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Figure I
Number of Complaints Recorded from 1992 to 2001

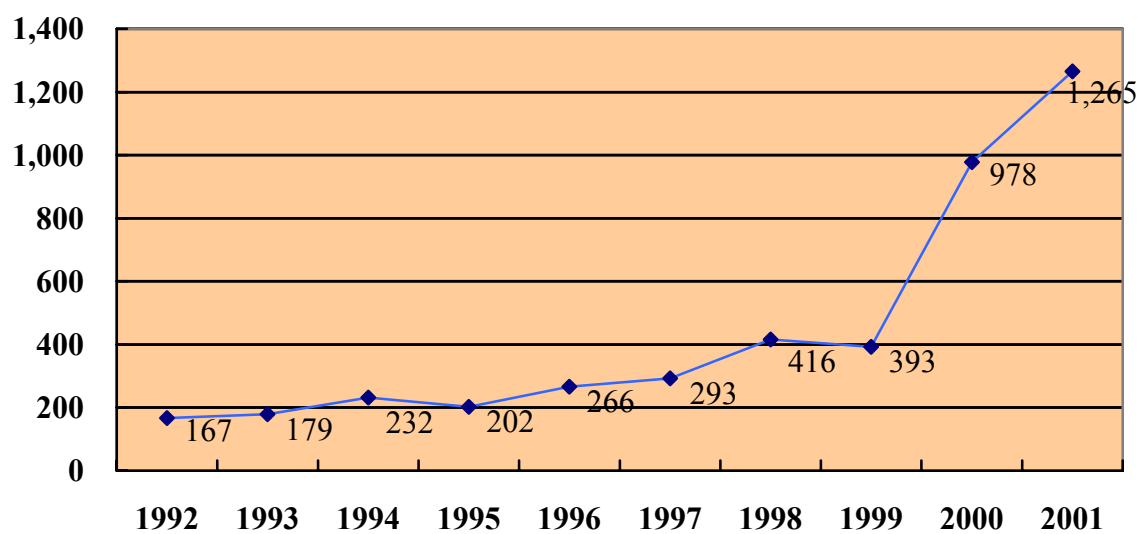


Figure II
Complaints Recorded in 2001
(By Source of Origin)

Source of Origin		2000		2001	
Reported by citizens	Anonymous or anonymous by request	542	55.4%	813	64.3%
	Signed or willing to provide personal data	392	40.1%	401	31.7%
Referred/reported/requested by public entities		39	4.0%	32	2.5%
Referred/reported by media		2	0.2%	6	0.5%
Initiated by the CCAC		3	0.3%	13	1.0%
Total		978		1,265	

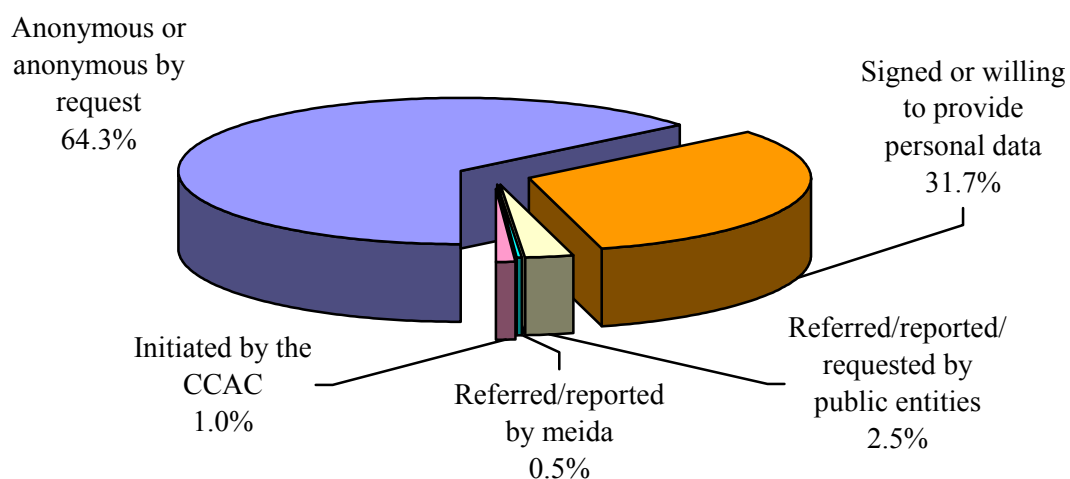


Figure III
Number of Complaints Recorded in 2001
(By Handling Method)

