and 3 are mandatory)

CAN CIVIL CLAIMS BE MADE IN CASES WHERE THERE WAS NO ACTION TAKEN BY POLICE?

You may wish to seek legal advice on civil claims.

LODGING A TRAFFIC ACCIDENT REPORT AS A WITNESS

If you witness any traffic accident, you should come forward to report what has happened. Many traffic accidents remain unsolved because of inconclusive or conflicting evidences. Your report as a witness can help the Police to solve these cases and bring the perpetrators to justice.

If you witness any traffic accident, please lodge a traffic accident report at any Police station, NPC or NPP. Alternatively, you can also call the Traffic Police Hotline at 1800-547 1818 to provide information.

HIT-AND-RUN ACCIDENT

If you witness a hit-and-run accident, please take note of the following pointers and dial '999' for the Police Emergency Line immediately:

1. Registration number of the hit-and-run vehicle;
2. Colour, make and model of the hit-and-run vehicle;
3. Race and gender of the driver; and
4. The direction the hit-and-run vehicle was last seen heading towards.
Applying for a Certified True Copy Report
APPLYING FOR A CERTIFIED TRUE COPY REPORT

WHEN DO I NEED A CERTIFIED TRUE COPY OF A POLICE REPORT?

Certified true copies of Police reports and documents are required mainly for insurance claims or court trials. For most purposes other than that, the duplicate copy of a Police report given to you after you make a Police report would suffice.

WHAT TYPE OF REPORTS CAN BE PURCHASED?

The following documents are available: First Information Report (FIR), Cautioned Statement, Charge Sheet, Lost and Found Report, Traffic Accident Report, Sketch Plan and Photographs.

HOW CAN I OBTAIN A CERTIFIED TRUE COPY OF THE POLICE REPORT?

Application can be made online, through our Electronic Police Centre (ePC), at the following URL: www.spf.gov.sg/epc

You may also apply in person at a Police Division HQ or through your lawyer and insurance company. Online application is encouraged as it is a convenient and easy way to submit your application. The reports will be sent to your mailing address once the search and approval process is completed.

To facilitate the processing of your application, you will need to provide the following information:

1. Police Report Number
2. Date of Report or Accident
3. Your address and contact details
4. Vehicle number (for traffic-related reports only)
ARE THERE COSTS INVOLVED IN APPLYING FOR A POLICE REPORT?

A non-refundable search fee of $14 per request is payable at the point of application. This fee is payable regardless of whether the document requested for is available or whether the application is successful.

A document fee is also payable for each certified true copy of the documents available:

1. First Information Report (FIR) $16
2. Charge Sheet $16
3. Cautioned Statement $16
4. Lost and Found Report $16
5. Accident Report $16
6. Photographs $38
7. Sketch Plan (applicable for Traffic Police and Police Coast Guard cases) $68
8. Report of Traffic Accident (NP168) $16

The following modes of payment are available:

- **eNets Credit**
  You must possess a:
  a. VISA Credit Card;
  b. MasterCard Credit Card;
  c. MasterCard Debit Card; or
  d. Visa Electron Debit Card.

- **eNets Debit**
  You must have a valid Internet Banking Account with:
  a. DBS Bank;
  b. UOB Bank; or
  c. Citibank.

Alternatively, you may make payment by sending a cheque to the Police Division HQ where the application was made.
Non-arrestable Offences
**Non-arrestable Offences**

**WHAT IS THE DIFFERENCE BETWEEN AN ARRESTABLE AND NON-ARRESTABLE OFFENCE?**

For arrestable offences, Police officers are legally empowered to arrest without a warrant. For non-arrestable offences, Police may not ordinarily arrest without a warrant.

