



**CHAPTER VII**  
**COMMUNITY RELATIONS**

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One of the CCAC's key strategies is to establish good community relations and carry out high-quality promotional and educational activities so as to unite and mobilize various forces.

In 2002, the CCAC continued to hold, in a planned way, seminars targeting at different groups of people on corruption-free administration, and a variety of activities aimed at educating people from all walks of life. These included academic symposiums, publication of journals and brochures, creation of a quarterly periodical, and the production of textbooks. The plan for the set up of the branch office was being finalized and scheduled to serve the community in the middle of 2003.

Moreover, the CCAC made continuous efforts to strengthen contacts with other public organs of Macao, and with relevant institutions in the mainland China and overseas, to boost exchanges and share experience, for the common goal of building up clean administration.

### **7.1 10 Years of Safeguarding Honesty and Transparency in Macao**

The year 2002 is the 10<sup>th</sup> anniversary of the commencement of anti-corruption services. To celebrate this occasion, the CCAC hosted a number of activities on this theme. By looking back on the history of the construction of a clean society, the people of Macao could review the past and look forward to the future. The CCAC organized seminars, compiled seminar proceedings,

published commemorative publication, and issued commemorative stamps and telephone cards.

### *7.1.1 Seminar on “Promoting Integrity in the Civil Service”*

On 13 September 2002, the CCAC hosted a seminar on “Promoting Integrity in the Civil Service” in the Macau Tower Convention and Entertainment Centre. The seminar brought together delegates of relevant institutions, experts and scholars invited from four regions on both sides of the Strait. They included those from the Supreme People’s Procuratorate and Ministry of Supervision of the People’s Republic of China, the Department of Supervision of Guangdong Province, the Zhuhai Peoples’ Procuratorate, the Independent Commission Against Corruption and Ombudsman of Hong Kong, National Taipei University and Fu Jen Catholic University of Taiwan, and the University of Macau. Together, they explored and discussed issues on the promotion and consolidation of clean and just public service as well as the relevant strategies and work.

Participants, numbering over 300, also included directors and chiefs of government departments, officers of the judiciary, public servants of various levels, scholars, representatives of associations and university students majoring in law.



The Chief Executive of the Macao SAR, together with guest representatives from different regions at the opening ceremony of the seminar on “Promoting Integrity in the Civil Service”



A scene of the seminar on “Promoting Integrity in the Civil Service”



Government officials at the seminar

### ***7.1.2 Publication of the proceedings of the seminar***

The CCAC published a bilingual version (Chinese and Portuguese) of the seminar proceedings so as to share the fruits of the seminar with more people, thus arousing their attention and motivating them to join hands and strive for clean and honest administration together.

### 7.1.3 Commemorative Publication

The CCAC published a trilingual (Chinese, Portuguese and English) commemorative publication entitled “10 Years of Safeguarding Honesty and Transparency in Macao”. The publication includes the history of development of clean administration in Macao over the past 10 years, the historical background of each period, summaries of cases detected and concluded, and the development of the works on anti-corruption, ombudsman, promotion and education, and the training of personnel. Comments and views on the construction of corruption-free government from some social personages are also included. The commemorative publication is an account of the anti-corruption endeavours as well as a profile of the social development of the Macao society over the past 10 years or so.



Front-cover of the seminar proceedings on “Promoting Integrity in the Civil Service”



*Front-cover of the commemorative publication entitled "10 Years of Safeguarding Honesty and Transparency in Macao"*

#### ***7.1.4 Issue of commemorative stamps and phone cards***

In coordination with the 10<sup>th</sup> anniversary activities, the Post Office and the Telecommunication Company of Macao Ltd. joined the promotion campaign by issuing respectively commemorative stamps and telephone cards, all bearing the title "10 Years of Safeguarding Honesty and Transparency in Macao".





Commemorative stamps and telephone-cards for  
"10 Years of Safeguarding Honesty and Transparency in Macao"

## 7.2 Seminars on Fostering Clean Administration

The CCAC continued to organize seminars for the public servants, students and the general public of Macao, disseminating the message of honesty and justice and enabling the audience better understanding of the evils of corruption and the importance of an honest and just society to the life of people. At the



same time, seminars and talks provide excellent opportunity for the CCAC to communicate with the public and listen to them.

The CCAC held a total of 185 seminars in 2002 (please see Table 16), an increase of 32% compared with that of 2001. Though there was a fall of 10% in the number of participants, the lectures ran a total of 255.5 hours, also 32% longer than 2001. The fall was mainly due to the decrease in the number of students participating in each seminar. Actually, the number of seminars for students was almost doubled, from 21 in 2001 to 40 in 2002, so that students had more opportunities to ask questions and involve themselves in discussions.

