

# 24

# HOURS

# DAYS



# MISSION

To prevent, deter and detect crime



# VISION

A Force for the Nation -  
to make Singapore the  
safest place in the world





**07:00**

**POLICE COAST GUARD  
SAFEGUARDING SINGAPORE  
TERRITORIAL WATERS**



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# COMMISSIONER'S REPORT

**CP Hoong Wee Teck**  
COMMISSIONER OF POLICE  
SINGAPORE POLICE FORCE



The public continues to hold the Singapore Police Force (SPF) in high regard and has high trust in the Police. The SPF Public Perception Survey 2021 results saw improvement in several key areas. In particular, public trust in the SPF remained high, with more than 95% of respondents indicating that they trusted the SPF. This high level of public trust is the result of the dedication and hard work of all SPF officers, and the strong support from our volunteers, stakeholders and community partners.

With the resumption of more activities as we move towards a COVID-19 endemic nation, Singapore has seen an increase in road traffic accidents that resulted in fatalities and injuries in 2021, as compared to 2020. The figures are, however, lower than pre-COVID-19 pandemic levels. We will continue our efforts in public education, engagement, and enforcement to keep our roads safe.

In 2021, we saw a marked decrease in physical crimes, with theft, housebreaking and related crimes recording a 37-year low. We had 250 crime-free days from snatch theft, robbery and housebreaking, an increase of 48 days compared to 202 crime-free days in 2020. Scams contributed to an increase in the total number of reported crimes, making up 51.8% of Overall Crime, up from 42% in 2020. The number of reported scam cases increased by 52.9% to 23,931 cases in 2021, from 15,651 cases in 2020.

## RAMPING UP OUR ANTI-SCAM STRATEGY

To tackle this scourge of scams, we reorganised our resources, and ramped up public education

and collaboration efforts with our private and public sector stakeholders, and community partners.

On 22 March 2021, the SPF consolidated all scam-fighting units under the ambit of the Anti-Scam Division (ASD). The ASD and Police Land Divisions conducted 26 islandwide anti-scam enforcement operations in 2021, leading to the investigation of more than 7,500 money mules and scammers. The ASD also worked closely with banks to swiftly freeze more than 12,600 bank accounts and recovered more than S\$102 million based on reports received. They worked with telecommunications companies and online marketplaces to terminate more than 3,300 scam-tainted phone lines, submitted more than 17,300 WhatsApp accounts for termination, and removed more than 1,300 suspicious online monikers and advertisements.

As part of the Inter-Ministry Committee on Scams, the SPF's close cooperative efforts with other government agencies, banks, telecommunications companies, as well as digital and e-commerce platforms will strengthen our effectiveness at disrupting the scammers' operations. For 2021, 45 organisations, up from 17 in 2020, received the Outstanding Community Partnership Award for their commitment and contribution to detecting and preventing scams.

To improve public education, the SPF and National Crime Prevention Council (NCPC) have partnered with the Association of Banks in Singapore on various initiatives to educate bank customers, such as introducing an online quiz on scam prevention and sending out advisories to

customers to remind them not to share their one-time passwords with others. On 13 September 2021, the SPF and NCPC launched a new series of posters and videos under the anti-scam public education campaign "*Spot the Signs. Stop the Crimes.*", which focused on using real-life examples to build strong awareness and vigilance among the public on the tell-tale signs of scams.

To tackle transnational scams, the SPF has increased collaboration and joint operations with international law enforcement agencies. Throughout 2021, the SPF's joint operations with regional law enforcement counterparts crippled 16 transnational scam syndicates, leading to the arrest of more than 230 syndicate members.

The community plays a critical role in the fight against scams. I express my deepest appreciation to organisations, businesses, community partners and individuals for their strong support in our collective efforts to tackle scams.

## ENHANCING CAPABILITIES TO BETTER SUPPORT OFFICERS

The SPF has continued to invest in enhancing our capabilities to better support officers despite challenging operational demands. On 1 April 2021, the Police Psychological Services Division was reorganised from a division of Manpower Department to a specialist staff department and renamed as the Police Psychological Services Department (PPSD). PPSD's new focus is to develop psychological expertise in the SPF. This is done through better deployment of resources to achieve organisational and operational excellence, and developing psychological competencies in our officers.

The SPF has also comprehensively reviewed the existing structure, systems, and processes for investigations to better support our officers and improve investigation work processes. One such area is to have tighter coordination between the investigation and prosecution of cases for better case outcomes. The SPF has worked with the Attorney-General's Chambers to set up the Office of the Public Prosecutor (OPP) at the seven Land Divisions and Traffic Police (TP) since July 2021. The OPPs facilitate access to quick and early advice by Deputy Public Prosecutors deployed at these units on cases of interest to aid Investigation

Officers in their investigations. Another area of improvement is in leveraging technology. CRIMES3 is a next-generation investigation case management system for Investigation Officers that is both agile and mobile. In December 2021, the SPF rolled out CRIMES3 at TP, with a full rollout planned for the second half of 2022. Officers can look forward to fully digitalised investigation papers (IPs), real-time tracking of cases with the AGC and having access to their IPs on the go.

## EMPOWERING THE COMMUNITY TO BUILD A SAFER SINGAPORE

To empower more residents and stakeholders towards community safety and security, we launched the Community Watch Scheme (CWS) on 11 December 2021. The CWS has shifted our traditional geographical-based approach towards one that is interest-based, by allowing CWS members to have more flexible involvement in safety and security matters within their communities.

Creating a safer and more secure online community for all users is vital due to the growing concern over online crimes. The SPF launched the Online Industry Safety and Security Watch Group on 6 January 2021 to formalise a partnership with the Asia Internet Coalition, which will achieve a more effective and coordinated response to these threats.

The Volunteer Special Constabulary (VSC) marked its 75th anniversary with a virtual observance ceremony on 23 October 2021. The SPF recognises the significant role played by VSC officers, and I thank all serving and retired VSC officers for your commitment and selfless contributions to the Force and Singapore.

## ONE WITH THE COMMUNITY

On 3 August 2021, Singapore witnessed a historic moment as a Parliamentary Motion was passed to commemorate and honour the SPF for our contributions to the nation over the past 200 years. This honour would not have been possible without the strong and continued support from our volunteers, partners, stakeholders and fellow Singaporeans. I would like to express my deepest appreciation to all of you, and to all SPF officers, past and present. I look forward to us working hand in hand, continuing to make Singapore one of the safest cities in the world.



**09:00**

**COMMUNITY POLICING UNIT OFFICERS  
ENGAGING MEMBERS OF THE PUBLIC**

# ORGANISATION STRUCTURE

AS AT 1 JUNE 2022



COMMISSIONER OF POLICE  
**CP HOONG WEE TECK**



DEPUTY COMMISSIONER OF POLICE  
(POLICY)  
**DCP JERRY SEE**



DEPUTY COMMISSIONER OF POLICE  
(OPERATIONS)  
**DCP TAN HUNG HOOI**



DEPUTY COMMISSIONER OF POLICE  
(INVESTIGATION AND INTELLIGENCE)  
**DCP FLORENCE CHUA**

## STAFF DEPARTMENTS

ADMINISTRATION AND FINANCE DEPARTMENT  
**AC Lee Chwee Huat**

CENTRE FOR PROTECTIVE SECURITY  
**Mr Andy Tan**

COMMUNITY PARTNERSHIP DEPARTMENT  
**AC Shng Yunn Chinn**

INSPECTORATE AND RISK MANAGEMENT DEPARTMENT  
**AC Maria Oh**

INTERNAL AFFAIRS OFFICE  
**AC Michael Ang**

MANPOWER DEPARTMENT  
**SAC Christopher Ng**

INTERNATIONAL COOPERATION DEPARTMENT  
**AC William Koh**

OPERATIONS DEPARTMENT  
**SAC Lian Ghim Hua**

PLANNING AND ORGANISATION DEPARTMENT  
**SAC Wilson Lim**

POLICE LICENSING AND REGULATORY DEPARTMENT  
**SAC Jarrod Pereira**

POLICE LOGISTICS DEPARTMENT  
**SAC Teo Chor Leng**

POLICE NATIONAL SERVICE DEPARTMENT  
**SAC Puvenesveran K**

PUBLIC AFFAIRS DEPARTMENT  
**AC Serene Chiu**

SERVICE DELIVERY DEPARTMENT  
**AC Gwee Aik Chiong**

TRAINING AND CAPABILITY DEVELOPMENT DEPARTMENT  
**SAC Anthony Ng**

VOLUNTEER SPECIAL CONSTABULARY  
**AC Shng Yunn Chinn**

## SPECIALIST STAFF DEPARTMENTS

COMMERCIAL AFFAIRS DEPARTMENT  
**Mr David Chew**

CRIMINAL INVESTIGATION DEPARTMENT  
**SAC How Kwang Hwee**

OPS-TECH DEPARTMENT  
**AC Loke Wai Yew**

POLICE INTELLIGENCE DEPARTMENT  
**SAC Alvin Moh**

POLICE PSYCHOLOGICAL SERVICES DEPARTMENT  
**Mr Jansen Ang**

## SPECIALIST & LINE UNITS

AIRPORT POLICE DIVISION  
**AC Alvin Chong**

GURKHA CONTINGENT  
**AC William Robert Kefford**

HOME TEAM SCHOOL OF CRIMINAL INVESTIGATION  
**SAC Lim Chin Tiak**

POLICE COAST GUARD  
**SAC Cheang Keng Keong**

POLICE OPERATIONS COMMAND CENTRE  
**SAC Lee Su Peng**

PROTECTIVE SECURITY COMMAND  
**AC Devrajan Bala**

PUBLIC TRANSPORT SECURITY COMMAND  
**AC Fanny Koh**

SECURITY COMMAND  
**SAC Koh Wei Keong**

SPECIAL OPERATIONS COMMAND  
**SAC Arthur Law**

TRAFFIC POLICE  
**SAC Gerald Lim**

TRAINING COMMAND  
**SAC David Scott Arul**

## 7 LAND DIVISIONS

CENTRAL DIVISION ('A' DIV)  
**AC Jeremy Ang**

CLEMENTI DIVISION ('D' DIV)  
**AC Marc E Kwan Szer**

TANGLIN DIVISION ('E' DIV)  
**SAC Cheong Chee Ming**

ANG MO KIO DIVISION ('F' DIV)  
**AC Zed Teo**

BEDOK DIVISION ('G' DIV)  
**AC Heng Chih Yang**

JURONG DIVISION ('J' DIV)  
**AC Shee Tek Tze**

WOODLANDS DIVISION ('L' DIV)  
**AC Ang Eng Seng**



**12:00**

**PUBLIC TRANSPORT SECURITY  
COMMAND OFFICERS  
PROTECTING OUR PUBLIC TRANSPORT  
NETWORK AGAINST CRIME**



# STRENGTHENING OUR OPERATIONAL CAPABILITIES

Written by Deputy Superintendent of Police  
Tan Wen Wei, Benjamin  
1 Operations Officer,  
Future Ops & Planning Division  
Operations Department

Reviewed by Senior Assistant Commissioner of Police  
Lian Ghim Hua  
Director  
Operations Department



**In 2021, even as the Singapore Police Force (SPF) continued to support the Whole-of-Government (WOG) effort in battling the COVID-19 pandemic, we continued to pursue Operational Excellence, Operational Readiness, and Operational Development in our mission to keep Singapore safe and secure.**

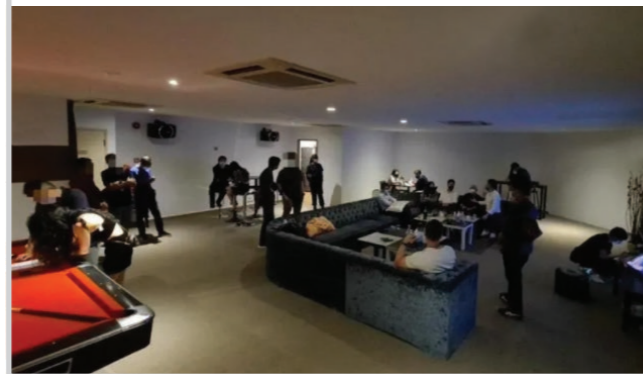
## OPERATIONAL EXCELLENCE

Despite the uncertainties brought about by the COVID-19 pandemic, the SPF maintained a high level of operational excellence in our enforcement and security operations and crime-fighting efforts, working closely with our partners and the community to ensure public safety.

## BATTLING THE COVID-19 PANDEMIC

To mitigate the spread of the virus, the SPF worked closely with various government agencies to support safe distancing enforcement operations in various sectors. In 2021, the SPF oversaw the enforcement of Safe Management Measures (SMMs) at Massage Establishments (ME) and Public Entertainment (PE) outlets. Enforcement operations were conducted against nearly 3,000 PE outlets, nightlife establishments and MEs, resulting in the arrest of more than 470 persons.

## 62 people under investigation following raids on unlicensed KTVs and other entertainment outlets



Source: The Straits Times © SPH Media Limited. Reprinted with permission.

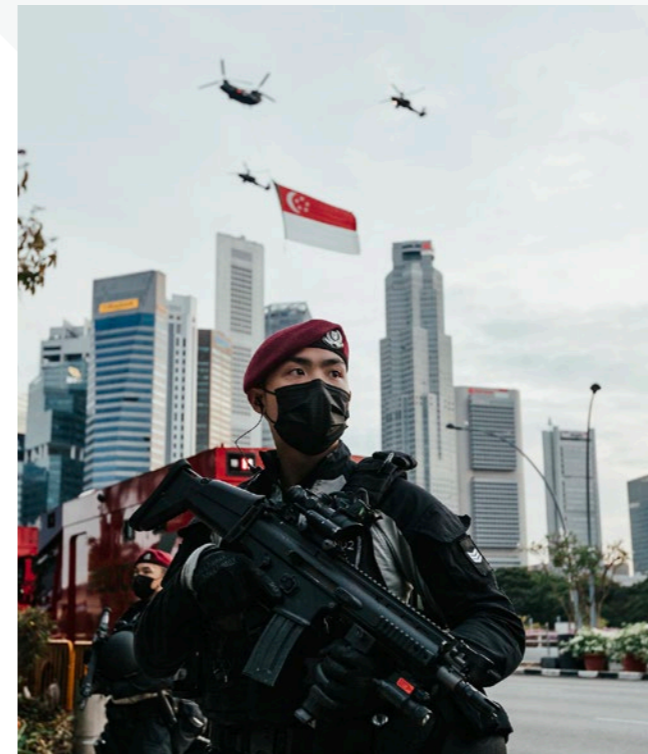
## SECURING MAJOR EVENTS

While some major events were allowed to resume, COVID-19 measures were still in place, which had corresponding effects on how security operations were conducted. The dynamic COVID-19 situation meant that event security operations had to be nimble and flexible in order to comply with SMMs while still ensuring adequate security for the events.

The National Day Parade (NDP) 2021 was one such major event affected by the dynamic COVID-19 situation. To ensure that NDP 2021 was held in safer conditions, the NDP was postponed to 21 August 2021, with a ceremonial parade held on 9 August 2021 instead. The SPF responded

instinctively with agility and worked closely with the event organiser and supporting agencies to adjust the security plans, ensuring that the events were held safely and smoothly on both days.

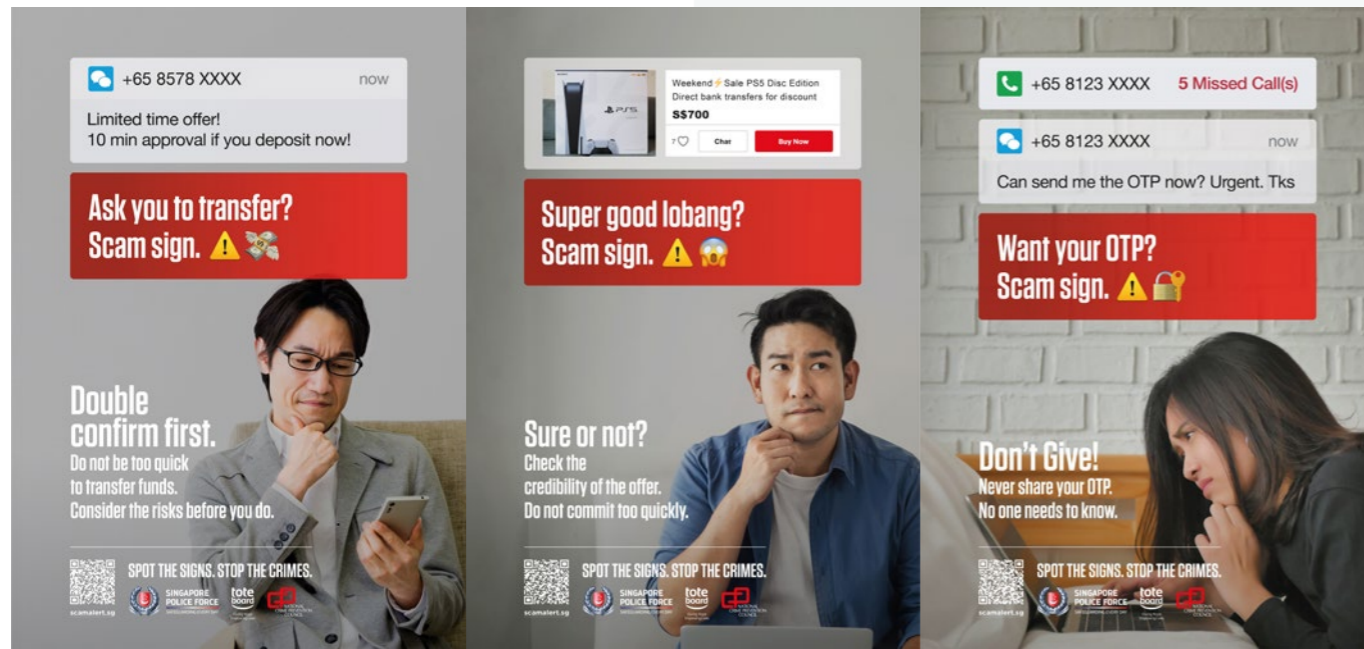
Immediately after the NDP, the SPF was involved in another major security operation for Vice President of the United States Kamala Harris' visit from 22 to 24 August 2021. Despite the intensity of these back-to-back security operations, our officers worked tirelessly, stood resilient and achieved mission success.



## COLLABORATIONS IN FIGHTING CRIME

Even as Singapore remains one of the safest cities in the world and was ranked first in Gallup's Global Law and Order Report 2020, the SPF continued to step up its crime-fighting efforts to prevent, deter and detect crime in 2021. Working with the National Crime Prevention Council (NCPC), the SPF disseminated anti-scam advisories to the public through multiple platforms comprising online channels such as social media platforms, out-of-home spaces, as well as advertisements on television and radio. The SPF also continued with our pivot from physical crime prevention engagements through roadshows and house visits to online outreach activities, such as virtual engagements and 'live' social media sessions.

To respond swiftly to emerging crime concerns, the SPF collaborated with other government agencies and external stakeholders to develop strategies and implement action plans. This included working with NCPC to partner with the Association of Banks in Singapore (ABS) on various initiatives to educate bank customers, and training frontline bank staff to help customers spot signs of scam transactions. As part of the Inter-Ministerial Committee on Scams (IMCS), the SPF also worked with banks, telcos, digital and e-commerce platforms to combat scams by reaching out to consumers transacting on their online platforms. NCPC also collaborated with the Government Technology Agency (GovTech) to develop ScamShield, a mobile application which identifies and filters out scam messages



for iOS platform users. Since its launch in 2020, ScamShield has been downloaded by more than 225,000 users; filtered over 2.3 million scam SMSes; and blocked more than 14,000 suspected scam phone numbers. The Android version of the ScamShield app is slated for release in 2022.

The SPF also collaborated with NCPCC, Land Transport Authority (LTA) and public transport operators to display crime prevention posters targeting outrage of modesty and voyeurism concerns at public transport nodes, as well as disseminating crime advisories to commuters on various digital platforms, such as LTA's MyTransport, SMRTConnect and SBS Transit's mobile applications.

### ENHANCING OUR RESPONSE TO MENTAL HEALTH CASES

The COVID-19 pandemic saw an increased awareness of mental health conditions in society and highlighted the importance of a holistic approach in dealing with mental health issues. Recognising the role our frontline officers can play in handling mental health issues, the SPF worked with relevant agencies to train our officers so that they can respond more effectively to such cases.