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<tr>
<th>Common Arrestable Offences</th>
<th>Common Non-arrestable Offences</th>
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<tr>
<td>• Theft</td>
<td>• Causing hurt to others</td>
</tr>
<tr>
<td>• Shoplifting</td>
<td>• Mischief</td>
</tr>
<tr>
<td>• Robbery</td>
<td>• Wrongful retention of property or found property</td>
</tr>
<tr>
<td>• Criminal Breach of Trust</td>
<td>• Intentional harassment to another person</td>
</tr>
<tr>
<td>• Cheating</td>
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**DOES IT MEAN POLICE WILL NOT INVESTIGATE ANY NON-ARRESTABLE OFFENCES?**

No, Police will commence investigation work on specific cases upon order of a Magistrate or Public Prosecutor.

**WHAT WILL HAPPEN WHEN I REPORT A CASE THAT IS NON-ARRESTABLE IN NATURE?**

Police will first respond to the scene to gather preliminary evidence. Based on this, they will make an assessment as to the proper course of action to take. Police may initiate investigation into the case or refer the complainant / victim to file a complaint before the Magistrate at the Subordinate Courts as provided for under the law.

**WHAT DOCUMENTS CAN I EXPECT TO RECEIVE WHEN LODGING A MAGISTRATE’S COMPLAINT?**

a) Form NP 301 – Notice concerning non-arrestable case report;
b) Duplicate copy of the Police Report lodged at the Police post;
c) If a ‘999’ call was made, the officer responding to your case will provide you with a case card stating the report number, offence committed, name and contact number of the Investigation Officer.
WHAT IF I AM INJURED?

You will be issued with a copy of the NP306 Medical Examination Form and advised to seek immediate medical attention at the nearest hospital or polyclinic. The form is to be submitted to the examining medical officer so that your injuries can be recorded therein as evidence.

You will then need to apply for a medical report from the hospital or polyclinic where you took the medical examination for use as evidence in Court if you intend to pursue the matter by way of a Magistrate’s Complaint. You will be required to pay for the charges incurred for the medical examination and report.

WHAT ARE THE OUTCOMES OF A MAGISTRATE’S COMPLAINT?

The Magistrate may:

a) Dismiss the Complaint
b) Direct Police to investigate into the Complaint;
c) Direct both the Complainant and the Respondent to appear before a Magistrate on another court date.

HOW DO I FILE A MAGISTRATE’S COMPLAINT?

With the above-mentioned documents and your NRIC, you may proceed to lay a Magistrate’s Complaint at the Crime Registry, Level 1, Criminal Justice Division, Subordinate Courts, 1 Havelock Square, Singapore 059724.

Filing and registration hours, as well as more information can be found at the Subordinate Courts Website at www.subcourts.gov.sg
WHAT IS AN INVESTIGATION?

An investigation is the process where Police make inquiry to uncover what has happened in a crime case. Police conduct investigations to find out the truth behind an allegation and whether there is evidence that a criminal offence has been committed.

WHEN DO POLICE INITIATE INVESTIGATIONS?

Police will initiate investigations when information of a criminal offence is received. An investigation may also commence when directed by a Magistrate after receiving a complaint lodged by an aggrieved party at the Crime Registry of the Subordinate Courts.

For more information on lodging a Magistrate’s Complaint, you can visit the Subordinate Courts at No. 1 Havelock Square, Singapore 059724, or dial 1800-587 8423 for enquiries.

WHAT CASES DO THE POLICE INVESTIGATE?

Our officers are empowered to investigate a wide range of offences under the Law. Some of the more common offences investigated by us include those under the Penal Code, Moneylenders Act and Computer Misuse Act.

WHAT HAPPENS DURING INVESTIGATIONS?

During an investigation, our officers may conduct interviews to obtain details of the case.

What a witness says during an interview may be recorded in a Police statement for future reference.
WHAT IS RECORDED IN A POLICE STATEMENT?

The statement would comprise important details of the crime or incident that has happened such as when and where it occurred, the sequence of events, details of the suspects or offenders such as their identities, information on their whereabouts or contact numbers, and other facts which may be helpful and relevant to the case.

If the witness does not speak or understand English, the interview will be conducted in a language that he understands. All statements will be recorded in English.

