

**PART I**

**CASE PROCESSING SUMMARY**





## PART I

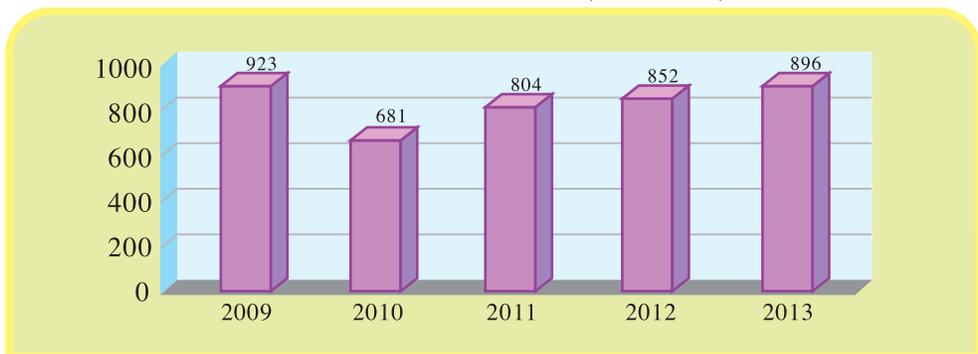
### CASE PROCESSING SUMMARY

#### I. Number of reports

In 2013, the Commission Against Corruption (CCAC) recorded and followed up 896 complaints/reports (among those 22 were uncovered by the CCAC through proactive approaches and 6 required assistance requested by other law-enforcement agencies overseas), throughout the year, a total of 1,523 cases were handled (896 recorded cases and 627 cases that were brought forward from 2012 or temporarily archived before). There was an increase in reports/complaints last year when compared with the 852 recorded in 2012.

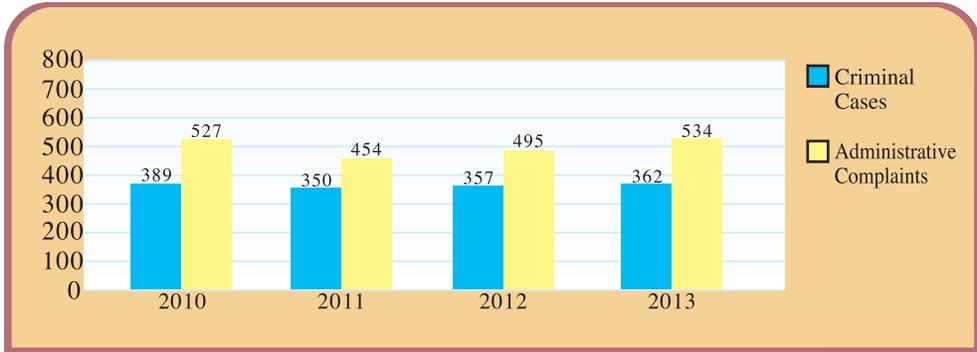
Last year also saw a growth in administrative complaints, a majority of them relating to livelihood issues while some complaints are concerned with the recruitment in the public sector; it is claimed in a number of complaints that the recruitment procedure is illegal, unfair or circumvents the requirements of the law, which in turn damaged the rights of the candidates. Other complaints covered a wider range of professional disciplines, in view of this; supervisory bodies must continuously upgrade their knowledge in order to deal with new challenges that come up in their work.

**STATISTICS ON CASELOAD (2009-2013)**



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. The CCAC pledges to investigate each case in impartial manner and to abide by “supervision on integrity”, “supervision on law-enforcement” and “supervision on effectiveness”.