In 2021, the SPF partnered with Agency for Integrated Care (AIC) to enhance our response to cases involving persons with mental health conditions. Officers were trained to recognise signs and symptoms associated with mental

health conditions, and to communicate more effectively with affected persons. In recognition of our initiatives and collaborations on the community mental health front, the SPF was presented with the Friends of Community Care Award 2021 by AIC.



### PROTECTIVE SECURITY ENGAGEMENT GROUP (PSEG)

2021 saw the formation of the Protective Security Engagement Group (PSEG) under the Protective Security Command (ProCom). PSEG officers worked closely with premises owners and facilities managers to enhance awareness and readiness of protective security measures. Over the past year, PSEG actively engaged these stakeholders for briefings, joint patrols, and exercises. Since its operationalisation, PSEG has conducted 15 joint patrols, four exercises and eight security briefings involving more than 160 participants.

## OPERATIONAL READINESS

To stay ahead in an ever-evolving operating environment, the SPF continued to refine and validate our operational plans, processes and training, ensuring that our officers always stand ready to keep Singapore safe and secure.

### MAINTAINING OPERATIONAL READINESS AMIDST COVID-19 PANDEMIC

The SPF regularly conducts exercises to maintain and ensure a high level of operational readiness, validating our operational plans to deal with crime, terrorist threats and other contingencies. To overcome the challenges posed by the COVID-19 pandemic, policies and processes were also reviewed and strengthened to increase exercise effectiveness. The SPF adapted and redesigned exercises, ensuring officers' safety in line with prevailing pandemic measures. Physical pre-designated zoning and no cross-mixing between zones helped minimise cross-interaction and managed the COVID-19 transmission risks.

## LEVERAGING TRAINING TECHNOLOGIES

The SPF has also been leveraging modern training technologies, such as the Mobile Taser Training Target (MTTT) and Live Instrumentation Training System (LITS) to improve training safety and ensure operational readiness.

### Mobile Taser Training Target (MTTT)

The Mobile Taser Training Target (MTTT) aims to replace the conventional role played by a "man-in-suit" with a remote-controlled robot for taser scenario-based training (SBT). The trainer can direct the robot's movements and project audio, simulating an aggressor's engagement with an officer. This reduces the risk of injury during SBT and also reduces physical contact during training in alignment with COVID-19 pandemic measures. Using computer vision technology, the landing points of taser probes on the training target are collected and evaluated, along with other critical data points. This allows timely and precise feedback to refine officers' skills in deploying the taser effectively and confidently.





### Live Instrumentation Training System

The Live Instrumentation Training System (LITS) uses a laser engagement system that emits lasers from transmitters on small arms and captures laser hit events using detectors which are either worn or placed within a room. LITS also utilises a robotic targeting system with shoot-back capabilities. These features, coupled with an analytics system, record and consolidate the results of the simulated firefight for analysis. This allows officers to receive detailed feedback to validate, sharpen and hone their tactical skills.

### DEVELOPING OPERATIONAL CAPABILITIES

#### LEGISLATIVE AMENDMENTS

Amendments to the Police Force Act (PFA) were passed in Parliament in August 2021 to enhance the SPF's operational capabilities and readiness. Amongst various changes, the amended PFA increased penalties for motorists who evaded roadblocks and covered more modes of roadblock evasion, apart from physical dash-through, to ensure deterrence against such offences remained effective. Police officers were

also provided with powers to enter any place in case of a medical emergency, to protect persons from injury or death.

#### UPSKILLING OUR OFFICERS

The SPF continued to train and equip its officers to ensure their readiness to respond to potential armed attacks. The rollout of the Glock 19 Gen 5 pistol to the SPF's frontline officers continued in 2021 as more officers were trained in the new firearm, thereby enhancing the SPF's firepower to engage armed attackers.

Since its operationalisation in 2019, In-situ Reaction Teams (IRT) from Land Divisions have continued to be progressively deployed at high footfall and iconic locations to enhance the Police's response to potential terror attacks. These officers have undergone tactical training and are equipped with higher firepower to allow them to respond effectively to potential terror attacks. 2021 saw the operationalisation of IRT in Bedok Division, following its operationalisation in Central and Tanglin Divisions in 2019.

### AERIAL RESPONSE TEAM (ART)

With the increasing use of Unmanned Aerial Vehicles (UAVs), more commonly known as drones, to support police operations, the SPF operationalised its Aerial Response Team (ART) in 2021. This team comprises trained and certified drone pilots who provide aerial support for a range of policing operations. Drones have been deployed to support the SPF in enforcement operations, crowd management and public safety operations, search and rescue operations as well as aerial patrols. More drone pilots will be trained in 2022 as part of a progressive build-up of the SPF ART.

### ENHANCING SPF'S CAMERA NETWORK

In 2021, the SPF continued to expand its cameras and sensors network across the island to boost crime-fighting and enhance sense-making capabilities. These included areas

such as transport nodes, airport terminals and expressways. As of December 2021, footage from police cameras had assisted in solving more than 6,000 cases since installation began in 2012. More than 200,000 police cameras will be installed islandwide by 2030 to further bolster the SPF's camera network to deter and detect crime.

### MAKING SINGAPORE THE SAFEST PLACE IN THE WORLD

Despite the challenges presented by the pandemic or an ever-evolving operational landscape, the SPF will continue to ensure high levels of operational excellence, readiness and development, and remain focused on keeping Singapore one of the safest places in the world.



**14:00**

**FORENSICS OFFICERS COLLECTING  
AND PROCESSING EVIDENCE AT  
CRIME SCENE**



# MAINTAINING OPERATIONAL EXCELLENCE THROUGH INVESTIGATION AND INTELLIGENCE

Written by Deputy Superintendent of Police Aw Yong Zhi Yong  
2 Staff Officer, Research, Planning & Organisational Development Division  
Criminal Investigation Department

Reviewed by Deputy Commissioner of Police Florence Chua  
Deputy Commissioner of Police (Investigation and Intelligence)



Despite the challenges brought on by the ongoing COVID-19 pandemic in 2021, the investigation and intelligence communities of the Singapore Police Force (SPF) continued to deliver on their mission to fight crime and keep Singapore safe and secure.

There were 250 days that were free from snatch theft, robbery and housebreaking, an improvement of 48 days compared to 202 crime-free days in 2020. Theft, housebreaking, and related crimes saw a record 37-year low in reported crime figures, and the Special Investigation Section of the Criminal Investigation Department (CID) maintained its 100% crime-solving record for murder cases.

However, scams accounted for the increase in the total number of reported crimes, making up 51.8% of Overall Crime in 2021. The number of reported scam cases increased by 52.9% to 23,931 cases in 2021, from 15,651 cases in 2020. Excluding scams and cybercrimes, the total number of reported crimes in 2021 decreased by 1.0% to 19,303 from 19,498 in 2020.

The investigation and intelligence communities will continue to leverage

technology, improve training, and strengthen collaboration with strategic stakeholders and the community, to improve the SPF's crime-fighting capabilities against evolving crime.

\$1.2 million in cash seized, 28 suspects arrested in operation against illegal remote gambling



Source: The Straits Times © SPH Media Limited. Reprinted with permission.

## WORKING AS ONE TO FIGHT CRIME

The Police continued to mount bold and decisive enforcement operations against organised crime syndicates to dismantle their illicit networks and seize illegal proceeds of crime.

In April 2021, more than 180 officers from the CID, supported by the Police Intelligence Department (PID) and Special Operations Command (SOC), conducted an islandwide enforcement operation



against an illegal remote gambling syndicate involved in illegal lottery and horse betting services. The operation resulted in the arrest of 28 suspects and seizure of more than S\$1.2 million in cash, which is one of the largest cash seizures from police operations against illegal remote gambling.

Enforcement tempo was kept high as regular joint operations were conducted to disrupt the illegal operation of unlicensed moneylending (UML) syndicates. In 2021, officers from the CID and the seven Land Divisions arrested almost 1,100 persons and investigated more than 1,600 persons in a series of anti-UML enforcement operations. The CID and PID also worked together to investigate mobile phone retail shops suspected of providing prepaid SIM cards for misuse by UML and scam syndicates. This combination of upstream and direct intervention measures led to a fall in UML and UML-related harassment cases by 16% to 3,667 cases in 2021 from 4,363 cases in 2020.

## THE STRAITS TIMES

### 203 people under probe for suspected involvement in unlicensed moneylending



Investigations against all 203 suspects, who are aged between 16 and 71, are ongoing. PHOTO: ST FILE

Source: The Straits Times © SPH Media Limited. Reprinted with permission.

**4 held for alleged role in 'China officials' scam; one arrested over online lover ruse**

Ng Hong Gene

Two men and two women have been arrested for their role in a scam where scammers pretended to be officials from China to force victims out of their savings. In a statement yesterday, the police said the four, aged between 38 and 51, had acted on behalf of scammers who told victims that their credit or debit card details had been used for fraudulent transactions, or that their bank accounts were involved in money-laundering activities.

The police said that these four were allegedly groomed to believe that they were carrying out official tasks for the scammers. They were instructed to dress in white and black and were also told what to say to the victims. They also had fake identification cards and used them to identify themselves as representing organisations such as the Singapore Police Force, the Chinese police and Interpol.

In the end, the scammers first got the victims to divulge their personal banking details, including their



**31 being probed over impersonation scams involving over \$6.9m**

Amounts transferred to scammers claiming to be Chinese officials ranged from S\$5k to S\$24k

Charlotte Chong

The police are investigating 31 people over scams involving the impersonation of Chinese officials that caused victims to lose more than S\$6.9 million.

The police said in a statement yesterday that since last month, they had received several reports from victims saying they had received phone calls that were purportedly from banks or the police in China.

The victims, who were then told to transfer their money for investigations, handed over either their banking credentials or cash to money mules.

Most of them transferred money to bank accounts provided by scammers. The amounts transferred or handed over ranged from S\$5,000 to S\$24,000. At least S\$6.9 million was lost in total.

Three of the suspects – a 39-year-old woman and two men, aged 2 and 42 – were arrested between March 22 and April 12. They allegedly acted on the instructions of the scammers to meet the victims to collect cash or internet banking tokens.

The police also warned against giving personal information such as identification card numbers, bank details, credit card details and one-time passwords to anyone.

Those who have information about such scams can call the police hotline on 1800-255-0000 or submit the information online at [www.police.gov.sg/tips](http://www.police.gov.sg/tips).

For scam-related advice, the public can call the anti-scam hotline on 1800-722-6468 or visit [www.scamalert.sg](http://www.scamalert.sg).

The offence of cheating carries a prison term of up to 10 years and a fine, and the offence of cheating by impersonation carries a prison term of up to five years and/or a fine.

Source: The Straits Times © SPH Media Limited. Reprinted with permission.

The Commercial Affairs Department (CAD), supported by the seven Land Divisions, mounted several enforcement operations to disrupt scam operations of all stripes. Between September and November 2021, the CAD conducted three islandwide anti-scam enforcement operations targeting money mules linked to job scams. The operations resulted in the arrest of more than 130 individuals and the investigation of more than 140 others for selling their bank accounts or relinquishing their Singpass credentials to criminal syndicates to open bank accounts or serve as conduits to receive funds from scam victims. Between March and December 2021, the CAD also arrested almost 50 persons for their roles in facilitating the commission of China Official Impersonation Scams, which included the handling of fake International Criminal Police Organization (INTERPOL) documents and assisting in money remittance.

In the fight against scams, the CAD worked closely with its stakeholders on proactive upstream intervention measures to disrupt scam operations. In 2021, they froze more than 12,600 bank accounts and recovered more than S\$102 million based on reports received from the Anti-Scam Centre (ASC). During the same period, the ASC worked with telecommunication companies and

**SMS Received by Potential Victims**

From [Singapore\\_Police\\_Force\\_Anti-Scam\\_Centre@spf.gov.sg](mailto:Singapore_Police_Force_Anti-Scam_Centre@spf.gov.sg)

You may have been introduced to an investment product or job commission by persons unregulated in SG. If you have transferred money to unverified bank accounts or suspect you have been scammed, please lodge a police report.

online marketplaces to terminate more than 3,300 scam-tainted phone lines and 17,300 WhatsApp lines, and removed more than 1,300 suspicious online monikers and advertisements.

The community plays a vital role in fighting scams. A discerning public is the best defence against rapidly evolving scam tactics. Through sense-making and collaboration, the ASC was able to detect many potential victims, alerting them of danger before they would fall prey to scams. One example is Project Awakenings, initiated in December 2021, which crowdsourced information within the Police to identify and engage potential victims of investment scams. The Police leveraged Optical Character Recognition (OCR) technology to capture local handphone numbers of potential victims, and utilised Robotic Process Automation (RPA) for the swift dissemination of targeted advisories to potential victims. As of end December 2021, more than 1,300 potential victims of investment scams had received the advisories. Between May and December 2021, the CAD also leveraged RPA and SG-mail under Project COMBAT, which stands for

**THE STRAITS TIMES**

**Six Nigerians among eight people nabbed as Malaysia-based cross-border love scam syndicate is busted**



A 57-year-old woman who was arrested here is suspected to have helped transfer the syndicate's illegal earnings. PHOTO: NP FILE

Source: The Straits Times © SPH Media Limited. Reprinted with permission.

Centralised Operational Messaging Bot Address Trend, to send mass SMSes to potential victims of job scams, clocking more than 6,900 successful interventions during this period.

**FIGHTING TRANSNATIONAL CRIME**

To overcome the challenges of investigating and prosecuting overseas crime syndicates operating outside our jurisdiction, the investigation and intelligence communities worked closely with foreign law enforcement agencies, exchanging information and conducting joint operations to bring perpetrators to justice wherever they may be operating from.

In 2021, the SPF's collaboration with fellow law enforcement agencies, the Royal Malaysia Police

(RMP) and Hong Kong Police Force (HKPF), led to the take-down of 16 transnational scam syndicates. More than 230 syndicate members were arrested. These syndicates mainly targeted Singaporeans and were linked to job scams, internet love scams and China Government Official scams.

As job scams emerged as the top scam type in Singapore in 2021, registering 4,554 cases and involving financial losses of almost S\$91 million, the SPF worked with HKPF to arrest 14 core members of a transnational job scam syndicate based in Hong Kong in June 2021 for their suspected involvement in more than 130 cases of job scams involving almost S\$1.56 million. Locally, 23 men and four women were also investigated for their suspected involvement in job scams perpetrated by the transnational

scam syndicate. These collaborative local and joint investigations with our foreign counterparts have helped cast a wider net to bring both overseas criminal syndicates and their local collaborators to justice.

### BUILDING CAPABILITIES, STAYING AHEAD OF THE CURVE

As criminals continue to leverage technology and run sophisticated transnational operations to evade detection from law enforcement, it is paramount that the SPF's investigations and intelligence capabilities stay ahead of the curve. Investing in capability-building ensures that our crime-fighting efforts remain effective and efficient.

As part of capability-building, the PID continued exploring new computing technologies and algorithms, harnessing big data to support the SPF in incident management and investigative



*Transnational Internet Love Scam Syndicate crippled through joint investigations by SPF and RMP on 14 Sep 2021. Source: The Straits Times © SPH Media Limited. Reprinted with permission.*

follow-up. To enhance sense-making, accelerate investigation follow-ups and crime intervention

efforts, the PID deployed new analytics-based methods to consolidate and harmonise collection and management of disparate and high-volume data from multiple sources, enabling faster link analysis to uncover non-obvious relationships in criminal activities through relational identification. For example, the PID worked with the Financial Investigation Branch of the CID to develop a Tableau dashboard with a rule-based approach analysis of bank statements, facilitating the visualisation and sense-making of voluminous bank transactions. Thereafter, data analytics can unmask the multiple layers of funds transfer created by criminal syndicates to hinder investigations and hence enable effective and efficient financial investigations.

While new systems and data analytics have aided police investigations, enhancing the expertise of investigators and guiding them to manage emerging crime trends systematically still remained important. To better manage the overwhelming workload of scam cases, the CAD rolled out a comprehensive scam investigation manual in August 2021 for Investigation Officers (IOs) dealing with scams. The manual plays an important role in maintaining the quality of investigations by building up the investigative capabilities of IOs.

Collaborating with other law enforcement agencies also enhanced the SPF's capabilities to tackle transnational crime. The CAD collaborated with INTERPOL on a capacity-building project to establish stronger collaboration and increase operational capacity to combat illicit financial flows derived from transnational financial crimes in the Association of Southeast Asian Nations (ASEAN) region. In December 2021, more than 40 participants from 15 countries participated in a virtual workshop, sharing best practices in dealing with transnational financial crimes as well as exchanging views and knowledge on anti-scam models and public-private partnerships. Such initiatives strengthen regional cooperation and allow the SPF to glean best practices from other law enforcement counterparts.

### ENHANCING TRAINING, DEVELOPING OFFICERS

Training remains fundamental in equipping the SPF officers with the necessary skills, expertise, and knowledge to handle new and emerging crime.

Amidst the COVID-19 pandemic, the Home Team School of Criminal Investigation (HTSCI) developed more e-learning materials and promoted online learning to facilitate continual training for officers. In the area of emerging crime and data analytics, the HTSCI engaged the United States of America Immigration and Customs Enforcement to conduct a webinar on "Cryptocurrency Investigations" in April 2021. In June 2021, the HTSCI collaborated with the Cybersecurity Strategic Technology Centre at ST Engineering to deliver a talk on "Deepfake and its Impact to Trust". In August 2021, the HTSCI also conducted a workshop on "Data Analytics for Crime Investigation", which looked at identifying data-driven fraud and conducting forensic data analytics.

The intelligence community also challenged officers to build up their coding and data analytics capabilities. On 25 May 2021, the PID organised the "Coding Challenge", where coding enthusiasts from different SPF departments developed innovative use of analytics whilst applying coding to solve everyday data scenarios. Beyond sharing experience, the PID has also been working with the Home Team Science and Technology Agency to help units identify analytics use cases and develop in-house analytics solutions. They also have been making learning more accessible by offering online learning accounts and training slots and facilitating the use of analytics tools within SPF units and other Home Team agencies.

### SUSTAINING OPERATIONAL EXCELLENCE

The investigation and intelligence communities are critical pillars of the SPF, collaborating closely together to tackle crime and keep Singapore safe and secure. Cognisant of the need to stay ahead of criminals in the cat-and-mouse game.