After the statement has been recorded, the witness is required to sign on it. Before he signs the statement, he should read it, or have it read to him in the language that he understands to ensure that the contents are true and correct.

WHERE CAN A STATEMENT BE RECORDED?

A statement is usually recorded in a Police facility such as a Police station, NPC or NPP.

However, our officers can also record statements at the scene of crime (i.e. the place where the incident took place) or in some cases, at a place convenient for the person who will be interviewed.

WHAT IF A PERSON REFUSES TO BE INTERVIEWED?

If a person fails to attend an interview as required by the Police, the Magistrate may be notified for a warrant to be issued against him to ensure that he turns up for the interview.
WHAT HAPPENS AFTER THE INVESTIGATIONS ARE COMPLETED?

If there is sufficient evidence that a criminal offence has taken place, our officers will charge the suspect(s) in court. On the other hand, if no offence can be substantiated, our officers will cease the investigation. Our officers will write to the victim(s) of the crime and/or the complainant(s) to inform him of the outcome of the investigations.

WHO CAN BE CALLED UP FOR INVESTIGATIONS?

Anyone whom we believe has knowledge of the facts of the case may be called up for investigations. The length of Police interview would depend on the nature of the case and how much information the Police require from the person(s) being interviewed.

HOW SOON WILL I KNOW THAT THE INVESTIGATIONS ARE COMPLETED?

This will depend on the nature of the case and its surrounding circumstances. For instance, if there are several suspects involved or a series of crimes have been committed, the investigations may take a longer time to complete. Our officers will keep you informed of the key milestones and the outcome of investigations in writing.
Witnesses in a Police Investigation
Witnesses in a Police Investigation

WHEN IS A PERSON A POLICE WITNESS?

A Police witness is a person acquainted with the facts and circumstances of the case under investigation and who is called up by Police for investigations.

WHAT DUTIES DOES A POLICE WITNESS HAVE UNDER THE LAW?

The witness must tell our officers truthfully what he knows about the case. All information provided to our officers will be kept confidential.

IF THE POLICE WITNESS HAS TAKEN TIME OFF FROM HIS WORK TO ATTEND THE POLICE INTERVIEW, CAN HE CLAIM REIMBURSEMENT FROM POLICE?

A witness who attends a Police interview is not entitled to claim reimbursement. However, the Police witness may request for a change of the date and time for the interview if he is unable to keep to the appointment.

CAN THE POLICE WITNESS CONSULT HIS LAWYER BEFORE HE ANSWERS POLICE’S QUESTIONS?

Before an interview, a witness is allowed to consult his lawyer for advice. If he wants his lawyer to be present during the interview, he should make a request to the Investigation Officer in-charge of the case. If the witness is a juvenile, the Investigation Officer may request for his parents or guardian to be present during the interview.

WILL THE POLICE WITNESS BE GIVEN A COPY OF THE STATEMENT?

The witness will not be given a copy of the statement.
WILL THE WITNESS BE ALLOWED TO MAKE AMENDMENTS TO HIS STATEMENT?

After the statement is recorded, the witness can make any amendment, addition or deletion to the statement in order to ensure that it is true and correct. The witness can ensure this by reading the recorded statement or by requesting that it be read to him in a language that he understands. The witness can also make further statements to the Police if he has additional information to furnish at a later date.

DOES THE POLICE WITNESS NEED TO APPEAR IN COURT LATER?

The witness has to appear in court only if he is required to give evidence in Court. A subpoena will be served on him to notify him of the Court schedule where his attendance is required. A witness is entitled to a witness allowance under the Criminal Procedure Code (Witness Allowance) Rules.

WHAT IF THE POLICE WITNESS DOES NOT ATTEND COURT AS REQUIRED EVEN AFTER A SUBPOENA IS SERVED ON HIM?

If the witness does not show up in Court as required, the Court may issue a warrant of arrest or summon against him, to compel his attendance.