**Table 16**  
**Statistics on seminars held in 2000 / 2001 / 2002**

Audience categories	Number of seminars			Number of participants			Number of hours		
	2000	2001	2002	2000	2001	2002	2000	2001	2002
Public servants	23	94	132	855	5,209	7,435	54	134	198
School students	10	21	40	886	5,386	3,271	12	20	41
Members of associations	14	19	10	1,678	1,736	493	20	28.5	13
Staff of credit institutions	6	4	2	220	132	55	12	8	2.5
Personnel of private sector		2	1		70	25		3	1
<b>Total</b>	<b>53</b>	<b>140</b>	<b>185</b>	<b>3,639</b>	<b>12,533</b>	<b>11,279</b>	<b>98</b>	<b>193.5</b>	<b>255.5</b>

### *7.2.1 Educational seminars for public servants*

Educational seminars for public servants were held in two forms. Some were part of the basic training programmes for personnel of the public functions while others were talks on special topics organized for certain departments, such as those for public servants engaged in administration and finance, or in public procurements/acquisitions. There were also special seminars catering for English-speaking public servants.



A seminar on promoting honesty and justice for public servants

Details of these seminars are given below:

## 1) Basic training programme for public servants

Starting from July 2001, the CCAC assisted the Public Administration and Civil Service Bureau in providing courses on the topic of “Honesty and Integrity in the Interests of the Public” for public servants attending the basic training programmes. The first phase of the programme, which was designed for workers and auxiliary staffs, was completed in April 2002, with a total of 4,140 participants. In which 2,580 attended the programme in 2001 and 1,560 in 2002. The second phase of the programme, which was targeted at administrative staffs and professionals and technicians, began in May and ended in November 2002. A total of 270 newly recruited staff and those who needed to retake the course due to absences were arranged to attend this course in February or March 2003.

A total of 4,380 public servants took the course in 2002, as detailed below:

Table 17

Statistics on seminars on basic training programmes for public servants in 2002

Public servants targeted	Number of participants
Workers and auxiliary staffs (January to April)	1,560
Administrative staffs, professionals and technicians (May to October)	2,820
<b>Total</b>	<b>4,380</b>

## 2) Seminars for public services and institutions

The CCAC arranged seminars for 9 public services and institutions in 2002, with 3,055 participants. Some of them were on special topics. For example, from the researches on the systems and on the operations of public service of the Ombudsman Bureau, the CCAC noticed some complaint hotspots, and administrative procedures and public functions where problems and conflicts of interests easily occurred. If public servants were alerted and could pay more attention to them in performing daily duties, not only would many of such incidents be prevented, but also the credibility and integrity of public functionaries would be enhanced, and the chances of corruption minimized. Therefore the CCAC arranged seminars respectively for the Macao Customs Service, the Civic and Municipal Affairs Bureau, and the Macao Prison, etc., on how to carry out public procurement in accordance with the law and observe the principles of honesty and justice. There were also explanations of the basic principles for them to follow and the operative measures for them to adopt. These seminars helped to enhance the public functionaries' awareness of their public positions so that they would perform their duties by strictly observing the law, and by working fairly and objectively.



Seminar on special topics organized by the CCAC for specific departments

**Table 18**  
**Statistics on seminars for public services / departments in 2002**

Public services / departments	Number of participants
Public Security Police	2,040
Fire Brigade	94
Customs Service	15
Academy of Public Security Forces	88
Public Security Forces Affairs Bureau	110
Macao Prison	448
Civic and Municipal Affairs Bureau	180
Economic Services Bureau	30
Trade and Investment Promotion Institute	50
<b>Total</b>	<b>3,055</b>

### *7.2.2 Educational promotions targeted at students, members of associations and of institutions*



Teenagers attending seminar on “Consciousness of Integrity” organized by the CCAC

In 2002, in addition to the continuous efforts at fostering the awareness of clean administration in secondary school students, the CCAC started to organize seminars in 5 tertiary education institutions so as to win support from college students. Table 19 provides statistics on seminars for students, members of non-governmental associations, credit institutions, and personnel of business establishments of the private sector:

**Table 19**  
**Statistics on seminars for students, associations, and members of institutions in 2002**

	Names of establishments (education / associations / institutions)	Number of participants
Students	University of Macau	60
	Institute For Tourism Studies	40
	Millennium College	70
	University of Science and Technology	10
	Macao Polytechnic Institute	33
	City Universtiy of Hong Kong	70
	Education and Youth Affairs Bureau (Bairro do Hipódromo Youth Centre)	20
	Yuet Wah College	380
	Salesian Institute	160
	Ling Nam College	130
	Cham Son College	110
	Technical-Professional College of the General Workers' Union of Macao	200
	Luso-Chinese Technical-Professional College	200
	Sheng Kung Hui Choi Kou School (Macau)	125
	Star of the Sea College	235
	Pui Va Secondary School	70
	Tai Heng School	40
	Diocesan St Joseph College (5)	205
	Diocesan St Joseph College (6)	700
	Tong Nam School	413
	<b>Sub-total</b>	<b>3,271</b>
Members of non-governmental associations	Chinese Chamber of Commerce (Youth Committee)	50
	Association of Clerical Staff	40
	Centre for Senior Citizens, Caritas Macau	33
	Community Centre of Ilha Verde	80
	The "Eagle" Project, Association of Police Agents	250
	Junior Police Call 2002	40
	<b>Sub-total</b>	<b>493</b>
Personnel of credit institutions and of establishments of the private sector	Tai Fung Bank Limited	30
	Bank of America	25
	Air Macau	25
	<b>Sub-total</b>	<b>80</b>
<b>Total</b>		<b>3,844</b>

## 7.3 Promotion and Education

### *7.3.1 Publication of supplementary textbook for primary schools*

Regarding promotion and education targeted at teenagers, the publication of a supplementary textbook for primary students was on the CCAC's agenda in addition to the seminars described above. This textbook, entitled "Honesty and Integrity", was compiled with the assistance of experienced educators and teachers of Macao. Layout of the textbook was completed. The textbooks are now being printed and are scheduled to publish in February 2003.

There are altogether 6 units in the textbooks to promote honesty and integrity targeting at primary 4 to primary 6 students. Besides the main text, there are also lively historical stories and real cases to match with their classroom activities so that the students can learn the knowledge as well as put it into practice to construct the concept under effective influences.

### *7.3.2 Contacts and communications with the media*

Maintaining close ties and good relations with the media helps the CCAC better hear voices of the society. The media has made important contributions to the construction of a corruption-free administration with its impetus and support to the CCAC.



Meeting with the press and media, "Afternoon Tea Meeting on Clean Administration"

- The annual "Afternoon Tea Meeting on Clean Administration" is an important occasion. The CCAC takes advantage of the Chinese Spring Festival to invite persons-in-charge of the press and media to join the event and listen to their opinions and suggestions, which are of great value and reference for the CCAC in formulating anti-corruption strategies;

- In September, the CCAC Exhibition Hall was opened to the public and the leaders of the CCAC met with frontline journalists in a warm and relaxed tea gathering;

- "Clean Administration Forum": This is a fortnightly column published in all local Chinese newspapers, with articles contributed by the CCAC. It is a manifestation of the many concrete projects of the CCAC in cooperation with the media, and has been in smooth operation for many years;

- Press release: This is roughly divided into three categories, i) cases detected by the CCAC, ii) decisions of the court on cases transferred from the CCAC, and iii) the latest activities of the CCAC. Besides, the CCAC also holds press conference, briefing the media on details of some specific detected cases.



## 7.3.3 Community activities

### 1) Slogan-and-Poster Design Competition



Exhibition of the winning entries of the Slogan-and-Poster Design Competition on the theme "Building up a Corruption-Free Society Together"

In mid-May 2002, the CCAC and the Chong Wa Students Association of Macao jointly organized the Slogan-and-Poster Design Competition on the theme of "Building up a Corruption-Free Society Together", aimed at promoting the concept of honesty and encouraging the public to contribute to the building up of a corruption-free society. The competition was divided into two groups, namely the Student Group and the Open Group. Participants might conceive their design on three sub-themes: 1) All citizens abide by law and contribute to a corruption-free society, 2) Clean and law-abiding public servants, and 3) Anti-corruption and ombudsman functions of the CCAC. Warm response was received for the competition, with 331 entries submitted by 137 participants for the slogan design competition, and 167 entries for the two groups of the poster design competition, many of which were of outstanding merits. The awards presentation ceremony and exhibition of winning entries was held on 24 August on the Leal Senado Square.



Winning entries of the poster design competition were made as stickers

2) “Let’s Join Hands to Build up a Corruption-free Society” out-door performances

On 31 August 2002, the CCAC held an out-door show of performances, “Let’s Join Hands to Build up a Corruption-free Society” on the Leal Senado Square, with stall games, model display of the CCAC facilities and exhibition of the winning entries of the Slogan-and-Poster Design Competition. These activities, merging education with entertainment, brought the CCAC closer to the general public

and won their support in a more direct way to the dissemination of the importance of a corruption-free society and of the evils of corruption.