**PROJECT TORII**  
MOBILIZING COLLECTIVE EFFORTS TO TACKLE  
INTERPOL CYBER-ENABLED FINANCIAL CRIME

**Panel Discussion on Public Private Partnerships**

- Mr. Ian WONG**  
Deputy Director  
Commercial Affairs Department  
Singapore Police Force
- Mr. Markus ERIKSON**  
Director  
Intelligence Division  
AUSTRAC
- Mr. Syahril RAMADHAN**  
Director of Compliance  
PPATK – Indonesian FIU

**Panel Discussion on Anti-Scam Model**

- Ms. Michelle TAY**  
Head  
Anti-Scam Center  
Singapore Police Force
- Mr. LAM Pui-hang Eddie**  
Senior Inspector of Police  
Anti-Deception Coordination Centre  
Commercial Crime Bureau
- Mr. Brett CHABOT**  
Supervisory Special Agent  
International Operations Division's Asia Unit  
FBI Legal Attaché



**15:00**

**TRAINEES UNDERGOING POLICE  
CONTACT TACTICS TRAINING**



# MAINTAINING AN ENGAGED AND RESILIENT WORKFORCE

Written by Deputy Superintendent of Police  
Lim Jian Xiong  
Manager (Policy & Planning),  
Manpower Department

Reviewed by Senior Assistant Commissioner of Police  
Christopher Ng  
Director  
Manpower Department



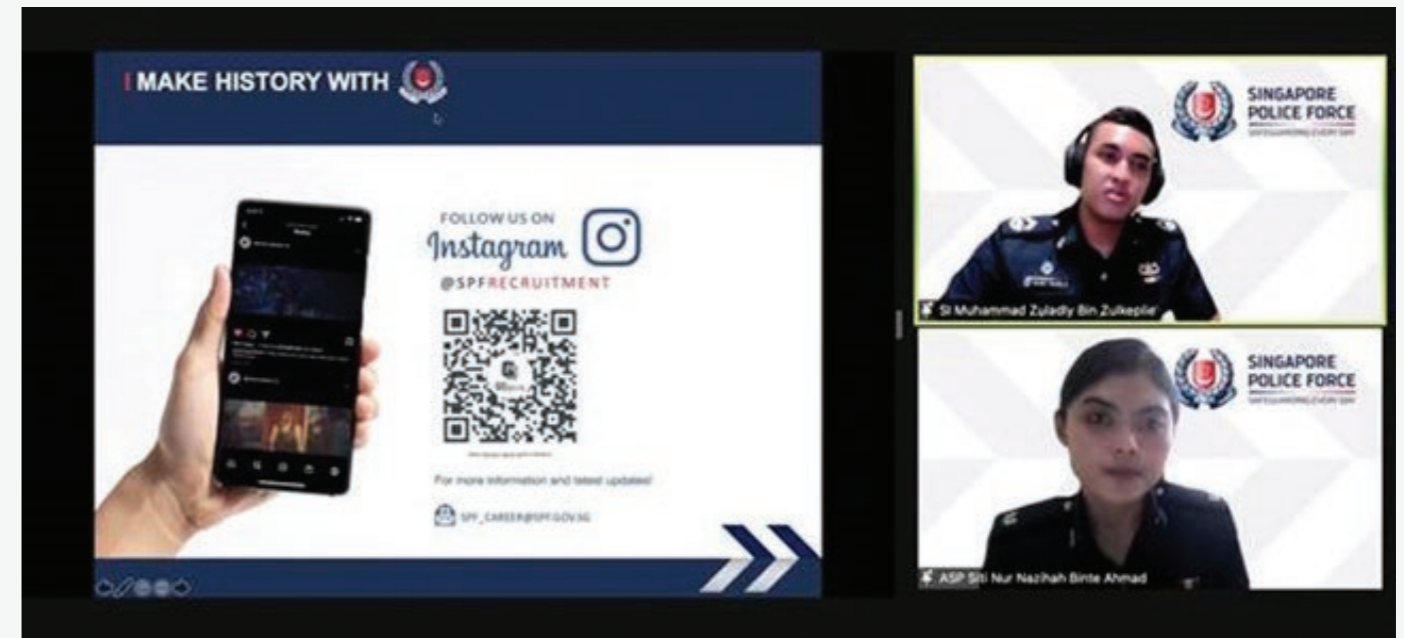
*The COVID-19 pandemic continued to impose operational and resource challenges for the Singapore Police Force (SPF) this past year. As challenging as it was, the SPF remained steadfast in its mission and worked tirelessly to ensure the safety of our officers, keeping them engaged, appreciating their contributions, and maintaining our momentum of attracting new talent.*

## ENSURING THE SAFETY OF OUR OFFICERS

### COVID-19 VACCINATION

Vaccination against COVID-19 has been a central tenet of the nation's overall public health strategy to protect the community and enable safe re-opening and resumption of activities in Singapore. The vaccination of frontline workers, including SPF officers who face the risk of exposure to COVID-19 in the course of their duties, was thus a key priority in the early days of 2021, when vaccines first became available in Singapore.

In January 2021, the SPF started its COVID-19 vaccination exercise for officers across multiple vaccination centres. More than 3,000 SPF officers received their first vaccine dose within a week of its commencement.



## ATTRACTING TALENTS DURING THE PANDEMIC

While the COVID-19 pandemic has resulted in the suspension of many physical events such as traditional career fairs, the SPF swiftly adapted and leveraged technology in its talent attraction initiatives.

In 2021, the SPF organised and participated in over 50 virtual career fairs and events for students from polytechnics, junior colleges and universities. To maintain the 'in-person' engagement experience, many of these events were conducted over video conferencing platforms, allowing participants to engage SPF officers and learn more about policing as a career, as well as the various SPF scholarships and sponsorships available.

In April 2021, the SPF also launched the @spfrecruitment Instagram account, providing an additional digital touchpoint for interaction with potential applicants who may be interested in a career with us.

## OUR POLICE NATIONAL SERVICEMEN

### KEEPING SCAMS AT BAY

In addition to the health threat from the COVID-19 pandemic, the corresponding accelerated digitalisation and greater reliance on online services have allowed criminals to exploit the public's fear and develop new scam ruses to target potential victims.

To enhance our fight against scams, Police National Servicemen (PNSmen) were deployed to scam hotspots such as Automated Teller Machines and AXS machines to engage members of the public and raise awareness of the various scams.

Adapting to the pandemic, Full-time Police National Service (PNSF) Community Engagement (CE) officers continued their community engagement and crime prevention education efforts through virtual activities and training sessions for stakeholders such as the Citizens on Patrol volunteers and pre-schoolers. They also conducted anti-scam webinars, educating members of the public on how to spot the signs of common scams and reminding them to be vigilant.



With the support of their families and loved ones, the PNSF officers and PNSmen, working alongside their regular counterparts, have greatly supported and contributed to the SPF's crime-fighting efforts to keep Singapore safe and secure.

### BUDDY FIT PROGRAMME

With the introduction of the NS Fitness Improvement Training (FIT) programme for NSmen, the SPF has also revamped its Buddy Individual Physical Proficiency Test (IPPT) Preparatory Training (IPT) programme, now known as the Buddy FIT programme.

Under the Buddy FIT programme, PNSmen are encouraged to take part in fitness improvement training with their buddies at more than 50 locations such as stadiums, parks and fitness corners across



the island. To increase the engagement of NS leadership members with their PNSmen, the Buddy FIT training session has been led by either a NS Key Appointment Holder (KAH) or Responsibility Appointment Holder (RAH), wherever possible. The revamped training programme not only provided PNSmen with greater ownership and motivation to improve their personal fitness, but also has ensured their operational readiness.

### OUR VOLUNTEERS

In 2021, the Volunteer Special Constabulary (VSC) celebrated its 75th Anniversary through a series of commemorative activities, including a virtual Observance Ceremony and the VSC75 Virtual Run. Despite unprecedented challenges brought on by the COVID-19 pandemic, the VSC family held together, providing their unwavering support for the SPF during this trying period.

### VSC 75TH ANNIVERSARY OBSERVANCE CEREMONY

The virtual VSC75 Observance Ceremony was held on 23 October 2021 to commemorate this significant milestone and to recognise the contributions of all serving and retired VSC officers to the SPF and the nation.

Deputy Commissioner of Police (Policy) (DCP) Jerry See, was the Guest of Honour at the event, which was attended by the VSC Leadership Group, VSC and VSC (Community) officers from 16 VSC units, as well as Honorary VSC (Specialist) and Honorary VSC (School) officers. Another 360 officers joined in online for the virtual ceremony as well.



Virtual group photo with DCP Jerry See and attendees (Source: MPD)

In his speech, DCP Jerry See recounted how the VSC was born out of necessity during Singapore's turbulent history and how it has grown to become a vital part of the SPF and a significant link to the community today. He also thanked all VSC officers, past and present, for their hard work, contributions, dedication, and sacrifices, and how they have been instrumental in making Singapore one of the safest places in the world.

During the event, DCP Jerry See launched the VSC75 Time Capsule by placing the first set of VSC Commitment Award Coins that was commissioned in 2011 into the time capsule. The virtual ceremony ended with all volunteer officers rededicating their loyalty to the SPF and the nation by reciting the Police Pledge and singing the National Anthem.

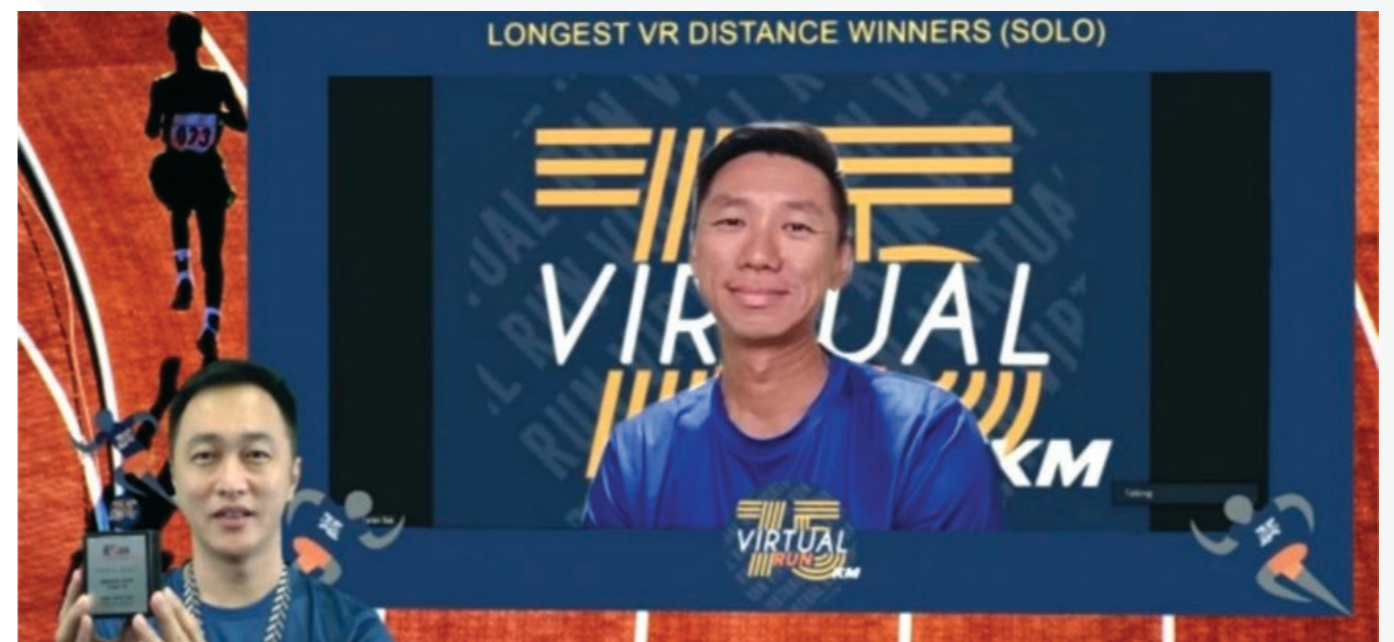
### VSC 75TH VIRTUAL RUN

The VSC75 Virtual Run (75km) was held as part of the VSC's 75th Anniversary Celebrations. The event was organised by Jurong Division's VSC unit and lasted for 7.5 weeks from 12 August 2021 till 1 October 2021. The event was flagged off with a video address on 12 August 2021 by Commander VSC, Assistant Commissioner of Police (AC) Shng Yunn Chinn.

A total of 641 officers from the VSC, VSC (Community) and Honorary VSC schemes signed up for the Solo 75km Run and the Team 75km Run. The virtual run saw VSC officers cover a total of 67,653.69km. A virtual presentation ceremony was held on 16 December 2021 with Commander VSC presenting the awards to the proud recipients.

### READY FOR THE FUTURE

The SPF's operating landscape will continue to evolve, posing new challenges for our Regular, NS and Volunteer officers. We firmly believe that our people are our most valued assets, and will remain steadfast in our commitment to invest in our people and strive to remain an employer of choice. The SPF will also spare no effort in building a future-ready workforce that can keep Singapore safe and secure.



Commander VSC presenting the award to the Champion of the Longest Distance Contest (Solo), SGT2(V) Mark Tok



**17:00**

**VOLUNTEER SPECIAL CONSTABULARY (COMMUNITY)  
OFFICERS CONDUCTING  
CRIME PREVENTION EDUCATION**

# BUILDING AND STRENGTHENING TRUST WITH THE COMMUNITY

Written by Assistant Superintendent of Police  
Lim Jia Hao Raymond  
1 Community Operations Officer,  
Operations and Capabilities Branch  
Community Partnership Department

Reviewed by Assistant Commissioner of Police  
Shng Yunn Chinn  
Director  
Community Partnership Department

Community partnership is one of the key pillars of the Singapore Police Force's (SPF) policing strategy and it forms the core of the SPF's vision for its Community Engagement Masterplan – "The Community: An Enabled Police Partner".

To build and retain trust with the community, the SPF has put in place long-term plans such as focusing our community engagement strategies on non-geographical and interest-based engagements, as well as placing stronger emphasis on online engagement to complement physical engagement.

The SPF aims to reach out to every resident so as to increase the community's awareness of what the Police do and how the community can play a part in the safety and security of Singapore. Through the various volunteer schemes that cater to different levels of commitment, the SPF hopes to enlarge our volunteer pool so that more members of the community can join us as a Police partner and fight crime alongside the SPF to keep Singapore safe and secure.

## THE COMMUNITY: AN ENABLED POLICE PARTNER

The SPF's Community Engagement Masterplan supports the SPF's Mission and Vision and aims to achieve the desired outcome, "Every Resident is a Partner in Policing".

The ongoing COVID-19 pandemic continues to drive digitalisation — communities are now less geographically bound, with more interest groups emerging and engaging online. Apart from targeting the various physical domains such as neighbourhoods, schools and workplaces, the SPF has also increased online engagements to expand its reach to non-geographical and interest-based communities.

## NON-GEOGRAPHICAL AND INTEREST-BASED APPROACH

With the launch of the Community Watch Scheme (CWS) in December 2021, the CWS, which was jointly developed by the SPF and the National Crime Prevention Council (NCPC), builds on the success of existing watch groups such as the Neighbourhood Watch Zones (NWZs), Vehicles on Watch (VOW) and Riders on Watch (ROW), to further strengthen partnerships with the community. The CWS integrated the various watch groups under one scheme. Compared to previous community-based schemes, the CWS moved from

**COMMUNITY WATCH SCHEME**  
Our Actions Count

**5 BROAD CATEGORIES**

- HOME NEIGHBOURS ON WATCH**
  - Encourages greater awareness and vigilance around your neighbourhood
  - You'll receive the latest crime information around your neighbourhood
- WORK/LEARNING WORKERS ON WATCH**
  - Encourages greater awareness and vigilance around your workplace
  - You'll receive the latest crime information around your workplace
- TRANSPORT VEHICLES ON WATCH**
  - Encourages greater partnership between Police and car owners with in-vehicle cameras
  - You agree to provide footage from your in-vehicle camera to assist Police investigation when needed
- RIDERS ON WATCH**
  - Encourages greater awareness and vigilance around public transport commuters
  - You'll receive the latest crime information & security issues affecting the public transport system
- CYBER E-SHOPPERS ON WATCH**
  - Encourages greater awareness and vigilance amongst e-shoppers
  - You'll receive the latest crime information affecting e-shoppers
- LIFESTYLE CYCLIST ON WATCH**
  - Encourages greater awareness and vigilance amongst cyclists
  - You'll receive the latest crime and road safety information affecting cyclists

the traditional geography-bounded approach to an interest-based approach and aimed to build on the wave of active citizenry and spirit of volunteerism amongst members of the community to create a vigilant and informed community, with a heightened sense of ownership in safety and security.

The CWS is organised around five broad categories that cover most of our daily activities, namely Home, Work/Learning, Transport, Lifestyle and Cyber, with interest groups created under each category. The CWS is a broad-based, entry-level scheme with low barriers to entry. The scheme requires minimal commitment and allows flexible involvement in the activities. The CWS members can sign up for any interest groups to receive alerts and crime information in their particular areas of interest as well as receive opportunities to participate in ongoing activities, training and workshops to help them play an active role in keeping their loved ones and the community safe.

## STRONGER EMPHASIS ON ONLINE ENGAGEMENTS

### ONLINE iSSWG

The Industry Safety and Security Watch Group (iSSWG) framework was formed in 2008 to provide a platform for the Home Team and our industry



stakeholders to work together to address industry-specific safety and security concerns, as well as to co-create effective measures to counter the threat of crime and terrorism. As of 2021, there were seven iSSWGs, comprising members from the Chemical, Manufacturing, Hotel, Retail, Financial and Public Entertainment industries including the latest member, the Asia Internet Coalition (AIC), with which, formed the Online iSSWG.

Launched on 6 January 2021, the formation of the Online iSSWG helped to address growing concerns over online crimes and the expansion in reach and influence of terrorism and radicalisation via online channels. As the population becomes

more tech-savvy, digital platforms offer new means to spread extremist propaganda more widely, potentially leading to serious consequences in the real world. The launch of the Online iSSWG formalised the partnership between the SPF and the AIC to create a safer and more secure online community for all users.

### MATA-BYTES WITH COMMANDING OFFICER

The SPF is also constantly looking out for opportunities to partner with commercial organisations to further crime prevention efforts. Riding on the popularity of online shopping, Punggol NPC invited Lazada to one of its 'Facebook Live' sessions, known as "Mata-Bytes with Commanding Officer", to educate participants on spotting the tell-tale signs of scam accounts while shopping online.

### 'HELLO, POLICE?' AND 'JUSTICE IS DONE'

To enhance the community's understanding of Police work, the SPF rolled out two seasons of 'Hello, Police?' and an investigation-centric web-series titled 'Justice is Done' on its social media platforms. These in-house productions not only showcased the professionalism and capabilities of the SPF, but also informed the community on trending topics related to the Police.

### ENGAGING OUR YOUTHS

#### POLICE PAL

On 23 December 2021, 'Police Pal', the SPF's flagship engagement programme for primary school students was launched to educate the younger generation on crime prevention, as well as the roles and responsibilities of the Police through specially developed activity booklets with interesting and interactive activities.

'Police Pal' is a programme under the SPF's Youth Engagement Framework and was developed from the Young Police Buddy initiative that was launched by Bedok Division back in 2019. The SPF worked closely with the Ministry of Education's Character and Citizenship Education Branch to ensure that the programme's content is relevant, and the materials are attractive and engaging for

**MATA-BYTES**  
ft. **Lazada**  
E-GSS INSIDER NEWS & SAFE SHOPPING!

SUPT Gerald Tay  
Commanding Officer  
Punggol NPC

Mr. Andy Chua  
Senior Vice President  
Intellectual Property Protection  
Lazada Group

17 June 2021 (Thursday)  
2000hrs to 2030hrs  
Facebook Live  
@PunggolNPC

Submit your questions early and stand a chance to win an exciting gift!



Who are these officers walking around in shorts?  
Are they real police officers?  
What do they do?

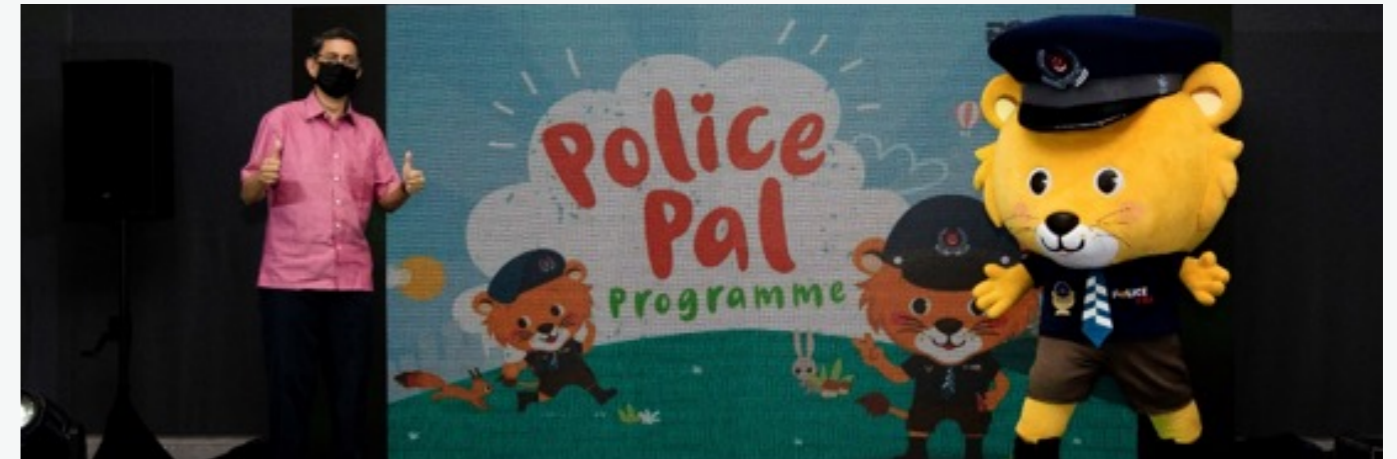
Our host Yulin will be answering the above and more in Episode 3 of "Hello Police?" Stay with her till the end as she addresses some of your questions and comments from last week's episode!

#helloworldpolice  
#spfhellopolice  
#singaporepoliceforce

**HELLO POLICE?**

and welcome back to another episode of Hello Police!

**THE MATA WHO STILL WEAR SHORTS**



**POLICE PAL**

Level 1 - Trainee  
Primary 1 and 2

Knowing the Police and what they do

Level 2 - Rookie  
Primary 3 and 4

Knowing how the Police work with the Community to ensure safety & security

Level 3 - Deputy  
Primary 5 and 6

Knowing how the Police maintain Law & Order in the Nation

the primary school students. Since its launch in December 2021, the 'Police Pal' programme has been rolled out to more than 119,000 students from 124 primary schools.