WHAT IF THE WITNESS IS OVERSEAS OR SICK AND IS UNABLE TO ATTEND COURT?

If the witness is unable to appear in Court for any reason, he or his family should notify the Investigation Officer immediately. For example, if the witness is ill, he or his family should furnish the Investigation Officer with a letter from the doctor certifying that the witness is unfit to attend Court.

WILL THE WITNESS BE INFORMED WHETHER HE IS STILL NEEDED AS A WITNESS TO THE CASE?

A witness will be informed if he is still required to attend Court to give evidence. He may also check with the Investigating Officer if the investigation has been completed and whether he is likely to be called upon to give evidence in Court again.
Arrest, Custody And Bail
Arrest, Custody And Bail

WHAT IS AN ARREST?

An arrest is an act of detaining a person who is suspected of having committed a criminal offence.

WHEN CAN THE POLICE ARREST A PERSON?

Our officers have the powers to arrest a person when he is suspected of having committed a criminal offence. The arrest can be made without a warrant if it is a serious offence such as robbery, theft, molest or disorderly behaviour in a public place. For lesser offences, like mischief or simple hurt (such as when a person slaps another on the arm during a dispute), an arrest can only be made with a warrant from the Court. Our officers may also arrest anyone who commits an offence in their presence, obstructs them from executing their duties or is wanted by the authorities.

IDENTIFICATION OF ARRESTING OFFICER

When arresting a suspect, a Police officer who is not in uniform will identify himself by producing his warrant card. He would also inform the suspect that he is a Police officer.

If in doubt, the suspect should request to see the officer’s warrant card to verify the identity of the arresting officer. A specimen of the warrant card is shown here.

If the suspect is still doubtful of the officer’s identity, he can dial ‘999’ to verify with the Police Emergency Line.
MAKING AN ARREST

When making an arrest, our officers will come into physical contact with or even attempt to subdue the suspect. If the suspect resists arrest or attempts to escape, our officer may use all necessary means to make the arrest. The law does not prohibit a male officer from arresting a female suspect. When a suspect is being arrested, our officers will inform him of the grounds of his arrest as soon as circumstances permit.

WILL A PERSON BE SEARCHED UPON BEING ARRESTED?

A person will be searched at the point of arrest. Only a female Police officer can conduct a search on a female suspect. At the Police station, the person arrested will have to surrender all his personal belongings and these would be recorded in Form NP304 (Acknowledgement Receipt Form). A copy of this form will be given to him. Our officers will retain any items relevant to the investigation until the case is concluded.

HOW LONG CAN POLICE DETAIN AN ARRESTED PERSON?

A person can be detained up to 48 hours from the time of his arrest.

WHAT HAPPENS WHEN THE DETENTION PERIOD OF 48 HOURS IS UP?

At the end of the investigation or the 48-hour detention period (whichever is earlier), the person arrested will be released unconditionally if it has not been established that he has committed an offence.

If the investigations reveal that the person arrested has or may have committed an offence, our officers may either bring him to Court or release him on Police bail pending further investigations.
Arrest, Custody And Bail

For cases where the person arrested has been brought to Court, Police may apply to the Court for the person to be released on bail. For non-bailable offences, the Court will have to consider bail application on a case-by-case basis. The Court will reject bail if the Investigation Officer requires the person to be remanded for further investigations.

Nevertheless, the person arrested may apply to be released on bail at his subsequent appearance in Court.

For the other cases where the person arrested is released on a Police bail pending further investigations, he will be allowed to arrange for a bailor. The bailor must ensure that the person arrested (i.e. the suspect) reports to the Police station or attends the Court hearings as required. In certain cases, our officers may also release the person arrested on a personal bond.

CUSTODY

HOW DOES THE POLICE DEAL WITH AN ACCUSED PERSON DETAINED IN POLICE CUSTODY?

The Investigation Officer will interview an accused person for the facts and circumstances of a case. He may also be brought to places, such as the scene of crime, to recover evidence that may be relevant to the investigation.

