

PART I

CASE PROCESSING SUMMARY

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In 2022, the CCAC received a total of 678 complaints, reports and sources of information, of which 634 were complaints lodged by residents, 25 were cases referred by other departments, five were cases placed on file by the CCAC upon gathering information on its initiative, one was placed on file upon receiving information related to cases from judicial bodies, 11 were placed on file upon obtaining information from requests for assistance made to the CCAC and two involved internal information exchange by the Anti-Corruption Bureau and the Ombudsman Bureau. In addition, the CCAC received a total of 1,274 requests and enquiries throughout 2022.

Statistics on sources of information recorded in 2022

Sources of information	2022	
	Total	Percentage
Complaints and reports lodged by residents	634	93.5%
Cases referred by other public bodies	25	3.7%
Cases placed on file for investigation on the initiative of CCAC	5	0.7%
Cases placed on file for investigation by judicial bodies	1	0.2%
Requests for case assistance	11	1.6%
Cases intervened by both Anti-Corruption Bureau and Ombudsman Bureau	2	0.3%
Total	678	100%

Upon receiving a complaint or report, the CCAC will conduct a preliminary analysis. Then the Commissioner will issue an order to assign the relevant department to follow it up. The complaints or reports that fall within the jurisdiction of the CCAC and involve criminal crimes will be investigated by the Anti-Corruption Bureau, while those that fall within the ombudsman’s jurisdiction will be investigated by the Ombudsman Bureau. When the complaints or reports do not fall within the CCAC’s jurisdiction or when they lack sufficient information and do not fulfil the conditions to be placed on file, they will be sent to the Complaint Management Centre for archive purpose or referred to other departments for follow-up.

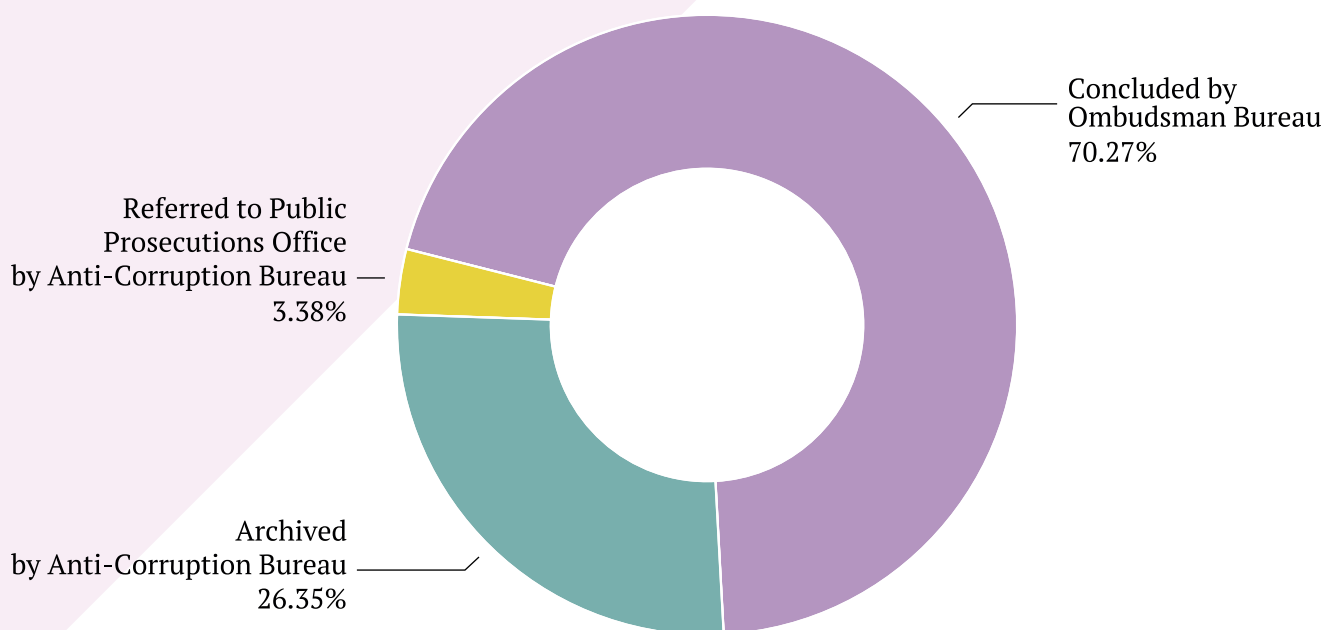
In compliance with the principles of pooling resources and enhancing efficiency, the CCAC consolidates the complaints or reports according to the subject matters and handles them together. Therefore, in 2022, the CCAC put a total of 274 cases on file, including 103 processed by the Anti-Corruption Bureau (including 11 requests for case assistance) and 171 processed by the Ombudsman Bureau. In addition, there were a total of 322 cases which did not meet the conditions to be placed on file and were sent to the Complaint Management Centre, of which 193 were directly archived and 129 were transferred to competent departments for follow-up.

