

PART I
CASE PROCESSING SUMMARY



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In 2016, the CCAC received a total of 910 complaints and reports, of which 252 were of criminal nature and 658 were about administrative impropriety.

Statistics on caseload (2012-2016)

Year	2012	2013	2014	2015	2016
Caseload	852	896	865	793	910

Among the cases received in 2016, 29 were uncovered by the CCAC through proactive approaches, 19 were investigated at the request of overseas authorities, 23 were referred by other public bodies and the remaining came from citizens' complaints and reports, of which 428 cases were lodged by identified complainants or those willing to provide personal data and 411 complaints were anonymous or requested anonymity.

Statistics on cases recorded from 2014 to 2016 (classified by source of case)

Source of case		2014		2015		2016	
		Number	Percentage	Number	Percentage	Number	Percentage
Complaints or reports received from citizens	Complaints lodged by identified complainants or those willing to provide personal data	453	52.4%	407	51.3%	428	47.0%
	Anonymous complaints or those requesting anonymity	379	43.8%	357	45%	411	45.2%
Cases uncovered by CCAC through proactive approaches		19	2.2%	10	1.3%	29	3.2%
Cases investigated at the request of overseas authorities		6	0.7%	4	0.5%	19	2.1%
Cases referred by other public bodies		8	0.9%	15	1.9%	23	2.5%
Total		865	100%	793	100%	910	100%

The complaints and reports received in 2016 were mainly by mail, in person and online. There were 260 cases received by mail, representing 28.6% of the total number of the cases received in the year, while the cases received in person and online were 176 respectively, each making up 19.3%. The cases and reports lodged by telephone and e-mail reached 142 and 127 respectively, representing 15.6% and 14% of all cases received throughout the year.

**Statistics on cases recorded from 2014 to 2016
(classified by reporting method)**

Reporting method	2014		2015		2016	
	Number	Percentage	Number	Percentage	Number	Percentage
Letter	262	30.3%	263	33.2%	260	28.6%
Phone	227	26.2%	153	19.3%	142	15.6%
In person	209	24.2%	199	25.1%	176	19.3%
E-mail	146	16.9%	125	15.8%	127	14.0%
Online	--	--	41	5.2%	176	19.3%
Fax	2	0.2%	2	0.2%	0	0%
Proactive approaches adopted by CCAC	19	2.2%	10	1.2%	29	3.2%
Total	865	100%	793	100%	910	100%

Up to the end of the year, the CCAC concluded 462 cases, including 182 criminal cases referred to the Public Prosecutions Office or archived upon completion of investigation and 280 administrative complaints archived following complete processing.

In 2016, the CCAC received 1,102 counts of enquiries of different natures, of which 453 counts were about criminal matters and 649 were related to administrative matters.