Handling Method	Number of Complaints	Percentage
Case commenced	134	10.6%
Investigation not initiated due to insufficient detail	1,062	84.0%
Case referred to other departments	64	5.0%
Case handled by means of informal approach	5	0.4%
Total	1,265	100.0%

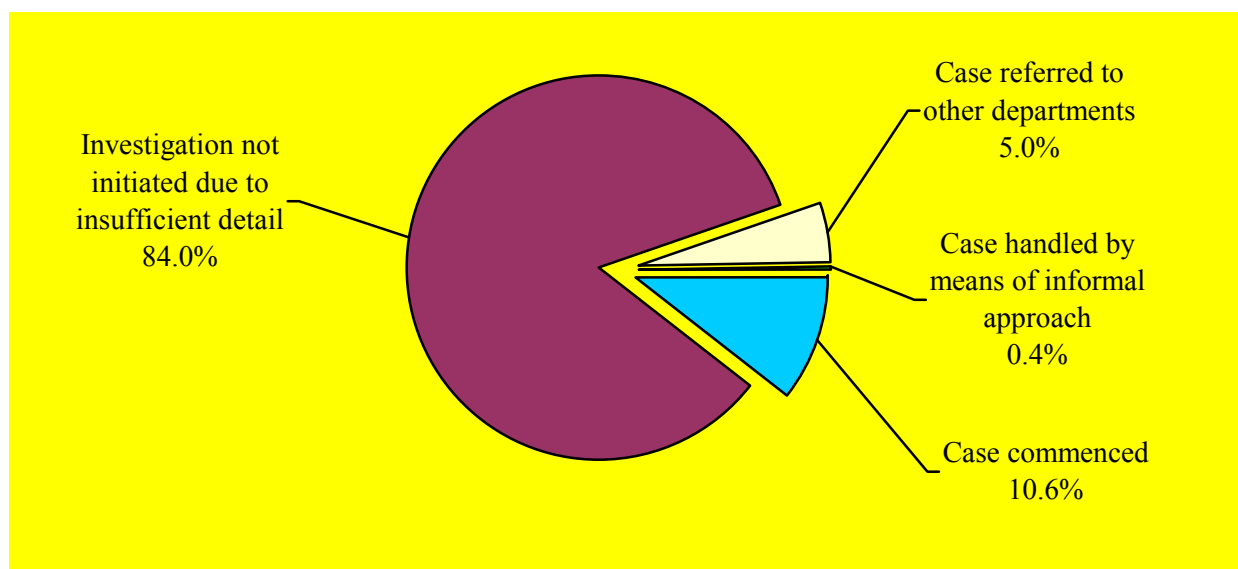


Figure IV
Comparison of the Natures of the Cases Commenced from 1996 to 2000

Nature of Case Commenced	1996		1997		1998		1999		2000		2001	
Criminal offence	105	39.5%	119	40.6%	160	38.5%	110	28.0%	83	61.5%	112	83.6%
Administrative illegality	161	60.5%	174	59.4%	256	61.5%	283	72.0%	52	38.5%	22	16.4%
Total	266		293		416		393		135		134	

Figure V
Number of Cases Commenced in 2001
(By Source of Origin)

Source of Origin		Number of Complaints	Percentage
Reported by citizens	Anonymous or anonymous by request	70	52.2%
	Signed or willing to provide personal data	32	23.9%
Referred/reported/requested by public entities		20	14.9%
Initiated by the CCAC		12	9.0%
Total		134	100.0%