Statistics of Complaint Management Centre in 2022

Type		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly total
Requests/enquiries of different natures		127	89	114	93	116	81	76	119	148	102	131	78	1,274
Source of case	Complaints and reports lodged by citizens (together with the cases referred by other public bodies)	45	31	55	48	73	53	39	64	80	57	66	48	659
	Complaints or reports from other sources	1	2	3	3	0	2	1	2	2	1	2	0	19
Distribution of case	Cases sent to Anti-Corruption Bureau for investigation	7	3	12	11	11	5	6	9	8	13	12	6	103
	Cases sent to Ombudsman Bureau for investigation	19	11	21	15	19	10	7	10	22	12	15	10	171
	Cases handled by Complaint Management Centre	21	7	24	17	33	29	25	37	34	29	37	29	322

Along with the cases carried forward from 2021, the CCAC concluded a total of 296 cases in 2022. Among the 88 cases concluded by the Anti-Corruption Bureau, ten have been referred to the Public Prosecutions Office and 78 have been archived. Among the 208 cases concluded by the Ombudsman Bureau, there were 50 cases in which the departments concerned have improved and optimised their measures and works and given positive response and ten cases included in the list of “retrospective review” in order for another review.

Statistics on cases concluded in 2022

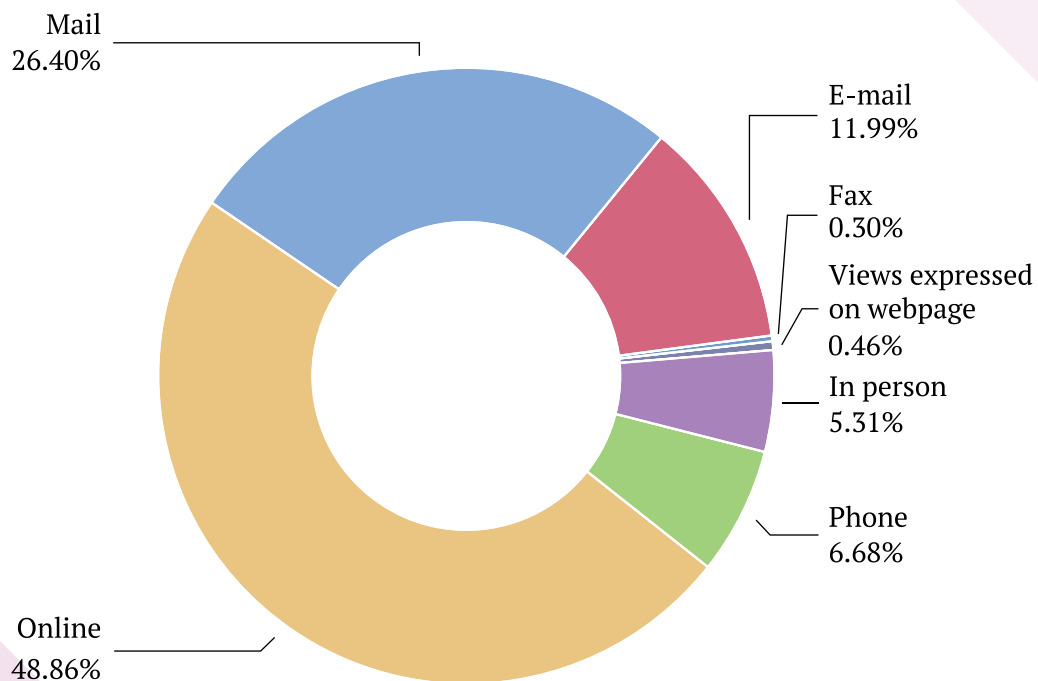


The numbers and percentages of the complaints and reports received by the CCAC in 2022 through different channels: 35 received in person (5.31%); 44 received by the complaint hotline (6.68%); 322 received through the online complaint system (48.86%); 174 received by mail (26.40%); 79 received by e-mail (11.99%); three received from the views expressed on the webpage (0.46%); two received by fax (0.30%).

**Statistics on cases recorded in 2022
(classified by methods to lodge complaints and reports)¹**

Methods to lodge complaints or reports	Number	Percentage
In person	35	5.31%
Phone	44	6.68%
Online complaint	322	48.86%
Mail	174	26.40%
E-mail	79	11.99%
Views expressed on webpage	3	0.46%
Fax	2	0.30%
Total	659	100%

**Statistics on cases recorded in 2022
(classified by methods to lodge complaints and reports)**

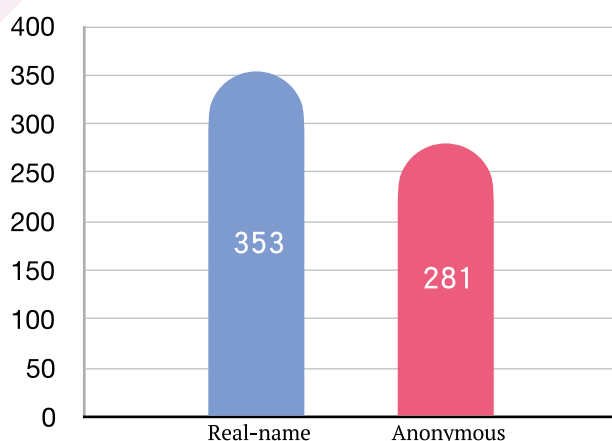


¹ Including referrals from public bodies.