#### VIRTUAL YOUTH CARNIVAL 2021

To educate our youths to stay vigilant against scams, the virtual Youth Carnival 2021 was launched on 5 December 2021 and livestreamed on SPF's social media platforms. The online event was organised by Bedok Division, in partnership with NCPC and Fei Yue Community Services.

Speakers from NCPC and Fei Yue Community Services shared topics on crime prevention and mental wellness respectively while the SPF Band engaged the audience through music and dance performances. Participating youths in the 'Youth Got Talent' competition also performed virtually.

**YOUTH CARNIVAL 2021**  
Empowering Youths

**Join us LIVE**

Bedok North NPC | Bedok Police Division  
• 5 Dec 2021 • 12 to 1pm

Show your support and vote for the Top 3 showcases of Youths Got Talent!

**PROGRAMME**

- 12:00pm Youth Carnival 2021 Begins
- 12:01pm Opening Address by Speaker of Parliament, Mr Tan Chuan-Jin
- 12:05pm Career Advisory Talk by Sg(3) Nikita Rae Wong
- 12:10pm Youths Got Talent Showcase
- 12:30pm Sharing on Mental Wellness by Fei Yue Community Services
- 12:40pm Trivia Game 1
- 12:42pm Performance by Singapore Police Force Showband
- 12:46pm Crime Prevention Sharing by National Crime Prevention Council
- 12:55pm Trivia Game 2
- 12:57pm Announcement of Youths Got Talent Winners
- 1:00pm End of Event

**WATCH**  
Talent showcase by youths and performance by Singapore Police Force Showband

**WIN**  
Stand to win Singapore Police Force miniature vehicles during trivia games

**LEARN**  
Learn more about mental wellness, crime prevention, and careers in the Singapore Police Force

Organised by **SINGAPORE POLICE FORCE**

Supported by **NCPC**, **FEI YUE COMMUNITY SERVICES**, **People's Association**, **Fei Yue**



## DELTA LEAGUE

The Delta League series capped off another successful year with its Grand Finals culminating at the Singapore Sports Hub on 23 December 2021. Throughout the December school holidays, a total of 128 teams, comprising of more than 700 youths aged between 13 to 17, pitted their wits and skills against each other in 'Mobile Legends Bang Bang', a popular computer game, via a five-versus-five game format.

The event was conducted in a hybrid mode, and livestreamed on social media platforms. The youths also attended various online activities such as e-Coaching clinics, an online Youth Community Day and a Youth e-Workshop. The youths also participated in the Anti-Scam Meme Design Competition, which saw many creative submissions.

## RECOGNISING OUR PARTNERS

Everyone has a role to play in keeping Singapore safe and secure, and the SPF recognises the contributions and efforts of our Full-time Police

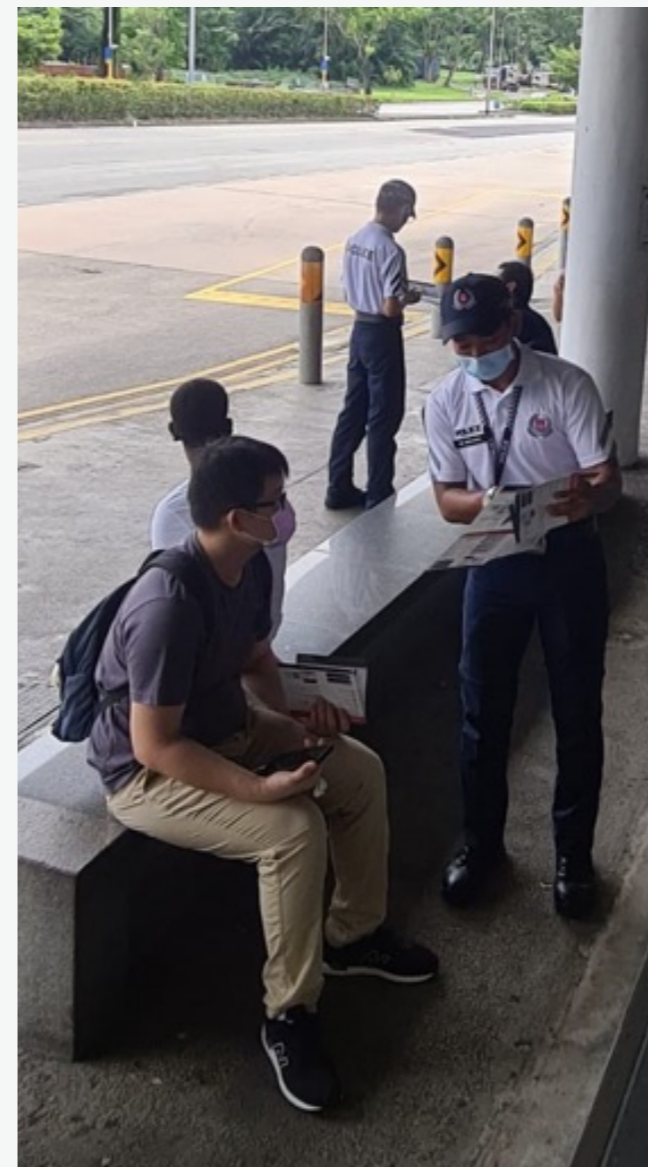
National Service (PNSF) officers, Operationally Ready Police National Servicemen (PNSmen), volunteers and community partners in safeguarding Singapore.

## ROLES OF PNSF OFFICERS AND PNSMEN IN COMMUNITY ENGAGEMENT

Since 2016, PNSF officers and PNSmen have been involved in frontline operational roles through community engagement work. These PNS Community Engagement (CE) officers are deployed at exhibitions and in schools to engage the public and youths on crime prevention. They also conduct house visits, raise awareness of the SGSecure movement, distribute advisories on how to respond to terror-related incidents, and encourage members of the public to participate in the annual Emergency Preparedness Day. As at end 2021, there are about 100 PNSF officers and over 1,000 PNSmen who are trained and deployed as CE Officers.

## CONTINUED SUPPORT FROM SPF VOLUNTEERS

The SPF is supported by a strong force of about 10,000 volunteers from all walks of life. These



volunteers come from the various volunteer schemes, namely the Volunteer Special Constabulary, which also includes the Volunteer Special Constabulary (Community), Honorary Volunteer Special Constabulary (School) and Honorary Volunteer Special Constabulary (Specialist) vocations, as well as the Citizens on Patrol scheme, Victim Care Cadre Programme, Crime Prevention Ambassador scheme and the National Police Cadet Corps.

These volunteers work alongside their regular counterparts from the SPF to carry out a myriad of duties, such as physical patrols to enhance ground presence in order to prevent, deter and detect crimes; providing counselling to victims of crimes; and advocating crime prevention during community events, roadshows and in schools. They take time out of their family and

work schedules to contribute towards keeping Singapore safe and secure always.

## HOTEL SECURITY AWARDS AND NATIONAL SSWG AWARDS CEREMONY

To recognise the efforts of Singapore hotels in upkeeping safety and security standards, the SPF partnered with the Singapore Hotel Association (SHA) and NCPC to organise the annual Hotel Security Awards and Conference 2021 on 28 October 2021. At the virtual event, a total of 224 hotel employees were awarded Certificates of Commendation for their exemplary acts of honesty, bravery, and vigilance. Of these, 20 of them were awarded Special Mention for their public-spirited acts. Participants of the conference also learnt how to strengthen workplace vigilance against terrorism and crime and had an opportunity to share their perspectives and exchange ideas.



Hotel Security Awards and National SSWG Award Ceremony

## SAFEGUARDING SINGAPORE THROUGH SPF-COMMUNITY PARTNERSHIPS

The SPF will continue to develop and strengthen its community policing strategies and initiatives in tandem with the ever-evolving operational landscape, to remain relevant and effective in safeguarding our community and our nation.

Together, the SPF will strive towards making the community our Enabled Police Partner.



**19:00**

**GROUND RESPONSE FORCE OFFICERS  
RESPONDING TO A '999' CALL**

# SINGAPORE CRIME SITUATION

FOR JANUARY - DECEMBER 2021<sup>1</sup>

## OUR STREETS REMAIN SAFE BUT SCAMS ARE A MAJOR CONCERN

### RISE IN SCAM CASES DROVE OVERALL CRIME RATE HIGHER

OVERALL CRIME	OVERALL CRIME LESS SCAMS AND CYBERCRIMES	TOTAL NUMBER OF SCAM CASES
2020 37,273	2020 19,498	2020 15,651
2021 46,196	2021 19,303	2021 23,931

### 2 CRIME CLASSES RECORDED A 37 YEAR LOW



#### HOUSEBREAKING AND RELATED CRIMES

2020	210
2021	160



#### THEFT AND RELATED CRIMES

2020	7,437
2021	6,843

## IN 2021, 23,931 CASES REPORTED AND S\$504.4 MILLION CHEATED DUE TO TOP 10 SCAMS 90% OF SCAMS IN SINGAPORE ORIGINATE FROM OVERSEAS

### TOP 4 SCAMS OF CONCERN

1	2	3	4
JOB SCAMS	NON-BANKING RELATED PHISHING SCAMS	E-COMMERCE SCAMS	INVESTMENT SCAMS
TOTAL NUMBER OF CASES REPORTED	TOTAL NUMBER OF CASES REPORTED	TOTAL NUMBER OF CASES REPORTED	TOTAL NUMBER OF CASES REPORTED
2020 132	2020 644	2020 3,359	2020 1,096
2021 4,554	2021 2,783	2021 2,707	2021 2,476
TOTAL AMOUNT CHEATED	TOTAL AMOUNT CHEATED	TOTAL AMOUNT CHEATED	TOTAL AMOUNT CHEATED
2020 S\$217,000	2020 S\$984,000	2020 S\$7.1 million	2020 S\$68.8 million
2021 S\$91.0 million	2021 S\$15.3 million	2021 S\$5.8 million	2021 S\$190.9 million

### OTHER CRIMES OF CONCERN

OUTRAGE OF MODESTY	VOYEURISM	CYBER EXTORTION
TOTAL NUMBER OF CASES REPORTED	TOTAL NUMBER OF CASES REPORTED	TOTAL AMOUNT EXTORTED
2020 1,321	2020 394	2020 245
2021 1,480	2021 467	2021 420
62% involved culprits known to victim.	Top 3 Locations: Residential Premises, Public Transport System, Shopping Complexes.	At least \$1.3 million extorted. Criminals typically befriend victims online and coax them into performing compromising acts in front of a camera.

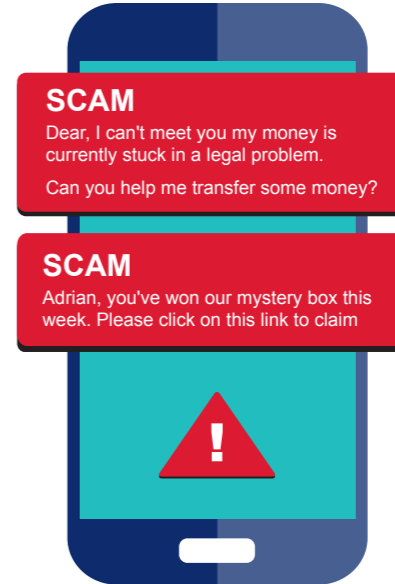


**SINGAPORE POLICE FORCE**  
SAFEGUARDING EVERY DAY



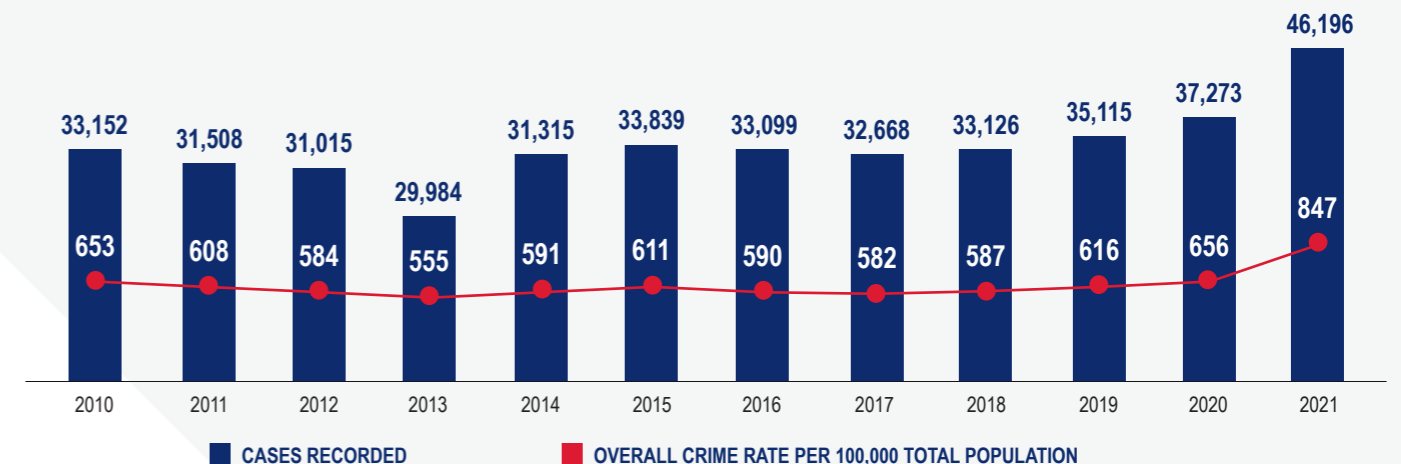
<sup>1</sup> Figures for 2021 are provisional.

# OVERALL CRIME



Singapore's streets remained **safe in 2021**, with a decrease in physical crimes. However, a 52.9% increase in **scam cases** drove up the total number of **reported crimes** to 46,196 cases, from 37,273 cases in 2020.

The Overall Crime Rate<sup>2</sup> increased concomitantly, with 847 cases per 100,000 population in 2021, compared to 656 cases per 100,000 population in 2020. Excluding scams and cybercrimes, the total number of reported crimes in 2021 decreased by 1.0% to 19,303 from 19,498 in 2020. A total of 17,774 persons were arrested for Overall Crime in 2021, an increase of 17.9% from the preceding year.



There was a decrease in physical crimes in 2021. 250 days were free from three confrontational crimes, namely snatch theft, robbery and housebreaking, an improvement of 48 days compared to 202 crime-free days in 2020.

Of note, two out of the six crime classes<sup>3</sup> that made up the Overall Crime in 2021 decreased significantly compared to 2020. Theft and related crimes decreased by 8.0% to 6,843 cases in 2021, from 7,437 cases in 2020. Housebreaking and related crimes decreased by 23.8% to 160 cases in 2021, from 210 cases in 2020. Both these crime classes recorded a 37-year low.

<sup>2</sup> Overall Crime Rate is calculated based on the number of cases recorded per 100,000 of the total population. Total population comprises Singapore residents and foreigners staying in Singapore for at least one year. Source of population: Department of Statistics.

<sup>3</sup> Crime classes refer to the six classes of Crimes Against Persons, Violent/Serious Property Crimes, Housebreaking and Related Crimes, Theft and Related Crimes, Commercial Crimes, and Miscellaneous Crimes.



# SINGAPORE CRIME SITUATION

## 2021 CRIME CLASSES



### HOUSEBREAKING AND RELATED CRIMES



- Housebreaking cases decreased by **32.5%**, from **163 cases in 2020** to **110 cases in 2021**.
- The decrease in housebreaking cases was mainly attributed to fewer break-ins at commercial premises (**-33 cases or -50.8%**).



### THEFT AND RELATED CRIMES



- Offences include a variety of thefts such as shop theft, theft in dwelling, theft from motor vehicle, theft of motor vehicle, snatch theft and other thefts.
- Snatch theft registered a record low with 12 cases in 2021.
- Decreases in this crime class were mainly in other thefts (**-383 cases or -27.1%**), theft in dwelling (**-182 cases or -11.8%**), fraudulent possession (**-106 cases or -41.6%**), theft as a servant (**-85 cases or -18.2%**) and theft from persons (**-49 cases or -36.8%**).



### MISCELLANEOUS CRIMES



- Comprises various offences, including affray, mischief, corrosive and explosive substance and offensive weapons act, vandalism, bomb hoaxes and bringing prohibited items into Singapore.
- Larger increases were seen under the Computer Misuse Act (**+249 cases or +7.2%**) and causing hurt by acts which endanger human life (**+163 cases or +13.7%**).



### CRIMES AGAINST PERSONS



- Refers to crimes where the victim is an individual and suffers bodily harm as a result of the crime.
- Two sexual offences under this crime class registered increases, they were voyeurism (**+73 cases or +18.5%**) and outrage of modesty (**+159 cases or +12.0%**).



### COMMERCIAL CRIMES



- Comprises mainly cheating and related offences.
- The more significant scam types in 2021 were job scams, non banking-related phishing scams, e-commerce scams, investment scams, loan scams and banking-related phishing scams.
- Job scam cases increased by **4,422 cases (+3,350.0%)**, from **132 cases in 2020** to **4,554 cases in 2021**.
- Non banking-related phishing scam cases increased by **2,139 cases (+332.1%)**, from **644 cases in 2020** to **2,783 cases in 2021**.
- E-commerce scam cases decreased by **652 cases (-19.4%)**, from **3,359 cases in 2020** to **2,707 cases in 2021**.
- Investment scam cases increased by **1,380 cases (+125.9%)**, from **1,096 cases in 2020** to **2,476 cases in 2021**.
- Loan scam cases increased by **296 cases (+15.0%)**, from **1,978 cases in 2020** to **2,274 cases in 2021**.
- Banking-related phishing scam cases increased by **897 cases (+66.9%)**, from **1,340 cases in 2020** to **2,237 cases in 2021**.



### VIOLENT/SERIOUS PROPERTY CRIMES



- Comprises mainly robbery and extortion cases.
- Attempted extortion and extortion cases increased by **62.7%**, from **271 cases in 2020** to **441 cases in 2021**, with the rise largely attributed to an increase in cyber extortion cases.
- Robbery cases decreased by **17.6%**, from **34 cases in 2020** to **28 cases in 2021**.

# SINGAPORE CRIME SITUATION

## 2021 AREAS OF INTEREST



### YOUTHS ARRESTED<sup>4</sup>



- A total of 2,514 youths were arrested in 2021 compared to 2,422 in 2020, an increase of 92 persons. Youth offenders accounted for 14.1% of total persons arrested in 2021, compared to 16.1% in 2020. Youth arrests are over-represented in terms of the proportion of youth population in Singapore<sup>5</sup>. The most common offences that youths were arrested for were cheating and related offences, shop theft and sexual penetration.



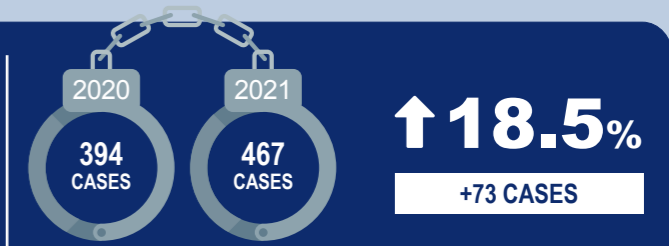
### OUTRAGE OF MODESTY



- Outrage of modesty (OM) cases increased by 159 cases (+12.0%) from 1,321 cases in 2020 to 1,480 cases in 2021.
- The increase in OM cases in 2021 was partly due to fewer cases recorded in 2020 during the Circuit Breaker period.
- Of the 1,480 OM cases in 2021, 918 cases involved culprits known to the victim.
- Cases occurring within the public transport system, including at public transportation nodes and on public transport, remained a concern. There were 148 OM cases in 2021 involving culprits unknown to the victims and which occurred on the public transport system, compared to 145 the previous year.



### VOYEURISM



- Voyeurism cases increased by 73 cases (+18.5%) from 394 cases in 2020 to 467 cases in 2021.
- The increase in Voyeurism cases in 2021 was partly due to fewer Voyeurism cases recorded in 2020 during the Circuit Breaker period.
- Increases were noted for cases at residential premises (+74 cases or +70.5%) and on public transport system (+11 cases or +16.2%).



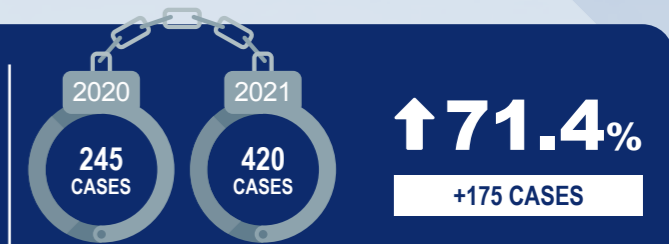
### FOREIGNERS ARRESTED



- A total of 4,157 foreigners were arrested in 2021 compared to 3,098 foreigners in 2020 (+1,059 persons or +34.2%). Foreigners accounted for 23.4% of the total number of persons arrested in 2021, 2.9 percentage points higher than 2020. The three most common offences committed by foreign offenders were cheating and related offences, theft as a servant, and affray.



