

PART I
CASE PROCESSING SUMMARY



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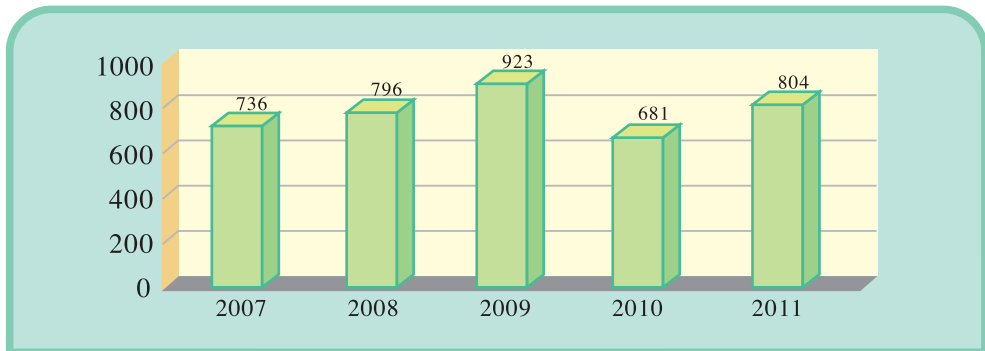
CASE PROCESSING SUMMARY

I. Number of cases recorded

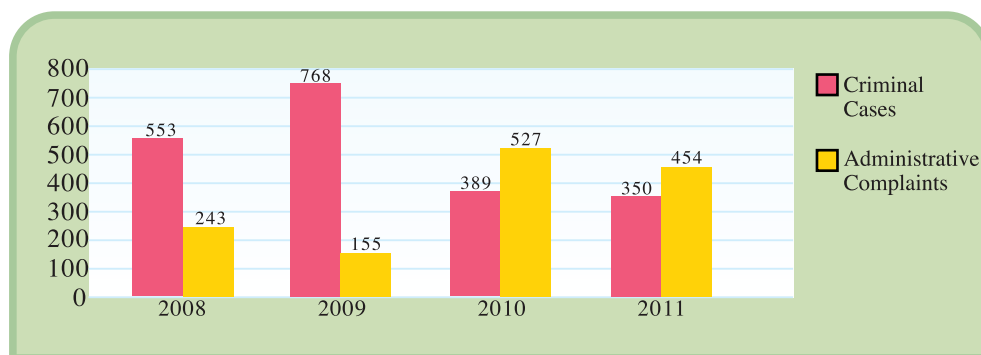
In 2011, the Commission Against Corruption (hereafter the CCAC) has handled a total of 916 cases (804 reports received in total throughout the year and 112 cases carried over from 2010), a slight increase over the 681 reports received in 2010.

Meanwhile, the number of administrative complaints decreased slightly compared with the previous year. However, judging from the content and quality of the complaints, they were more informative and substantial. A majority of complainants were willing to provide specific information and disclose their genuine identities. They also indicated clearly the purpose of complaint and their expectations towards the government departments concerned.

