

## PART I

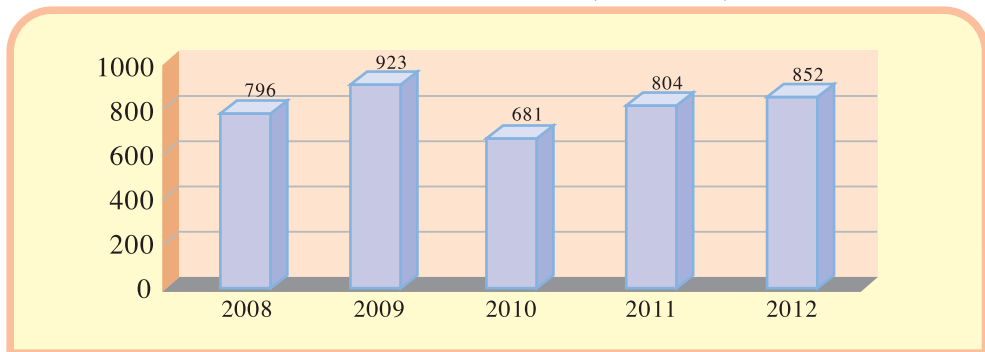
### CASE PROCESSING SUMMARY

#### I. Number of reports

In 2012, the Commission Against Corruption (CCAC) handled 1,279 cases, namely the 852 complaints/reports recorded throughout the year and the 427 that were brought forward from 2011 or temporarily archived before. There was an increase in reports/complaints last year when compared with the 804 recorded in 2011.

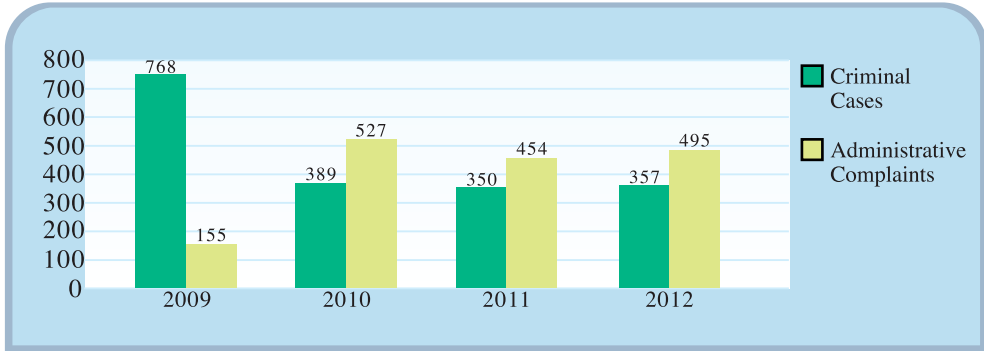
Last year also saw a growth in administrative complaints, a majority of them relating to livelihood issues. In view of the wider range of professional disciplines covered in the complaints, supervisory bodies must continuously upgrade their knowledge in order to deal with new challenges that come up in their work.

**STATISTICS ON CASELOAD (2008-2012)**



When handling the complaints, be they of criminal nature or about administrative illegalities, the CCAC always strives to perform its supervisory role in accordance with the law independently. Driven by the goal of exerting “supervision on integrity”, “supervision on law-enforcement” and “supervision on effectiveness”, the CCAC pledges to adhere to the principle of impartiality when investigating each case.

**NUMBER OF CASES RECORDED FROM 2009 TO 2012 (CLASSIFIED BY TYPE)**



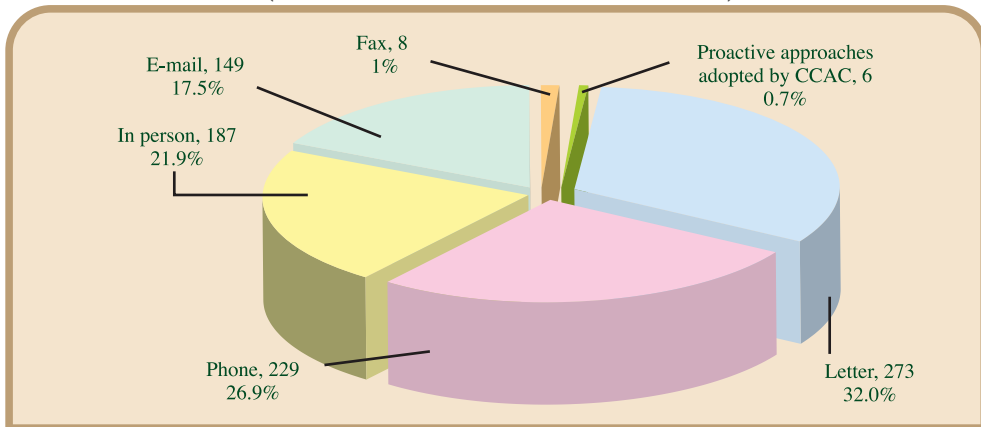
Among the 852 cases recorded in 2012, 6 were uncovered by the CCAC through proactive approaches and 6 required assistance requested by other law-enforcement agencies. The remaining were all reported by citizens, including 498 complaints lodged by identified complainants or those willing to provide personal data, 329 anonymous complaints or those requesting anonymity and 13 referrals made by other bodies. This shows citizens’ increased willingness to report crimes and their heightened awareness of safeguarding their rights.