As part of the investigations, the Investigation Officer may request the accused person to undergo a polygraph examination. The Investigation Officer may also request the accused person to participate in an identification parade. During the investigations, the Investigation Officer may also record statements from the accused person. The interview will be conducted in a language that he understands and the statement recorded in English. After this is done, the accused person is required to sign on the statement recorded.

Before he signs the statement, he should read it, or have it read to him in a language that he understands to ensure that the contents are true and correct.
WHAT IF THE ACCUSED PERSON IS NOT FEELING WELL OR INJURED WHILST IN CUSTODY?

If the accused person feels unwell or is injured, he may request for medical treatment. Our officers will also ensure that food and water are provided to him while he is under Police custody.

CAN THE ACCUSED PERSON MAKE A PHONE CALL TO HIS FAMILY OR LAWYER DURING THE TIME HE IS DETAINED AT THE POLICE STATION?

The accused person can make his request to the Investigation Officer who will usually grant such requests within a reasonable time after the arrest.

WHAT HAPPENS IF POLICE DECIDE TO CHARGE THE ACCUSED PERSON IN COURT?

Where any accused person is charged with an offence or has been officially informed that he may be prosecuted for it, he will be served with the charge, which will be read to him.

He will then be served with a notice of warning in writing to the following effect:

“You have been charged with [or informed that you may be prosecuted for] offence.

Do you want to say anything about the charge that was just read to you? If you keep quiet now about any fact or matter in your defence and you reveal this fact or matter in your defence only at your trial, the judge may be less likely to believe you. This may have a bad effect on your case in court. Therefore it may be better for you to mention such fact or matter now. If you wish to do so, what you say will be written down, read back to you for any mistakes to be corrected and then signed by you.”
After the charge and notice of warning have been read to him, the accused person will be asked to acknowledge that he understands the charge and notice of warning. If he does not speak or understand English, the charge and the notice of warning will be interpreted to him in a language that he understands. The accused person will then be invited to make a statement in answer to the charge.

Similarly, if he does not speak or understand English, the statement would be recorded with interpretation. If the accused person decides to make a statement, the Investigation Officer will record his statement. After the statement is recorded, it will be read over to the accused person and interpreted if he does not speak or understand English. The accused person may also go through his statement to ensure that it is true and correct, and make any necessary amendments, additions or deletions if he so wishes, before signing it.

Thereafter, the accused person will be asked to sign his statement to confirm that the contents are true and correct. Any defence which the accused person has to the charge against him should be stated when the statement is recorded. If this is not done, the Court may be less inclined to believe his defence if the statement is tendered in Court.

**WILL THE ACCUSED PERSON BE GIVEN A COPY OF THE DOCUMENTS THAT HE HAS SIGNED?**

He will be given a copy of the charge, notice of warning and his statement in answer to the charge.

**CAN THE ACCUSED REQUEST FOR COPIES OF OTHER DOCUMENTS IN RELATION TO THE INVESTIGATIONS, SUCH AS THE POLICE REPORT?**

Once an accused person is charged in Court, he or his lawyer can request for copies of certain reports from the Investigation Officer before criminal proceedings begin in accordance to the law. Such reports include the certified true copy of the Police report pertaining to the case. However, this request will be subject to the guidelines applicable to the Police for the release of such documents.
Please refer to Pg 25 on the procedure to apply for a true copy of documents.

**POLICE BAIL**

**WHAT IS THE PURPOSE OF GRANTING POLICE BAIL?**

There are two functions of Police bail. The first is to ensure that the accused person on bail turns up at the Police station to assist in Police investigations and the second is to ensure that the accused person turns up in Court when required by Police to do so.

**WHAT IS THE PROCESS OF GRANTING POLICE BAIL?**

When Police bail is offered, the accused person can contact a bailor. The bailor must be either a Singapore citizen or permanent resident, and above 21 years old.

