

## **CHAPTER 10**

### **CENTRAL SUPPORT FOR THE CHIEF EXECUTIVE ELECTION**

#### **Section 1 – The Joint Co-ordination Centre and Other Functional Units**

10.1 The REO set up a Joint Co-ordination Centre (“JCC”) at HKCEC, which operated from 7:00 am on the polling day, and ceased operation about one hour after all candidates, EC members and the public had left the main polling station and counting station. The JCC included representatives of the REO, HKCEC, CMAB, TD, Hong Kong Police Force, CAS and ISD.

10.2 Apart from the JCC, various functional units were deployed on the polling day to perform or oversee specific operations or tasks, including the polling logistics support unit, ushering and marshalling unit, venue security unit, venue logistics support unit (overseeing the seating area for EC members, refreshment areas, candidates’ rooms, etc), central counting support unit, information technology support unit, enquiry hotline team, media relations unit, administrative support teams at the REO Harbour Centre Office and the Caroline Hill Road Office, and a support unit for the RO’s Office. There was also the SIC, which was responsible for receiving reports on voter turnout rates from the PROs and reports on complaints from the RO, PROs and the CC. Individual rooms were also provided for the EAC and staff of the CMAB, RO, DoJ, Hong Kong Police Force, ISD, CAS, AMS, CC, Information Technology Management Unit, CE-elect and REO.

## **Section 2 – The Complaints Centre**

10.3 Since the main polling station and the central counting station were centrally located in the HKCEC, the CC was set up inside the central counting station at the HKCEC to handle any complaints received. This was to ensure that complaints could be handled more efficiently on-site. It also facilitated efficient communication with the EAC, RO and AROs stationed in the same venue.

10.4 The CC would receive and process election-related complaints lodged by the public over phone, by fax or through the internet. The CC was manned by staff of the EAC Secretariat and operated throughout the polling hours.