

PART I

CASE PROCESSING SUMMARY

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In order to fully carry out the supervisory function conferred by the law, the CCAC receives complaints or reports by means of different channels. In 2021, most of the complaints or reports were lodged by citizens, totalling 662. In addition, there were 13 cases referred by other departments, 23 placed on file by the CCAC upon gathering information on its initiative, three placed on file upon receiving information related to cases from judicial bodies and seven placed on file upon obtaining information from request for assistance made to the CCAC. Moreover, there were four cases involving internal information exchange by the Anti-Corruption Bureau and the Ombudsman Bureau.

Of the 712 aforementioned complaints or reports, 179 involved elections. Also, the CCAC received a total of 1,463 enquiries throughout the year of 2021.

Based on the nature of complaints or reports, the CCAC will handle them accordingly. For the cases which meet the conditions to be placed on file, the Commissioner will issue an order to place them under inquiries or comprehensive investigations, which will then be passed to the Anti-Corruption Bureau or the Ombudsman Bureau for investigation. The complaints or reports which do not fulfill the conditions to be placed on file will be sent to the Complaint Management Centre for simple handling before direct archive or archive upon referral.

Upon collating and consolidating the complaints or reports with the same objectives, in 2021, a total of 119 cases which met the conditions to be placed on file were sent to the Anti-Corruption Bureau for follow-up work. Among them, seven involved request for assistance and 28 involved elections. There were 226 cases followed up by the Ombudsman Bureau, of which 221 were under inquiries and five were under comprehensive investigations. A total of 310 cases which did not meet the conditions to be placed on file were sent to the Complaint Management Centre, of which some were directly archived or transferred to other competent departments for follow-up work.

**Statistics on cases recorded in 2021
(classified by source of case)**

Source of case	2021	
	Total	Percentage
Complaints and reports lodged by citizens	662	93%
Referred by other public bodies	13	1.8%
Cases placed on file for investigation on the initiative of the CCAC	23	3.2%
Cases placed on file for investigation by judicial bodies	3	0.4%
Mutual assistance	7	1.0%
Cases intervened by both the Anti-Corruption Bureau and the Ombudsman Bureau	4	0.6%
Total	712	100%

Statistics of Complaint Management Centre in 2021

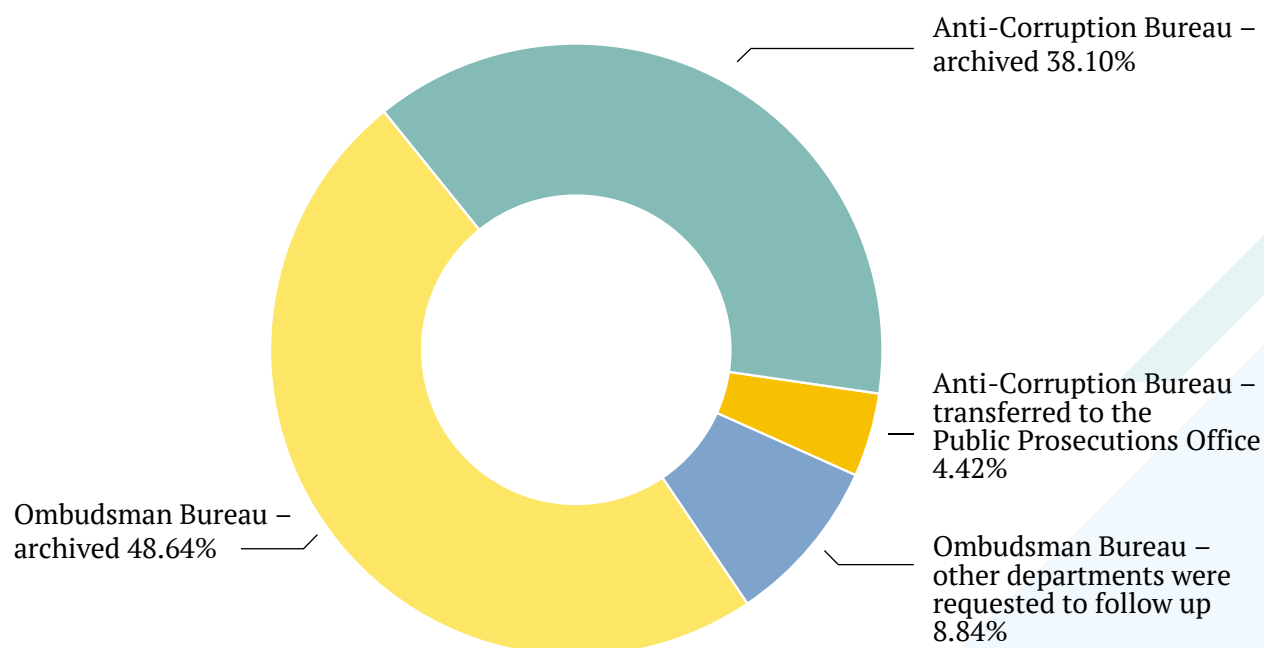
Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly total
Requests/enquiries of different natures	25	21	130	138	140	155	135	148	202	76	187	106	1,463
Complaints and reports lodged by citizens (together with the cases referred by other public bodies)	23	35	46	52	48	63	43	80	135	49	58	43	675
Cases sent to the Anti-Corruption Bureau for investigation	3	5	9	15	14	17	10	4	18	8	7	9	119