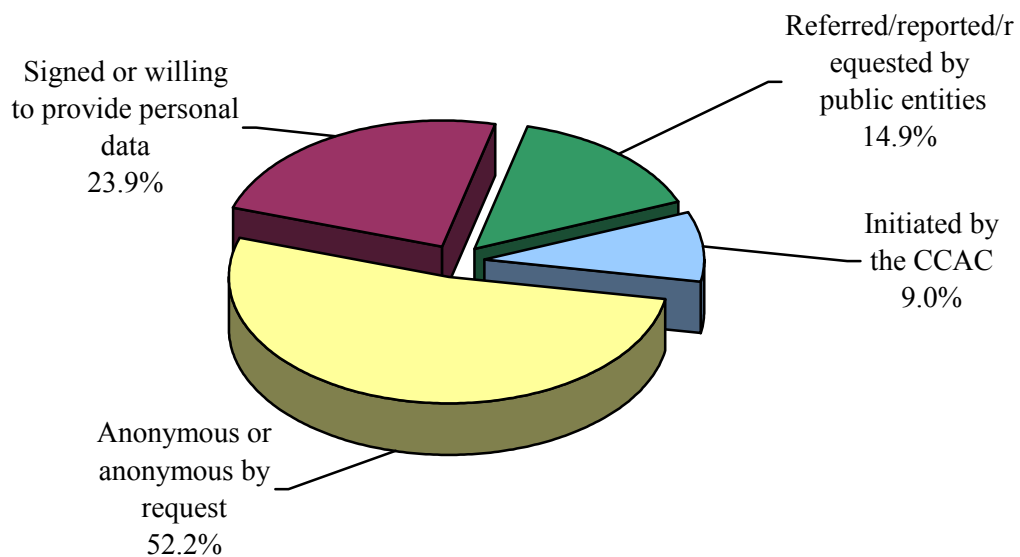


Figure VI
Comparison of the Numbers of Cases Commenced from 1992 to 2001
(By Source of Origin)

Source of Origin		1992	1993	1994	1995	1996	1997	1998	1999	2000	2001
Reported by citizens	Anonymous or anonymous by request	43	60	40	77	83	92	95	165	47	70
	Signed or willing to provide personal data	78	102	139	91	148	158	285	209	55	32
Referred/reported/requested by public entities		2	1	22	17	12	22	11	11	30	20
Referred/reported by media		29	3	6	4	13	3	4	1	0	0
Initiated by the CCAC		15	13	25	13	10	18	21	7	3	12
Total		167	179	232	202	266	293	416	393	135	134

Figure VII
Progress Analysis of Cases in 2001

Case brought forward from 2000	216
Case commenced in 2001	134
Case re-opened in 2001	1
Total number of cases to be handled	351
Case filed	171
Case incorporated with other file/case	4
Case referred to the Public Prosecution	40
Total number of cases concluded	215
Cases carried down to 2002	136

Figure VIII
Number of Criminal Cases Commenced in 2001
(By Source of Origin)

Source of Origin		Number of Complaints	Percentage
Reported by citizens	Anonymous or anonymous by request	65	58.0%
	Signed or willing to provide personal data	17	15.2%
Referred/reported/requested by public entities		20	17.9%
Initiated by the CCAC		10	8.9%
Total		112	100.0%

Figure IX
Progress Analysis of Criminal Cases in 2001

Case brought forward from 2000	105
Case commenced in 2001	112
Case re-opened in 2001	1
Total number of cases to be handled	218
Case filed	95
Case incorporated with other file/case	4
Case referred to the Public Prosecution	40
Case referred to the Ombudsman Bureau of the CCAC	1
Total number of cases concluded	140
Cases carried down to 2002	78

Figure X
Matters Involved in the Criminal Offences Referred to the Public Prosecution

Matters Involved	Number of Criminal Offences
Counterfeiting document	18
Deception	11
Peculation	7
Abuse of Authority	6
Accepting bribe for performing illegal act	6
Giving bribe	5
Use of unreal testimonial	3
Provision of unreal testimonial	3
Peculation and use of public property	3
Unsuccessful voting for the purpose of fraud	3
Fraud relating to insurance and acquisition of food	2
Triad society	2
Organized crime of accepting bribe	2
Retention of voter's card	2
Provision of false authentication	1
Minor harm to physical integrity	1
Issue of dishonoured cheque	1
Provision of unreal information	1
Infidelity	1
Violation of judicial confidentiality	1
Arrogation of duty	1
Making false accusation	1
Share of economic benefit in legal act	1
Counterfeiting technical annotation	1
Total	83

