# PART I CASE PROCESSING SUMMARY



# PART I CASE PROCESSING SUMMARY

In 2023, the CCAC received a total of 701 complaints, reports and sources of information, of which 676 were lodged by residents, ten were referred by other departments, four were placed on file by the CCAC upon gathering information on its initiative, four were placed on file upon receiving information related to cases from judicial bodies and seven involved internal information exchange between the Anti-Corruption Bureau and the Ombudsman Bureau. In addition, the CCAC received a total of 1,617 requests and enquiries throughout 2023. Meanwhile, at the request from law enforcement agencies outside the Macao SAR, the CCAC placed 24 cases on file for mutual assistance.

### Statistics on sources of information recorded in 2023

Sources of information	2023			
Sources of information	Total	Percentage		
Complaints or reports lodged by residents	676	96.43%		
Cases referred by other public bodies	10	1.43%		
Cases placed on file for investigation on the initiative of CCAC	4	0.57%		
Cases placed on file for investigation by judicial bodies	4	0.57%		
Cases intervened by both Anti-Corruption Bureau and Ombudsman Bureau	7	1%		
Total	701	100%		

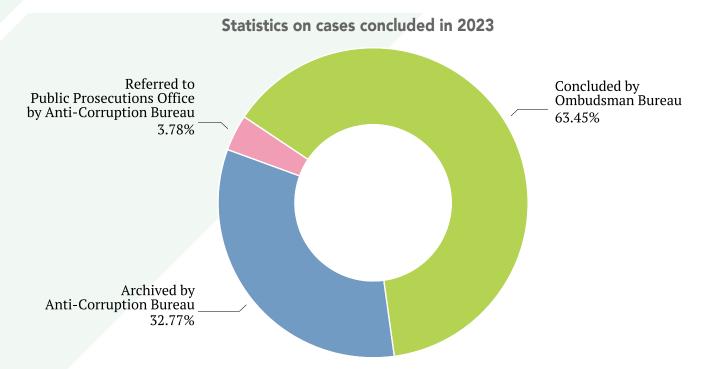
In accordance with the *Organic Law of the Commission Against Corruption of the Macao Special Administrative Region*, the CCAC has a dual function of fighting corruption and acting as the ombudsman. Therefore, upon receiving a complaint or report, the CCAC will conduct a preliminary analysis. Then the Commissioner Against Corruption will assign the case to the Anti-Corruption Bureau or the Ombudsman Bureau depending on the issue that the complaint or report involves, the scopes of competence of the bureaux and the nature of the case. However, if the complaint is vague in content, lacks grounds or factual basis or falls beyond the jurisdiction of the CCAC, the CCAC will refer it to the Complaint Management Centre for archiving, asking the complainant for more concrete and traceable information or, if relevant conditions are met, referring it to another department for follow-up.

When there are some public issues that concern the residents, the CCAC may receive complaints or reports with similar contents through different channels. In order to simplify the procedures and enhance the efficiency of investigation, the CCAC will combine these complaints or reports with similar contents in order to handle the problems in a centralised way. Therefore, sometimes the number of complaints or reports received differs from that of the cases placed on file and processed. In 2023, the CCAC placed a total of 249 cases on file, including 24 requests for case assistance, 102 processed by the Anti-Corruption Bureau and 123 processed by the Ombudsman Bureau. In addition, there were a total of 387 cases which did not meet the conditions to be placed on file and were sent to the Complaint Management Centre for handling, of which 214 were directly archived and 173 were referred to competent departments for follow-up.

### **Statistics of Complaint Management Centre in 2023**

	Туре	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Yearly total
Requests/enquiries of different nature		67	109	118	105	136	137	137	157	185	154	192	120	1,617
Source of case	Complaints or reports lodged by residents (together with cases referred by other public bodies)	50	36	52	47	63	59	84	75	57	56	58	49	686
	Complaints or reports from other sources	2	3	1	0	1	0	3	0	1	3	1	0	15
Distribution of case	Cases sent to Anti- Corruption Bureau for investigation	10	8	10	5	4	6	12	7	7	12	11	10	102
	Cases sent to Ombudsman Bureau for investigation	4	8	7	9	9	15	14	9	11	14	10	13	123
	Cases handled by Complaint Management Centre	28	17	25	33	43	33	40	56	29	31	31	21	387

Along with the cases carried forward from 2022, the CCAC concluded a total of 238 cases in 2023. Among the 87 cases concluded by the Anti-Corruption Bureau (including 71 corruption cases and 16 mutual assistance cases), nine have been referred to the Public Prosecutions Office and the remaining have been archived. Among the 151 cases concluded by the Ombudsman Bureau, there were 30 cases in which the departments concerned have improved and optimised their measures and works and given positive response and five cases included in the list of "retrospective review" in order for another review.

