

CHAPTER III
GENERAL DESCRIPTION WITH
STATISTICS

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3.1 Number of Complaints Recorded

In 2006, the CCAC recorded a total of 840 cases - a 24.3% decrease compared with the 1,109 recorded in 2005 and a dramatic decrease of 43% over that of 2004. This represents the lowest number of complaints received since the Macao SAR was established. Complaints were lodged for 586 criminal offences and 254 administrative complaints. The decrease of complaints related primarily to criminal offences. It is believed that the steady decrease in criminal offences is a result of the overall improvement of integrity in Macao, the increase of concealed corruption and the upgrading of public administration services.

Table 1
General trend of complaints recorded from 2000 to 2006

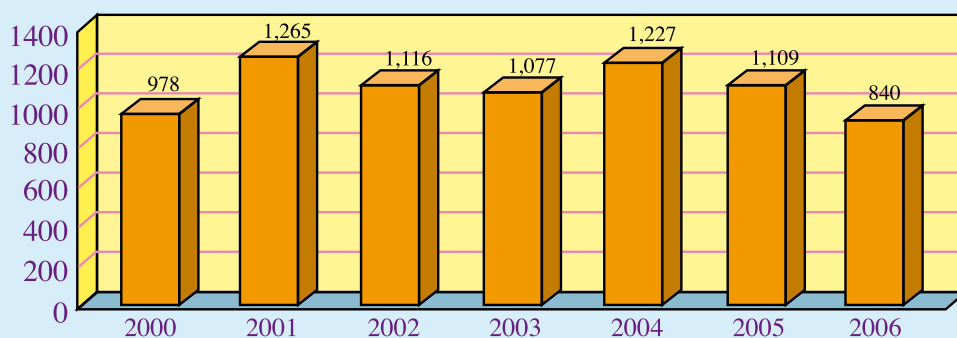
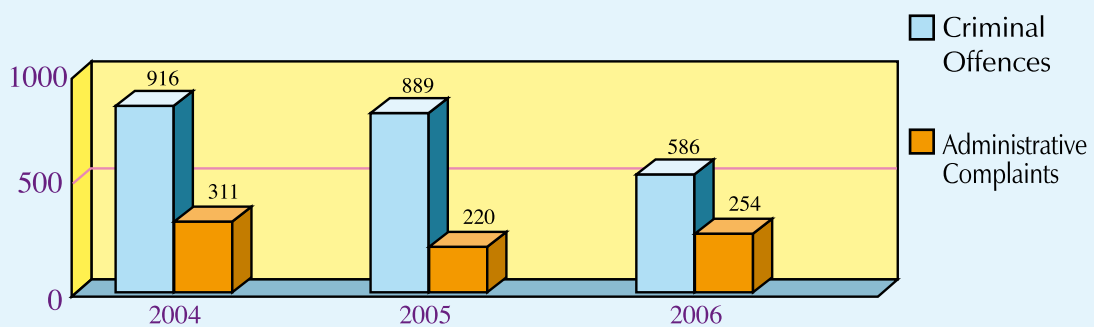


Table 2
A comparison of the number of complaints by type from 2004 to 2006



In terms of the source of complaint lodged, 772 cases were reported by citizens, i.e., 91.9% of the total number of recorded cases. Of these complaints, more than half (52%) were anonymous or requested anonymity. However, in recent years a higher proportion of citizens have been willing to reveal their names or provide personal information when lodging complaints. Such an increase suggests that citizens trust and recognize the CCAC more than before. A total of 42 cases were referred, reported or requested by public entities. Of these cases, 30 were requested by overseas law enforcement agencies for joint investigation. The CCAC was sensitive to potential corruption in society and correspondingly initiated 26 cases in 2006.