Adjudication by the Court

Date of Adjudication	Crime Involved	Defendant (Defendant's Workplace)	Penalty
13/03/2001	Giving bribe	Lei X Meng (Citizen)	9 months' imprisonment, being suspended for 1½ years
	Accepting bribe and document forgery	L. Jesus (Former Housing Institute)	Accepting bribe: 1 year and 8 months' imprisonment Document forgery: 1 year and 3 months' imprisonment Since 2 other cases were involved, the combined penalty was a total of 5 years' imprisonment
07/06/2001	Giving bribe	Ng X San, Yan X Keung, Lam X Wa, Yiu X Ming (Citizens)	9 months' imprisonment
	Accepting bribe	Loi X Chio (Former Marine and Customs Police)	1 year and 9 months' imprisonment
15/06/2001	Accepting bribe	Leong X Lon (Former Marine and Customs Police)	7 months' imprisonment, being suspended for 1 year
	Threat	F. Branco (Former Marine and Customs Police)	Fine of MOP100.00 per day for 60 days
21/06/2001	Fraud	Chau X Wa (Former Judicial Police)	1 year's imprisonment, being suspended for 2 years, in addition, the money defrauded plus interests (around MOP90,000.00) must be returned to the victim within 9 months
09/07/2001	Accepting bribe	D. Costa (Gambling Inspection and Coordination Bureau)	1 year's imprisonment, being suspended for 2 years, plus fine of MOP5,000.00
31/10/2001	Fraud and peculation	Tai X In (Macao Productivity and Technology Transfer Centre)	Fraud: 1 year's imprisonment Peculation: 1 year and 9 months' imprisonment Penalties of the 2 crimes combined to an imprisonment of 2 years and 3 months, being suspended for 2 years. In addition, the victim must be indemnified with MOP22,000.00 plus interests

Figure XI
Number of Persons Submitted Declaration of Interests and Properties in 2001

Status	Number of Persons
Entering the civil service	563
Change of position	1,465
Leaving the civil service	269
Total	2,297

Figure XII

Matters Involved in the Complaints/Reports Received in 2001 in the Area of Ombudsman

Matters Involved			Total
Civil servant related problem	Conduct	25	49
	Benefit	19	
	Recruitment	4	
	Requisition of staff from other government department	1	
Improper procedure			30
Improper law enforcement			12
Illegal construction			12
Handling of complaint			10
Illegal operation			10
Procurement procedure			8
Operation of pharmacy			4
Levying of fine			3
Tax			3
Others			14
Outside the powers of the CCAC	Within judicial area	3	9
	Private sector	6	
Total			164

Figure XIII
Number of Cases Handled by the Ombudsman Bureau

Case commenced before 2000	88
Case commenced in 2000	23
Case received in 2001	164
Total	275

Figure XIV
Comparison of Seminars Conducted in 2000 and 2001

Audience Category	Number of Times		Number of Participants		Number of Hours	
	2000	2001	2000	2001	2000	2001
Civil servants	23	94	855	5,209	54	134
School students	10	21	886	5,386	12	20
Local associations members	14	19	1,678	1,736	20	28.5
Credit institutions employees	6	4	220	132	12	8
Private organization employees	---	2	---	70	---	3
Total	53	140	3,639	12,533	98	193.5

Figure XV

Comparison of the Numbers of Participants Attending Seminars from 1999 to 2001

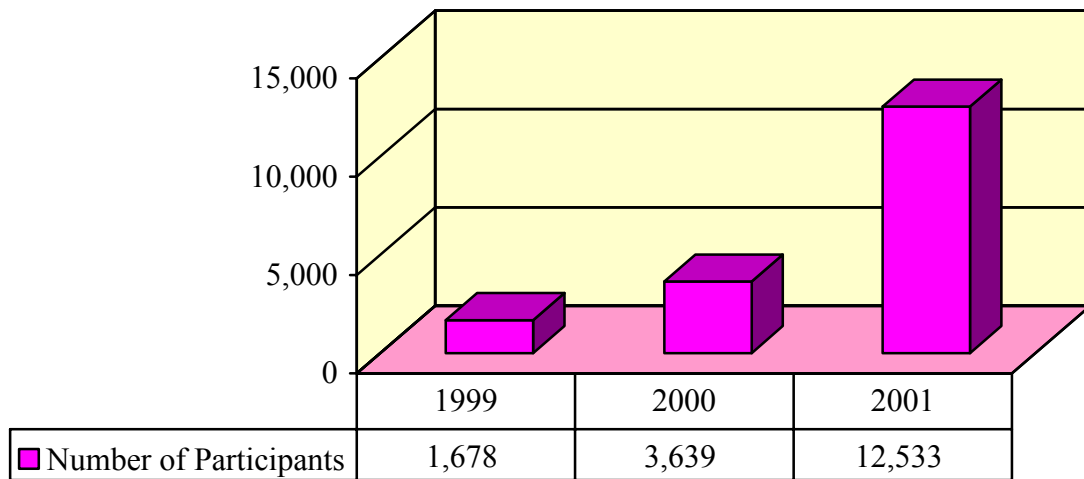


Figure XVI
Seminars Organized for Civil Servants in 2001

Government Department	Number of Participants
Customs	52
Identification Bureau	110
Public Security Police	1,152
Academy of Security Forces	295
Public Security Forces Bureau	225
Fire-brigade	605
Finance Services Bureau	50
Macao Prison	25
Former Municipal Council of Macao	115
Basic Training Course for Civil Servants	2,580
Total	5,209