### CYBER EXTORTION



- Cyber extortion cases increased by 175 cases (+71.4%) from 245 cases in 2020 to 420 cases in 2021.
- In these cases, criminals typically befriended victims online and subsequently coaxed them into performing compromising or indecent acts in front of a camera. Thereafter, the criminals would use the video footage or images to extort money or online credits from these victims.

<sup>4</sup> Refer to persons (both residents and foreigners) aged 10-19 years old.  
<sup>5</sup> Source: Department of Statistics, Singapore. Correct as at end Oct 2021.



### E-COMMERCE SCAMS



- E-commerce scam cases decreased by **652 cases (-19.4%)**, from **3,359 cases in 2020 to 2,707 cases in 2021**.
- Most of the cases involved victims who were cheated while buying or selling goods/services online. The victims either failed to receive the goods they paid for or the payment for the goods they have shipped out.



### LOAN SCAMS



- Loan scam cases increased by **296 cases (+15.0%)**, from **1,978 cases in 2020 to 2,274 cases in 2021**.
- In majority of these cases, victims were instructed to pay a deposit before they could receive their loan. Victims received these fraudulent loan offers via various means, the most common being SMS, WhatsApp, Facebook advertisements, or when sourcing for loans on the Internet/online search engines.



### BANKING-RELATED PHISHING SCAMS



- Banking-related phishing scam cases increased by **897 cases (+66.9%)**, from **1,340 cases in 2020 to 2,237 cases in 2021**.
- In majority of these cases, victims were tricked into disclosing Internet banking usernames, Personal Identification Numbers (PIN) and OTPs to scammers posing as bank staff or government officials. Scammers also sent unsolicited SMSes claiming that there were issues with the victims' banking account, and the victims were asked to click on a link embedded in the text message to resolve the issue. Subsequently, victims found unauthorised transactions performed on their bank accounts.



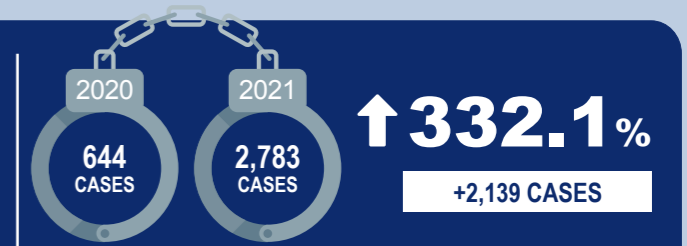
### INVESTMENT SCAMS



- Investment scam cases increased by **1,380 cases (+125.9%)**, from **1,096 cases in 2020 to 2,476 cases in 2021**.
- Such scams involved getting individuals to part with their money on the promise of a questionable financial opportunity.



### NON BANKING-RELATED PHISHING SCAMS



- Non banking-related phishing scam cases increased by **2,139 cases (+332.1%)**, from **644 cases in 2020 to 2,783 cases in 2021**.
- In the majority of these cases, the culprits used ruses such as checks on the delivery status of a parcel or refunds for unauthorised transactions to persuade victims to provide their banking credentials or card details and one-time password (OTP). The victims subsequently discovered that unauthorised charges were made on their credit or debit cards.



### JOB SCAMS



- Job scam cases increased by **4,422 cases (+3,350.0%)**, from **132 cases in 2020 to 4,554 cases in 2021**.
- In majority of these cases, victims accepted fake jobs requiring them to engage in online activities (e.g. generating social media reactions, pretending to purchase items). They were told to "purchase" various items using their own money, before receiving reimbursements plus commissions after completing a certain number of transactions. In some cases, victims were told to transfer funds to join tiered memberships to receive tiered commissions for their "tasks". Eventually, victims realised that they were unable to withdraw their funds.

### CONCLUSION

Singapore remains a safe place to live and work, but this should not be taken for granted. In addition to the Police's tough enforcement efforts, the SPF will continue to invest in public education and community engagement initiatives as part of our overall strategy to combat crime.

Criminals, including scammers, remain an ever-present threat to public safety and security. The COVID-19 situation creates opportunities for them to exploit the public's fear and sense of uncertainty, and lead to the development of new ruses to prey on potential victims.



**POLICE  
STOP**

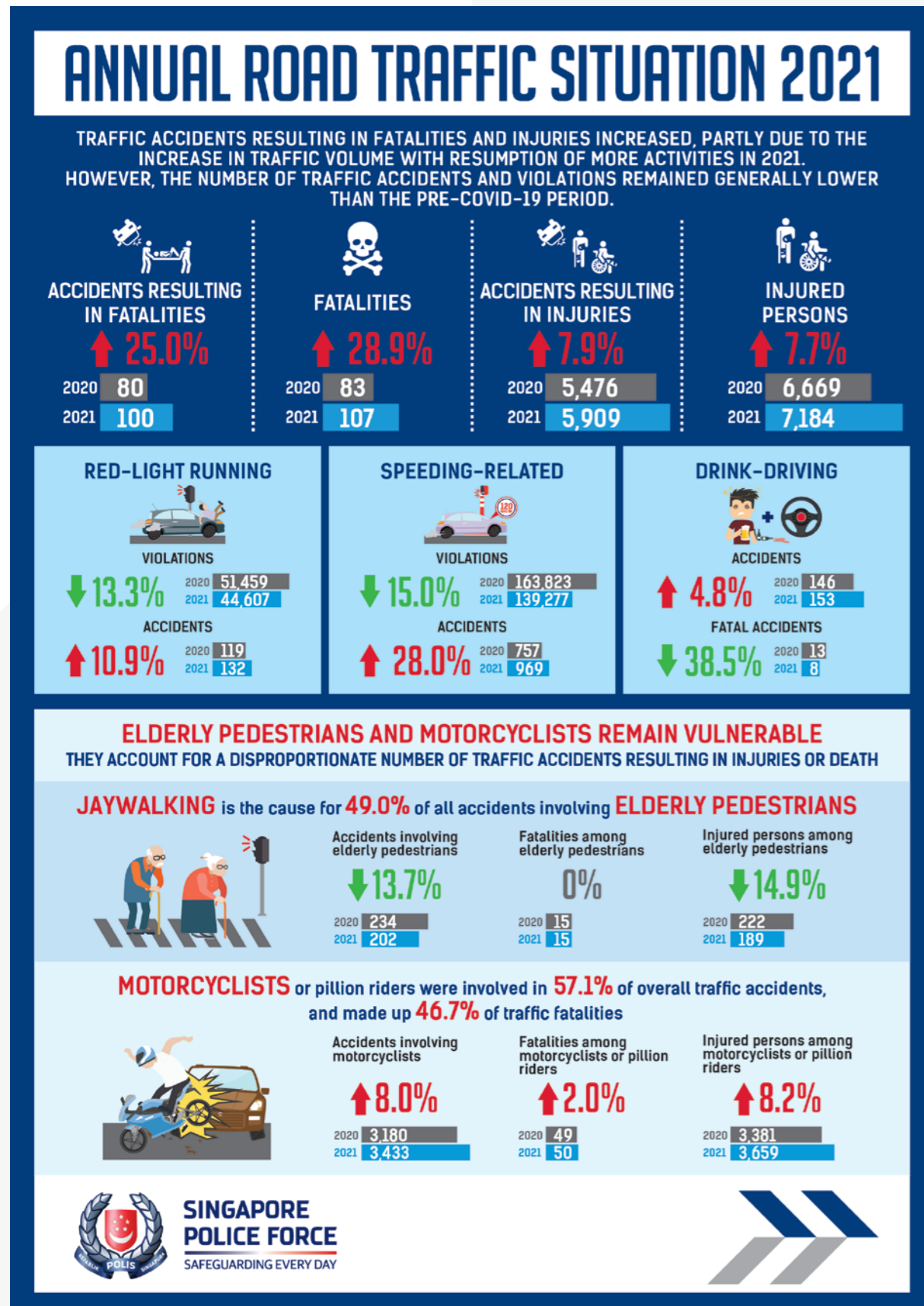
**01:00**

**TRAFFIC POLICE  
CONDUCTING ROADBLOCK**



# SINGAPORE ROAD TRAFFIC SITUATION

FOR JANUARY - DECEMBER 2021<sup>1</sup>



<sup>1</sup> Figures for 2021 are provisional.

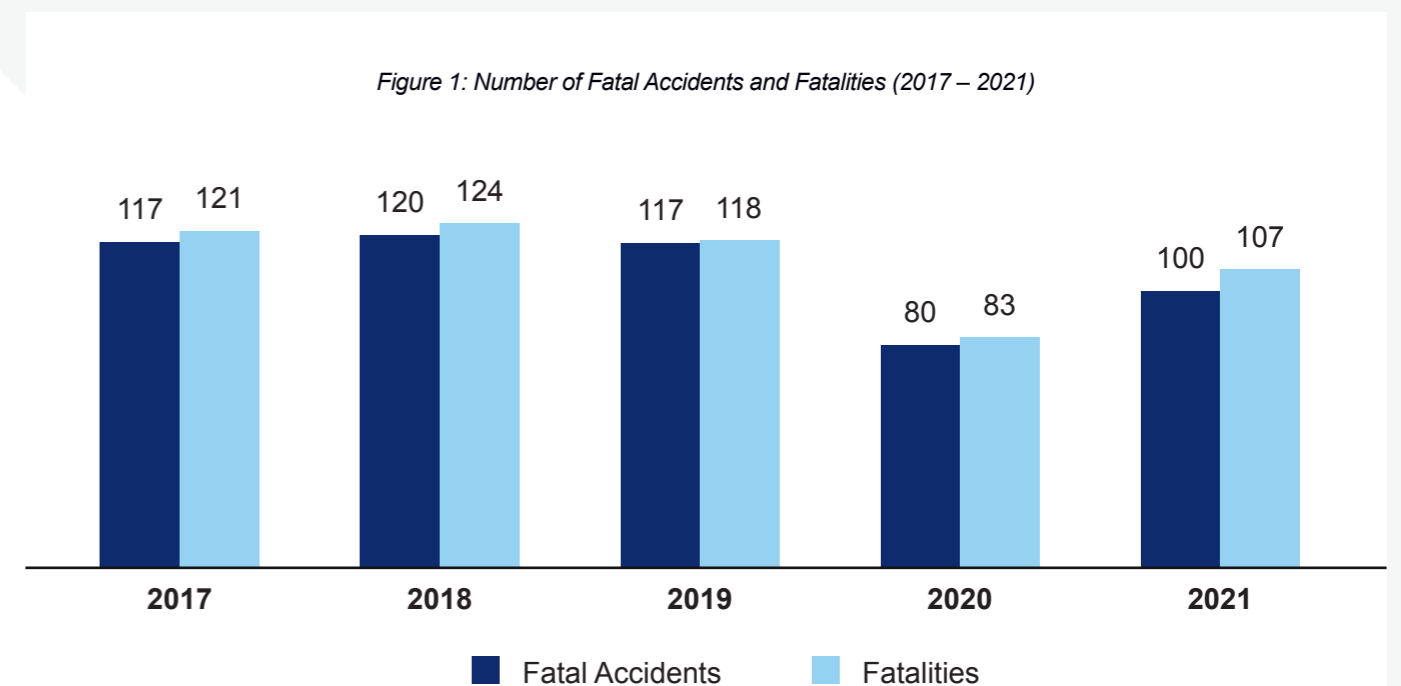
With the resumption of more activities, the number of road traffic accidents rose in 2021 as compared to 2020. However, it is still lower than the pre COVID-19 period.

While the number of traffic accidents involving elderly pedestrians<sup>2</sup> decreased in 2021, elderly pedestrians, as well as motorcyclists, remain groups of concern today, as they continued to account for a disproportionate number of traffic accidents resulting in injuries or death.



### INCREASE IN FATAL TRAFFIC ACCIDENTS AND FATALITIES

The number of fatal accidents increased by 25%, from 80 cases in 2020 to 100 cases in 2021. The number of fatalities increased by 28.9%, from 83 persons in 2020 to 107 persons in 2021.

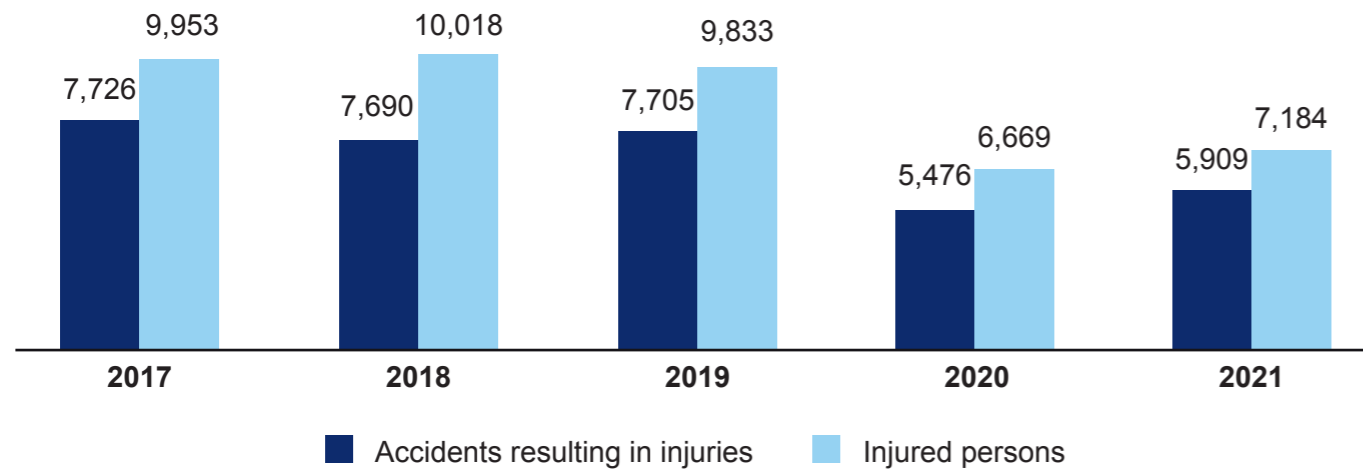


<sup>2</sup> Elderly pedestrians refer to pedestrians aged 60 and above.

## INCREASE IN NUMBER OF ACCIDENTS RESULTING IN INJURIES AND NUMBER OF INJURED PERSONS

The number of accidents resulting in injuries **increased by 7.9%**, from **5,476 cases** in 2020 to **5,909 cases** in 2021. The number of injured persons also **increased by 7.7%**, from **6,669 persons** in 2020 to **7,184 persons** in 2021.

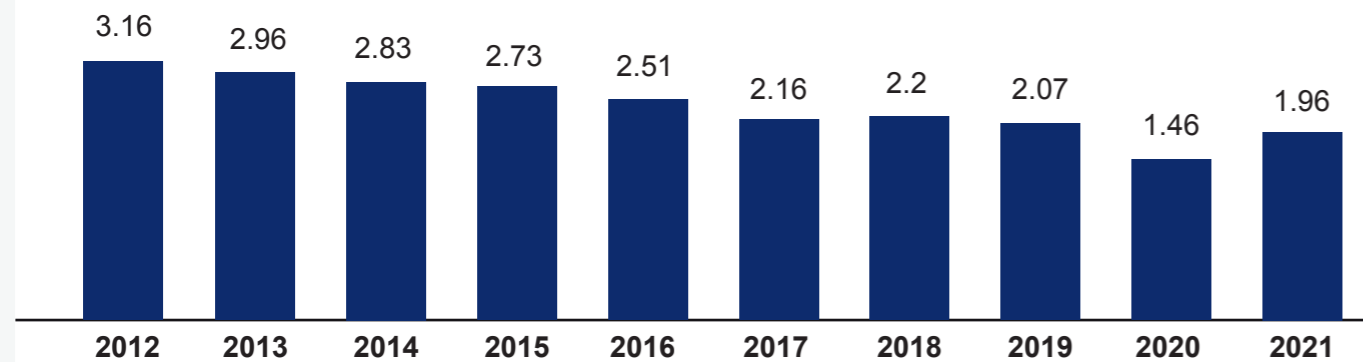
Figure 2: Number of Accidents Resulting in Injuries and Injured Persons (2017 to 2021)



## INCREASE IN ROAD TRAFFIC FATALITY RATE

The road traffic fatality rate per 100,000 population **increased from 1.46** in 2020 to **1.96** in 2021.

Figure 3: Road Traffic Fatality Rate Per 100,000 Population (2012 to 2021)



As part of the Singapore Road Safety Month 2021 campaign from 28 May 2021 to 28 June 2021, COVID-19 care packs with road safety collaterals were given out to motorists who were spotted displaying safe driving behaviour or performing a courteous act on the roads.

## TRAFFIC POLICE'S THREE-PRONGED APPROACH THROUGH EDUCATION, ENGAGEMENT AND ENFORCEMENT

In 2021, Traffic Police, together with stakeholders and partners, organised road safety initiatives targeted at different road user groups across different age groups to educate, engage and remind them about the importance of road safety. Some of these initiatives include the "Singapore

Road Safety Month" in May 2021, the "Road Safety Event for Seniors" in July 2021, the "Use Your RoadSense" Virtual Show and "Singapore Ride Safe Campaign" in October 2021, as well as, the "Shell Traffic Games" and "Anti-Drink Drive Campaign" in December 2021.

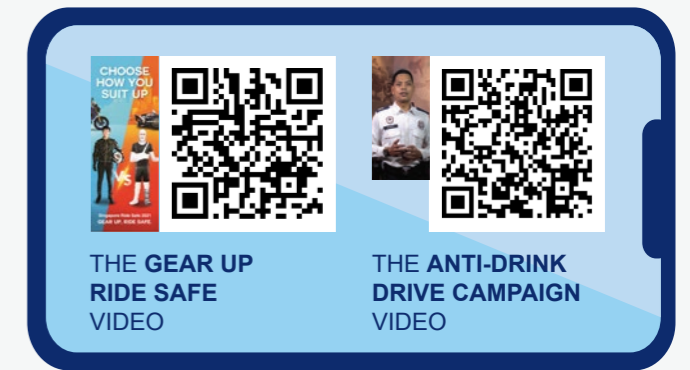


The Road Safety for Seniors 2021 campaign is a collaboration between the Singapore Road Safety Council, TP, and Lions Befrienders. As part of the campaign, an online road safety programme was held for 33 seniors of the Lions Befrienders across nine Senior Activity Centres in July 2021. Road Safety banners were also put up at strategic locations to remind seniors to cross the road safely by using pedestrian crossings.



«Anti-Drink Drive Campaign 2021 video in December 2021 — "What really happens when you are caught for drink driving?" This was produced as part of the campaign and published on Facebook.

«The TP and Singapore Road Safety Council (SRSC), with support from the Land Transport Authority (LTA), launched the Singapore Ride Safe Campaign 2021 on 29 October 2021. The campaign tagline, "Gear Up, Ride Safe", reminded motorcyclists to don protective riding gear such as approved helmets, riding jackets, gloves and boots. In addition to a road safety video, lamp post banners such as these were produced and hung at accident-prone locations to increase outreach efforts.



On top of education and engagement efforts, TP conducted 49 joint enforcement operations with the Land Transport Authority (LTA) and National Environmental Agency (NEA) targeting offences such as speeding and illegal modifications. More than 1,000 offences were recorded from these operations.

## JOINT COLLABORATION WITH MINISTRY OF EDUCATION FOR NEW ONLINE PROGRAMME — "THE ROAD SAFETY CHALLENGE!"

In 2022, TP will work with the Ministry of Education to develop an online road safety programme — "The Road Safety Challenge!". This programme is aimed at Primary Three to Six students and will be rolled out in the second half of 2022.

This interactive learning resource will educate these students on basic road safety rules and impart good road safety habits through storytelling, animated scenarios, and interactive quizzes.

"The Road Safety Challenge!" adds variety to the current suite of outreach programmes involving school children at the Road Safety Community Park and road safety talks. Interested members of the public will be able to attempt the online programme via the TP Online Learning Portal on the Singapore Police Force's website


## ROAD SAFETY IS A SHARED RESPONSIBILITY

TP will continue its three-pronged approach of Education, Engagement and Enforcement to safeguard Singapore's roads. As road safety is a shared responsibility, all road users are reminded to continue practising good road safety habits and play their part in making Singapore's roads safe.