The bailor must not be an undischarged bankrupt, must not have any current proceedings in Court and should have personal assets worth at least the bail sum. He will have to satisfy the police that he is suitable to provide bail. A bailor may show his ability to stand bail by producing fixed deposit certificates and bank passbooks. He should also bring along his NRIC as proof of identity.

He must also be prepared to accept the responsibilities of a bailor until the case is over.

The conditions of release on bail and the date of attendance at the Police station or Court will be explained to the accused person. A copy of the bail will be provided. Another copy will also be given to the bailor.
Once the bail has been processed, the accused person will be released from Police custody, subject to the following conditions:

1. He may be asked to surrender any travel documents in his possession;

2. He will surrender into custody or to make himself available for investigations or to attend Court at the date, time and place appointed for him to do so;

3. He shall not commit any offence while released on bail or on personal bond;

4. He shall not interfere with any witness or otherwise obstruct the course of justice whether in relation to himself or any other person; and

5. He will not leave Singapore without the express consent of the Investigation Officer or the Court in writing.

**WHAT DOCUMENTS MUST A BAILOR BRING?**

The bailor must bring with him the following documents:

1. The bailor’s identity card or passport;

2. The released person’s passport (if it is required by the Police or the Court as a condition of bail); and

3. Documents in the form of certificates or bank passbooks.
WHAT ARE THE DUTIES OF A BAILOR?

The duties of a bailor are as follows:

1. He must ensure that the released person surrenders to custody or makes himself available for investigations or attends Court at the date, time and place appointed for him to do so;

2. He must keep in daily communication with the released person and lodge a Police report within 24 hours of losing contact with him; and

3. He must ensure that the released person is within Singapore unless the released person has been permitted by the Investigation Officer to leave Singapore.

If the bailor is in breach of any of his duties, the court may, after having regard to all the circumstances of the case, forfeit the whole or any part of the amount of the bond.

WHAT HAPPENS WHEN THE PERSON ON BAIL DOES NOT REPORT AT THE POLICE STATION ON THE GIVEN DATE AND TIME?

If the person on bail does not appear at the Police station as required on a given date and time:

1. Police may apply for a warrant for his arrest to be issued by the Court, and he may also be charged in Court for not complying with the conditions set out in the bail.

2. The Court may summon the bailor and / or any person bound by the bond to show cause to the court as to why the bail amount or any part thereof should not be forfeited by the Court.
3. If the explanation is inadequate and the amount of the bond is not paid, the Court may recover the amount by issuing an order for the attachment and sale of the said bailor’s property.

**CAN A BAILOR APPLY TO HAVE THE BOND DISCHARGED?**

The bailor may at any time apply to the Court to discharge the bond that he had entered into.

On receiving such an application, the released person and the bailor must attend Court in person. The Court, in the presence of the released person will direct that the bond be discharged and will call on the released person to provide other sufficient bailors. If the released person fails to attend court, a warrant of arrest will be issued against him.
Directory of Police Service Points and Phone Numbers

Telephone numbers are correct at the time of printing. For latest telephone numbers please refer to telephone directory

POLICE EMERGENCY LINE 999
POLICE HOTLINE 1800-255 0000
(for crime-related information)
TRAFFIC HOTLINE 1800-547 1818
(for traffic-related information)

POLICE DEPARTMENTS

POLICE HEADQUARTERS 6353 0000
CRIMINAL INVESTIGATION 6435 0000
DEPARTMENT
COMMERCIAL AFFAIRS 6325 0000
DEPARTMENT
TRAFFIC POLICE DEPARTMENT 6547 0000
POLICE LICENSING & REGULATORY DEPARTMENT 6835 0000
VOLUNTEER SPECIAL 6221 0000
CONSTABULARY
FEEDBACK UNIT 1800-358 0000

POLICE STATIONS/ DIVISIONS

Central Police Divisional HQ 1800-224 0000
Bukit Merah East NPC 1800-236 9999
Rochor NPC 1800-294 9999
Marina Bay NPC 1800-222 9999

