

INFORMATION BOOKLET ON POLICE PROCEDURES



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Introduction

Singapore Police Force (SPF) serves the Public from a wide network of service points located all over Singapore. While majority of the public may not need to use Police services provided by the SPF, it is still important that you are greatly aware of the way we operate so that you are familiar with the relevant Police procedures when our services are required.

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

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

OFFICERS ON PATROL

Our officers are on patrol daily as part of our mission to prevent, deter and detect crime. Regular patrolling also enhances our ability to react to emergencies speedily. Our officers conduct patrols on foot, on bicycles or in Police cars. Spot-checks and roadblocks are two examples of routine activities performed by our officers while patrolling.

SPOT-CHECK

Spot-checks are an essential part of the day-to-day policing done by our officers. Spot checks are carried out to increase police presence, check suspicious persons, gather ground information, investigate offences and deter and detect crime.

WHAT TO EXPECT DURING A SPOT-CHECK?

1. You should furnish your particulars when asked. While it is not an offence not to carry your identity card, 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 enquires on why you are present at a particular location or where you are heading. 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 check will be conducted in your presence. On completing the check, 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

Roadblocks are conducted for the following purposes:

- a. To control movement of vehicles and persons for the maintenance and preservation of law and order. This includes stopping of vehicles / drivers for traffic offences;
- b. To conduct checks to detect criminals and wanted persons; and
- c. To deter crime at specific areas with higher crime rate by enhancing police presence in these 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. You will be asked to dim the vehicle headlights at the stopping point and to provide your identification document.
3. If our officers wave you on, you may proceed to drive through the roadblock.
4. If you are asked to pull to the side of the road, follow the instruction and park your vehicle on the left side of the road. Switch off your vehicle engine and alight from the vehicle in a safe manner. For motorcyclists, you are required to switch off the engine, dismount from the motorbike, and push it to the left side of the road for further police checks.
5. When stopped for further police checks, 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.
6. You will be allowed to proceed on your journey once our officers have determined that everything is in order.



Common types of contact with the Police

CALLS/LETTERS FROM POLICE

When you receive a call from the Police, do not be alarmed. Sometimes, our officers may provide you with some information that may be of interest to you. At times, they may also send you a letter requesting for your presence at a Police station. In conducting an investigation into an arrestable case, the Police may issue you with an order requiring the attendance of anyone believed to be acquainted with the facts and circumstances of the case. 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. Do note that failing to comply with the order may constitute an offence under section 174 of the Penal Code Chapter 224.

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.police.gov.sg if you require more information.



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 the 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 you 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, and educate your children to call the '999' Police Emergency Line only when there is a real emergency by 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.



SPF Service Pledge

Our Targets

Police are committed to providing a high standard of service to you. We will respond to you based on the following service standards.

a) To answer '999' calls within 10 seconds

The '999' is the Police emergency response. Our aim is to answer your '999' call within 10 seconds, which is about 3 rings of the telephone. We expect to meet that standard at least 90% of the time.

b) To arrive at urgent incidents within 15 minutes

Our aim is to have a police officer with you within 15 minutes for urgent incidents at least 87% of the time. In deciding what is urgent, we listen carefully to what you tell us. We always send a police officer immediately, when:

- Someone has been seriously injured or is in danger
- There is a serious risk to property
- A crime is in progress
- Someone suspected of committing a crime is close by, or you know where the person is, and there is an immediate opportunity to arrest the suspect
- A further crime might be committed

c) To provide full replies to clear-cut enquiries from the Public within 3 working days

Our aim is to reply to your clear-cut enquiry within 3 working days. We expect to meet that standard 100% of the time. Clear-cut enquiries are queries sent via e-Feedback in which the answer is common knowledge or easily available, and do not require further fact-finding.

d) To respond to letters from the public within 5 working days

For all other enquiries, we will reply you within 5 working days upon receipt of the correspondence. We expect to meet that standard 90% of the time. At the very least, we will let you know if we need more time to give you a full reply. You will be given the name and telephone number of an officer to contact, if you need to.

e) To update victims of crime on the preliminary status of cases within 7 working days

If you happen to be a victim of crime, our aim is to update you on the preliminary status of your case within 7 working days of your initial police report. We expect to meet that standard 90% of the time. If we are unable to provide a conclusive update



on the status of your case by then, our reply to you, at the very least, will include the name and contact number of your investigator and the classification of your case. This is because the case is still undergoing investigation and we need more time to give you a proper reply. We will provide further updates when there is further development.

f) To attend to customers at police service counters within 15 minutes

Our aim is to attend to all customers at police service counters within 15 minutes. We expect to meet that standard 75% of the time. If our officer is already dealing with another person, please be patient, but should you think your need is urgent, please tell the officer when you first arrive.