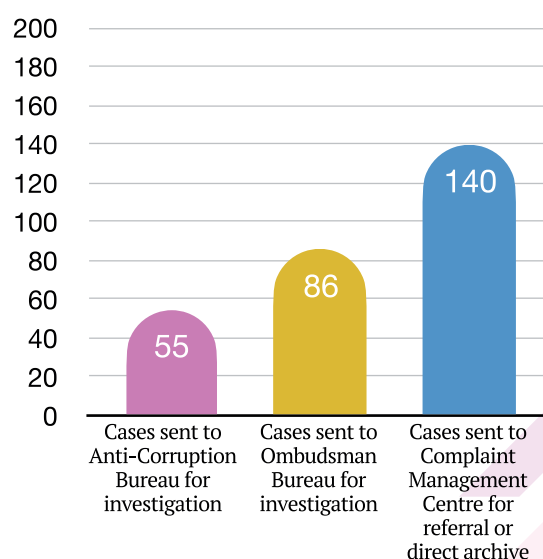
In order to provide convenience for residents who lodge complaints in person, on 1st March 2022, the CCAC launched the online appointment service for in-person complaints. Residents may make an appointment through the online appointment system on the webpage of the CCAC for lodging a complaint or making an enquiry at the office at Dynasty Plaza at NAPE, the Branch Office in Areia Preta or the Branch Office in Taipa during office hours. According to statistics, 79 appointments were made through the system in 2022 and the complainants showed up for 69 of them. In addition, in 2022, 156 in-person complaints were lodged at the offices of the CCAC without appointment, objectively reflecting the extent of residents' awareness of the responsibility about filing real-name complaints or reports. The CCAC hopes that residents may make more use of the appointment system in order to reduce the waiting time for them and help the CCAC make better arrangement of manpower and resources.

Among the complaints or reports in 2022, 353 were lodged under real names (including some complainants or informants requested to remain anonymous) and 281 were lodged anonymously. Among the 281 anonymous complaints or reports, 55 and 86 were passed to the Anti-Corruption Bureau and the Ombudsman Bureau for investigation respectively, while 140 were sent to the Complaint Management Centre for referral or direct archive due to anonymity and failure to meet the conditions to be placed on file.

Statistics on real-name and anonymous complaints or reports in 2022



Anonymous complaints or reports handled in 2022



The reports or complaints received by the CCAC through the online complaint system in 2022 account for 48.86% of all received throughout the year, registering a growth compared with 42.2% in 2021, which shows that residents are increasingly familiar with and more likely to use the system. In addition, the CCAC continues to optimise the system and its interface in order to increase the convenience and smoothness for residents using the system as well as enhance their awareness of filing reports factually and responsibly. Currently, the points to note are listed on the online complaint system in a detailed way so that residents may clearly know the duties and scope of competence of the CCAC, the legal basis for referral, the fact that filing the complaint neither suspends nor interrupts any kind of period, the applicable regimes of judicial secrecy and the consequences of unlawful acts such as making false statements or accusations. At the same time, the CCAC also encourages residents to file real-name complaints. In order to join hands together to create a transparent government and a clean society, residents need not only to pluck up the courage to report illegal acts and unfair situations but also to provide information with a rational and responsible attitude, whereby the accuracy of the CCAC's utilisation of resources and the effectiveness of follow-up and processing of cases will be enhanced.

Meanwhile, in 2022, the complaints received by e-mail and from the views expressed on the webpage accounted for 11.99% and 0.46% of the total respectively. The CCAC hopes and encourages residents to make more use of the online complaint system since it is a simpler and faster way compared with filing the complaint by sending e-mail or leaving views on the CCAC's webpage. Complainants may simply leave the details of their complaints or reports and their contact information on the specially designed platform of the system and upload the relevant documents to the system. At the same time, they will receive an enquiry code from the system immediately for checking the follow-up progress in the future.

Starting from 1st July 2021, the CCAC provides an enquiry code for all complainants or informants who meet the relevant conditions so that they may log in to the online complaint system to check the follow-up progress of the complaints or reports they have lodged by using the code. Filing real-name complaints and reports enables the complainants to maintain communication with the CCAC in order to ensure the thoroughness of the information and boost the effectiveness of the follow-up actions. In addition, taking account into the principles of secrecy of case and the right to information, real-name complainants and informants will be able to get more details of the investigation when they use the enquiry code to check the basic progress of the follow-ups on the ombudsman cases in the system.

According to statistics, a total of 836 enquiry codes (including those for submissions of additional details of complaint) were sent to residents who lodged complaints or reports in 2022 and almost 40% of them have been used, reflecting that the way of checking the case follow-up progress through the enquiry code really helps save the time taken to do it in person or by phone and it is increasingly accepted by society. The CCAC will continue to review the effectiveness of enquiry code and optimise the system in a timely manner.

In addition, the CCAC continues to promote computerisation of case processing. Up to December 2022, computerisation of around 98% of the cases under processing was completed, while around 64% of the archived cases over the years have been completely computerised.

