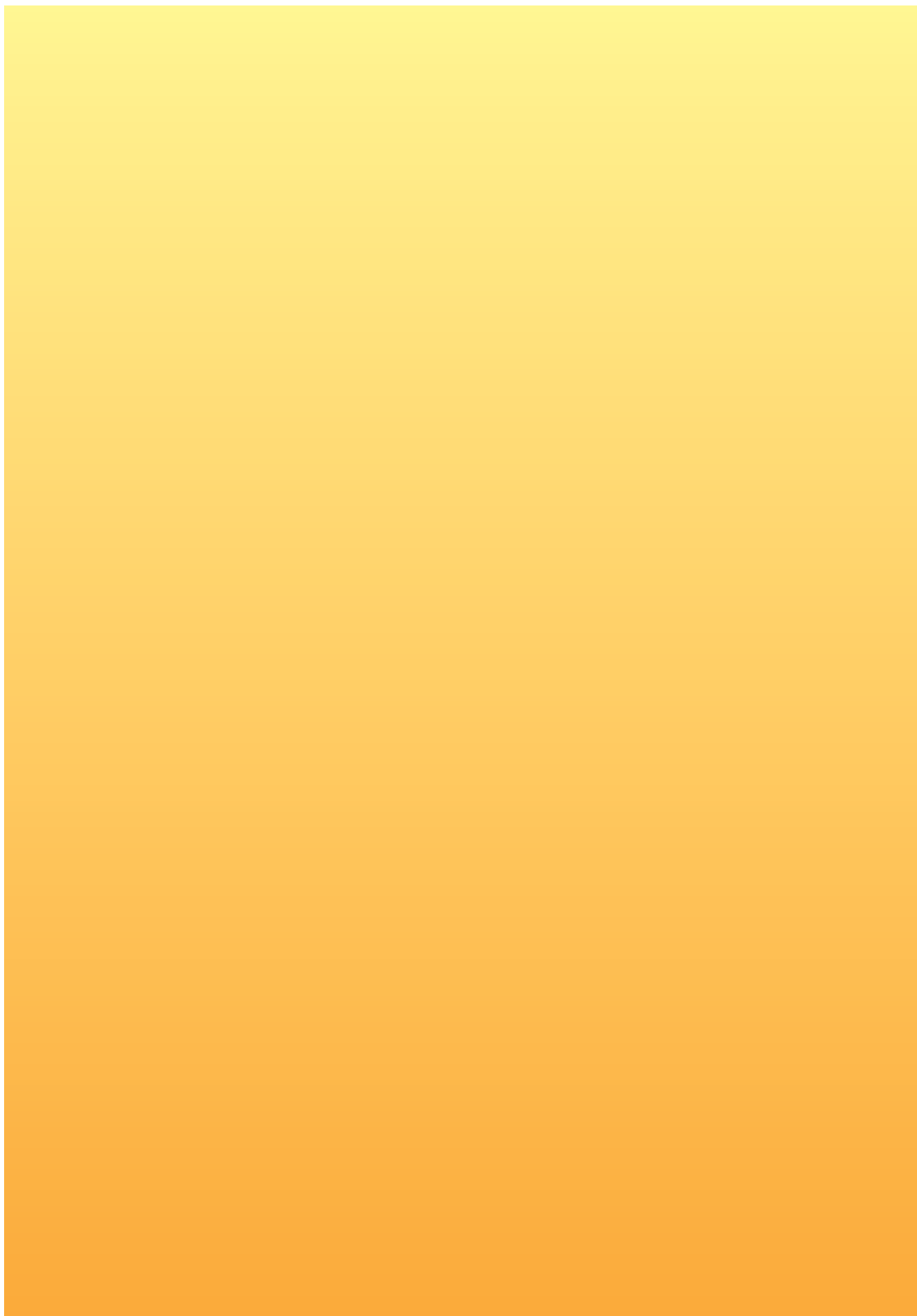


PART I

CASE PROCESSING SUMMARY





PART I

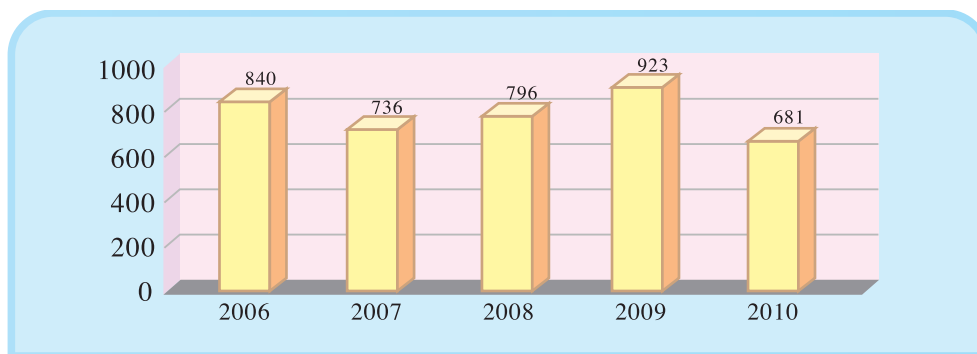
CASE PROCESSING SUMMARY

I. Number of Cases Recorded

In 2010, the CCAC has handled a total of 786 cases (681 reports received in total throughout the year and 105 cases carried over from 2009), with 389 cases of criminal nature and 527 cases concerning administrative complaint¹, a slight decrease over the number of cases recorded in 2009. The main reason was because of the Legislative Assembly Election held in 2009 that resulted in a higher number of reports and complaints. During that year, citizens were more concerned about the legality and probity of electoral campaigns.

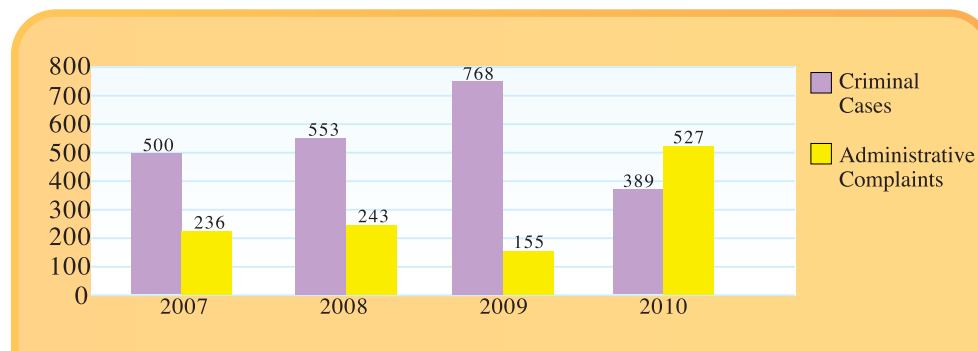
However, the number of administrative complaints increased significantly compared with 2009. It is probably due to the number of recommendations issued by the CCAC in 2010 concerning the administrative irregularities and illegalities of certain government departments, which allowed the citizens to better understand the important role the CCAC plays in supervising the legality of public administration.

GENERAL TREND OF COMPLAINTS RECORDED FROM 2006 TO 2010



¹ Since some complaints are of criminal and administrative illegality nature, one complaint could produce criminal as well as administrative investigation files, resulting in the number of cases commenced being higher than the number of complaints received.