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, these requests usually relate to non-emergency matters where Police assistance may not be necessary.

As our officers must always be ready to respond to any genuine emergency request, we may 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 request. The following is a list of common functions handled by other public agencies:

HDB BRANCH OFFICE

1. Corroded air-conditioner casing.
2. Illegal parking at HDB car parks.
3. Illegal parking along HDB service road, 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.

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 through mediation. Mediation is a flexible and informal process to isolate dispute 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 may consider contacting CMCs directly for assistance.

Please refer to the contact numbers of the relevant agencies at Pg 36.



Making a Police Report

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; or
- 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 16 - 17 on 'Lost Properties That Do Not Require Police Report'.

You can lodge Police reports in the following ways:

1. Make a report online at our Electronic Police Centre (ePC) at www.police.gov.sg/epc.

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 Report number, Officer in-charge and Police division should you require any further clarification.

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

3. Dial '999' for the Police Emergency Line under the following circumstances;

- (a) The case requires immediate Police action;
- (b) The case 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.

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 online or at any NPC or NPP.



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 suspect;
3. Circumstances leading to the offence; and
4. Any other relevant information that would be useful in Police investigations.

Once a Police report has been lodged, our officers will provide you with a copy of the Police report and advise you on the next course of action. Police investigations will commence if the report reveals that an arrestable offence or crime has been committed.

For non-arrestable offences or crimes, the law provides for other options including referral to mediation or a Magistrate complaint and officers may advise you on these options.

For incidents which do not disclose crimes, there may still be civil remedies available to you, and you may be advised to seek legal advice from a qualified legal professional on the matter.

If your case is being investigated, the Investigation Officer in-charge of the case will update you on the preliminary status of your case through a letter sent to the mailing address provided in the Police report within 7 working days. Further updates on the development of the case will also be sent by post to the same address. Should you need to contact the Investigation Officer to provide further information on the case, you can do so during office hours from 8.30am to 6pm on Mondays to Thursdays and 8.30am to 5.30pm on Fridays. Our officers may be outside of the station in the Courts or engaged in interviews, and may not be able to respond to calls immediately.

However, should you require urgent Police assistance, please call '999'.

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.

IS IT WRONG TO KEEP A FOUND PROPERTY?

Yes, it is an offence to keep property which does not belong to you.

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 a copy of the Found Property Report to acknowledge receipt of properties.

HOW DO I APPLY FOR A COPY OF A REPORT?

Please refer to Pg 21 on “Applying for a Certified True Copy Report”.

ARE THERE COSTS INVOLVED IN APPLYING FOR A POLICE REPORT?

Please refer to Pg 21 - 22 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 passport 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.nlb.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

WHEN SHOULD A TRAFFIC ACCIDENT REPORT BE MADE?

A Traffic Accident 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. A Traffic Accident Report should be lodged if the accident involves the following:

1. Fatality;
2. Damage to government property;
3. Foreign vehicle;
4. Pedestrian or cyclist;
5. Hit-and-run case; or
6. Injuries where
 - At least one person involved in the accident was taken to hospital from the accident scene by an ambulance; or
 - One or more persons involved subsequently required hospitalisation or obtained outpatient medical leave of 3 days or more.

HOW SHOULD A TRAFFIC ACCIDENT REPORT BE MADE?

Any person who has SingPass can lodge a traffic accident report online via <http://www.police.gov.sg/epc/>. If you do not have SingPass, you can also lodge a traffic accident report at any Police station, NPC or NPP. Either way, you will need to provide the following information:

1. Date/time/place of the accident;
2. Particulars of witnesses, if any;
3. Damage and position of accident vehicle(s) after the accident;
4. Registration number and description of other vehicle(s) involved; and
5. Brief description of how the accident happened.

For reports lodged at a police station, a copy of the report will be given to you. For online reporting, an email confirmation will be sent to the email address that you provided during the report lodging. The email confirmation will indicate your report number and Investigation Officer in-charge of the case. You will subsequently be contacted by the Investigation Officer in-charge of your report regarding the status of your case.

ARE AMENDMENTS TO AN ACCIDENT REPORT ALLOWED?



For online reporting, you can amend your report by lodging another online accident report with the specified amendments. You will need to quote the original report number in the new report so as to facilitate its referral to the earlier report that you lodged.