**NUMBER OF CASES RECORDED FROM 2010 TO 2013 (CLASSIFIED BY TYPE)**



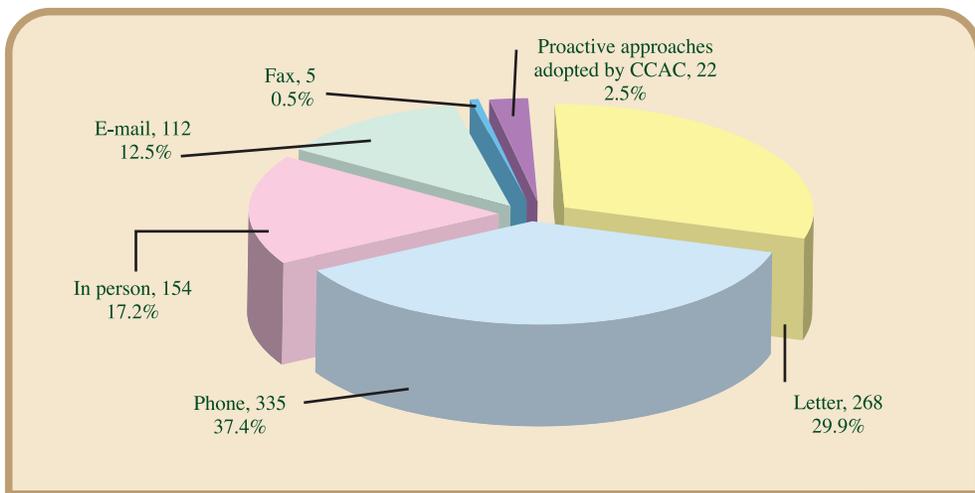
Among the 896 cases recorded in 2013, 22 were uncovered by the CCAC through proactive approaches and 6 required assistance requested by other law-enforcement agencies. The remaining were all reported by citizens, including 484 complaints lodged by identified complainants or those willing to provide personal data, 372 anonymous complaints or those requesting anonymity and 12 referrals made by other bodies.

**STATISTICS ON CASES RECORDED FROM 2011 TO 2013 (CLASSIFIED BY SOURCE OF CASES)**

Source of cases		2011		2012		2013	
		Total	Percentage	Total	Percentage	Total	Percentage
Complaints received from citizens	Anonymous complaints or those requesting anonymity	293	36.4%	329	38.6%	372	41.5%
	Complaints lodged by identified complainants or those willing to provide personal data	482	60%	498	58.5%	484	54%
Referrals/reports by other public bodies		11	1.4%	13	1.5%	12	1.3%
Cases requiring assistance		13	1.6%	6	0.7%	6	0.7%
Cases uncovered by CCAC through proactive approaches		5	0.6%	6	0.7%	22	2.5%
<b>Total number of cases</b>		<b>804</b>	<b>100%</b>	<b>852</b>	<b>100%</b>	<b>896</b>	<b>100%</b>

In 2013, mail (correspondence) and telephone were still the main channels for residents to report cases to the CCAC, through which 603 cases were lodged, representing 67.3% of the total number of cases received in 2013; the complaints lodged in person reached 154, representing 17.2% of all the cases received.

**STATISTICS ON CASES RECORDED IN 2013  
(CLASSIFIED BY REPORTING METHOD)**



**STATISTICS ON CASES RECORDED FROM 2011 TO 2013  
(CLASSIFIED BY REPORTING METHOD)**

Reporting method	2011		2012		2013	
	Number	Percentage	Number	Percentage	Number	Percentage
Letter	255	31.7%	273	32.0%	268	29.9%
Phone	235	29.2%	229	26.9%	335	37.4%
In person	197	24.5%	187	21.9%	154	17.2%
E-mail	106	13.2%	149	17.5%	112	12.5%
Fax	6	0.8%	8	1%	5	0.5%
Proactive approaches adopted by CCAC	5	0.6%	6	0.7%	22	2.5%
<b>Total</b>	<b>804</b>	<b>100%</b>	<b>852</b>	<b>100%</b>	<b>896</b>	<b>100%</b>

## II. Case Processing

Among the 896 cases recorded in 2013, 81 cases were not pursuable due to the fact that they fell outside the jurisdiction of the CCAC or the information was not sufficient, representing almost 10% of the total number of cases recorded in the year.

CASES HANDLED IN 2013

Type of cases		Number	Percentage
Pursuable cases	Filed for investigation	782	87%
	Handled by informal methods	33	4%
Cases not eligible for handling		81	9%
<b>Total</b>		<b>896</b>	<b>100%</b>

Of the 896 cases recorded last year, 292 criminal cases and 604 administrative complaints<sup>1</sup> were eligible for preliminary investigation. Regarding criminal cases, investigations of 236 cases were completed by December 2013 (including some of the cases that were brought forward from 2012 for follow-up). Those cases were referred to the Public Prosecutions Office or archived accordingly.

On the ombudsman front, a total of 604 cases were filed for investigation in 2013. Together with the 355 that were brought forward from 2012 or temporarily archived before, the CCAC had to handle 959 cases in 2013, 510 of which were completed and archived. The departments being complained against in over 220 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 1,304 counts of requests for help and consultation of different natures throughout the year. There were 779 counts of consultation of criminal matters and 525 relating to the ombudsman aspect.

<sup>1</sup> Some of the complaints were identified to be with both criminal and administrative nature at the beginning, some are processed with separate files. Another five complaints had been withdrawn by the complainants and were therefore archived.