Figure XVII
Comparison of the Numbers of Civil Servants Attending Seminars from 1999 to 2001

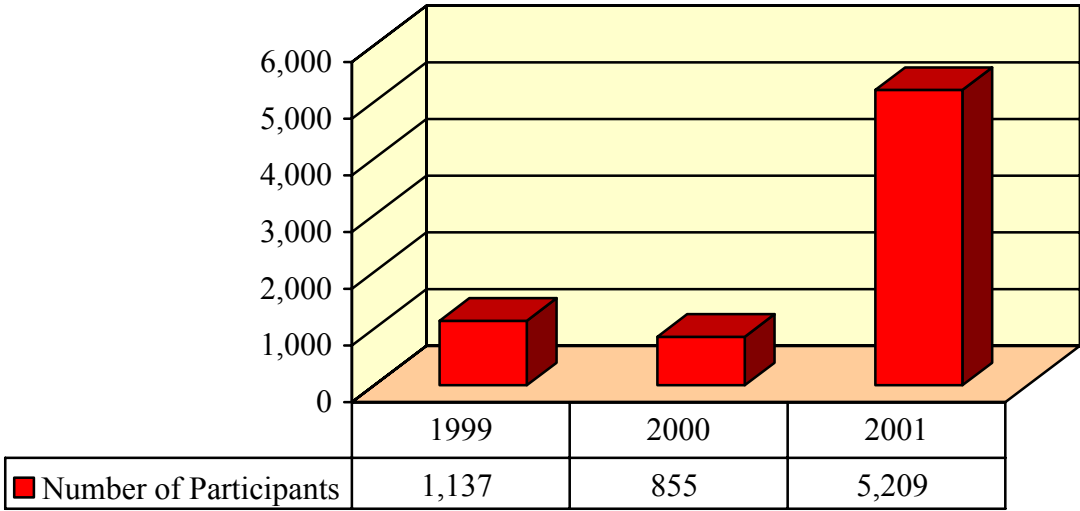


Figure XVIII
Seminars Organized for School Students in 2001

Schools	Number of Participants
Tamagnini Barbosa Sino-Portuguese Primary School	71
Seong Fan Evening Middle School	500
Star of the Sea College	282
Sacred Heart Canossian College	51
Xin Hua Evening Middle School	400
Saint Paul School	1,130
Macao General Association of Labours Vocational School	60
Hou Kong Middle School	2450
Yuet Wah College	162
Patane Neighbourhood School	100
Institute For Tourism Studies	30
University of Macao	150
Total	5,386

Figure XIX

Comparison of the Numbers of School Students Attending Seminars from 1999 to 2001

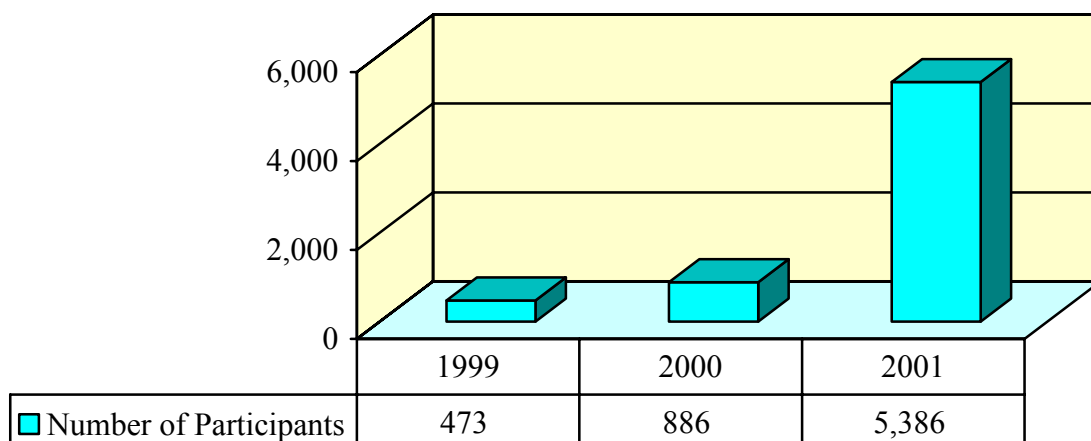


Figure XX
Seminars Organized for Local Associations Members, Credit Institutions Employees and Private Organizations Employees in 2001