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

Only a person directly involved in the accident, his lawyer and his insurance company may obtain a copy of the other party's report.

HOW DO I APPLY FOR A COPY OF A REPORT?

Please refer to Pg 21 on "Applying for a certified true copy report".

ARE THERE COSTS INVOLVED IN APPLYING FOR A POLICE REPORT?

Please refer to Pg 21 - 22 for the available certified true copy reports/documents and the fees for each corresponding search.

HOW CAN THE RESULT OF INVESTIGATION BE OBTAINED?

The results of the investigations will be sent to the parties involved in the accident within 3 weeks of the conclusion of the case.

If you/your client are not directly involved in the accident but require the outcome of investigation to act on behalf of your client or agency for damage claims, please write to the Sales Unit, c/o Investigation Branch, Traffic Police, 10 Ubi Avenue 3, Singapore 408865 with the following details:

1. Date and time of accident;
2. Place of accident;
3. Vehicle(s) involved;
4. Particulars of client (Name & NRIC/FIN number);
5. Report of a Traffic Accident Number (if available);
6. Whether the accident involved an injury, or a Hit-and-Run;
7. Whether there was any damage to government property;
8. Whether the accident involved a pedestrian/cyclist; and
9. Your contact details.

(Information on items 1, 2, 3 and 4 are mandatory)

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

Please seek your own legal advice with regard to civil claims arising from a road traffic accident.



LOGGING A TRAFFIC ACCIDENT REPORT AS A WITNESS

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

Therefore, if you had witnessed any traffic accident, please lodge a report online or at any police station, NPC or NPP.

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. Description e.g. race, gender, etc. of the driver; and
4. The direction the hit-and-run vehicle was last seen heading towards.



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. The copy of Police report given to you after you have made a report will suffice for most purposes.

WHAT TYPE OF REPORTS CAN BE PURCHASED?

Applications can be submitted to purchase the following documents: 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.police.gov.sg/epc.

The reports or documents will be sent to your mailing address once the search and approval process is completed and all the relevant fees have been paid.

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

For traffic related police reports, you will also need to provide the following:

1. Vehicle number (for traffic-related reports only)
2. Valid Email Address (To inform you on progress of application)
3. Incident Details (e.g. nature of offence, date and time of incident)
4. Date of Accident/Violation (for Traffic Police's application)

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. Photograph (each)	\$55
6. Sketch Plan (applicable for Traffic Police and Police Coast Guard cases)	\$16
7. Report of Traffic Accident (NP 168)	\$16

The following modes of payment are available:

- eNets Credit

You must possess a:

- Visa Credit Card;
- MasterCard Credit Card;
- MasterCard Debit Card; or
- Visa Electron Debit Card.

- eNets Debit

You must have a valid Internet Banking Account with:

- DBS Bank;
- UOB Bank; or
- Citibank.

Alternatively, you may make payment by sending a cheque to the police Division HQ where the application was made.



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.

Common Arrestable Offences	Common Non-arrestable Offences
<ul style="list-style-type: none">• Theft• Shoptheft• Robbery• Criminal Breach of Trust• Cheating	<ul style="list-style-type: none">• Causing hurt to others• Mischief• Dishonest retention of property or found property• Intentional harassment to another person

DOES IT MEAN POLICE WILL NOT INVESTIGATE ANY NON-ARRESTABLE OFFENCES?

Ordinarily, Police will only commence investigations into non-arrestable cases upon the 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 to assess the case. Upon the completion of our enquiries, we will thereafter advise you on the proper course of action to take.-These include:

- No further action from the Police as the facts revealed that no criminal offence has been committed; or
- Unable to proceed further as the other party is unknown at that point in time; or
- Police verbal advisory to keep the peace; or
- Advice to seek civil remedies or initiate private prosecution for the matter; or
- Advice to undergo mediation at the Community Mediation Centre; or
- Advice to lodge a Magistrate's Complaint; or
- Police will be initiating investigations into the matter.

WHAT DOCUMENTS SHOULD I BRING ALONG 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 NPC, NPP or ePC;



OR

If a '999' call was made, the officer responding to your case will provide you with a case card stating the report number and advice given;

- c) A copy of your identity card or identification document; and
- d) Copies of relevant supporting documents (medical reports, damage reports, personal protection orders, photographs, print out of relevant emails, phone messages, internet postings etc.)

You may proceed to lay a Magistrate's Complaint at the Crime Registry, Level 1, Criminal Justice Division, State Courts, 1 Havelock Square, Singapore 059724. More information on the process can be found at www.statecourts.gov.sg.