In order to bring the message to various communities, similar activities were held in the Garden next to the Lao Hon Market and in the Garden of Flower City in Taipa respectively on 10 and 24 November. Moreover, the activities held in Taipa attracted the participation of local associations, thus further strengthening the ties with local communities.



Opening ceremony of the out-door performances  
“Let’s Join Hands to Build up a Corruption-free Society”

### 3) The CCAC Exhibition Hall

In September 2002, the CCAC set up a small exhibition hall on the 13<sup>th</sup> floor of its office building, showing the functions of the CCAC and the results of its work over the past years, trying to promote the concept of honesty in vivid and lively ways. To further enhance the CCAC's work on promotion and education, the CCAC Exhibition Hall is also open to institutions, associations and schools by appointment.



The commissioners of the ICAC of Hong Kong and of the CCAC of Macao together officiated the opening ceremony of the CCAC Exhibition Hall

### 4) The "CCAC Open Day"

On 22 September 2002, the CCAC organized its first open-day since its establishment, allowing the public to visit the internal departments and facilities, including the reporting rooms, statement taking rooms, identification parade suite, detention wards, and office for declaration of incomes and properties. The open-



day helped citizens to have a better understanding of the CCAC, its sophisticated measures and state-of-the-art facilities for confidentiality so as to encourage them to report cases of corruption. The response from the public was encouraging and the open-day attracted a total of nearly 400 visitors.



The first "Open-day" of the CCAC attracted enthusiastic visitors

## 5) Quarterly "CCAC Bulletin"

In March 2002, the CCAC founded the quarterly "CCAC Bulletin", which contains the latest developments of the CCAC, cases relating to anti-corruption, cases of administrative complaints, explications of laws and regulations and cases of combating corruption in other regions and countries. This publication enables both the citizens and public servants to have a better understanding of the work of the CCAC. In 2002, four issues of the CCAC Bulletin were published, and distributed to public institutions, organizations, schools and libraries of Macao. They are also available free of charge in some public places, such as bookshops.



Copies of the quarterly "CCAC Bulletin"

## 6) Short promotion documentary of the CCAC

The documentary, lasting around 18 minutes, was presented in four languages, Cantonese, Mandarin, Portuguese and English to introduce of the works of the CCAC in a detail way and demonstrate the determination of the Macao SAR government to exercise clean administration. The documentary will soon be made into VCDs that are available for distribution to associations and schools to foster the awareness of honesty and integrity.

## 7) CCAC Volunteers Team

Summarizing the experience of the success story of 2001, the CCAC again, in May 2002, openly recruited a total of 260 volunteers and formed a voluntary team for the promotion of a clean society. The team includes volunteers from all walks of life of the society, such as students, public servants, professionals, teachers, workers, clerks, retirees, and housewives. Quite a few of them were members of the voluntary team formed for the promotion of a corruption-free elections for the first Legislative Assembly Elections of the Macao SAR in 2001. They have helped in many of the CCAC activities and a plan is made for them to meet regularly in the future, thus exchanging ideas and drawing on collective wisdom for better results.





Volunteers participating in CCAC-organized activities and helping in the promotions

## 8) Diversified promotional approaches

In addition to the articles contributed to the newspaper column “Clean Administration Forum”, contributions to the informative TV programme “Inquiry and Reply”, newspaper advertisements, TV commercials, radio advertisements and bus advertisements, the CCAC presented a special radio programme entitled “Viewing the Fight against Corruption”, with the aim at disseminating the message of integrity. The programme is broadcasted in ten 15-minute episodes, running from August to October 2002, on each Friday morning at 10 o’clock. CCAC staff and TDM (Macao Radio) presenter presided over each episode, together they introduced the works of the CCAC, including its anti-corruption and ombudsman functions, personal interviews, radio drama promoting message of integrity etc. In addition, radio drama adapted from real-life cases and quiz game segment were added to the programme, so as to reinforce its promotional effect.

## 9) Brochures and leaflets

The CCAC prepared a variety of promotional materials in 2002, including the trilingual (Chinese/Portuguese/English) brochures and leaflets “CCAC of Macao” which introduce the functions and works of the CCAC, and the guidelines for filling in the forms of “Declaration of Incomes and Properties”. These brochures and leaflets were distributed to various departments, public institutions, associations and schools, and are available in some designated locations, such as bookshops and libraries.