Audience Category		Number of Participants	Total
Local association	Islands Office of the Macao Neighbourhood Association	50	1,736
	Hou Kong Middle School Parents' Association	450	
	Areia Preta Youth Centre	30	
	Porto Exterior Neighbourhood Association of Macao	150	
	Journalists Association	35	
	Association of STDM Employees	60	
	Association of Public Servants of Macao	200	
	Kin Wa Family Service Centre	60	
	Eagle Project (Police Association)	156	
	Rotary Club of Macao	25	
	Ilha Verde Community Centre	100	
	Caritas Centre for the Elderly	40	
	Areia Preta Diocesan Pastoral Centre	50	
	Community Service Centre for the Deaf Mute	40	
	Serve the Citizens Day (Co-organized by 6 civil servants associations)	230	
	Junior Police Call (Chong Wa Students Association of Macao)	60	
Credit institution	Tai Fung Bank Ltd.	132	132
Private organization	Ocean Garden Management Company	50	70
	OTIS Elevator Co.	20	
Total			1,938

Figure XXI
Financial Income in 2001

CODE	DESIGNATION	BUDGETED INCOME	SUPPLEMENTARY BUDGET	TOTAL BUDGETED INCOME	ACTUAL INCOME		DIFFERENCE	EXECUTION RATE
					AMOUNT	%		
	ORDINARY INCOME	50,518,000.00		50,518,000.00	52,827,064.90	70.20%	2,309,064.90	104.57%
04-00-00	Property income	100,000.00		100,000.00	292,638.09	0.39%	192,638.09	292.64%
05-00-00	Transfer	50,416,000.00		50,416,000.00	52,502,735.40	69.77%	2,086,735.40	104.14%
06-00-00	Sale of durable asset	1,000.00		1,000.00	0.00	0.00%	1,000.00	0.00%
08-00-00	Other ordinary income	1,000.00		1,000.00	31,691.41	0.04%	30,691.41	3169.14%
	CAPITAL INCOME	9,001,000.00	13,102,208.58	22,103,208.58	22,425,501.77	29.80%	322,293.19	101.46%
13-00-00	Other capital income	9,000,000.00	13,102,208.58	22,102,208.58	22,102,208.58	29.37%	0.00	100.00%
14-00-00	Repossession of the payment unsettled in previous year	1,000.00		1,000.00	323,293.19	0.43%	322,293.19	32329.32%
	Total	59,519,000.00	13,102,208.58	72,621,208.58	75,252,566.67	100.00%	2,631,358.09	103.62%