**STATISTICS ON CASES RECORDED FROM 2010 TO 2012 (CLASSIFIED BY SOURCE OF CASES)**

Source of cases		2010		2011		2012	
		Number	Percentage	Number	Percentage	Number	Percentage
Complaints received from citizens	Anonymous complaints or those requesting anonymity	385	56.5%	293	36.4%	329	38.6%
	Complaints lodged by identified complainants or those willing to provide personal data	275	40.4%	482	60%	498	58.5%
Referrals/reports by other public bodies		0	0%	11	1.4%	13	1.5%
Cases requiring assistance		17	2.5%	13	1.6%	6	0.7%
Cases uncovered by CCAC through proactive approaches		4	0.6%	5	0.6%	6	0.7%
<b>Total number of cases</b>		<b>681</b>	<b>100%</b>	<b>804</b>	<b>100%</b>	<b>852</b>	<b>100%</b>

In 2012, mail and telephone were still the main channels for residents to report cases to the CCAC, through which 502 cases were lodged, representing 58.9% of the total number of cases received in 2012; the complaints lodged in person reached 187, representing 21.9% of all the cases received.

**STATISTICS ON CASES RECORDED IN 2012  
(CLASSIFIED BY REPORTING METHOD)**



**STATISTICS ON CASES RECORDED FROM 2010 TO 2012  
(CLASSIFIED BY REPORTING METHOD)**

Reporting method	2010		2011		2012	
	Number	Percentage	Number	Percentage	Number	Percentage
Letter	256	37.6%	255	31.7%	273	32.0%
Phone	164	24.0%	235	29.2%	229	26.9%
In person	155	22.8%	197	24.5%	187	21.9%
E-mail	96	14.1%	106	13.2%	149	17.5%
Fax	6	0.9%	6	0.8%	8	1%
Proactive approaches adopted by CCAC	4	0.6%	5	0.6%	6	0.7%
<b>Total</b>	<b>681</b>	<b>100%</b>	<b>804</b>	<b>100%</b>	<b>852</b>	<b>100%</b>

## II. Case processing

Among the 852 cases recorded in 2012, 48 cases were not pursuable due to the fact that they fell outside the jurisdiction of the CCAC or the information was not sufficient, representing less than 10% of the total number of cases in the year.

CASES HANDLED IN 2012

Type of cases		Number	Percentage
Pursuable cases	Filed for investigation	751	88.2%
	Handled by informal methods	53	6.2%
Cases not eligible for handling		48	5.6%
<b>Total</b>		<b>852</b>	<b>100%</b>

Of the 852 cases recorded last year, 297<sup>1</sup> criminal cases and 502<sup>2</sup> administrative complaints were eligible for preliminary investigation. Regarding criminal cases, investigations of 198 cases were completed by December 2012. Those cases were referred to the Public Prosecutions Office or archived accordingly.

On the ombudsman front, a total of 502 cases were filed for investigation in 2012. Together with the 427 that were brought forward from 2011 or temporarily archived before, the CCAC had to handle 929 cases in 2012, 563 of which were completed and archived. The departments being complained against in over 200 cases adopted improvement measures or accepted CCAC’s recommendations on rectifying inappropriate and wrongful procedures (some of these cases were still under follow-up work).

Besides, the CCAC received 1,231 counts of requests and enquiries of different natures throughout the year. There were 645 counts of enquiries into criminal matters and 586 relating to the ombudsman aspect.

<sup>1</sup> The total number of criminal reports received was 477, many of which were also subject to ombudsman investigations.

<sup>2</sup> Another five complaints had been withdrawn by the complainants and were therefore archived.