

Handling of anonymous complaints and reports received in 2020

Handling of anonymous cases	Ombudsman Bureau	Anti-Corruption Bureau	Archived directly
Anonymous cases – placed on file for investigation	100	32	---
Anonymous cases – not placed on file for investigation	---	---	37
Archived due to lack of conditions to follow up after handling them	50	3	---
Total	169		

Moreover, last year, with the full technical support of the staff of the Information Technology Division, as well as the efforts of the staff of the Anti-Corruption Bureau and those of the Ombudsman Bureau regardless of their ranks, there was a tremendous increase in the completion rate of electronic filing (e-filing) of the CCAC's cases. Up to December 2020, 95% of the cases being followed up were e-filed and about 5% of archived cases over the past years were e-filed.