Type	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly total
Cases sent to the Ombudsman Bureau for investigation	11	18	16	27	19	29	18	25	17	20	12	14	226
Cases followed up and handled by the Complaint Management Centre	8	11	21	12	17	20	16	42	104	21	22	16	310

In 2021, the work related to the 7th Legislative Assembly Elections of the Macao SAR was the priority task of the CCAC. It was therefore inevitable that the statistics of cases in 2021 were comparatively lower than those in 2020.

Along with the cases carried forward from 2020, the CCAC concluded a total of 294 investigation files in 2021. Among those handled by the Anti-Corruption Bureau, 13 were referred to the Public Prosecutions Office and 112 were archived. For the cases handled by the Ombudsman Bureau, 26 were followed up by other departments as requested by the CCAC, 143 were archived due to such cases were not falling within the competence of the CCAC, no evidence of administrative illegalities or irregularities, or insufficient data for the CCAC to continue to follow up.

Statistics on cases concluded in 2021



In order to carry out the electoral work smoothly, despite continuously running the regular complaint hotline, since 8th March 2021, the CCAC has offered the function of lodging complaints and reports about violation of laws and rules related to the elections at the online complaint platform and has launched a 24-hour hotline for complaints about the elections in order to receive reports and provide citizens with channels for enquiries. The CCAC received a total of 49 complaints and enquiries through the online complaint system, the hotline for complaints about the elections and the regular complaint hotline.

The aforesaid objective data demonstrates that the CCAC's approach of all-round prevention and suppression prior to the 7th Legislative Assembly Elections, throughout the process and afterwards was adequate.

In 2021, the CCAC further improved the complaint management mechanism by consolidating its strength and seeking innovation. Since 1st June 2021, the CCAC has minimised the use of emails in receiving complaints or reports. Instead, it has been continuously encouraging citizens to lodge complaints or reports personally, by phone, online or by mail. Also, the CCAC has strengthened and optimised the online services for making enquiries on complaint handling progress so that citizens who file real-name complaints or reports may be provided with more information, thus increasing public confidence in the work of the CCAC and consolidating their proper and responsible sense of filing reports.

According to the data of the information system of the Complaint Management Centre, among all the complaints and reports lodged by the citizens in 2021, the CCAC recorded 42.2% of complaints lodged online, a percentage almost doubled that of the same period of 2020. This shows that the CCAC's direction to optimise the complaint mechanism was right.

In order to strengthen citizens' social responsibilities to lodge complaints or reports, the CCAC listed in detail the points to note at the online complaint system, particularly about the scope of activity conferred by the *Organic Law of the Commission Against Corruption*, the legal base of referral of complaints, the differences of administrative complaints from the statutory administrative or judicial appeals and the time limits, the citizens' duties of confidentiality and of giving true statements, so that citizens are able to clearly understand the expectation and requirement for the complainants or reporters established by relevant law. In other words, all the individuals involved in the cases, including the complainant, are obliged to abide by the duty of confidentiality and the citizens should also know more about their own rights, duties and obligations.

On the front of Ombudsman, the CCAC investigates the facts as an independent third party with an aim to urge the departments to improve relevant problems in case of administrative illegalities or improprieties. However, citizens should also grasp the time to better protect their own rights through other means conferred by the law at the same time such as raising objections, administrative or judicial appeals.

In fact, when handling cases related to corruption or ombudsman’s actions according to law, the CCAC will flexibly adopt different approaches based on practical situations, including referral of the cases lawfully.

