

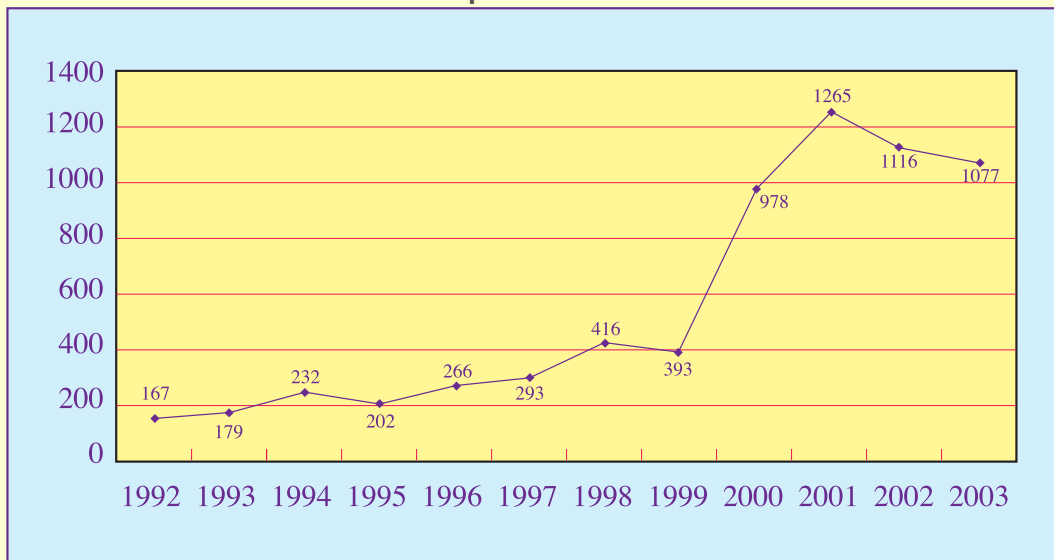
CHAPTER III
GENERAL DESCRIPTION WITH
STATISTICS

CHAPTER III GENERAL DESCRIPTION WITH STATISTICS

3.1 Number of Complaints Recorded

There were 1,077 cases recorded in 2003, a drop of 3% over the previous year when 1,116 cases were recorded, as well as a drop recorded for two consecutive years. The fall in the number of cases recorded indicates continuously improved services provided by the government, enhanced awareness of the public and gradual creation of a corruption-free social atmosphere. At the same time it also demonstrates that through years of efforts, acts of corruption and frauds have been effectively restricted and the CCAC's endeavors at building up a clean and corruption-free society have achieved preliminary results.

Table 1
General trend of complaints recorded from 1992 to 2003



As far as the sources were concerned, about 95.3% of the 1,077 cases of complaints recorded in 2003 were lodged by citizens, and those choosing to remain anonymous still constituted the majority. The complainants who signed or were willing to provide personal data accounted for 33.7% of the total, only

slightly higher than the 33.2% in 2002, indicating that the residents still had misgivings or worries about reporting corruption in person. Meanwhile there were 41 cases referred/reported/requested by public entities, an obvious increase over the previous year. Many of these cases were initiated by public entities requesting the CCAC for assistance, showing strengthened cooperation and communication between the CCAC and the public entities.

Table 2
Number of complaints recorded in 2003, by source of origin

Sources of complaints recorded		2000		2001		2002		2003	
Reported by citizens	Anonymous or requesting anonymity	542	55.4%	813	64.3%	708	63.4%	663	61.6%
	Signed or willing to provide personal data	392	40.1%	401	31.7%	370	33.2%	363	33.7%
Referred/reported/requested by public entities		39	4.0%	32	2.5%	28	2.5%	41	3.8%
Referred/reported by media		2	0.2%	6	0.5%	2	0.2%	2	0.2%
Initiated by the CCAC		3	0.3%	13	1.0%	8	0.7%	8	0.7%
Total		978		1,265		1,116		1,077	

Table 3 shows that in recent years there has been little change in the methods used by residents lodging complaints or reporting corruption. Most of them used the traditional indirect methods by means of phone calls and mail, with the former far outnumbering the latter. This also had a lot to do with the CCAC speeding up promotions among the public, such as providing the public with reporting hotline, which operates round the clock so that residents can ring up the CCAC anytime and receive immediate response or advice.

Table 3
Number of complaints recorded in 2003, by source of reporting method

Reporting methods	Number	Percentage
By phone	394	36.6%
By mail	383	35.6%
In person	195	18.1%
By email	84	7.8%
By fax	13	1.2%
Initiated by the CCAC	8	0.7%
Total	1,077	100.0%

3.2 Number of Cases Commenced

From the very beginning the CCAC has adopted stringent criteria for cases to be commenced for investigation. This helps the CCAC to focus resources on tackling cases supported by sufficient evidence and responding promptly to the complaints and appeals from the community, which in turn boost the public awareness of fighting corruption. There were 90 cases commenced, accounting for 8.4% of the cases recorded in 2003.