# SERVICE PLEDGE REPORT

JANUARY - DECEMBER 2021

**PLEDGE TO ARRIVE AT URGENT INCIDENTS WITHIN 15 MINUTES AT LEAST 87% OF THE TIME**



In 2021, **70,548** urgent incidents were reported by the public. Out of these, **64,953** or **92.1%** of urgent incidents in 2021 were attended to within 15 minutes by patrol resources.

**PLEDGE TO ANSWER '999' CALLS WITHIN 10 SECONDS AT LEAST 90% OF THE TIME**



In 2021, a total of **1,157,399** '999' calls were received by the Police Operations Command Centre (POCC). Out of these, **1,094,221** or **94.5%** of the calls were answered within 10 seconds.

**PLEDGE TO RESPOND TO LETTERS FROM THE PUBLIC WITHIN 5 WORKING DAYS AT LEAST 90% OF THE TIME**



In 2021, members of the public sent in **16,139** letters. Out of these, **16,123** or **99.9%** of the letters received a response within 5 working days.

**PLEDGE TO UPDATE VICTIMS OF CRIME ON THE PRELIMINARY STATUS OF CASES WITHIN 7 WORKING DAYS AT LEAST 90% OF THE TIME**



In 2021, a total of **67,648** crime cases were reported at the seven Land Divisions, Police Coast Guard, Criminal Investigation Department and Commercial Affairs Department. Out of these, **67,648** or **100%** victims of crime were informed of the preliminary status of their cases within 7 working days.

JANUARY - DECEMBER 2021

In 2021, the total number of feedback received by the Singapore Police Force (SPF) from members of the public was 170,221, a decrease from 190,565 in 2020. The SPF values feedback from the public as they provide valuable insights for our continuous improvement. The SPF consistently reviews our customer experience and strives to ensure that our services meet evolving public needs.

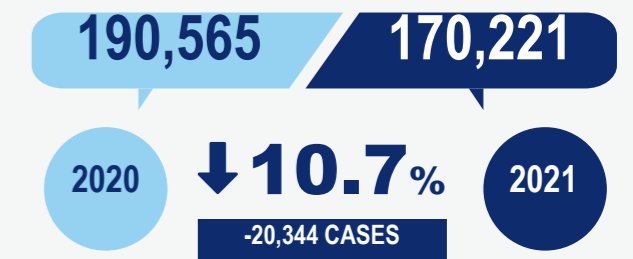


Figure 1 – Total number of feedback received in 2020 and 2021, with a decrease of 10.7%

Most of the feedback had been received via emails and they were broadly classified under seven categories - Complaints, Compliments, Suggestions, Enquiries, Requests, Appeals and Others.

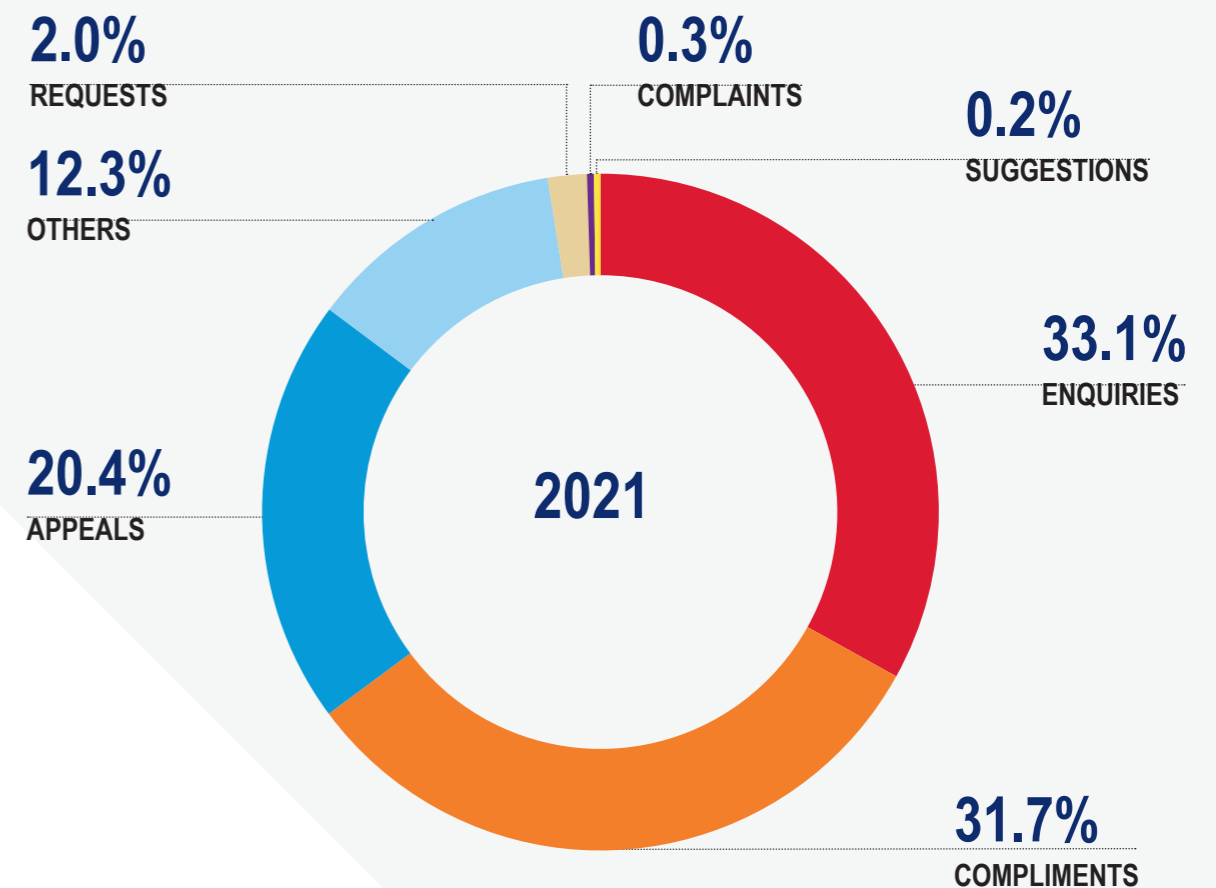


Figure 2 – Breakdown of total feedback received for 2021



### COMPLIMENTS



The SPF received **54,050 compliments in 2021**, a decrease (-23.3%) compared to **70,450 received in 2020**. The decrease can be attributed to the significant decrease (-48.7%) in the number of walk-in customers at SPF service counters due to the cessation of Change of Address (COA) services at our service counters with effect from 1 December 2020, following the introduction of the online COA service by the Immigration and Checkpoints Authority.

The public were also able to provide their feedback and rate their service experiences through the Integrated Queue Management System (IQMS) 'Smiley Faces' rating system at our Neighbourhood Police Centres' (NPC) service counters. In 2021, 96% of the customers who had provided their feedback through the IQMS rated the services rendered as 'Very Satisfied' and 'Excellent'.



### REQUESTS



The SPF received **3,359 requests from the public in 2021**, a decrease (-5.2%) compared to **3,543 received in 2020**. The majority of these requests were for updates on the investigation progress for police reports lodged and for more frequent police patrols in the neighbourhood.



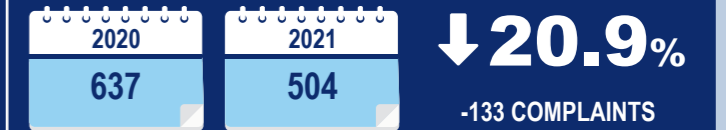
### SUGGESTIONS



The SPF received **372 suggestions from the public in 2021**, a decrease (-7.2%) compared to **401 received in 2020**. Most of these suggestions were on crime prevention measures, as well as on traffic-related issues such as enforcement against errant motorists.



### COMPLAINTS



The SPF received **504 complaints against police officers in 2021**, a decrease (-20.9%) compared to **637 received in 2020**. The number of substantiated complaints also decreased by 23.5%, from **85 in 2020 to 65 in 2021**.



### ENQUIRIES



The SPF received **56,264 public enquiries in 2021**, an increase (+14.2%) compared to **49,253 received in 2020**. The majority of the enquiries were about licensing and traffic-related matters, as well as the application process for Certificate of Clearance.



### APPEALS



The SPF received **34,787 appeals from the public in 2021**, a decrease (-25.5%) compared to **46,711 received in 2020**. Appeals against traffic summons remained the bulk of the appeals received by the SPF. Other appeals included appeals for the SPF to initiate or expedite police investigations, as well as appealing for a lighter sentence or for charges to be dropped in police investigations.



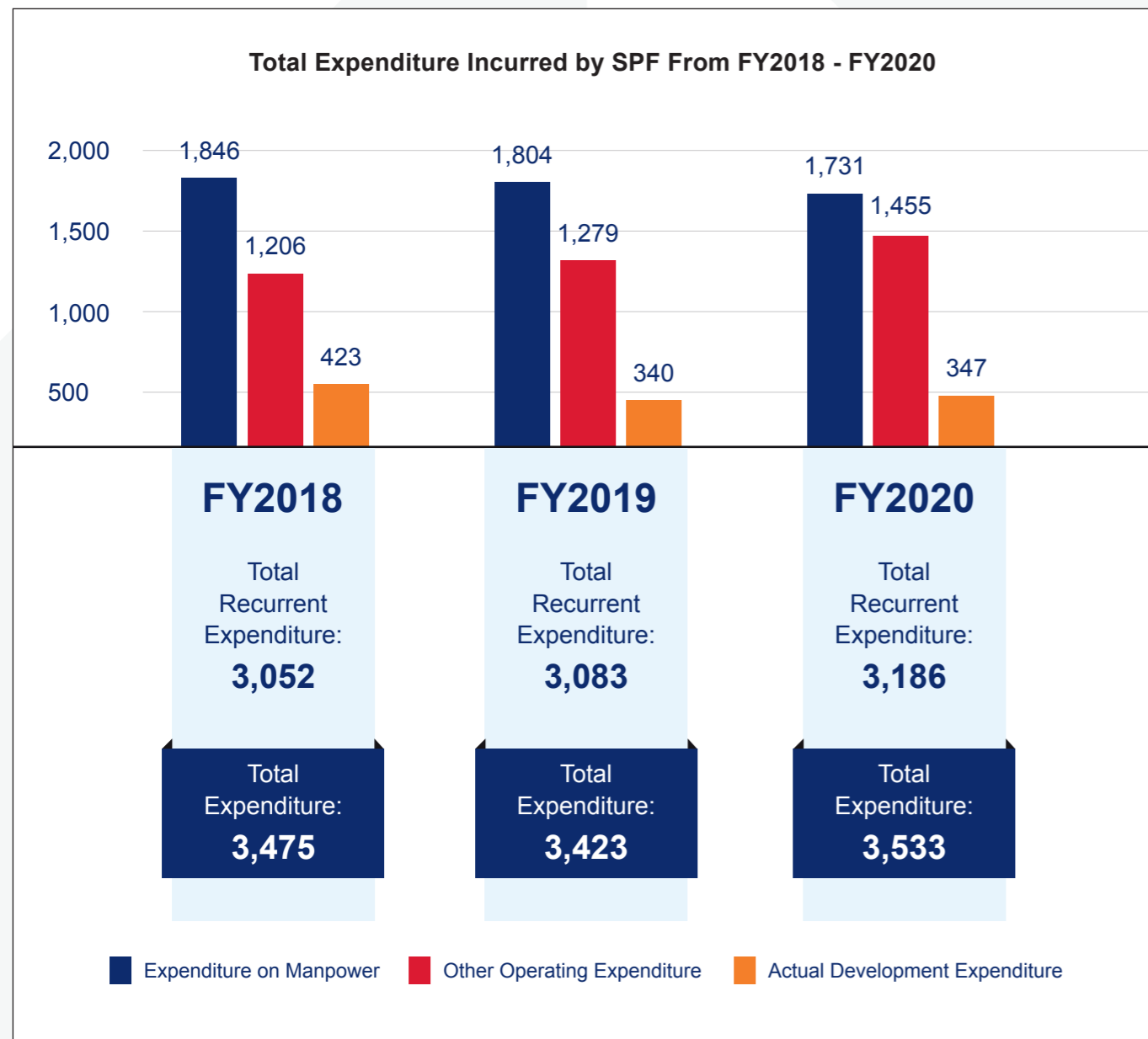
# FINANCIAL REPORT

1 APRIL 2020 – 31 MARCH 2021

The total budget for the Singapore Police Force (SPF) comprises Recurrent Budget and Development Budget. The total Recurrent Budget consists of allocation for Expenditure on Manpower (EOM) and Other Operating Expenditure (OOE).

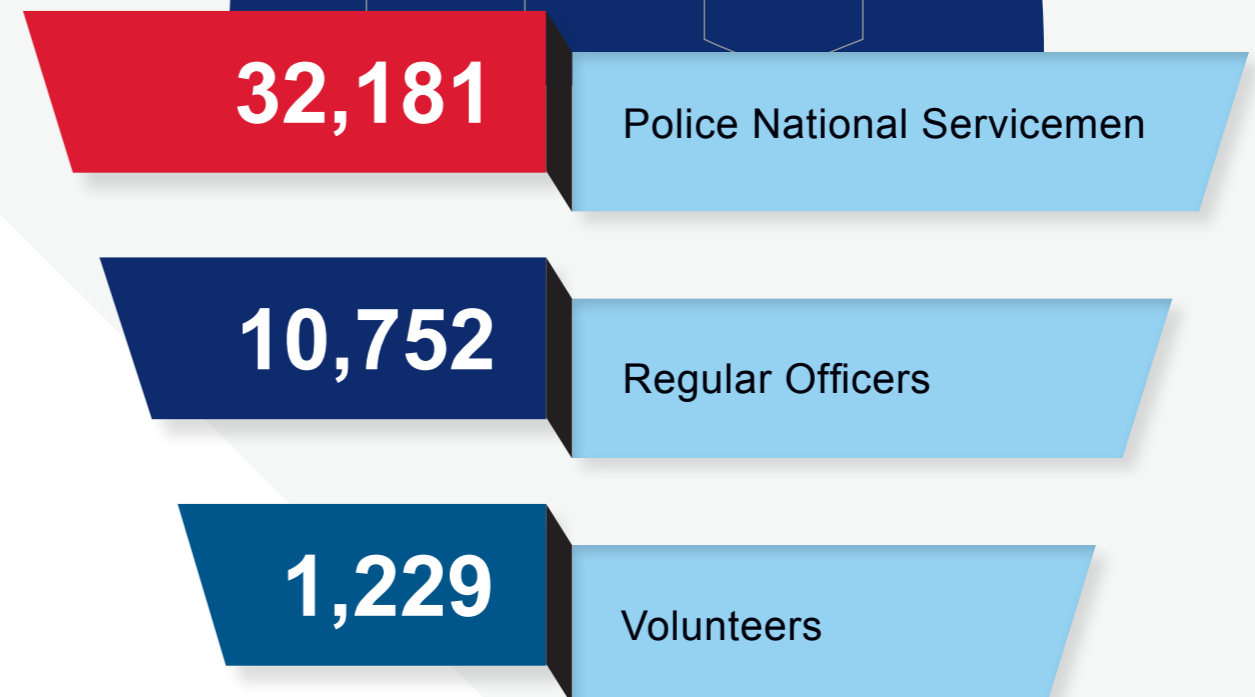
## ACTUAL RECURRENT EXPENDITURE AND DEVELOPMENT EXPENDITURE FOR FINANCIAL YEAR (FY) 2020

The total actual recurrent expenditure incurred in FY2020 was S\$3,186 million. It comprised EOM amounting to S\$1,731 million and OOE amounting to S\$1,455 million. The total actual development expenditure in FY2020 was S\$347 million.



# MANPOWER STATISTICS

1 APRIL 2020 – 31 MARCH 2021





# POLICE OPERATIONS COMMAND CENTRE

3

4

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# 04:00

**POLICE OPERATIONS COMMAND CENTRE  
SUPPORTING POLICE OPERATIONS 24/7**

EXIT

# Award Winners

1 APRIL 2020 – 31 MARCH 2021

## National Day Awards

### Public Administration Medal (Silver)

AC	Arthur Law Kok Leong	ASP (2)	Gurmeet Singh Gill
AC	Pereira Jarrod Bernard	ASP (2)	Jagathiswari D/O Jaganathan
		ASP (2)	Kim Lai Kuan

### Public Administration Medal (Bronze)

Supt (1A)	Dennis Lim Teck Hock	ASP (2)	Koh Kian Tat
Supt (1A)	Eugene Wang Heng Tuck	ASP (2)	Leong Wai Hoong
Supt (1A)	New Lay Peng Cindy	ASP (2)	Lim Hock Chuan
Supt (1A)	Ong Shihui, Audrey	ASP (2)	Lim Kai Ceng
Supt (1A)	Teo Choon Kok Joseph	ASP (2)	Lim Kuan Leng
HTS 10	Zareen Bin Ariffin	ASP (2)	Mohamed Rashidan Shane Bin Mohamed Shaharuddin
		ASP (2)	Muhammad Firdaus Bin Abdullah Taufik

### Commendation Medal

DSP (2)	Abdul Razak Bin Jakaria	ASP (2)	Muhammad Idil Bin Ali
DSP (2)	Ching Yeow Boon	ASP (2)	Muhsin Bin Abdul Razak
DSP (2)	Chong Wei Keong	ASP (2)	Nur Irwan Bin Kamaruddin
DSP (2)	Chong Wei Tong	ASP (2)	P'ng Choon Song
DSP (2)	Irene Ang Ai Leng	ASP (2)	Seah Sing Hua
DSP (2)	Ng Eng Seng	ASP (2)	Soh Chee Eng
DSP (2)	Teh Kah Hoon, Peter	ASP (2)	Tan Koon Liang
DSP (1)	Tan Jianrong	ASP (2)	Tung Sai Cheong
HTS 11A	Chan Hon Mun, Kevin	ASP (2)	Vincent S/O Selvanathan
MX 11A	Loong Ai Ling Irene	ASP (2)	Wee Bernard
		ASP (2)	Wee Hian Huat
		ASP (2)	Yeow Teck Tiong

### Efficiency Medal

ASP (2)	Ang Chun Hiang	ASP (1)	Koh Kiam Khoon
ASP (2)	Ang Wei Jie, Joel	Insp (2)	Chandra Mohan S/O Kanaisan
ASP (2)	Arman Bin Zainal	Insp (2)	Fong Mun Mun
ASP (2)	Basheer Ahamed Nijamudin	Insp (2)	Habasah Bte Jamal Mohamed
ASP (2)	Chan Wai Hoong	Insp (2)	Harjit Singh S/O Chanchal Singh
ASP (2)	Chen Shuming Joshua	Insp (2)	Kartini Binte Keman
ASP (2)	Chen Siew Lee	Insp (2)	Lau Meng Hock
ASP (2)	George Lim Ping Cheong	Insp (2)	Mohamad Hatta Bin Abdul Talip
		Insp (2)	Mohammed Mazlan Bin Abdul Aziz

Insp (2)	Ngoh Ban Lee James	SI	Mohammad Nizham Bin Helmi
Insp (2)	Pannirselvan S/O Ramasamy	SI	Muhammad Nizam Khan Surattee
Insp (2)	Quek Swee Chye, Vincent	SI	Muhammad Taufiq Bin Mahmud
Insp (2)	Sapun Gurung	SI	Ng Leong Chye
Insp (1)	Alan Chau Zhi Wang	SI	Noor Azhar Bin Noor Ramli
Insp (1)	Cheong Kok Leun	SI	Noriza Binte Zahar
Insp (1)	Eric Khoo Eng Guan	SI	Sarmizan Bin Kamsari
Insp (1)	Goh Poh Guan	SI	Tan Boon Kok Mark
Insp (1)	Lim Chin Eng	SI	Yip Churn Keit
Insp (1)	Loy Yoke Giin	SI	Yong Kwee Guan
Insp (1)	Mohamad Zulkiffli Bin Selamat	SI	Zheng Yongda
Insp (1)	Woo Chee Heong	SSSgt	Alfian Bin Amir
CI	Devendra Rana	SSSgt	Feng Kim Chuah
CI	Nabin Rai	SSSgt	Goh Wee Kian
SSI (2)	Goh Shoo Khim Esther	SSSgt	Lim Chee Kwan
SSI (2) (P)	Posta Bahadur Pun	SSSgt	Muhammad Heikal Bin Amir
SSI	Hap Bahadur Budha Magar	SSSgt	Raj Kumar Subba
SSI	Ngan Bahadur Gurung	HTS 12A	Kumkum Rai
SSI	Quek Suan	MX 12	Allene Teo Liling
SI	Alan Lim Yong Leng	MX 12	Siti Farhana Binte Sheikh Mokhsin
SI	Ang Yi Ting Stephanie	MX 13	Azlina Binte Said
SI	Chandru S/O Sivadass	MX 13	Hasanah Binte Maswandi
SI	Chiang Kok Weng	MX 13	Rahayu Binte Osman
SI	Chua Seng Kiat	MX 13	Salina Abu Bakar
SI	Dinesh Thevar	MX 13	Siti Aishah @ Avril Yeo Sheek Yee
SI	Fou Jin Wah Simon		
SI	Goh Mun Chiu		
SI	Goh Sue Ching Angela	AC	Deculan Goh Kim Chuan
SI	Hairunisham Bin Sapri	AC	Poh Lye Hin
SI	Hoe Ming Jin	AC	Shng Yunn Chinn
SI	Irfan Al-Nazirul Bin Norazani	AC	Tan Siew Hong Lilian
SI	Johann Chai Cheng Feng	AC	Yap Anthony
SI	Khoo Kah Meng Bryan	AC	Yeo Yee Chuan
SI	Lian Yah Ling	DAC	Chua Teck Wah
SI	Liao Wei Fa Kelvin	DAC	Ho Yenn Dar
SI	Lim Poh Ming	DAC	Koh Wei Lin, Wendy
SI	Lim Soon Yeow	DAC	Tan Kiat Hee
SI	Lim Teck Cheng	DAC	Teo Wee Teck
SI	Mohamad Iswandi Bin Junid	Supt (1A)	Anna Kuah