WHAT IF I AM INJURED?

You will be issued with a copy of the NP 306 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.

The Magistrate inquiring into your complaint may do any of the following:-

- a) Dismiss the complaint if it is without basis or if it is a civil matter or does not disclose an offence punishable by law. Your complaint may also be dismissed if you were referred to mediation and failed to attend; or
- b) Order all parties to attend mediation and/or a case conference; or
- c) Order Police to investigate if he believes that further inquiry is necessary.



Police Investigation

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 DOES THE POLICE INITIATE INVESTIGATIONS?

Police will ordinarily initiate investigations when information of an arrestable criminal offence is received. Investigations into non-arrestable offences on the other hand may also commence when directed by a Magistrate after receiving a complaint lodged by an aggrieved party at the Crime Registry of the State Courts or upon the order of the Public Prosecutor.

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 includes those under the Penal Code, Moneylenders Act and Computer Misuse Act.

WHAT HAPPENES 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 and 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.

As a police statement is an official document, no copy will be provided to you or other persons unless otherwise provided for by law.

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).



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.

Failing to comply with a written order to attend an interview with the Police may constitute an offence under section 174 of the Penal Code Chapter 224.

WHAT HAPPENS AFTER THE INVESTIGATIONS ARE COMPLETED?

At the conclusion of Investigations, Police will consult the Attorney General's Chambers on the next course of action as the decision to prosecute is with the AGC. These outcomes can include:

- a) Take no further action and cease investigations; or
- b) Initiate prosecution against the person accused of committing the crime.

The Investigation Officer 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 the 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 investigation may take a longer time to complete. Our officer will keep you informed of the key milestones and the outcome of investigations in writing.



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 THE 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 verify 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.

As a police statement is an official document, no copy will be provided to you or other persons unless otherwise provided for by law.

DOES THE POLICE WITNESS NEED TO APPEAR IN COURT LATER?

The witness has to appear in court only if he is requested 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 (Witnesses' Allowances) Regulations.



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

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 power 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 an arrestable offence such as robbery, theft, molest or disorderly behaviour in a public place. For non-arrestable 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

Before making an arrest, a police officer who is not in his uniform, shall inform the person to be arrested that he is a police officer and shall identify himself as such by producing his warrant card.

If in doubt, the person to be arrested may request to see the arresting officer's warrant card to verify the officer's identity. A specimen of the warrant is shown here.



MAKING AN ARREST

When making an arrest, our officer will come into physical contact with the suspect unless there is a submission to the custody by word or action. If the suspect forcibly resists or tries to evade arrest, the police officers may use all reasonable means to make the arrest. Care would be taken in arresting female suspects to avoid allegation of impropriety. 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 NP 304 (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.

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 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 THE POLICE DECIDES TO CHARGE THE ACCUSED PERSON IN COURT?

If 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 subjected to the guidelines applicable to the Police for the release of such documents.

Please refer to Pg 21 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, subjected to the following conditions:

1. He may be asked to surrender any travel documents in his possession;
2. He will surrender to custody or make himself available for investigations or 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 witnesses 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 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 considering 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 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

(for crime-related information)

1800-255 0000

TRAFFIC HOTLINE

(for traffic-related information)

6547 0000

POLICE DEPARTMENTS

Police Headquarters	6353 0000	Police Licensing & Regulatory Department	6835 0000
Criminal Investigation Department	6435 0000	Volunteer Special Constabulary	6221 0000
Commercial Affairs Department	1800-325 0000	Feedback Unit	1800-358 0000
Traffic Police Department	6547 0000		