Table 3
Comparison of cases recorded from 2000 to 2006 by source

Origin of recorded cases		2000		2001		2002		2003		2004		2005		2006	
Reported by citizens	Anonymous or requested anonymity	542	55.4%	813	64.3%	708	63.4%	663	61.6%	661	53.9%	650	58.6%	437	52.0%
	Signed or willing to provide personal data	392	40.1%	401	31.7%	370	33.2%	363	33.7%	498	40.6%	403	36.3%	335	39.9%
Referred/reported/requested by public entities		39	4.0%	32	2.5%	28	2.5%	41	3.8%	44	3.6%	45	4.1%	42	5%
Referred/reported by media		2	0.2%	6	0.5%	2	0.2%	2	0.2%	3	0.2%	0	0%	0	0%
Initiated by the CCAC		3	0.3%	13	1.0%	8	0.7%	8	0.7%	21	1.7%	11	1.0%	26*	3.1%
Total recorded cases		978		1,265		1,116		1,077		1,227		1,109		840	

* Including 6 cases commenced for investigation by judiciary agencies

Telephone calls and mail were the most common ways by which citizens lodged complaints, and accounted for 63.7% of the total; 138 cases were reported by citizens in person but the proportion decreased compared with the previous year. On the other hand, the number of complaints lodged by email continued to increase. The CCAC will continue to publicize the service and assure citizens that their personal data will remain confidential, while encouraging them to lodge complaints with their signatures or in person whenever possible in order that the CCAC can increase its efficiency in processing cases.

Table 4
Different components of cases recorded in 2006 by source of reporting method

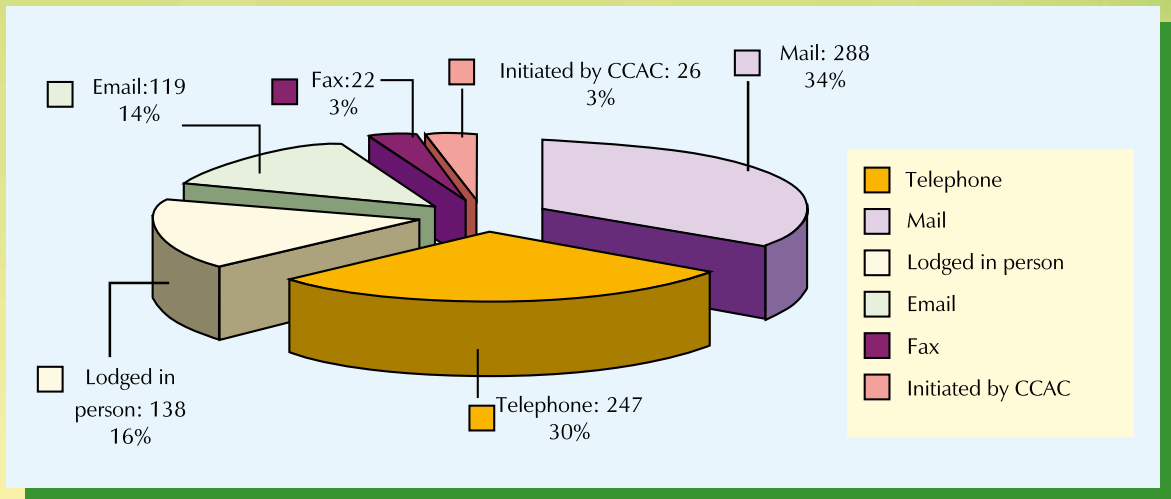


Table 5
Comparison of cases recorded from 2004 to 2006 by source of reporting method

Reporting method	2004		2005		2006	
	Number	Percentage	Number	Percentage	Number	Percentage
By mail	395	32.2%	358	32.3%	288	34.3%
By phone	414	33.7%	377	34.0%	247	29.4%
By person	288	23.5%	230	20.7%	138	16.4%
By email	84	6.9%	116	10.5%	119	14.2%
By fax	25	2.0%	17	1.5%	22	2.6%
Initiated by CCAC	21	1.7%	11	1.0%	26*	3.1%
Total recorded cases	1,227	100.0%	1,109	100.0%	840	100.0%