### Long Service Medal

AC	Deculan Goh Kim Chuan
AC	Poh Lye Hin
AC	Shng Yunn Chinn
AC	Tan Siew Hong Lilian
AC	Yap Anthony
AC	Yeo Yee Chuan
DAC	Chua Teck Wah
DAC	Ho Yenn Dar
DAC	Koh Wei Lin, Wendy
DAC	Tan Kiat Hee
DAC	Teo Wee Teck
Supt (1A)	Anna Kuah

Supt (1A)	Choo Kai Poh	ASP (2)	Lee Kah Cheong
Supt (1A)	Goh Eng Joo	ASP (2)	Leong Chee Weng
Supt (1A)	Kwan Sow Yee	ASP (2)	Lim Kuan Leng
Supt (1A)	Leong Siew Peng	ASP (2)	Lim Yong Khiang
Supt (1A)	Lim Cher Chong	ASP (2)	Low Kay Wee
Supt (1A)	Lum Hock Meng	ASP (2)	Mohamed Faizal Bin Ismail
Supt (1A)	Ong Eng Ban	ASP (2)	Mohd Yazid Bin Abdullah
Supt (1A)	Seraju Deen Mohd Salleh	ASP (2)	Muhammad Idil Bin Ali
Supt (1A)	Tan Hong Ti	ASP (2)	Ng Chee Chye Jason
Supt (1A)	Tan Hou Seng	ASP (2)	Ng Choon Siong
Supt (1A)	Woo Chor Ping	ASP (2)	Ng Swee Koon
Supt (1A)	Yeo Hiok Chay	ASP (2)	Ng Yong Kiang
Supt (1)	Chow May Fong	ASP (2)	Nicolas Phua Eng Seng
Supt (1)	Goh Hsien Liang Robin	ASP (2)	P'ng Choon Song
Supt (1)	Leong Kok Fei	ASP (2)	Siti Haira Binte Batra
Supt (1)	Lim Chiew Beng	ASP (2)	Soh Ah Kiat
Supt (1)	Low Yew Wai	ASP (2)	Soh Kian Leong
Supt (1)	Tan Lay Hoon	ASP (2)	Tan Chee Hiong
Supt (1)	William Tan Ah Hock	ASP (2)	Tan Kah Hua
Supt (1)	Wong Lek Koon Alan	ASP (2)	Tan Siak Koon Francis
DSP (2)	Gerard S/O Sandanasamy	ASP (2)	Tea Lian Heng
DSP (2)	Yeo Lay Lay	ASP (2)	Toh Ching Hoe Clarence
DSP (1)	Cheong Kee Siong	ASP (2)	Vincent S/O Selvanathan
DSP (1)	Ho Kah King	ASP (2)	Vincent Tay Guan Choy
DSP (1)	Lai Ser Tun	ASP (2)	Wong Jim Mee
DSP (1)	Lee Sock Hwa	ASP (1)	Chua Wei Siong
DSP (1)	Lim Hian Teck	ASP (1)	Danny Ramdhan Ismail
DSP (1)	Tan Bak Chye	ASP (1)	Debendra Gurung
DSP (1)	Teo Chee Hian	ASP (1)	Goh Kiat Kean
ASP (2)	Chew Chay Ling	ASP (1)	Hazlan Bin Abu Hassan
ASP (2)	George Lim Ping Cheong	ASP (1)	Hem Kumar Limbu
ASP (2)	Goh Chee Keong Michael	ASP (1)	Leong Yew Wai
ASP (2)	Hanizan bin Hamzah	ASP (1)	Lim Chee Peng Jason
ASP (2)	Iswan Bin Mohamed	ASP (1)	Mohammed Fauzi Bin Abdul Rahim
ASP (2)	Jassman Fun Kin Wah	ASP (1)	Ng Chew Hua
ASP (2)	Kenney Khoo Yew Yee	ASP (1)	Phua Chee Heng
ASP (2)	Kor Ching Kiat	ASP (1)	Siaw Kah Swee
ASP (2)	Kwek Ser Chin Vincent	ASP (1)	Soh Chee Keong
ASP (2)	Lam Kiang Tong	ASP (1)	Tan Eng Thiam Amos

ASP (1)	Tang Hock Leong	Insp (1)	Masturah Binte Ismail
ASP (1)	Tek Bahadur Thebe Subba	Insp (1)	Mohamad Shahrul Bin Koesseri
ASP (1)	Toh Teck Huat	Insp (1)	Mohammad Nizam Bin Abu
ASP (1)	Yeo Keong Chye	Insp (1)	Mohammed Zaher Bin Samad
ASP (1)	Abdul Latif Bin Abdul Halim	Insp (1)	Muhammad Hashim Bin Juraimi
ASP (1)	Ho Cheow Hoe	Insp (1)	Neo Kim Leng
ASP (1)	Koh Kim Seng	Insp (1)	Ng Kee Seng
ASP (1)	Lim Jit Bing	Insp (1)	Nio Beng Khoon
ASP (1)	Lum Cheng Yong	Insp (1)	Ong Hock Soon
ASP (1)	Mohammad Safie Bin Sahnon	Insp (1)	Shirma Bte Kasmuri
ASP (1)	Ng Hock Seng	Insp (1)	Song Kay Yee Terrence
ASP (1)	Toh Hon Leong	Insp (1)	Suhardy Bin Mohd Sani
ASP (1)	Yusrinal Bin Nasir	Insp (1)	Tan Lee Hock
Insp (2)	Ang Lau Chye James	Insp (1)	Tan Wei Kwan
Insp (2)	Cheong Chee Keong	Insp (1)	Teng Lu Hin Alex
Insp (2)	K Iyannar S/O Kaliappan	Insp (1)	Tong Wen Sern
Insp (2)	Lim Chin Poh	Insp (1)	Woo Chee Heong
Insp (2)	Lim Mei Hua	CI	Devendra Rana
Insp (2)	Lim Wei Lieh	CI	Thaman Bahadur Rana
Insp (2)	Neo Aik Huan	SSI (2) (P)	Kabiraj Gharti
Insp (2)	Ng Tony	SSI (2) (P)	Roshan Rai
Insp (2)	Ngu Lang Lang	SSI	Ismail Bin M Salleh
Insp (2)	Nor Yazid Bin Said	SSI	Mohamed Shahdiq Bin Osman
Insp (2)	Nurussufyan Bin Ali	SSI	Mohammad Faizal Bin Ali
Insp (2)	Phua Buak Khian Luke	SSI	Pua Ah Hock
Insp (2)	Syed Humayun	SSI	Sanusi Bin Arsarapi
Insp (2)	Wong Bee Choo	SSI	Tang Teck Kim Eric
Insp (2)	Zainal Abidin Bin Ahmad Mahmud	SSI (P)	Bhim Mabuhang
Insp (2)	Zarina Bte Taib	SSI (P)	Insan Shrestha
Insp (1)	Affandi Bin Rosli	SSI (P)	Madan Kumar Mabo
Insp (1)	Foo Chuen Chong	SSI (P)	Ram Bahadur Gurung
Insp (1)	Gerald Chan Wee Ming	SI	Abdul Rahim Bin Samad
Insp (1)	Hoo Kien Teong	SI	Abdul Rahman Bin Kamis
Insp (1)	Kalaiselvan S/O Arumugam	SI	Abu Bakar Bin Eskar
Insp (1)	Lam Kok Wah	SI	Ahmad Zaki Bin Samsuri
Insp (1)	Lim Chee Meng David	SI	Ali Bin Bola
Insp (1)	Lim Mui Hoon	SI	Alvan Seow Kian Yong
Insp (1)	Loy Yoke Giin	SI	Ang Hung Chye
Insp (1)	Lum Kok Kun	SI	Ang Hwee Tat

SI	Ang Kim Lai	SI	Muhammad Azli Bin Mad Ali
SI	Chidambaram Mani Vannan	SI	Muhammad Azril Bin Mahmood
SI	Chin Chien Sin	SI	Muralidaran S/O Balakrishnan
SI	Chua Yuen Leng	SI	Ng Bak Guan
SI	Devanthiran S/O S Mahadeva	SI	Ng Chien Wai Herman
SI	Fan Choon Piow	SI	Noorhanisah Binte Mohamed Jamil
SI	Fang Kin Pheng	SI	Nur Rizwan Bin Ab Rahman
SI	Foo Shan Yi Sunny	SI	Ong Suet Ling
SI	Hairunizat Bin Mohd Tahir	SI	Quek Seok Lee
SI	Hairy Bin Saim	SI	Ram Rohitashwa Tiwary
SI	Herman Bin Sulaiman	SI	Ramesh S/O Muthiah Ramswamy
SI	Idris Bin Md Taib	SI	Ranjit Singh S/O Swarant Singh
SI	Iskandar Bin Abdul Jalil	SI	Ricky Kang Hock Kee
SI	Ismady Bin Ramli	SI	Saravanan S/O Muthiah
SI	Johan Bin Othman	SI	Seah Ng Chee Peng
SI	Junaidah Binte Hayoon	SI	Tan Han Heong
SI	Juwani Bin Sulaiman	SI	Tan Kai Aik Eric
SI	Kamal Bin Kamis	SI	Tan Lye Heng Eric
SI	Kamaruzzaman Bin Mahmood	SI	Tan Su Lin Surene
SI	Lee Tien Piew	SI	Tang Han Lin
SI	Leong Pui Ying	SI	Tay Chim Beng Aloysius
SI	Lim Chung Wei	SI	Wee Lee Kwang, Maurice
SI	Lim Hsiao Mei	SI (P)	Hom Bahadur Tamang
SI	Liong Hong Yeow	SI (P)	Hum Bahadur Gurung
SI	Logeswari D/O Balakrishnan	SI (P)	Jagadish Ale Magar
SI	Loh Wee Choon	SI (P)	Nauraj Gurung
SI	Loo Fook Keong	SI (P)	Prabhu Ram Rai
SI	Masrani Bin Manan	SI (P)	Prabin Kumar Thapa
SI	Mohamad Asry Bin Mohaimi	SI (P)	Prem Bahadur Garbuja
SI	Mohamad Farik Bin Aziz	SSSgt	Alfian Bin Abdul Bakri
SI	Mohamed Azmi Bin Chomil	SSSgt	Fairoz S/O Abdul Kareem
SI	Mohamed Hairy Bin Atan	SSSgt	Ismadi Bin Ismail
SI	Mohamed Jaafar Bin Mohamed Hanibah	SSSgt	Kamil Sa'adat
SI	Mohamed Jahankhir S/O Sultan	SSSgt	Kang Hwee Leong
SI	Mohammad Salleh Bin Saini	SSSgt	Kuek Tze Hwee Janette
SI	Mohammed Ilham Bin Imran	SSSgt	Laazar S/O Vejayanthiran
SI	Mohd Herman Bin Mohd Arsek	SSSgt	Lim Beng Choon
SI	Mohd Ishak Bin Mohamed Noor	SSSgt	Mohamad Khalid Bin Mohamad Talib
SI	Mohd Zhulkifli Bin Mawi	SSSgt	Mohamad Noh Bin Arifin

SSSgt	Mohamad Zulkifli Bin Osman	SSgt (P)	Narayan Prasad Gurung
SSSgt	Mohammad Azmi Bin Abdul Jalil	SSgt (P)	Nirmal Rai
SSSgt	Ng Hui Ching	SSgt (P)	Ril Bahadur Purja
SSSgt	Norlizah Binte Apandi	SSgt (P)	Samel Bahadur Roka
SSSgt	Roland Teo Chin Heng	SSgt (P)	Tej Prasad Mabo
SSSgt	Rosdelli Bin Kasman	SSgt (P)	Yangpen Hang Rai
SSSgt	Sabarudin Bin Ismail	Sgt (3)	Ameerah Sofea Bte Ramly
SSSgt	Sarinah Bte Saneh	Sgt (2)	Mohamed Faisal Bin Mohamed Noor
SSSgt	Sim Yeow Teck	Sgt (P)	Bharat Bahadur Thapa
SSSgt	Tay Poh Keong	Sgt (P)	Dhan Kumar Rai
SSSgt	Tong Wee Han	Sgt (P)	Dilli Bahadur Sunwar
SSSgt	Wong Kah Hoe	Sgt (P)	Dinesh Bahadur Gurung
SSSgt	Yap Choon Lye	Sgt (P)	Ekaraj Ghale
SSSgt	Yeo Soon Kiang	Sgt (P)	Hari Bangsha Rai
SSSgt	Zaid Bin Ismawee	Sgt (P)	Hasta Bahadur Limbu
SSSgt	Zainal Abidin Bin Amat	Sgt (P)	Janga Bahadur Sinjali Magar
SSSgt	Zamirudin Jamaludin Zaifarullah	Sgt (P)	Kisan Rai
SSSgt (P)	Hum Bahadur Aslami	Sgt (P)	Kumar Sunuwar
SSSgt (P)	Kul Bahadur Thapa	Sgt (P)	Lab Bahadur Tamang
SSSgt (P)	Lal Bahadur Kunwar	Sgt (P)	Madan Gurung
SSSgt (P)	Lal Kumar Budha	Sgt (P)	Man Bahadur Purja Pun
SSSgt (P)	Padam Bahadur Pun	Sgt (P)	Man Prasad Paija
SSSgt (P)	Prabin Sunwar	Sgt (P)	Narjit Pun
SSSgt (P)	Ram Prasad Rai	Sgt (P)	Padam Bahadur Limbu
SSSgt (P)	Sajin Ghale	Sgt (P)	Purna Bahadur Darlami
SSSgt (P)	San Bahadur Sanba	Sgt (P)	Purna Bahadur Limbu
SSSgt (P)	Sanath Kumar Rai	Sgt (P)	Ram Chandra Rai
SSgt	Ang Chee Kiong	Sgt (P)	Subash Ghale
SSgt	Mohamed Hirianzie Bin Kamsani	Sgt (P)	Tika Bahadur Thapa
SSgt	Norman Bin Jalal	Sgt (P)	Tuk Bahadur Singjali
SSgt	Yip Kum Hoong	AP 10	Ng Chun Chun
SSgt (P)	Dhanman Gurung	AP 10	Seah Ser Huat
SSgt (P)	Gopal Kumar Rai	MX 11	Heng Poh Choo
SSgt (P)	Kamal Bahadur Gharti Magar	MX 12	Eu Marn Leng
SSgt (P)	Khem Bahadur Paija	MX 13(I)	Khoo Choon Hua
SSgt (P)	Maniraj Rai	<b>Long Service Medal (Police)</b>	
SSgt (P)	Min Bahadur Gurung	DAC (NS)	Chan Soon Chee
SSgt (P)	Naindra Rai	Supt (NS)	Chua Seng Kok
SSgt (P)	Nara Bahadur Kandangwa	Supt (V)	Wayne Koo Kim Heng

Insp (V)	Chan Chee Wei	SI (V)	Ng Hock Khim
SSI (V)	Chok Soon Kiang	SSSgt (V)	Lim Boon Kuan, Peters
SI (V)	Esther Wong Huey Na	SSSgt (V)	Seah Seck Hong Rency
SI (V)	Mohd Khalid Bin Musa	SSSgt (V)	Tan Soon Kheng

### Ministry of Home Affairs National Day Awards

#### Individual

Supt (1A)	Chye Shing Chee Jeffrey	SI	Fadli Shaifuddin Bin Mohamed Sani
Supt (1)	McIntyre Rosie Ann	SI	Lim Enr Sang Aloysius
DSP (1)	Chan Bee Bee, May	SI	Mohamad Azmi Bin Ibrahim
DSP (1)	Ker Boon Tat	SI	Mohammad Nazrin Bin Salam
DSP (1)	Lin Junquan	SI	Nazri Bin Mamat
DSP (1)	Natalie Louisa Yap Liling	SI	Ramesh Kumar Rai
DSP (1)	Seet Hui Li	SI	Tan Poh Kiat
DSP (1)	Tan Edmund @ Tan Chor Young	SI	Teo Yanqing
ASP (2)	Cheong Li Juan Hannah	SSSgt	Liau Wei Li
ASP (2)	Li Liangwei Alvin	SSSgt	Tan Yong Yuan
ASP (2)	Liew Ruenn Yong Mark	SSgt	Dilip Kumar Thapa
ASP (2)	Ravinder Singh	Sgt (3)	Yeo Chin Chong Aran
ASP (2)	Tay Yeow Leng	AP 10	Lee Jia Ling Jeanette
ASP (2)	Teng Chin Hock	<b>Team</b>	
ASP (1)	Tan Theng Liat Alex	Project FRONTIER (Anti-Scam Centre), CAD	
ASP (1)	Tay Yue Fang	DAC	Yap Ker Sim Aileen
Insp (2)	Herman Bin Mohamed Sidek	DSP (1)	Ang Wei Kiat Eddie
Insp (2)	Lee Zheng Xuan	ASP (2)	Teng Chin Hock
Insp (2)	Mohamed Norhan Bin Abdul Rahni	ASP (2)	Sim Yi Cheng
Insp (2)	Rudy Hesty Bin Roselan	ASP (1)	Cheng Wai Lan
Insp (2)	Yazid Bin Sawal	ASP (1)	Lu Rui Jue
Insp (1)	Gopal Gurung	ASP (1)	Sim Yu Zhuang, Rena
SSI (2)	Mardiana Binte Mohd Mohter	ASP (1)	Wee Siming
SSI	Bhim Mabuhang	ASP (1)	Paige Tan Lexii
SSI	Ng Hai Teck	SI	Howard Wen Shenghao
SI	Ahmad Nasri Bin Ramli		

### Minister for Home Affairs National Day Award (Home Team Volunteers)

ASP (V)	Sum Weng Kuan	VSC
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### Ministry of Home Affairs Awards for Operational Excellence

#### Name of Operations

Operation Orchard Harvest	CID	Ops 'Sly Fox'	G Div
Immigration And Checkpoints Authority (ICA), Official Secrets Act (OSA) Operation	A Div	Ops "Dark Smoke"	L Div
Operation Credit Heist	D Div	Skybridge	CAD
Ops Cast Away	G Div	Ops Management Work Improvement Projects	CID
Breach Of Official Secrets Act By A Former Civil Servant From Ministry Of Health	J Div	Theft Of Grocery Vouchers	A Div
Arrest Of 2 Male Subjects For Trafficking Of Controlled Drugs By Flying A Drone Carrying Controlled Drugs From Johor Bahru, Malaysia Into Singapore	L Div	Operation Princehorse	CAD
Green With Envy	CAD	Operation Royal Strike	CID
Operation Fatal Trot	CID	Ops Nickel Scorpion	A Div
Home Based Learning For Police Basic Training	TRACOM	Operation Sand Storm 34	CAD
Operation Falconer Topsy Cow	A Div	Operation Crystal Maze	CID
Operation Studygate	D Div	Operation Fatal Wrap	CID
		Operation Skywalk	CID
		IPRB And Singapore Customs Joint Operation Against Importers Of Counterfeit Cigarettes	CID