Brochures and leaflets prepared and distributed by the CCAC

## 10) Other community activities

The CCAC was also actively involved in other community activities, including:

- The gathering jointly organized by several government departments in celebration of the International Children's Day, held at the Macao Forums;

- The activities jointly organized by the government and several non-governmental associations such as the General Workers' Union of Macao and the Association of Clerical Staff of Macao in celebration of the International Children's Day;

- The 33<sup>rd</sup> Caritas Bazaar;

- The Carnival held by the Junior Police Call for the purpose of fighting against crimes and drug-abuse;

- The activities jointly organized by the Social Welfare Institute and a dozen of other government departments and targeted at new immigrants, on the theme of "Whole-hearted Support to New Residents and Build Up a Good and Happy Community for All"; the display board showing the construction of clean administration of the Macao SAR, the functions of the CCAC, the ways to report corruption, and the penalties for bribery; the CCAC personnel giving talks on the spot; stalls providing games, all for the purpose of enabling the new residents receive the message promoting integrity as quickly as possible;

- The 5<sup>th</sup> Youth Inter-Team Contest on the knowledge of civic education hosted by the Education and Youth Affairs Bureau.

## 7.4 Plan for the Establishment of Branch Office

The CCAC is actively considering establishing branch office scheduled to be implemented in the middle of 2003. The branch office will help the CCAC form closer ties with the organizations and citizens of respective districts, disseminate CCAC messages, listen to the voice of the public, and get their support. At the same time, the branch office will provide more convenient channels for seeking consultation, lodging complains and for making reports.

## 7.5 Ties with Local Associations

Earlier in 2002, the CCAC leadership paid visits to a number of non-governmental organizations so as to collect their opinions and suggestions to improve the work of the CCAC. These included the Overseas Chinese Association of Macao, the Association of Mutual Assistance of Hawkers of Macao, the Macao Chinese Education Association, the Catholic Schools Association of Macao, the Macao Chamber of Commerce, the Neighbourhood Association of Taipa, the Women Association of Macao, the Industrial Association of Macao, the Macao Import & Export Association, the Association of Textiles Industry of Macao, the Macao Consigners Association, the Neighbourhood Association of Macao, the General Workers' Union of Macao, and the Residents Association of Coloane.

On 26 September, the CCAC held talks with 4 major associations of public servants, including the Association of Personnel of Public Functions, the Association of Technicians and Professionals of Public Administration, the Association of Chinese Personnel of Public Functions and the Association of Women Civil Servants. The communications and opinions collected are constructive to the work of the CCAC.



The CCAC visiting various associations

## 7.6 External Contacts and Exchanges

The CCAC continued to strengthen the ties with relevant organizations and departments in the mainland and the Hong Kong SAR. Major activities included:

- January: Participated in the Complaint Management Workshop hosted by the Office of the Ombudsman of Hong Kong;
- March: Participated in the “Transnational Organized Crime Conference - Hong Kong 2002”;
- May: The CCAC delegation attended the 7<sup>th</sup> Asian Ombudsman Association (AOA) Conference held in Beijing, with the resolution that the next board of directors’ meeting to be held in Macao in 2003;
- May: Visited the ICAC of Hong Kong;

# Annual Report of the CCAC 2002

- May: Representatives of the CCAC visited the Police Training School of Hong Kong;
- October: The CCAC delegation participated in the 9<sup>th</sup> Asia Crime Prevention Foundation (ACPF) World conference on Crime Prevention and Criminal Justice held in Tokyo, Japan;
- October: The Commissioner attended the Board of Directors' Meeting of the International Ombudsman Institute (IOI) held in Tunisia, Africa.



The Commissioner attended the 7<sup>th</sup> Asian Ombudsman Association Conference held in Beijing in May 2002





Mr. Wan Yongxiang, Commissioner of the Ministry of Foreign Affairs of the People's Republic of China in the Macao SAR visited the CCAC in September 2002

In the meantime, the CCAC received delegations from a number of regions and countries, including the Deputy Director-General of Foreign Affairs Bureau of the Supreme People's Procuratorate of the People's Republic of China, Mr. Wang Hongxiang; the US Consul General and Consul (Economic Section) in Hong Kong; the Delegation from the Anti-Corruption and Bribery Bureau of Yunnan Province; the Commissioner of the Hong Kong ICAC, Mr. Lee Siu-kwong; the Consul General of the Netherlands in Hong Kong; the Sub-director of Hong Kong and Macao Affairs Office of the State Council, Mr. Xu Ze; the delegation from the courts of Qinghai Province; the Commissioner of the Ministry of Foreign Affairs of the People's Republic of China in the Macao SAR, Mr. Wan Yongxiang; the Ombudsman of Thailand; the delegation from the Supreme Court of Justice of the Portuguese Republic; and delegates of the Leading Cadres Training Class of the Department of Discipline, Supervision, Procuratorate and Department of Supervision of Shaanxi Province.