

CHAPTER III
GENERAL DESCRIPTION WITH
STATISTICS

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3.1 Number of Complaints Recorded

Following the establishment of the CCAC of the Macao SAR, there were sharp increases in the number of complaints recorded in 2000 and 2001. However, the number dropped from 1,265 in 2001 to 1,116 in 2002, marking a decrease of 12%. It is the first fall recorded in the three years since the establishment of the CCAC, indicating obvious restraints on corruption, improved services provided by government departments and enhanced awareness of a corruption-free society.

Table 1
Number of complaints recorded over the past eleven years (1992-2002)

1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002
167	179	232	202	266	293	416	393	978	1,265	1,116

Judging by the sources of complaints, the great majority of complaints in 2002 were lodged by citizens, similar to the situation in 2001. What is more encouraging in 2002 is that the number of complainants signed or willing to provide personal data has increased while on the other hand the number of those chosen to remain anonymous decreased. Nevertheless, those remaining anonymous still constitute the majority as shown in the following table.

Table 2
Complaints recorded over the past three years (2000-2002), by source of origin

Sources of complaints recorded		2000		2001		2002	
Citizens	Anonymous or requesting anonymity	542	55.4%	813	64.3%	708	63.4%
	Signed or willing to provide personal data	392	40.1%	401	31.7%	370	33.2%
Referred / reported / requested by public entities		39	4.0%	32	2.5%	28	2.5%
Referred / reported by media		2	0.2%	6	0.5%	2	0.2%
Initiated by the CCAC		3	0.3%	13	1.0%	8	0.7%
Total		978		1,265		1,116	

3.2 Number of Cases Commenced

Similar to the situation of 2001, the number of cases commenced in 2002 is 131, accounting for 11.7% of the total recorded.

Table 3
Handling methods of complaints recorded in 2002

Handling methods	Number	Percentage
Cases commenced	131	11.7%
Complaints with inadequate information for investigation	917	82.2%
Complaints referred to other departments	59	5.3%
Complaints handled by unofficial intervention	9	0.8%
Total	1,116	100.0%

The majority of the cases commenced and handled were of criminal offences, accounting for 87.8% of the total. The main reason for the relatively lower percentage of the cases of administrative illegality commenced and handled by the CCAC is that most of the cases were solved more quickly and efficiently, with the consent of the complainants, by more effective methods of referral or unofficial intervention. A total of 68 such cases were effectively handled throughout the year. In addition, the CCAC has also strengthened the efficiency of consultation. As a matter of fact, many complaints, especially cases of administrative complaints, are solved satisfactorily through consultations with the CCAC staff, who provide detailed analysis and answers. There have been 314 administrative complaints successfully settled in this way.

Table 4
Comparison of the natures of cases commenced over the past seven years (1996-2002)

	1996		1997		1998		1999		2000		2001		2002	
Criminal offences	105	39.5%	119	40.6%	160	38.5%	110	28.0%	83	61.5%	112	83.6%	115	87.8%
Administrative complaints	161	60.5%	174	59.4%	256	61.5%	283	72.0%	52	38.5%	22	16.4%	16	12.2%
Total	266		293		416		393		135		134		131	

More than 80% of the 131 cases commenced in 2002 are complaints lodged or reported by citizens, most of them still preferring to remain anonymous, especially when involved in criminal cases. However, the gap between those remaining anonymous and those providing personal details is narrower, the difference being 28% for 2001 and only 14.5% for 2002. This change shows that the anti-corruption awareness of the citizens has been enhanced, the number of citizens daring to report corruption cases increased, citizens' role in supervision boosted and corruption is becoming more and more a high-risk act.

Table 5
Number of cases commenced in 2002, by source of origin

Sources of complaints recorded		Criminal offences	Administrative complaints	Total	Percentage
Citizens	Anonymous or requesting anonymity	61	4	65	49.6%
	Signed or willing to provide personal data	35	11	46	35.1%
Referred / reported / requested by public entities		17	0	17	13.0%
Referred / reported by media		1	0	1	0.8%
Initiated by the CCAC		1	1	2	1.5%
Total		115	16	131	100.0%

The CCAC adopts a more stringent criterion for commencing inquiries and investigations than its predecessor, the High Commission Against Corruption and Administrative Illegality, so that resources can be more effectively allocated and used. The following table indicates that there has been a remarkable fall in the number of cases commenced.

Table 6
Comparison of the numbers of cases commenced in the past eleven years (1992-2002), by source of origin

Sources of complaints recorded		1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002
Citizens	Anonymous or requesting anonymity	43	60	40	77	83	92	95	165	47	70	65
	Signed or willing to provide personal data	78	102	139	91	148	158	285	209	55	32	46
Referred / reported / requested by public entities		2	1	22	17	12	22	11	11	30	20	17
Referred / reported by media		29	3	6	4	13	3	4	1	0	0	1
Initiated by the CCAC		15	13	25	13	10	18	21	7	3	12	2
Total		167	179	232	202	266	293	416	393	135	134	131

3.3 Progress Analysis of Cases Commenced

For cases officially commenced for investigations, the CCAC handled a total of 272 such cases in 2002, with 188 of them concluded, accounting for 69.1%. The number of cases left to be handled in 2003 has dropped significantly from the backlog of 136 cases by the end of 2001 to that of 84 cases at the close of 2002, a drop of 38.2%. The backlog of work is continuing to be cleared.

Table 7
Progress analysis of cases in 2002

Sources of cases	Criminal offences	Administrative complaints	Total
Cases brought forward from 2001	78	58	136
Cases commenced in 2002	115	16	131
Cases re-opened in 2002	1	1	2
Internally referred cases	3	0	3
Total	197	75	272

Table 8
Total number of cases concluded in 2002

Sources of cases	Criminal offences	Administrative complaints	Total
Cases filed	102	51	153
Cases incorporated with other files / cases	3	0	3
Cases referred to the Public Prosecutions Office	24	0	24
Cases re-opened and filed	4	1	5
Internally referred cases	0	3	3
Total number of cases concluded	133	55	188
Outstanding cases to be handled in 2003	64	20	84