Clementi Police Divisional HQ 1800-774 0000
Bukit Merah West NPC 1800-377 9999
Clementi NPC 1800-872 9999
Jurong East NPC 1800-899 9999
Queenstown NPC 1800-471 9999

Tanglin Police Divisional HQ 1800-391 0000
Bishan NPC 1800-552 9999
Bukit Timah NPC 1800-462 9999
Kampong Java NPC 1800-295 9999
Orchard NPC 1800-735 9999
Toa Payoh NPC 1800-251 9999

Ang Mo Kio Police Divisional HQ 1800-218 0000
Ang Mo Kio North NPC 1800-484 9999
Ang Mo Kio South NPC 1800-451 9999
Hougang NPC 1800-489 0999
Punggol NPC 1800-604 9999
Sembawang NPC 1800-554 9999
Sengkang NPC 1800-343 8999
Serangoon NPC 1800-488 0999
Yishun North NPC 1800-862 9999
Yishun South NPC 1800-852 2999

Bedok Police Divisional HQ 1800-244 0000
Bedok North NPC 1800-244 9999
Bedok South NPC 1800-244 8999
Changi NPC 1800-587 2999
Geylang NPC 1800-848 6999
Marine Parade NPC 1800-442 8999
Pasir Ris NPC 1800-585 2999
Tampines NPC 1800-587 1999

Jurong Police Divisional HQ 1800-791 0000
Bukit Batok NPC 1800-665 9999
Bukit Panjang NPC 1800-892 9999
Choa Chu Kang NPC 1800-765 9999
Jurong West NPC 1800-268 9999
Nanyang NPC 1800-792 9999
Woodlands East NPC 1800-767 9999
Woodlands West NPC 1800-363 9999

Airport Police Division 6546 0000
Police Coast Guard 6375 0000

OTHER EMERGENCY SERVICES

Ambulance / Fire-fighting 995
Samaritans of Singapore (SOS) 800-221 4444

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Other Relevant Service Providers and Phone Numbers

Telephone numbers are correct at the time of printing. For latest telephone numbers please refer to telephone directory or Singapore Government Directory Interactive at www.sgdi.gov.sg

**COMMUNITY DEVELOPMENT COUNCILS**

- Central Hotline 6370 9901
- North-East Hotline 6424 4000
- North-West Hotline 6757 2288
- South-East Hotline 6243 8753
- South-West Hotline 6316 1616

**TOWN COUNCILS**

- Ang Mo Kio-Yio Chu Kang 6453 0511
- Aljunied-Hougang 6744 1033 / 6286 3533
- Bishan-Toa Payoh 6259 6700
- East Coast 1800-444 9549
- Holland-Bukit Panjang 1800-6766 9100
- Hong Kah 6764 3295
- Jalan Besar 1800-298 9603
- Jurong 6561 2222
- Marine Parade 1800-241 6487
- Pasir Ris-Punggol 6585 4938
- Potong Pasir 6284 5000
- Sembawang 6368 3100
- Tampines 1800-781 3212
- Tanjong Pagar 6272 6415
- West Coast 1800-776 0271

**ESSENTIAL MAINTENANCE SERVICE UNIT (EMSU)**

- Ang Mo Kio - Yio Chu Kang 1800-325 8888
- Bishan - Toa Payoh 1800-325 8888
- Tampines
- East Coast
- Jalan Besar
- Marine Parade 1800-275 5555
- Pasir Ris - Punggol
- Tanjong Pagar
- Holland-Bukit Panjang
- Hong Kah
- Jurong 1800-354 3333
- Sembawang
- West Coast
- Potong Pasir 6288 4477
- Aljunied-Hougang 6385 8888
The materials in this information booklet may not be produced in whole or part without the written consent from the Singapore Police Force.

The information and telephone numbers published in this booklet are accurate at time of printing.

This information booklet is an initiative by the Service Delivery Department. You may call us at 1800-358 0000 or email us at SPF_Feedback_Unit@spf.gov.sg if you wish to provide any feedback.