

PART I

CASE PROCESSING SUMMARY



PART I

CASE PROCESSING SUMMARY

In 2018, the Commission Against Corruption (hereinafter “CCAC”) received a total of 733 complaints and reports, of which 141 involved corruption and 592 were about administrative impropriety.

Statistics on caseload (2014-2018)

Year	2014	2015	2016	2017	2018
Caseload	865	793	910	1,264	733

Among all the cases processed, five were uncovered by the CCAC through proactive approaches, two were investigated at the request of the authorities outside the territory, 16 were referred by other public bodies and the remaining came from citizens’ complaints and reports, of which 304 cases were lodged by identified complainants or those willing to provide personal data and 406 were anonymous or requested anonymity.

**Statistics on cases recorded from 2016 to 2018
(classified by source of case)**

Source of case		2016		2017		2018	
		Number	Percentage	Number	Percentage	Number	Percentage
Complaints or reports received from citizens	Complaints lodged by identified complainants or those willing to provide personal data	428	47.0%	500	39.6%	304	41.4%
	Anonymous complaints or those requesting anonymity	411	45.2%	685	54.2%	406	55.4%
Cases uncovered by CCAC through proactive approaches		29	3.2%	19	1.5%	5	0.7%
Cases investigated at the request of authorities outside the territory		19	2.1%	12	0.9%	2	0.3%
Cases referred by other public bodies		23	2.5%	48	3.8%	16	2.2%
Total		910	100%	1,264	100%	733	100%

In 2018, the complaints and reports were mainly received by mail, online and by phone. There were 263, 220 and 90 cases lodged by these three channels respectively, accounting for 35.9%, 30% and 12.3% of the total number of cases received in the whole year. Moreover, the number of complaints or reports lodged by e-mail and in person reached 86 and 68 respectively, representing 11.7% and 9.3% of all cases received throughout the year. There was one case received by fax, representing 0.1% of all cases received in 2018.

**Statistics on cases recorded from 2016 to 2018
(classified by reporting method)**

Reporting method	2016		2017		2018	
	Number	Percentage	Number	Percentage	Number	Percentage
Letter	260	28.6%	304	24%	263	35.9%
Phone	142	15.6%	222	17.6%	90	12.3%
In person	176	19.3%	188	14.9%	68	9.3%
E-mail	127	14.0%	198	15.7%	86	11.7%
Online	176	19.3%	306	24.2%	220	30%
Fax	0	0%	27	2.1%	1	0.1%
Proactive approaches adopted by CCAC	29	3.2%	19	1.5%	5	0.7%
Total	910	100%	1,264	100%	733	100%

By the end of the year, the CCAC concluded 889 cases, including 180 criminal cases referred to the Public Prosecutions Office or archived upon completion of investigation and 709 administrative complaints archived after complete processing.

In 2018, the CCAC received 1,171 counts of requests for help and enquiries of different natures, of which 728 counts were about criminal matters and 443 were related to administrative matters.