* Including 6 cases commenced for investigation by judiciary agencies

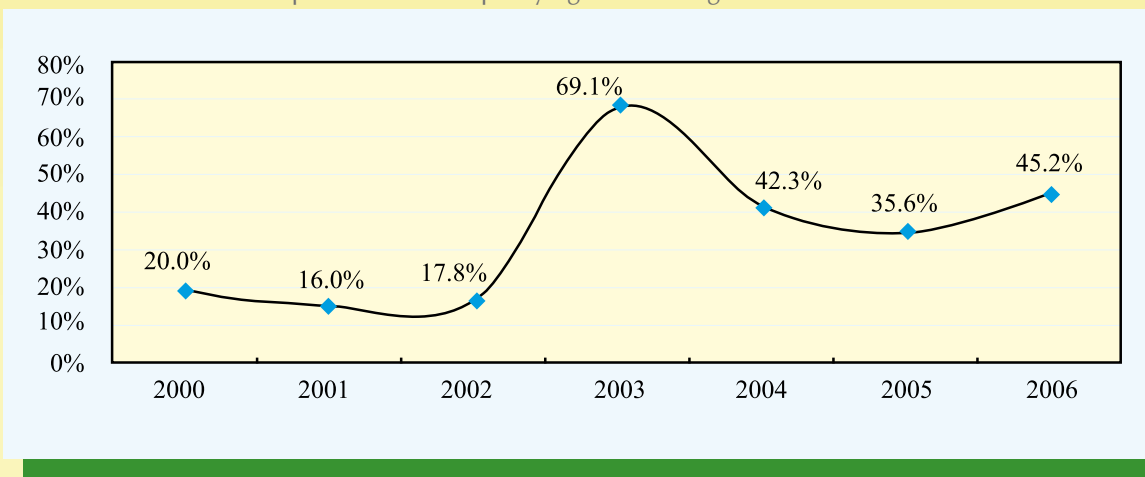
3.2 Complaint Handling Methods

In 2006, the CCAC recorded a total of 840 complaints, 460 of which did not qualify for investigation. This was mainly because the complaints did not specify corrupt activity, were beyond the functional scope of the CCAC or did not contain enough information for follow-up, etc. The remaining 380 cases were handled through commencement for investigation, transferal or other unofficial channels. By contrast, the proportion of cases that qualified for handling in 2006 increased dramatically compared with the previous year, indicating that the quality of complaint lodged by citizens has steadily improved over recent years.

Table 6
Complaint handling methods recorded in 2006

Handling methods		Number	Percentage
Qualified	Commencement	57	45.2%
	Referral to other department	31	
	Unofficial channel	292	
Non-qualifying cases requiring no further investigation		460	54.8%
Total		840	100.0%

Table 7
Comparison of cases qualifying for handling from 2000 to 2006



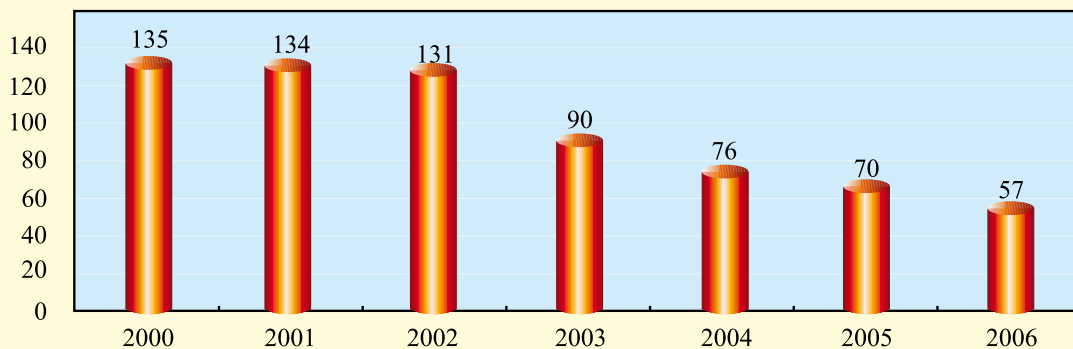
Of the 380 cases that qualified for handling, the CCAC instigated investigations for 57 of them; 31 were referred to other departments; 292 were handled through unofficial channels. The cases that qualified for handling in 2006 were added to a backlog and reopened cases from 2005 and 2006. In consequence, a total of 493 cases were handled throughout the year, comprised of 116 commenced cases and 377 non-commenced cases.

