



PNSXtra

Police National Service Department

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Behind the Scenes of a Community Engagement Officer

Community Engagement (CE) Officers partner with the community to ensure a safe and secure community for all.



SCCPL Ryan Ong getting ready for his duty.

The Singapore Police Force (SPF) aims to partner the community to fight crime and be prepared for contingencies. Community Engagement (CE) Officers play an important role to drive SPF's community engagement and partnership efforts.

The full-time Police National Servicemen (PNSFs) CE Officers go through rigorous training to achieve a service-oriented mindset and better communication skills, such as public speaking. This training will assist CE officers to better engage the public and establish rapport with stakeholders.

The CE Officers are in charge of a variety of tasks ranging from conducting crime prevention exhibitions and road shows, doing house-to-house visits, and posting of advisories around the neighbourhood. CE Officers also partner with other stakeholders, such as giving talks to schools and conducting joint-patrols with Citizens on Patrol.

PNSF CE Officers do not just assist the Regular CE Officers in their daily tasks, they are also given opportunities to lead certain projects. SCCPL Ryan Ong, a PNSF CE Officer from Ang Mo Kio Police Division, shared that one of his memorable NS moments was him giving a talk to about 150 domestic workers as part of the Domestic Eyes on Alert programme. "It was the only time where I had the chance to talk in front of more than a hundred people. I was very nervous at that time, but it was a good experience.", he shared.

Through SCCPL Ryan's regular engagements with the public, he believes that CE Officers are essential to crime prevention and deterrence within the community. CE Officers keep the community updated on the latest crime trend and being a highly visible police figure for the public to approach for assistance.

The CE Officer vocation shows that PNSFs can contribute to the frontline policing effort in various ways, and that they are just as important as other frontline police officers in safeguarding Singapore.



SCCPL Ryan Ong conducting his regular patrol around the neighbourhood.



CE Officers give out pamphlets to raise awareness of the latest crime trend.

Excellent Job by POCC PNSF Officers

SC2 Fiqri, SC Syafiq and SCCPL Haniffa recognised for their excellent CCTV probe on POLCAM in catching the culprits behind an act of mischief.



Left to right – SC Syafiq Rahimat, SC2 Fiqri Sulaimi, SCCPL Mohd Haniffa.

On 29 February 2020 at about 1923hrs, a caller reported that someone had spat on the lift buttons at Block 165 Yishun Ring Road. Despite nearing the end of their shift, SC2 Fiqri Sulaimi, SC Syafiq Rahimat and SCCPL Mohd Haniffa, continued to search through the recordings from the CCTVs diligently to identify the culprits.

After the team identified the culprits, a picture of the culprits was disseminated to the police officers on the ground to keep a look out for the culprits. This picture enabled the patrolling police officers to swiftly apprehend the culprits at a nearby basketball court.

SCCPL Haniffa commented that, “Each CCTV finding that leads to swift detection of culprits feels like a medal on the chest. It is very satisfying to know that all our efforts are not in vain because sometimes we spend almost an entire day for just one incident. It is a proud moment when the incident I played a role in solving it in gets its well deserved recognition.”

Full-time Police National Servicemen (PNSFs) in the Police Operations Command Centre (POCC) play an important role in fighting crime. They are the eyes for the frontline police officers as they utilise the POLCAM to identify and trace crime-offenders. Furthermore, they receive first-hand information about incidents, which they analyse and make sense of the important details before disseminating to the ground resources. This timely intelligence from POCC enables police officers on the ground to swiftly apprehend suspects.

SC Syafiq shared that POCC officers collate and process as much information as possible to feed to the ground resources. Being a CCTV operator is not as simple as it looks as it requires lots of effort and patience to do the screenings, CCTV reviewing and sense-making of the information.

Being a POCC operator does not only allow the PNSFs to contribute to the frontline policing efforts in a unique way, but also gives the PNSFs a meaningful NS experience. SC Syafiq said that his contributions to the successful cases do not only give him a sense of achievement, but it also turned him into an officer that understands the urgency of responding to different incidents.

Thus, although hidden from the public eye, the POCC officers play a crucial role in safeguarding Singapore. Once more, we congratulate the POCC Officers for their hard work and effort in keeping Singapore safe. Thank you Officers!

“It is a great achievement for me as I'm able to assist the ground officers to detect the culprits.”

SC2 Syafiq, POCC Officer

“Although it was towards the end of our shift, it just felt like it was another incident that required our attention. We were just as energized as how we were at the start of our shift. We treat every incident as a new experience for us as there is always something new to learn which always keeps us motivated to get better in our job.”

SCCPL Mohd Haniffa, POCC Officer

“It felt very satisfying knowing that the culprits has been traced, knowing that our efforts were not in vain.”

SC Fiqri, POCC Officer



PNSFs in POCC work closely with ground resources to identify and trace suspects.

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