Figure XXII
Structure of Actual Income in 2001

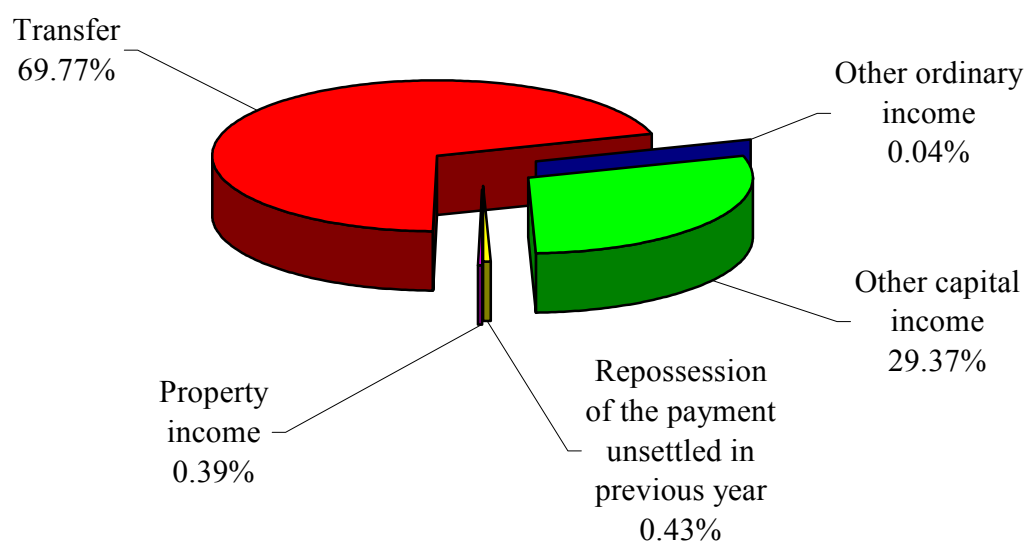


Figure XXIII
Financial Expenditure in 2001

CODE	DESIGNATION	A INITIAL APPROPRIATION	B SUPPLEMENTARY BUDGET	C AMENDED BUDGET	D AMENDED APPROPRIATION (A+B+C)	E ACTUAL EXPENDITURE		F SURPLUS (D-E)	G EXECUTION RATE % (E/Dx100)
						AMOUNT	%		
	ORDINARY EXPENDITURE	55,179,000.00	13,102,208.58	(8,300,000.00)	59,981,208.58	46,181,894.16	91.66%	13,799,314.42	76.99%
01-00-00-00	Personnel	37,066,000.00		550,000.00	37,616,000.00	28,104,112.38	55.78%	9,511,887.62	74.71%
01-01-00-00	Fixed and long-term remuneration	35,095,000.00		120,000.00	35,215,000.00	26,785,208.70	53.16%	8,429,791.30	76.06%
01-02-00-00	Extra remuneration	1,026,000.00			1,026,000.00	628,400.00	1.25%	397,600.00	61.25%
01-03-00-00	Bonus in kind	50,000.00			50,000.00	15,856.19	0.03%	34,143.81	31.71%
01-05-00-00	Welfare providence	480,000.00			480,000.00	258,188.00	0.51%	221,812.00	53.79%
01-06-00-00	Compensation of expense share	415,000.00		430,000.00	845,000.00	416,459.49	0.83%	428,540.51	49.29%
02-00-00-00	Asset and service	13,148,000.00		4,130,000.00	17,278,000.00	13,616,599.52	27.03%	3,661,400.48	78.81%
02-01-00-00	Durable asset	510,000.00		550,000.00	1,060,000.00	601,715.73	1.19%	458,284.27	56.77%
02-02-00-00	Non-durable asset	798,000.00		180,000.00	978,000.00	724,507.59	1.44%	253,492.41	74.08%
02-03-00-00	Acquisition of service	11,840,000.00		3,400,000.00	15,240,000.00	12,290,376.20	24.39%	2,949,623.80	80.65%
04-00-00-00	Ordinary transfer	2,230,000.00		(320,000.00)	1,910,000.00	1,596,885.00	3.17%	313,115.00	83.61%
04-01-00-00	Public sector	2,230,000.00		(320,000.00)	1,910,000.00	1,596,885.00	3.17%	313,115.00	83.61%
05-00-00-00	Other ordinary expenditure	2,735,000.00	13,102,208.58	(12,660,000.00)	3,177,208.58	2,864,297.26	5.68%	312,911.32	90.15%
	CAPITAL EXPENDITURE	4,340,000.00		8,300,000.00	12,640,000.00	4,202,192.00	8.34%	8,437,808.00	33.25%
07-00-00-00	Investment	4,340,000.00		8,300,000.00	12,640,000.00	4,202,192.00	8.34%	8,437,808.00	33.25%
07-09-00-00	Transportation facility	40,000.00		300,000.00	340,000.00	185,600.00	0.37%	154,400.00	54.59%
07-10-00-00	Machine and equipment	4,300,000.00		8,000,000.00	12,300,000.00	4,016,592.00	7.97%	8,283,408.00	32.66%
	Total	59,519,000.00	13,102,208.58		72,621,208.58	50,384,086.16	100.00%	22,237,122.42	69.38%