Moreover, statistics show that citizens were pleased with lodging complaints or reports to the CCAC by mail, which represented 23.1% of the lodged complaints or reports. The percentage of complaints or reports lodged through the regular complaint hotline and the hotline for complaint about the elections accounted for 14.4%. The percentage of complaints or reports lodged in person dropped to 8.4%. It was guessed that the situation was due to the pandemic.

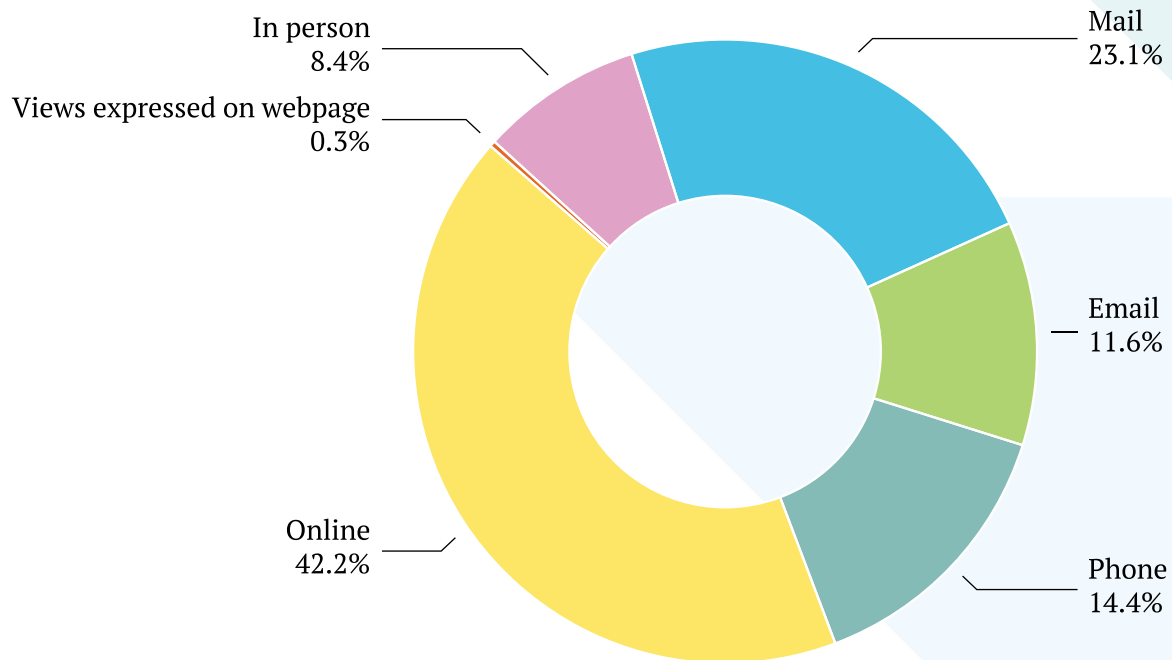
The CCAC endeavours to provide citizens with the most convenient and effective means of lodging complaints or reports. It persistently optimises and improves the online complaint functions and encourages citizens to make more use of the online complaint system. In 2021, the percentage of complaints or reports lodged by email or through the webpage of the CCAC was only 11.9%, a drop when compared with 2020.

**Statistics on cases recorded in 2021
(classified by methods to lodge complaints and reports)¹**

Methods to lodge complaints or reports	Number	Percentage
Mail	156	23.1%
Email	78	11.6%
Phone (regular complaint hotline and hotline for complaint about elections)	97	14.4%
Online complaint	285	42.2%
Views expressed on webpage	2	0.3%
In person	57	8.4%
Total	675	100%

¹ Complaints or reports lodged by citizens and referral from public bodies.

Statistics on cases recorded in 2021 (classified by methods to lodge complaints and reports)



In 2020, upon imposing a series of concrete measures aiming to encourage residents to lodge real-name complaints or reports such as education and publicity programmes, application of information technology to its complaint system, face-to-face notifications and communication as well as explanation and clarification to residents, the CCAC persistently paid attention to relevant data and reviewed it in the first half of 2021. When it was found that the proportion (43.1%) of anonymous complaints received in the first half of 2021 increased when compared with that (34.6%) in the same period of 2020, the CCAC immediately conducted a comprehensive analysis on the data. It was found that since the CCAC stepped up efforts to encourage citizens to lodge complaints or reports through the online complaint system due to safeguarding clean elections in March 2021, there was a significant increase in the proportion of lodging complaints through this channel, up from 38.8% in the same period of 2020 to 65.7% in 2021, of which most complaints were lodged anonymously.