Table 8
Total cases handled in 2006

Classification of handled cases		Number	
Cases commenced for investigation	Commenced in 2006	57	116
	Reopened in 2006	2	
	Transferred from 2005	57	
Cases not commenced for investigation	Recorded in 2006	323	377
	Transferred from 2005	54	
Total		493	

In 2006, the CCAC commenced 57 cases, comprising 54 criminal offences and 3 administrative complaints. The decrease in commenced cases resulted not only from the steady annual decrease of recorded cases but from strict commencement principles enforced by the CCAC. In terms of criminal offences, the CCAC set up a preliminary screening mechanism system to determine whether cases are qualified for handling. In terms of administrative complaints, the CCAC has adopted suitable handling methods according to the complexity of the issues involved. In order to help citizens resolve problems systematically, most administrative complaints were handled through referral and unofficial methods; more complicated cases or those of public concerns were handled through commencement for investigation.

Table 9
General trend of cases commenced for investigation in 2000-2006



In terms of sources of recorded complaints, most commenced cases revolved round complaints lodged by citizens, with more than half anonymous or requesting anonymity. In regard to all the commenced cases, the CCAC handled them resolutely and without bias. However, the insufficiency of information arising from anonymous complaints often prevented cases being handled in a timely or opportune manner. Nevertheless, the number of commenced cases initiated by the CCAC recorded a relatively large increase compared to the previous year.

Table 10
Comparison of cases commenced for investigation from 2000 to 2006 by source

Source of complaint recorded		2000	2001	2002	2003	2004	2005	2006
Reported by citizens	Anonymous or requesting anonymity	47	70	65	40	41	40	26
	Signed or willing to provide personal data	55	32	46	26	20	24	16
Referred/reported/requested by public entities		30	20	17	24	2	2	2
Referred/reported by media		0	0	1	0	0	0	0
Initiated by the CCAC		3	12	2	0	13	4	13*
Total cases commenced		135	134	131	90	76	70	57

* Including 6 cases commenced for investigation by judiciary agencies

3.3 Progress analysis of Cases

By December 2006, the CCAC concluded a total of 365 cases, comprising 69 cases commenced and 296 not commenced, 18 cases were referred to the Public Prosecutions Office. Of the 128 cases carried forward to 2007, 47 were commenced for investigation and 81 were not commenced.

Table 11
Analysis of handling progress of cases in 2006

Classification	Cases handled in 2006	Cases concluded in 2006	Cases continued in 2007
Cases commenced for investigation	116	69	47
Cases not commenced for investigation	377	296	81
Total	493	365	128

3.4 Cases handled by the Monitoring Committee for the Discipline of the CCAC Personnel

Founded in 2001, the Monitoring Committee for the Discipline of the CCAC Personnel has received a total of 8 complaints, of which 7 were processed. The content of the complaints primarily involved dissatisfaction with the legality of investigation procedures and the attitude of the CCAC staff.

The Committee conducts analysis and discussion after receiving complaints and inquiry reports, and proposes suggestions accordingly. To date, no member of the CCAC staff has been found to infringe upon any code of conduct.



Monitoring Committee for the Discipline of CCAC Personnel

Table 12
Recording/Handling of complaints by the Monitoring Committee for
the Discipline of the CCAC Personnel in 2001-2006

Year	2001	2002	2003	2004	2005	2006	Total
Complaints received	1	1	2	3	0	1	8
Complaints handled	0	2	0	2	1	2	7