

**PART I**

**CASE PROCESSING SUMMARY**





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### CASE PROCESSING SUMMARY

In 2017, the Commission Against Corruption (CCAC) received a total of 1,264 complaints and reports, of which 545 were handled by the Anti-Corruption Bureau and 719 were handled by the Ombudsman Bureau.

#### Statistics on caseload (2013-2017)

Year	2013	2014	2015	2016	2017
Caseload	896	865	793	910	1,264

Among all the cases received, 19 were uncovered by the CCAC through proactive approaches, 12 were investigated at the request of overseas authorities, 48 were referred by other public bodies and the remaining came from citizens' complaints and reports, of which 500 cases were lodged by identified complainants or those willing to provide personal data and 685 were anonymous or requested anonymity.

### Statistics on cases recorded from 2015 to 2017 (classified by source of case)

Source of case		2015		2016		2017	
		Number	Percentage	Number	Percentage	Number	Percentage
Complaints or reports received from citizens	Complaints lodged by identified complainants or those willing to provide personal data	407	51.3%	428	47.0%	500	39.6%
	Anonymous complaints or those requesting anonymity	357	45%	411	45.2%	685	54.2%
Cases uncovered by CCAC through proactive approaches		10	1.3%	29	3.2%	19	1.5%
Cases investigated at the request of overseas authorities		4	0.5%	19	2.1%	12	0.9%
Cases referred by other public bodies		15	1.9%	23	2.5%	48	3.8%
<b>Total</b>		<b>793</b>	<b>100%</b>	<b>910</b>	<b>100%</b>	<b>1,264</b>	<b>100%</b>

In 2017, the complaints and reports were mainly received by the CCAC online, by mail and by phone. There were 306, 304 and 222 cases lodged by these three channels respectively, representing 24.2%, 24% and 17.6% of the total number of cases received in the whole year. The numbers of complaints or reports lodged by e-mail and in person reached 198 and 188 respectively, representing 15.7% and 14.9% of all cases received throughout the year.

**Statistics on cases recorded from 2015 to 2017  
(classified by reporting method)**

Reporting method	2015		2016		2017	
	Number	Percentage	Number	Percentage	Number	Percentage
Letter	263	33.2%	260	28.6%	304	24%
Phone	153	19.3%	142	15.6%	222	17.6%
In person	199	25.1%	176	19.3%	188	14.9%
E-mail	125	15.8%	127	14.0%	198	15.7%
Online	41	5.2%	176	19.3%	306	24.2%
Fax	2	0.2%	0	0%	27	2.1%
Proactive approaches adopted by CCAC	10	1.2%	29	3.2%	19	1.5%
<b>Total</b>	<b>793</b>	<b>100%</b>	<b>910</b>	<b>100%</b>	<b>1,264</b>	<b>100%</b>

By the end of the year, the CCAC concluded 983 cases, including 537 criminal cases referred to the Public Prosecutions Office or archived upon completion of investigation and 446 administrative complaints archived after complete processing.

In 2017, the CCAC received 1,429 counts of enquiries of different natures, of which 793 counts were about criminal matters and 636 were related to administrative matters.