### Best Land Division Competition

1st place Unit	F Division
2nd place Unit	A Division
3rd place Unit	G Division

### Best NS Operationally Ready Unit Competition

1st place Unit	J Division
2nd place Unit	APD
3rd place Unit	F Division

### Police NSman of the Year Award 2021

Supt (NS)	Chin Mingjun	TransCom
DSP (NS)	Mohamad Syaifudin Bin Ahmad Ismail	TransCom
DSP (NS)	Ho Jiann Liang	D Div
SSI (NS)	Simon Tan Woon Chiang	A Div
Sgt (3) (NS)	Huzaifa Shabbir	APD

### Police NSF of the Year Award

NSI	Mohammad Mifdhal Bin Azman	ProCom
SC/Sgt (2)	Zulfadhli Bin Rashid	J Div
SC/Sgt (1)	Hilmi Bin Ishak	L Div
SC/Sgt (1)	Mohamad Iyan Danial Bin Mohamad Imran	PNSD
SC/Sgt (1)	Naveen Raj Kunaseelan	PAD

### Ministry of Home Affairs Star Service Award

ASP (1)	Mohammad Rafiq Bin Zahiruddin	SSgt	Mohamed Faizal
Insp (2)	Brandon Low Kai Hao	Sgt (3)	Muhammad Haiqal Bin Azman
Insp (2)	Mohamad Kamil Bin Hassan	Sgt (3)	Ng Jun Ming
Insp (2)	Vikramjit Singh S/O Randhir Singh	Sgt (3)	Adam Goh Aik Yong
Insp (2)	Wong Li Yan Samuel	Sgt (3)	Cheng Jarrel
SSI	Henry Chua Wee Sian	Sgt (3)	Mohammad Azuan Bin Mohd Kamar
SI	Wee Si Yong	Sgt (3)	Muhammad Haikal Bin Latiff
SI	Chua Wan Ji, Jason	Sgt (3)	Hisyamuddin Bin Abdul Hamid
SI	Mohammad Nur Azmi Bin Karim	Sgt (2)	Sam Ruo Hui
SI	Tay Ban Lee	Sgt (2)	Melvin Loh Jun Hao
SI	Siti Noraini Binte Shafiee Aloweni	Sgt (2)	Winsor Lim Sheng Hwa
SSSgt	Siva Prasath Pillai	Sgt (2)	Melvin Tay Kean Meng
SSSgt	Norman Ahmad Edmund Herman	Sgt (2)	Nur Hakim Bin Loqman
SSSgt	Tan Yik Mong Ryan	Sgt (2)	Lau Tuck Wei Jeremy
SSSgt	Teh Wai Han	Sgt (2)	Tan Yip Chong

### Ministry of Home Affairs Distinguished Star Service Award

ASP (1)	Ho Shing Chyuan
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## ALMANAC

### RETIREEES

#### Civilian Officers

Rank	Name	Department	Date of Retirement
MSS (LO) Gr III	Jeyaletchumi Chandramohan	CID	1 Apr 2020
MSO Gr V	Saripah Binte Ismail	PID	10 Apr 2020
MX 10	Tan Gwee Khiang	CPS	18 May 2020
MX 12	Lim-Ow Kim Luan	J Div	29 May 2020
MX 14	Sarajah D/O Kuppaiyandi	A Div	10 Jun 2020
MX 13 (I)	E Nirmalaa	A Div	8 Nov 2020
OSO Gr III	Siti Aisah Binte Buyong	F Div	19 Dec 2020
HTS 11A	Chang Wai Chen	PID	3 Jan 2021
CSO Gr III	Asikin Binti Sharipan	SOC	5 Jan 2021

#### Police Officers

Rank	Name	Department	Date of Retirement
SI	Tan Tian Lak	ProCom	1 Apr 2020
SSI (2)	Muhamad Aziz Bin Elias @Muhamad Aziz Bin Bachek	A Div	4 Apr 2020
SSgt	Pramod Gurung	GC	11 Apr 2020
SSgt (P)	Chakrabir Bikram Thapa	GC	11 Apr 2020
SSI	Hasram Bin Mohamed	L Div	12 Apr 2020
SI	Robiah Binte Karim	L Div	14 Apr 2020
SSSgt (P)	Man Bahadur Baudel	GC	15 Apr 2020
Cpl	Adarsha Gurung	GC	16 Apr 2020
Sgt	Rangit Gurung	GC	20 Apr 2020
Cpl	Prakash Rai	GC	20 Apr 2020
SSSgt (P)	Man Prasad Gurung	GC	21 Apr 2020
Cpl	Dil Bahadur Rai	GC	21 Apr 2020
Cpl	Ramesh Bikram Nembang	GC	22 Apr 2020
Cpl	Sanjay Gurung	GC	24 Apr 2020
SSI (2)	Komyati Binte Jumadi	POCC	24 Apr 2020
Cpl	Basanta Rai	GC	25 Apr 2020
Cpl	Hem Bahadur Thapa	GC	25 Apr 2020
Sgt	Dhan Kumar Gurung	GC	27 Apr 2020
SSgt (P)	Chandra Kumar Rai	GC	30 Apr 2020
SSI (2)	Lau Khee Keong	TRACOM	1 May 2020
SSI (2)	Steven Kaliaperumal	SOC	1 May 2020
Cpl	Aindra Begha	GC	5 May 2020
Cpl	Sujan Gurung	GC	6 May 2020
Cpl	Lil Bahadur Gurung	GC	9 May 2020

SI	Sim Boi Huat	APD	12 May 2020
Cpl	Bhumi Kishor Gurung	GC	13 May 2020
SI	Md Nadi Bin Sopari	TRACOM	14 May 2020
SI	Yau Lye Vie Bonny	SOC	14 May 2020
SSSgt	Kumar Shrestha	GC	18 May 2020
SSgt	Muhammad Salim Bin Muhammad Afzal	PCG	19 May 2020
SSSgt	Roslee Bin Mahmud	ICD	23 May 2020
SSgt	Kiran Thapa	GC	24 May 2020
Sgt	Sandesh Kumar Rai	GC	26 May 2020
SSgt (P)	Shant Bahadur Thapa	GC	31 May 2020
Cpl	Sanju Chhantyal	GC	1 Jun 2020
PC	Arjun Rai	GC	9 Jun 2020
SSgt	Khim Bahadur Gurung	GC	14 Jun 2020
SSSgt	Chua Liang Seng	TransCom	17 Jun 2020
SSSgt	Chang Hoong Fai	F Div	22 Jun 2020
SI	Mah Meng Tiong	MPD Seconded (HTX)	26 Jun 2020
SSgt	Raju Gurung	GC	26 Jun 2020
SSI	Mohd Zulkiflee Bin Haji Elias	TRACOM	28 Jun 2020
Sgt (2)	Muhammad Fauzee Bin Abu Osman	PCG	1 Jul 2020
Sgt (2)	Lim Eng Chye, Jerry	A Div	4 Jul 2020
SSSgt	Jennifer Jelly Nah Joelle	A Div	15 Jul 2020
SSI (P)	Hari Bahadur Thapa	GC	16 Jul 2020
Sgt	Prakash Kumar Lama	GC	21 Jul 2020
SSI (2)	Lim Seo Peng	CID	22 Jul 2020
Cpl	Ram Bahadur Tamang	GC	23 Jul 2020
Sgt (P)	Jeetendra Gurung	GC	23 Jul 2020
SSSgt	Teo Nguan Heng	A Div	1 Aug 2020
SSI (2)	Gan Beng Hock	A Div	7 Aug 2020
SSI	Rambindan Tiwari	D Div	23 Aug 2020
SSgt (P)	Sain Bahadur Nembang	GC	7 Sep 2020
SSI (2)	Yeo Geak Eng Cecilia	TP	15 Sep 2020
SSI (P)	Janak Bahadur Thapa	GC	30 Sep 2020
SSI (2)	Koh Yih Ing	SecCom	4 Oct 2020
Sgt	Lakpa Sumba Sherpa	GC	6 Oct 2020
SSI (2)	Lim Meng Ann	CID	18 Oct 2020
SSI (2) (P)	Dhanman Ghale	GC	19 Oct 2020
SSgt	Suraj Thapa	GC	19 Oct 2020
SI	Teo Peng Boon	A Div	21 Oct 2020
SSI	Neo Huat Seng	TRACOM	28 Oct 2020
SSgt (P)	Deb Bahadur Gurung	GC	3 Nov 2020
SI	Auw Swee Khoon	SOC	9 Nov 2020
SI	Sunny Low Hiok	CID	15 Nov 2020
SSI (2)	Ooi Wah Soon	PID	16 Nov 2020
Sgt (P)	Shambhu Pulami	GC	20 Nov 2020
SSI (2)	Lye Seng Fong	E Div	22 Nov 2020
SI	Ho Lian Huat	POCC	23 Nov 2020
Sgt (P)	Mudra Dhan Rai	GC	26 Nov 2020
SSgt (P)	Sher Bahadur Gurung	GC	30 Nov 2020
SSI (2)	Low Peck Ping Monica	TP	6 Dec 2020
SSI (P)	Jang Bahadur Thapa	GC	6 Dec 2020
SSSgt	Resham Gurung	GC	6 Dec 2020
SSgt (P)	Purna Bahadur Limbu	GC	7 Dec 2020

SI (P)	Khadga Bahadur Limbu	GC	8 Dec 2020
SSSgt (P)	Yam Bahadur Thapa	GC	8 Dec 2020
SI	Shanthiyan S/O Pavadai	J Div	14 Dec 2020
SSSgt (P)	Bishnu Pun	GC	24 Dec 2020
SSgt (P)	Chandra Bahadur Pun	GC	27 Dec 2020
SSI (P)	Bishnu Garbuja Pun	GC	28 Dec 2020
SSSgt (P)	Yam Bahadur Pun	GC	30 Dec 2020
SSI (2) (P)	Deep Kumar Gurung	GC	31 Dec 2020
SSI (2) (P)	Prabin Rai	GC	31 Dec 2020
SSI	Roslan Bin Abdul Wahid	TRACOM	31 Dec 2020
SSI (P)	Dam Bahadur Pun	GC	31 Dec 2020
SSI (P)	Dipak Kumar Tamang	GC	31 Dec 2020
SSI (P)	Naveen Kumar Thapa	GC	31 Dec 2020
SSI (P)	Sankar Thapa	GC	31 Dec 2020
SSI (P)	Yam Prasad Gurung	GC	31 Dec 2020
SSI (P)	Yuwaraj Gurung	GC	31 Dec 2020
SI (P)	Ambar Bahadur Tamang	GC	31 Dec 2020
SI (P)	Basu Kumar Rai	GC	31 Dec 2020
SI (P)	Dawa Tamang	GC	31 Dec 2020
SI (P)	Dhanraj Rai	GC	31 Dec 2020
SI (P)	Kapindra Pun	GC	31 Dec 2020
SI (P)	Kiran Gurung	GC	31 Dec 2020
SI (P)	Lal Bahadur Budha	GC	31 Dec 2020
SI (P)	Laxmi Prasad Limbu	GC	31 Dec 2020
SI (P)	Om Bahadur Pun	GC	31 Dec 2020
SI (P)	Thakendra Tulachan	GC	31 Dec 2020
SSSgt (P)	Ashok Kumar Rai	GC	31 Dec 2020
SSSgt (P)	Bindu Bahadur Thapa	GC	31 Dec 2020
SSSgt (P)	Bishnu Bahadur Rai	GC	31 Dec 2020
SSSgt (P)	Ganga Raj Chongbang	GC	31 Dec 2020
SSSgt (P)	Gyanraj Gurung	GC	31 Dec 2020
SSSgt (P)	Indra Bahadur Pun	GC	31 Dec 2020
SSSgt (P)	Khagendra Dewan	GC	31 Dec 2020
SSSgt (P)	Mahesh Kumar Iwaram	GC	31 Dec 2020
SSSgt (P)	Prakash Kumar Rai	GC	31 Dec 2020
SSSgt (P)	Purna Bahadur Rana	GC	31 Dec 2020
SSSgt (P)	Yodan Kumar Rai	GC	31 Dec 2020
SSgt (P)	Bhim Bahadur Thapa	GC	31 Dec 2020
SSgt (P)	Dewananda Lama	GC	31 Dec 2020
SSgt (P)	Dig Bahadur Gurung	GC	31 Dec 2020
SSgt (P)	Homnath Gurung	GC	31 Dec 2020
SSgt (P)	Jagat Bahadur Kambang	GC	31 Dec 2020
SSgt (P)	Keshar Bahadur Magar	GC	31 Dec 2020
SSgt (P)	Kisan Rai	GC	31 Dec 2020
SSgt (P)	Lok Bahadur Rai	GC	31 Dec 2020
SSgt (P)	Nahus Raj Rai	GC	31 Dec 2020
SSgt (P)	Padam Bahadur Thapa	GC	31 Dec 2020
SSgt (P)	Prem Bahadur Gurung	GC	31 Dec 2020
SSgt (P)	Prithe Pun Magar	GC	31 Dec 2020
SSgt (P)	Ram Bahadur Gurung	GC	31 Dec 2020
SSgt (P)	Ran Bahadur Rana	GC	31 Dec 2020
SSgt (P)	Risikesh Sodemba	GC	31 Dec 2020
Sgt (P)	Dillisher Gurung	GC	31 Dec 2020



Sgt (P)	Dochandra Malla	GC	31 Dec 2020
Sgt (P)	Lok Raj Ale Magar	GC	31 Dec 2020
Sgt (P)	Man Bahadur Rai	GC	31 Dec 2020
Sgt (P)	Olatman Khasu Thapa	GC	31 Dec 2020
Sgt (P)	Parmeshwor Budha	GC	31 Dec 2020
Sgt (P)	Prem Chandra Sunuwar	GC	31 Dec 2020
Sgt (P)	Raj Kumar Paluwa Limbu	GC	31 Dec 2020
Sgt (P)	Ramesh Kumar Budha	GC	31 Dec 2020
Sgt (P)	Suresh Kumar Kuwar	GC	31 Dec 2020
SSI (2)	Aw Hwee Khim	CID	1 Jan 2021
SSI	Rohaizat Bin Bakar	G Div	1 Jan 2021
SSSgt	Ang Meng Hwee	MPD Seconded (HTX)	1 Jan 2021
SSSgt	Sabtu Bin Samadee	MPD Seconded (HTX)	1 Jan 2021
SSgt (P)	Yuwaraj Tamang	GC	1 Jan 2021
SI	Selvaraja S/O Singka Kulothungar	L Div	2 Jan 2021
SSSgt	Loh Seng Chye	SOC	8 Jan 2021
SSSgt (P)	Mun Bahadur Pun	GC	8 Jan 2021
Sgt (P)	Dibash Labung	GC	8 Jan 2021
SI	Lim Lam Pheng	MPD Seconded (HTX)	9 Jan 2021
SSgt	Ng Yen Beng	A Div	12 Jan 2021
SSI	Tan Soo Hong	TP	31 Jan 2021
SI	Hamdan Bin Hashim	TRACOM	6 Feb 2021
SI	Tan Siok Hui	MPD Seconded (HTX)	13 Feb 2021
SSSgt	Byathit Deep Rai	GC	17 Feb 2021
Cpl	Tul Bahadur Pun	GC	28 Feb 2021
SSgt	Tara Bahadur Sartunge	GC	1 Mar 2021
SI	Jumaat Bin Ahmad	MPD Seconded (HTX)	4 Mar 2021
SSI (2)	Azman Bin Abdullah	PLD	5 Mar 2021
Cpl	Bishan Pun	GC	6 Mar 2021
SSgt (P)	Bhumje Ghale	GC	7 Mar 2021
Sgt	Manoj Gurung	GC	7 Mar 2021
Sgt	Mukesh Thamsuhang	GC	10 Mar 2021
Cpl	Ushant Gurung	GC	10 Mar 2021
SI	Norsham Bin Mohammad Tahir	L Div	13 Mar 2021
SSI (2)	Rajandran S/O Rajoo Balasundram	CID	17 Mar 2021
Cpl	Sandesh Rai	GC	17 Mar 2021
SI	Tan Wee Kuan	SOC	25 Mar 2021
Sgt	Ritesh Gurung	GC	25 Mar 2021
Sgt (P)	Dharmendra Rai	GC	27 Mar 2021
Cpl	Kumar Jang Gurung	GC	27 Mar 2021
SSSgt (P)	Gopal Sing Limbu	GC	28 Mar 2021
SSI (2)	Ameer Ali Bin Abdul Razak	D Div	30 Mar 2021

### Senior Officers

Rank	Name	Department	Date of Retirement
Supt (1A)	Ng Ping Khuen	PAD	1 Apr 2020
Supt (1A)	Ronnie Cheam Kok Koon	MPD	7 Apr 2020

DSP (1)	Koh Poh Lai William	G Div	18 Apr 2020
ASP (1)	Abdul Jalil Bin Mohamad	D Div	24 Apr 2020
DSP (2)	Kamaruzaman Bin Abd Gaffar	CID	30 Apr 2020
DSP (1)	Yew Ai Choo	A Div	5 May 2020
Insp (1)	Lim Boon Wah	CID	5 May 2020
Insp (2)	Chem Bikram Limbu	GC	9 May 2020
Insp (2)	Tan Yew Chuan	G Div	16 May 2020
Supt (1)	Lim Thiam Huat	L Div	19 May 2020
DSP (2)	Seah May Lee	HTSCI	28 May 2020
Supt (1A)	Kwek Koon Hong Celine	CID	29 May 2020
Supt (1)	Chan Ah Joon John	TP	1 Jun 2020
Supt (1)	Ng Chin Soon	MPD	10 Jun 2020
Insp (1)	Roszaime Bin Sapan	TRACOM	14 Jul 2020
Insp (2)	Abdul Rahman Bin Rahmat	J Div	15 Jul 2020
Supt (1)	Kamal Bin Din Ali	MPD	17 Jul 2020
DCP	Chua Siew Lian Florence	PHQ	4 Aug 2020
Supt (1)	Goh Bee Bok	PID	7 Aug 2020
ASP (2)	Yee Wai Onn	J Div	15 Aug 2020
ASP (2)	Wee Hoe Sin Victor	PID	6 Sep 2020
Insp (2)	Kawal Raj Kangwa Limbu	GC	1 Oct 2020
Insp (2)	Seah Biow Ann	CID	10 Nov 2020
Supt (1)	Mohd Amin Bin Misran	CPS	13 Nov 2020
DSP (1)	Tay Boon Hwee	SOC	25 Nov 2020
DSP (2)	Segathesan S/O Kannapan	CID	29 Nov 2020
Insp (1)	Hafiz Bin Shariff	J Div	30 Nov 2020
Supt (1A)	Ho Choon Beng	TRACOM	1 Dec 2020
ASP (2)	Narayandhoj Rai	GC	31 Dec 2020
Insp (2)	Meghang Nembang	GC	31 Dec 2020
DSP (1)	Toh Hock Guan Francis	CID	1 Jan 2021
DSP (2)	Choo Boon Yong Christopher	MPD	1 Jan 2021
DSP (2)	Soong Yen Peng Kristen	MPD	1 Jan 2021
Supt (1)	Kalaichelvan S/O Daniel	L Div	6 Jan 2021
Insp (2)	Lee Cheong Foong	PID	6 Jan 2021
Insp (1)	Lim Cheng Wah	SecCom	7 Jan 2021
Insp (2)	Hitraj Limbu	GC	8 Jan 2021
Insp (2)	Krishna Kumar K.C.	GC	8 Jan 2021
SAC	Manimaran S/O Pushpanatan	ProCom	11 Jan 2021
DSP (2)	Krishnan Manoharan	G Div	12 Jan 2021
Insp (1)	Raja Ahmad Zaki Bin Raja Hassan	APD	17 Jan 2021
SAC	Lu Yeow Lim	MPD	28 Jan 2021
Insp (1)	Sim Chin Leong	POCC	29 Jan 2021
DSP (1)	Ting Poh Cheng	TP	30 Jan 2021
Insp (1)	Yeo Teow Wan	MPD	13 Feb 2021
ASP (1)	Kamsani Bin Harop	D Div	24 Feb 2021
ASP (2)	Ravi S/O Raman	CID	2 Mar 2021
CI	Bhumiraj Limbu Ninglekhu	GC	18 Mar 2021
SAC	Lim Chin Tiak	MPD	22 Mar 2021

# ACKNOWLEDGEMENTS

The Public Affairs Department (PAD) would like to extend our sincere appreciation to all the departments and units for their contributions to the Singapore Police Force Annual 2021.



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ASSISTANT COMMISSIONER  
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