COMPARISON OF THE NUMBERS OF COMPLAINTS BY TYPE FROM 2007 TO 2010



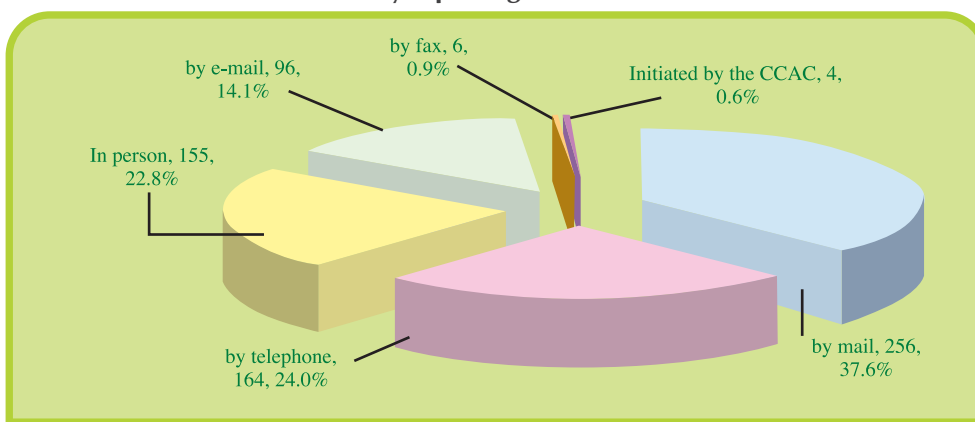
Among the 681 cases received, four cases were initiated by the CCAC and 17 cases required assistance. The remaining were all reported by citizens, of which 275 cases were lodged by complainants willing to provide personal data while the number of anonymous or requested anonymity by complainants was quite close to it, making a total of 385 cases.

COMPARISON OF CASES RECORDED FROM 2008 TO 2010 (by source)

Sources		2008		2009		2010	
		Number	Percentage	Number	Percentage	Number	Percentage
Reports from Citizens	Anonymous or requested anonymity	368	46.2%	443	48.0%	385	56.5%
	Signed or willing to provide personal data	374	47.0%	423	45.8%	275	40.4%
Referred/reported by public entities		24	3.0%	30	3.3%	0	0%
Cases requiring assistance		14	1.8%	13	1.4%	17	2.5%
Referred/reported by media		0	0%	0	0%	0	0%
Initiated by judicial institutions		3	0.4%	4	0.4%	0	0%
Initiated by the CCAC		13	1.6%	10	1.1%	4	0.6%
Total recorded cases		796	100.0%	923	100.0%	681	100.0%

In 2010, mail and telephone were still the main methods to report cases to the CCAC (420 cases in total), which amounting to 61.6% of the total number of reports received, while in-person reports totalled 155 cases, amounting to 22.8% of the total number of reports received.

DIFFERENT COMPONENTS OF CASES RECORDED IN 2010
(by reporting method)



COMPARISON OF CASES RECEIVED FROM 2008 TO 2010
(by reporting method)

Reporting method	2008		2009		2010	
	Number	Percentage	Number	Percentage	Number	Percentage
By mail	308	38.7%	360	39.0%	256	37.6%
By telephone	218	27.4%	267	28.9%	164	24.0%
In person	152	19.1%	154	16.7%	155	22.8%
By e-mail	77	9.7%	116	12.6%	96	14.1%
By fax	25	3.1%	12	1.3%	6	0.9%
Initiated by judicial institutions	3	0.4%	4	0.4%	0	0%
Initiated by the CCAC	13	1.6%	10	1.1%	4	0.6%
Total	796	100.0%	923	100.0%	681	100.0%

II. Case Processing

Among the 681 cases received in 2010, 87 cases were not qualified for follow-up due to the reasons that they were beyond the scope of the CCAC's powers or the information was insufficient, amounting to over 10% of the overall cases.

CASES HANDLED IN 2010

Types of cases		Number	Percentage
Cases qualified for follow-up	Commenced for investigation	473	87%
	Handled by informal methods	121	
Cases not qualified for follow-up		87	13%
Total		681	100.0%

In 2010, the CCAC commenced a total of 473 cases for investigation, of which 88 were criminal cases and 385 were about administrative complaint. Regarding the criminal cases, by December 2010, investigation for a total of 39 cases were completed. Those cases were referred to the Public Prosecutions Office or filed accordingly.

In the area of ombudsman, there were 527 cases to be handled in 2010. Together with the cases carried over from 2009, the CCAC handled a total of 632 administrative complaints throughout the year, of which 439 have been completed and archived. Moreover, there were 185 cases in which no signs of administrative illegality/malpractices were discovered after preliminary investigations. Besides, the CCAC has received 1,140 counts of requests for help and consultation of different nature in 2010. There were 702 counts of consultation of criminal matters or those of similar nature and 438 counts of consultation in the aspect of ombudsman.