

**Independent Committee in relation to the
Fire at Wang Fuk Court in Tai Po**

WITNESS STATEMENT OF

HO KIT-YEE

I, HO Kit-yee, Chief Police Communications Officer, Hong Kong Police Force, of the New Territories North Regional Headquarters, No. 6 On Po Lane, Tai Po, Hong Kong do say as follows:-

1. I am the Chief Police Communications Officer, Regional Command and Control Centre (“**RCCC**”), New Territories North, Hong Kong Police Force (“**Force**”) of the Hong Kong Special Administrative Region. I have joined the Force for 27 years since about 1998 and was promoted to the present rank on 21 November 2022. My main responsibilities include supervising all Senior Police Communications Officers and Police Communications Officers in the Regional Command and Control Centre, New Territories (“**RCCC NT**”). To support operational objectives, I am responsible for collating statistical returns and conducting searches of statistical data as required.
2. I make this Witness Statement pursuant to the request of the Independent Committee (“**Committee**”) in relation to the fire at Wang Fuk Court in Tai Po as set out in a letter from Messrs. Lo & Lo, Solicitors for the Committee, to the Department of Justice dated 19 January 2026 (“**19 January Letter**”) in which specific questions were raised in paragraphs 1 to 19 (“**Questions**”). Save where otherwise appears, the facts deposed hereto are within my personal knowledge or are derived from office files and records and sources to which I have access and which are true to the best

of my knowledge, information and belief.

3. In this Witness Statement, I shall address Questions 17, a. to g. and 18, e. of the 19 January Letter. Other Questions which are within the Force's purview will be addressed in the witness statements of other relevant officers of the Force to the Committee.

Question 17, a. to g.: List of "999" Calls received by the Force

4. I understand that the Force has produced to the Committee a List of "999" Callers (Part VIII – B1) attached to the letter from the Department of Justice to Messrs. Lo & Lo dated 12 January 2026 and an updated List of "999" Callers (Part VIII – B1) ("**Updated List of '999' Callers**") attached to the letter from the Department of Justice to Messrs. Lo & Lo dated 2 February 2026. The Updated List of "999" Callers was prepared under my supervision.
5. In response to Question 17, a. and b., with reference to the Updated List of "999" Callers, the meanings of the specific terms are set out as follows:-
 - (1) "IN Log No." denotes the line number of the incident log in the Third Generation Computer Assisted Command and Control System ("**CACCS 3 System**"), which is the computer system used by all RCCCs to assist the Force in incident handling and resources dispatching.
 - (2) "H" indicates that the calls were received and handled by the operators at the 999 call centre of the RCCC of Hong Kong Island ("**RCCC HKI**").
 - (3) "K" indicates that the calls were received and handled by the operators at the 999 call centre of the RCCC of Kowloon ("**RCCC K**").
 - (4) "N" indicates that the calls were received and handled by the

operators at the 999 call centre of RCCC NT.

6. The 999 calling routing system is administered by the Communications Branch of the Force (“**COMMS**”). To the best of my knowledge, the three 999 call centres of RCCC HKI, RCCC K and RCCC NT typically receive calls made from the respective regions. In other words, if the calls are made from fixed lines situated in or if the mobile phone callers are situated in Hong Kong Island, Kowloon or the New Territories, the calls would be received by the 999 call centre of RCCC HKI, RCCC K or RCCC NT respectively. For emergency calls made by Voice over Internet Protocol (VoIP), meaning calls made using a broadband internet connection, such calls are delivered through a separate routing arrangement to the regional 999 call centres based on the registered installation addresses.

7. Concerning Question 17, c., i., ii. and iii., additional columns have been included in the further Updated List of “999” Callers, which was prepared under my supervision and is attached hereto as **Annex 1** (“**Further Updated List of ‘999’ Callers**”), to supplement the information pertaining to the date and time (hour:minute:second) at which the calls were answered, the time at which the call information was recorded in the incident log of the CACCS 3 System, the manner by which information received through the calls were relayed to frontline personnel, and the steps taken by the Force and/or the Fire Services Department (“**FSD**”) in respect of the calls. In particular, the operators at the 999 call centres had to fill in the information such as the informant’s details and locations in the incident log and save the details in the CACCS 3 System, upon which the “IN Log Input Time” would be created. Hence, there would be a time gap between the “Answering Call time” and “IN Log Input Time” for the calls. Moreover, for the calls which were marked “Action by FSD” under the column of “Step

Taken by Police & FSD”, the Force does not possess information concerning the outcome of the calls as to whether the persons reported trapped or missing were rescued or located.