Figure XXIV
Structure of Actual Expenditure in 2001

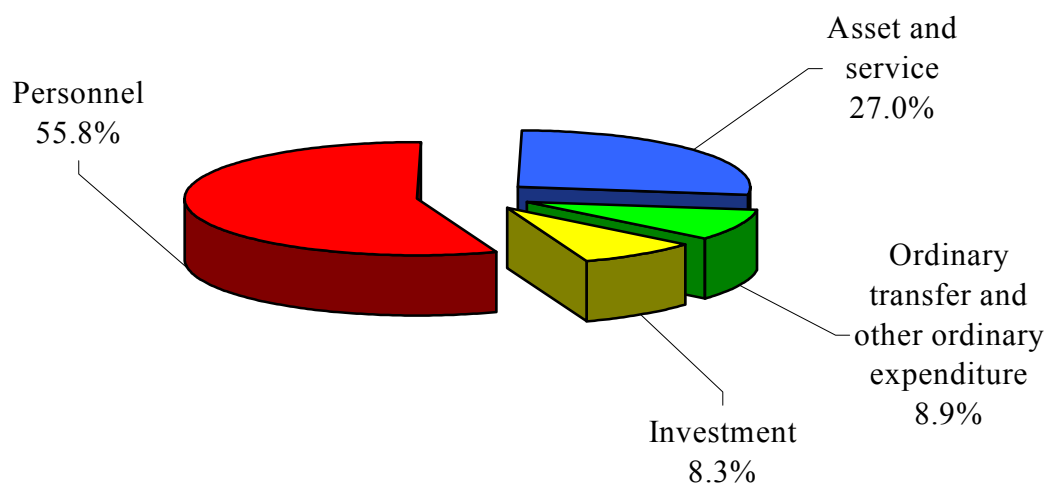


Figure XXV
Comparison of Budgeted Expenditure and Actual Expenditure

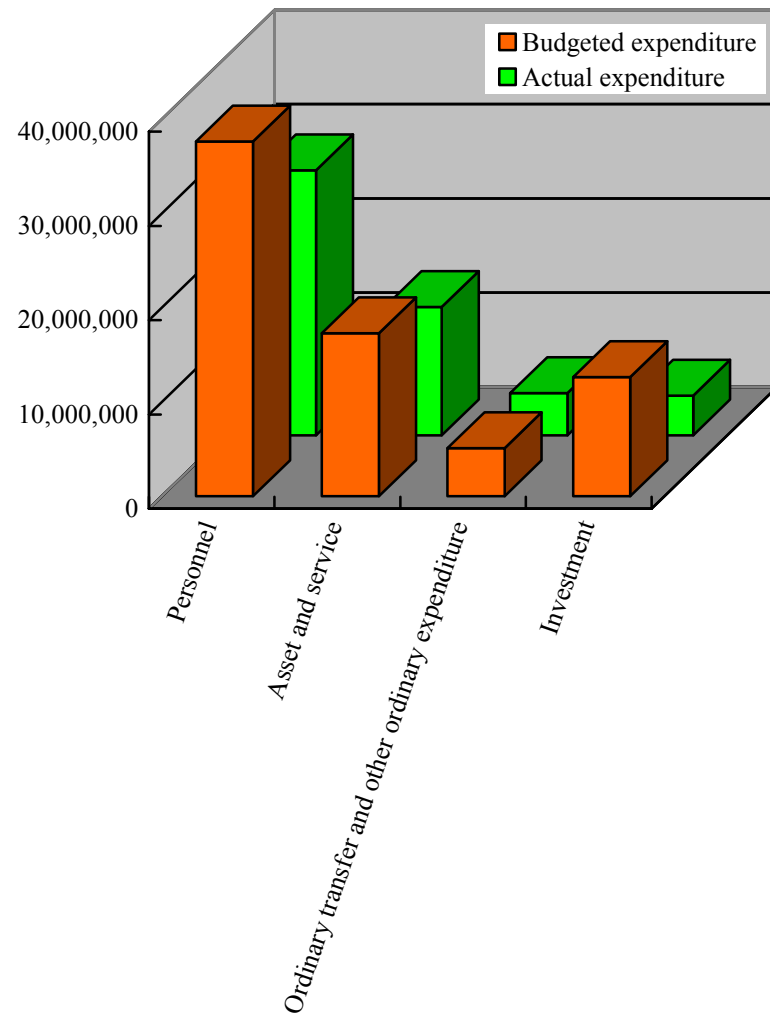


Figure XXVI
Comparison of the Numbers of Personnel from 1999 to 2001

Position	31-12-1999	31-12-2000	31-12-2001
Commissioner	1	1	1
Deputy Commissioner	2	2	2
Chief of Cabinet	1	1	1
Adviser / Expert	2	5	6
Chief of Department	---	---	1
Chief Investigation Officer	---	---	2
Chief of Division	1	1	1
Senior Officer	6	5	4
Interpreter	3	1	1
Personal Secretary	2	1	2
Chinese Expert	---	---	1
Officer	1	1	1
Investigator	---	19	32
Assistant Officer	5	7	6
Public Relations Assistant	2	2	2
Auxiliary Officer	---	---	6
Information Technology Assistant	---	1	1
Administrative Official	3	3	3
Worker and Auxiliary Staff	12	12	11
Total	41	62	84