POLICE STATIONS/ DIVISIONS

Ang Mo Kio Divisional HQ	1800-218 0000	Clementi Divisional HQ	1800-774 0000
Ang Mo Kio North NPC	1800-484 9999	Bukit Merah West NPC	1800-377 9999
Ang Mo Kio South NPC	1800-451 9999	Clementi NPC	1800-872 9999
Hougang NPC	1800-489 0999	Jurong East NPC	1800-899 9999
Punggol NPC	1800-604 9999	Queenstown NPC	1800-471 9999
Sembawang NPC	1800-554 9999		
Sengkang NPC	1800-343 8999	Jurong Divisional HQ	1800-791 0000
Serangoon NPC	1800-488 0999	Bukit Batok NPC	1800-665 9999
Yishun North NPC	1800-852 9999	Bukit Panjang NPC	1800-892 9999
Yishun South NPC	1800-852 2999	Choa Chu Kang NPC	1800-765 9999
		Jurong West NPC	1800-268 9999
Bedok Divisional HQ	1800-244 0000	Nanyang NPC	1800-792 9999
Bedok North NPC	1800-244 9999	Woodlands East NPC	1800-767 9999
Bedok South NPC	1800-244 8999	Woodlands West NPC	1800-363 9999
Changi NPC	1800-587 2999		
Geylang NPC	1800-848 6999	Tanglin Divisional HQ	1800-391 0000
Marine Parade NPC	1800-442 8999	Bishan NPC	1800-552 9999
Pasir Ris NPC	1800-585 2999	Bukit Timah NPC	1800-462 9999
Tampines NPC	1800-587 1999	Kampung Java NPC	1800-295 9999
		Orchard NPC	1800-735 9999
Central Divisional HQ	1800-224 0000		
Bukit Merah East NPC	1800-236 9999	Airport Police Division	6546 0000
Marina Bay NPC	1800-222 9999	Police Coast Guard	1800-375 0000
Rochor NPC	1800-294 9999		



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.

Ambulance (Emergency)	995	COMMUNITY DEVELOPMENT COUNCILS	
(Non-emergency)	1777	Central Hotline	6750 7500
Municipal Services Office (MSO)	6325 7811	North-East Hotline	6424 4000
Agri-Food and Veterinary Authority of Singapore (AVA)	6805 2992	North-West Hotline	6248 5576
Call Search	1900-777 7777	South-East Hotline	6319 8739
Central Narcotics Bureau (CNB)	1800-325 6666	South-West Hotline	6316 1616
Electricity Supply (Singapore Power)	1800-778 8888		
Housing and Development Board (HDB)		TOWN COUNCILS	
Main Line	6490 1111	Aljunied-Hougang	6744 1033
Car Park Matters	1800-272 1409	Ang Mo Kio (Ave 1)	6453 0511
Immigration and Checkpoints Authority (ICA)	6391 6100	Ang Mo Kio (Ave 10)	6456 1633
Land Transport Authority (LTA)	1800-225 5582	Ang Mo Kio (Seng Kang West)	6634 9215
Ministry of Health (MOH)	1800-225 4122	Ang Mo Kio (Service Centre)	6385 1631
Ministry of Communications and Information (MCI)	6270 7988	Bishan-Toa Payoh	6259 6700
Ministry of Manpower (MOM)	6438 5122	Chua Chu Kang	6569 0388
National Environment Agency (NEA)	1800-225 5632	East Coast-Fengshan	6444 9549
National Parks (NParks)	1800-471 7300	Holland-Bukit Panjang	1800-766 9100
Public Utilities Board (PUB)	1800-225 5782	Jalan Besar (Main)	1800-298 9603
Society for the Prevention of Cruelty to Animals, Singapore (SPCA)	6287 5355	Pasir Ris-Punggol (Pasir Ris)	6585 4938
		Pasir Ris-Punggol (Punggol)	6590 9500
COURTS		Pasir Ris-Punggol (Seng Kang)	6489 0520
Supreme Court	6336 0644	Pasir Ris-Punggol (Rivervale)	6368 3100
(General Enquiries)		Sembawang	
State Courts	1800-587 8423	Tampines	6781 2222
(General Enquiries)		Tanjong Pagar	1800-272 6415
Crime Registry	6435 5095	West Coast (Clementi)	6776 0271
Civil Registry	6435 5868	West Coast (Boon Lay)	6896 4890
Community Mediation Centre	1800-225 5529	Pasir Ris-Punggol (Pasir Ris)	6585 4938
Family Justice Courts	6435 5110		
The Small Claims Tribunals	6435 5946	ESSENTIAL MAINTENANCE SERVICE UNIT (EMSU)	
Legal Aid Bureau	1800-225 5529	Aljunied - Hougang	6325 8888
		Ang Mo Kio	1800-241 7711
SOCIAL SERVICES		Bishan - Toa Payoh	
ComCare	1800-222 0000	Jalan Besar	
Child Protective Service	1800-777 0000	Tanjong Pagar	
National Family Service Centre Helpline	1800-838 0100	Chua Chu Kang	1800-275 5555
Singapore Workforce Development Agency	6883 5885	East Coast	
		Holland - Bukit Panjang	
		Jurong-Clementi	
		Sembawang	
		Marine Parade	
		Nee Soon	
		Pasir Ris - Punggol	
		Tampines	
		West Coast	



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.