Table 4
Handling methods of the complaints recorded in 2003

Handling Methods	Number	Percentage
Cases commenced	90	8.4%
Complaints with inadequate information for investigation	333	30.9%
Complaints referred to other departments	28	2.6%
Complaints handled by unofficial intervention	626	58.1%
Total	1,077	100.0%

Out of the 90 commenced and handled, 85 cases were criminal offences, a drop of 26% over the previous year when there were 115 criminal offences. This is ascribed to the addition of a preliminary screening mechanism prior to the

commencement of investigation as well as the competence of the CCAC. Some of the complaints involved private institutions so it was beyond the power of the CCAC to directly intervene. The purpose of the preliminary screening mechanism is to find out by easier and quicker means of investigation whether a complaint is supported by adequate evidence or substantiated by sufficient facts to be followed up. In 2003 alone, 34 complaints that would have been treated as cases for commencement in previous years were put in the category of preliminary cases.

The main reason for the relatively fewer cases of administrative complaints commenced by the CCAC is that most of the complaints were settled more quickly and substantially, by more effective methods of referral or unofficial intervention. A total of 55 such cases were effectively handled throughout the year. The CCAC has also strengthened the function of consultation to help the citizens know their legitimate rights and their access to other quicker and more effective channels and mechanisms. The CCAC handled as many as 347 requests for consultation on administrative complaints in 2003 alone.

Table 5
Comparison of the natures of the cases commenced over the past eight years
(1996-2003)

	1996		1997		1998		1999		2000		2001		2002		2003	
Criminal offences	105	39.5%	119	40.6%	160	38.5%	110	28.0%	83	61.5%	112	83.6%	115	87.8%	85	94.4%
Administrative complaints	161	60.5%	174	59.4%	256	61.5%	283	72.0%	52	38.5%	22	16.4%	16	12.2%	5	5.6%
Total	266		293		416		393		135		134		131		90	

The majority of cases commenced in 2003 were from complaints lodged or reported by citizens. However, many of them requested anonymity or lodged complaints anonymously. From the perspective of recorded cases, it is clear that cases of complaints signed or of complainants willing to provide personal details are in a better position to be successfully commenced for investigation. Therefore, reporting in person not only facilitates the CCAC with more substantial information

but also helps to better protect citizens' rights and interests. In the meantime, the number of cases requesting the assistance of the CCAC in investigation has increased, indicating that crimes of corruption are not confined to the region, and it is one of the most important tasks to further speed up inter-regional and international cooperation in fighting corruption in the future.

Table 6
Number of cases commenced in 2003, by source of origin

Source of complaints recorded		Criminal offences	Administrative complaints	Total	Percentage
Reported by citizens	Anonymous or requesting anonymity	37	3	40	44.4%
	Signed or willing to provide personal data	24	2	26	28.9%
Referred/reported/requested by public entities		5	0	5	5.6%
Requested to assist in investigation		19	0	19	21.1%
Referred/reported by media Initiated by the CCAC		0	0	0	0
Initiated by the CCAC		0	0	0	0
Total		85	5	90	100.0%

Table 7
Comparison of the number of cases commenced in the past twelve years (1992-2003), by source of origin

Source of complaints recorded		1992	1993	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003
Reported by citizens	Anonymous or requesting anonymity	43	60	40	77	83	92	95	165	47	70	65	40
	Signed or willing to provide personal data	78	102	139	91	148	158	285	209	55	32	46	26
Referred/reported/requested by public entities		2	1	22	17	12	22	11	11	30	20	17	24
Referred/reported by media		29	3	6	4	13	3	4	1	0	0	1	0
Initiated by the CCAC		15	13	25	13	10	18	21	7	3	12	2	0
Total		167	179	232	202	266	293	416	393	135	134	131	90

3.3 Progress Analysis of Cases Commenced

In 2003, the CCAC handled a total of 174 officially commenced cases, with 93 of them concluded, accounting for 53.4%. The number of cases left to be handled in 2004 has dropped from 84 in 2002 to 81 at the close of 2003, a drop of about 3%. The backlog of work is continuing to be cleared.

Table 8
Progress analysis of cases in 2003

Source of cases	Criminal offences	Administrative complaints	Total
Cases brought forward from 2002	64	20	84
Cases commenced in 2003	85	5	90
Cases re-opened in 2003	0	0	0
Internally referred cases	0	0	0
Total	149	25	174

Table 9
Total number of cases concluded in 2003

Source of cases	Criminal offences	Administrative complaints	Total
Cases filed	73	8	81
Cases incorporated with other files/cases	4	0	4
Cases referred to the Public Prosecutions Office	8	0	8
Cases re-opened and filed	0	0	0
Internally referred cases	0	0	0
Total number of cases concluded	85	8	93
Outstanding cases to be handled in 2004	64	17	81