

## PART I

# **CASE PROCESSING SUMMARY**

In 2020, the CCAC received 1,521 requests or enquiries, of which 1,200 were about criminal matters and 321 were about administrative matters.

The CCAC received a total of 479 complaints and reports throughout the year. Along with the cases intervened by both the Anti-Corruption Bureau and the Ombudsman Bureau as well as those placed on file for investigation on the initiative of the judicial bodies which were then referred to the CCAC, there were 105 cases<sup>1</sup> passed to the Anti-Corruption Bureau for follow-up and 282 cases passed to the Ombudsman Bureau for carrying out inquiries. One of the latter cases was later proceeded to comprehensive investigation.

It is noteworthy that quite many complaints or reports only involved internal personnel management and work arrangement of individual public departments rather than administrative procedures or acts, and were therefore beyond the competence of the CCAC. Moreover, there were some cases which, even after some measures being taken by the CCAC, still did not meet the conditions to be placed on file for investigation because the facts were not clear or the information provided was seriously inadequate. Therefore, the cases had to be archived directly. Such kinds of complaints/reports totalled 100. In addition, there were four cases which had been referred to other departments for handling because they significantly fell within the competence of such departments. Also, there were six mutual assistance cases jointly investigated by the CCAC and agencies outside Macao.

<sup>&</sup>lt;sup>1</sup> Of which four were directly integrated in cases which were being followed up and were not placed on file for investigation independently.

			2019	2020		
Source of case		Total Percentage		Total	Percentage	
Complaints and reports lodged by citizens	Lodged by identifiable complainants or those willing to provide personal data	238	40.8%	297	59.8%	
	Anonymous or requesting anonymity	319	54.6%	169	34%	
	Referred by other public bodies	10	1.7%	13	2.6%	
Cases intervened by both the Anti-Corruption Bureau and the Ombudsman Bureau		3	0.5%	11	2.2%	
Cases placed on file for investigation by judicial bodies		$(2)^{2}$	(0.3%) <sup>3</sup>	1	0.2%	
Mutual assistance cases		14	2.4%	6	1.2%	
Total		584	100%	497	100%	

## Statistics on cases recorded in 2019 and 2020 (classified by source of case)

<sup>2</sup> Including in the statistics of cases referred by other public bodies published in 2019.

Туре	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly total
Requests/ enquiries of different natures	82	70	76	70	100	136	122	111	140	238	120	256	1,521
Complaints and reports	21	19	38	31	53	59	48	39	50	39	35	47	479
Cases placed on file for investigation by Anti-Corruption Bureau	7	12	10	5	7	13	8	6	9	12	5	7	101
Cases placed on file for investigation by Ombudsman Bureau	14	5	24	19	39	29	33	22	25	25	19	28	282
Cases archived directly	1	1	5	4	11	15	8	11	9	11	12	12	100
Cases referred by other public bodies	0	0	0	0	0	0	0	0	2	0	1	1	4

### Statistics of Complaint Management Centre in 2020

Along with the cases carried forward from 2019, the CCAC handled a total of 387 cases in 2020. Among those handled by the Anti-Corruption Bureau, 18 were referred to the Public Prosecutions Office, two were referred to other departments and the remaining 129 were archived. For the cases handled by the Ombudsman Bureau, 60 were followed up by other departments as requested by the CCAC and 178 cases were archived.



#### Statistics on cases concluded in 2020

In 2020, the complaints and reports were mainly lodged by mail, online and email, which recorded 159, 106 and 90 cases respectively, accounting for 33.2%, 22.1% and 18.8% respectively. The number of complaints or reports lodged by phone and in person was 47 and 77, representing 9.8% and 16.1% respectively.

Compared to last year, it can be seen that citizens still tended to lodge complaints or reports by mail and online.

Methods to lodge complaints or reports	Number	Percentage
Mail	159	33.2%
Online	106	22.1%
Email	90	18.8%
Phone	47	9.8%
In person	77	16.1%
Total	479	100%

### Statistics on cases recorded in 2020 (classified by methods to lodge complaints and reports)

Statistics on cases recorded in 2020 (classified by methods to lodge complaints and reports)



In 2020, among the complaints and reports lodged by different methods, there were 303 real-name complaints and 163 anonymous complaints initially. However, after investigation, it was found that seven real-name complaints or reports had to be

reclassified as anonymous complaints or reports because the basic identification information or contact provided was false. In addition, one anonymous complaint was reclassified as a real-name complaint because the CCAC had successfully acquired the cooperation of the complainant and was able to get in contact and communicate with him during the investigation process. Therefore, in practice, there were 297 real-name complaints and 169 anonymous complaints or reports last year.

Compared with the statistics during the same period of 2019, there was a significant decrease in the number of anonymous complaints and reports, showing that the citizens had a growing awareness of lodging complaints responsibly and that they had increasing confidence in the CCAC.

In 2020, of all the anonymous complaints and reports received by the CCAC, there were 37 cases which, even after certain measures being taken by the CCAC, still did not meet the conditions to be placed on file for investigation, and thus had to be archived directly. On the other hand, there were 132 cases which met the conditions to be placed on file for investigation after analysis, of which 100 were handled by the Ombudsman Bureau and 32 were handled by the Anti-Corruption Bureau. However, among these cases, there were some which, even after putting a great deal of effort in the investigation by the CCAC staff, still could not proceed due to insufficient information, and thus had to be archived. Among them, 50 cases fell within the scope of the Ombudsman Bureau and three cases were within the scope of the Anti-Corruption Bureau.

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		

#### Handling of anonymous complaints and reports received in 2020

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.