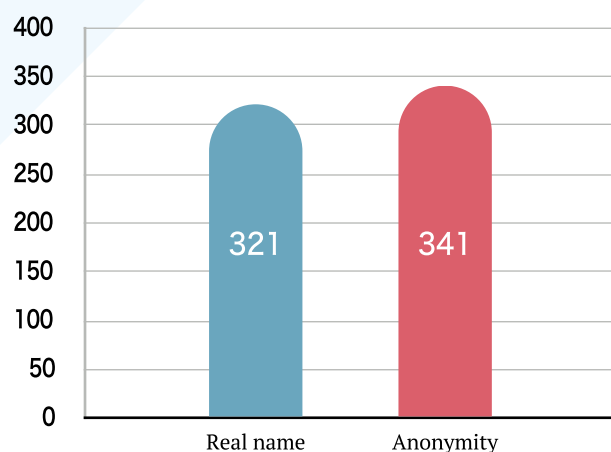
In view of this situation, the CCAC responded immediately by introducing an immediate enquiry service on the fundamental progress of the complaints or reports to the online complaint system so as to arouse the awareness of citizens to lodge responsible complaints. Starting from 1st July 2021, all complainants or reporters are provided with registration enquiry codes. However, as an incentive, only real-name complainants are able to obtain relatively more information on the progress. In addition, regarding the cases which were still under follow-up work on 1st July 2021, the CCAC also includes them in the aforementioned facilitation mechanism and subsequently issues the registration enquiry codes to the natural persons who have lodged complaints or reports under real names. For complaints or reports involving administrative illegalities or improprieties,

the CCAC will upload the progress of handling such cases at the complaint platform in a timely manner. While seeking the balance of the principle of confidentiality, the CCAC provides the maximal convenience to citizens so that they are able to inquire about the fundamental progress of the online complaints or reports anytime and anywhere. Moreover, in order to effectively reduce the risk of breaching the principle of confidentiality that may be caused by written notifications or notifications by phone, the CCAC will arrange its staff to make face-to-face notifications based on the reasonable requests made by citizens in different cases so as to ensure the right to know of the interested parties.

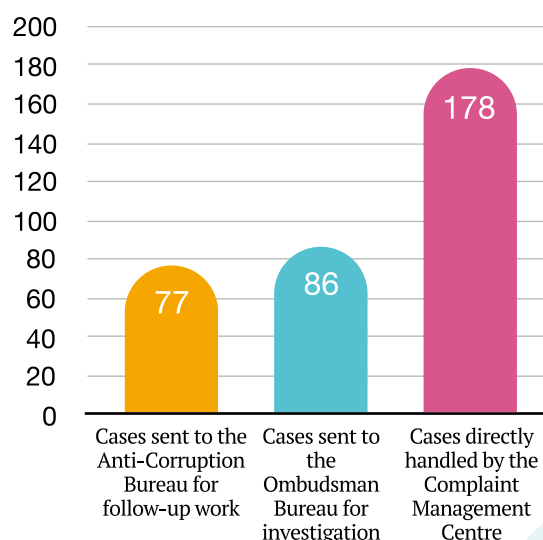
In 2021, statistics of complaints or reports showed that 321 cases were lodged under real names (including some complainants or reporters requested to remain anonymous) and 341 cases were lodged anonymously.

The above data which was recorded by the end of 2021 shows that the online enquiry service which was provided after review by the CCAC in the middle of the year could indeed achieve the outcome of encouraging citizens to lodge real-name complaints. Such implementation is worth continuing.

Statistics on real-name and anonymous complaints or reports in 2021



Anonymous complaints or reports handled in 2021



Of the 341 anonymous complaints or reports, 77 were sent to the Anti-Corruption Bureau and 86 were passed to the Ombudsman Bureau for follow-up work. A total of 178 cases were sent to the Complaint Management Centre for direct archive due to anonymity and failure to meet the conditions to be placed on file.

Despite intensive work, the Anti-Corruption Bureau, the Ombudsman Bureau and the staff of Information Technology Division still spared no efforts to push forward electronic filing (e-filing) of the cases. Up to December 2021, 97% of the cases under follow-up work were e-filed and about 31% of archived cases over the past years were e-filed.