TREND OF NUMBERS OF COMPLAINTS RECORDED FROM 2007 TO 2011



COMPARISON OF THE NUMBERS OF COMPLAINTS BY TYPE FROM 2008 TO 2011



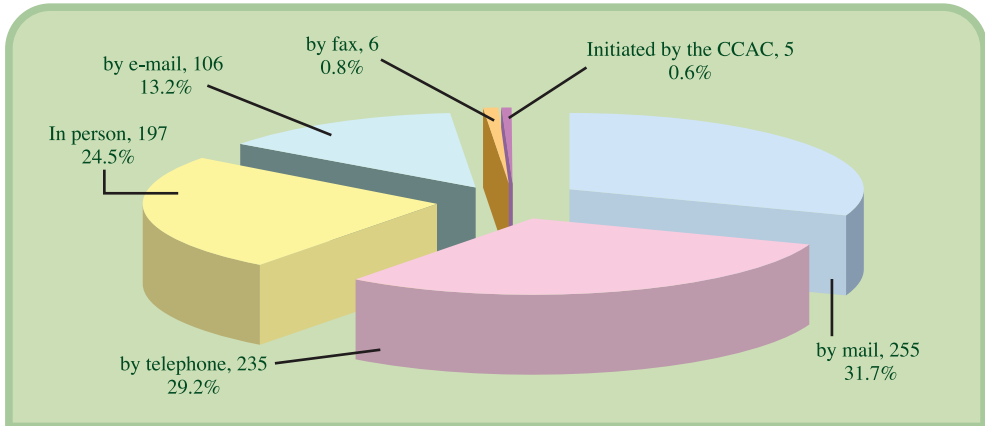
Among the 804 cases received, 5 cases were initiated by the CCAC and 13 cases required assistance. The remaining were all reported by citizens, of which 482 cases were lodged by complainants willing to provide personal data and 293 cases were anonymous or requested anonymity by complainants. This shows that the citizens' willingness to lodge a complaint and the awareness of safeguarding their rights were enhanced significantly and their tolerance towards corruption was greatly lowered.

COMPARISON OF NUMBERS OF CASES RECORDED FROM 2009 TO 2011
(by source)

Sources		2009		2010		2011	
		Number	Percentage	Number	Percentage	Number	Percentage
Reports from Citizens	Anonymous or requested anonymity	443	48.0%	385	56.5%	293	36.4%
	Signed or willing to provide personal data	423	45.8%	275	40.4%	482	60%
Referred/reported by public entities		30	3.3%	0	0%	11	1.4%
Cases requiring mutual assistance		13	1.4%	17	2.5%	13	1.6%
Initiated by judicial institution		4	0.4%	0	0%	0	0%
Initiated by the CCAC		10	1.1%	4	0.6%	5	0.6%
Total recorded cases		923	100%	681	100%	804	100%

In 2011, mail and telephone were still the main methods to report cases to the CCAC (490 cases in total), which amounting to 60.9% of the total number of reports received, while in-person reports totaled 197 cases, amounting to 24.5% of the total number of cases received.

DIFFERENT COMPONENTS OF CASES RECORDED IN 2011 (by reporting method)



COMPARISON OF NUMBERS OF CASES RECEIVED FROM 2009 TO 2011 (by reporting method)

Reporting method	2009		2010		2011	
	Number	Percentage	Number	Percentage	Number	Percentage
By mail	360	39.0%	256	37.6%	255 ³	31.7%
By telephone	267	28.9%	164	24.0%	235	29.2%
In person	154	16.7%	155	22.8%	197	24.5%
By e-mail	116	12.6%	96	14.1%	106	13.2%
By fax	12	1.3%	6	0.9%	6	0.8%
Initiated by judicial institutions	4	0.4%	0	0%	0	0%
Initiated by the CCAC	10	1.1%	4	0.6%	5	0.6%
Total	923	100%	681	100%	804	100%

³ Including 13 cases that required assistance outside Macao.

II. Case processing

Among the 804 cases received in 2011, 119 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 2011

Types of cases		Number	Percentage
Cases qualified for follow-up	Commenced for investigation	575	71.5%
	Handled by informal methods	110	13.7%
Cases not qualified for follow-up		119	14.8%
Total		804	100%

In 2011, the CCAC commenced a total of 575 cases for investigation, of which 112 were criminal cases and 463 were administrative complaints. Regarding the criminal cases, by December 2011, investigation for a total of 64 cases were completed. Those cases were referred to the Public Prosecutions Office or filed accordingly.

In the area of ombudsman, a total of 463 case were commenced for investigation in 2011. Together with the 85 cases carried over from 2010, there were 548 cases to be handled throughout the year, of which 453 have been completed and archived. Moreover, there were 232 cases in which no signs of administrative illegality/ malpractices were discovered after preliminary investigation.

Besides, the CCAC has received 1,391 counts of requests for help and consultation of different natures in 2011. There were 958 counts of consultation of criminal matters or those of similar nature and 433 counts of consultation in the aspect of ombudsman.