8. To address Question 17, e., clarification has been incorporated under the column of “Remarks” in the Further Updated List of “999” Callers to explain the remark “one more call at [...] hrs with no response...”.
9. With regard to Question 17., d., clarification was sought from the COMMS. COMMS confirmed that the caller number displayed in 8 digits with “4XXXX999” and marked “No CND” (i.e. No Caller Number Display) were calls from in-bound roamers or callers without SIM card from various network operators. I attach hereto as **Annex 2** the List of Calling Line Identification Values for In-bound Roamers used by the Mobile Network Operators in Hong Kong and 112 Calls without SIM as extracted from the Regulatory Guide for Calling Line Identification (CLI) Format published by the Communications Authority (September 2019) for matching the caller number displayed in 8 digits with “4XXXX999”.
10. Regarding Question 17, f., the Updated List of “999” Callers does not represent the full list of all “999” calls received by the Force regarding the Wang Fuk Court fire incident (“**Incident**”) between 26 and 28 November 2025, as it only included those “999” calls which were considered informative and helpful in identifying the time, location and extent of the fire as requested by the letter from Messrs. Lo & Lo to the Force dated 23 December 2025 (“**Informative 999 Calls**”). There are a total of 120 other unlisted calls which were received by the Police regarding the Incident. The 120 unlisted calls have been added and underlined in the Further Updated List of ‘999’ Callers at Annex 1. The nature of such unlisted calls and rough quantification are set out as follows:-

Nature	Rough Quantification
Enquiry for traffic issue	1
Request for ambulance	1
FSD's road closure request	1
Insufficient information provided by the callers before the cut of line	3
Expression of opinion	22
Providing information related to missing persons and/or pets	42
Providing information by passers-by or from online resources/media	50

11. In reply to Question 17. g., copies of the full electronic logs for each Informative 999 Call in the Further Updated List of “999” Callers are at Part VIII – A3 in the 5th List of Contents, which as I understand will be produced by the Force to the Committee. In the Further Updated List of “999” Callers, there are 407 entries of Informative 999 Calls received from 1400 hours on 26 November 2025 to 1038 hours on 28 November 2025, while there are 409 audio recording files corresponding to these entries as included at Part VIII – A3 in the 5th List of Contents. This discrepancy is attributed to the single entry (Police Ref. No. P480; Audio S/N H027) with three audio recordings, one being the incoming “999” call received from the caller while the other two being the outgoing follow-up calls made by the Police Communications Officer to obtain supplementary information.

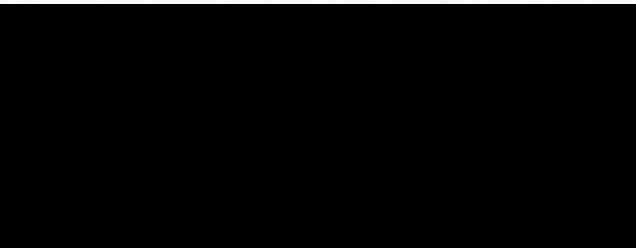
Question 18, e.: Statistics regarding (i) the number of calls received by the Force on 26 November 2025 broken down by hour; (ii) the proportion of such calls each hour which related to Wang Fuk Court; and (iii) the approximate waiting time of such calls

12. In response to Question 18, e., according to the records of RCCC

HKI, RCCC K and RCCC NT, between 1400 hours and 2359 hours on 26 November 2025, a total of 4,144 “999” calls were received, of which 406 calls were related to the Incident. The average waiting time for answering the “999” calls was 11.9 seconds. I have prepared and attach hereto as **Annex 3** a table showing the number of “999” calls received by the Force between 1400 hours and 2359 hours on 26 November 2025 and the average waiting time, broken down by hour.

13. I confirm that the contents of this Witness Statement are true to the best of my knowledge, information and belief.

Dated this 23rd day of February 2026.



HO Kit-ye