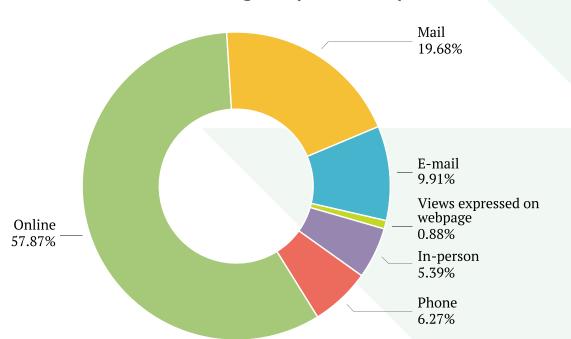


The numbers and percentages of the complaints and reports received by the CCAC in 2023 through different channels: 37 received in person; 43 received by the complaint hotline; 397 received through the online complaint system; 135 received by mail; 68 received by e-mail; six received from the views expressed on the webpage. (See the percentages in the following table.)

### Statistics on methods to lodge complaints and reports in 2023<sup>1</sup>

Methods to lodge complaints or reports	Number	Percentage
In person	37	5.39%
Phone	43	6.27%
Online	397	57.87%
Mail	135	19.68%
E-mail	68	9.91%
Views expressed on webpage	6	0.88%
Total	686	100%

<sup>&</sup>lt;sup>1</sup> Including referrals from public bodies.



### Statistics on methods to lodge complaints and reports in 2023

The CCAC has a regime of confidentiality. All contents and information of complaints or reports are considered as confidential documents and the personnel unrelated to the proceedings have no power to access them. Therefore, residents may file a report in a rational and responsible manner without worries about leakage of their identification data or the contents of their complaints or reports.

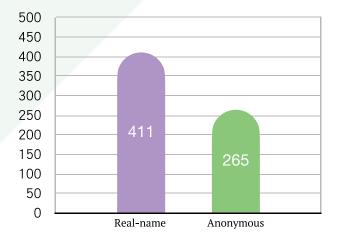
The CCAC carries out investigation and analysis of and takes action on every complaint and report accordingly. Therefore, if residents lodge the same complaint or report repeatedly, unnecessary administrative procedures will take place and the efficiency of processing cannot be enhanced. Furthermore, slanderous accusation or crime simulation may go against the criminal law.

In 2022, the CCAC launched the service of online appointment for in-person complaint with an aim to make it easier for residents to make an appointment for lodging a complaint or making an enquiry in person. According to statistics, 130 appointments were made through the system in 2023 and the complainants showed up for 120 appointments, accounting for 92.31% of all appointments made throughout the year. In addition, in 2023, 94 walk-in in-person complaints or enquiries were lodged or made at the Complaint Management Centre, the Ombudsman Bureau or the Branch Offices in Areia Preta and Taipa of the CCAC. In order to provide more adequate service and reduce the waiting time, the CCAC hopes that residents may take more advantage of the appointment system.

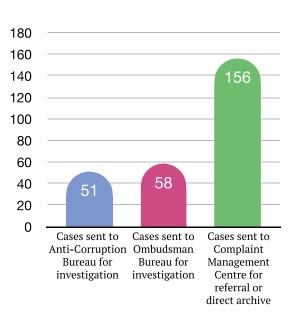
Among the complaints or reports in 2023, 411 were lodged under real names (including some complainants or informants requested to remain anonymous) and 265 were lodged anonymously. Among the 265 anonymous complaints or reports, 51 and 58 were passed to the Anti-Corruption Bureau and the Ombudsman Bureau for investigation respectively, while 156 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.

The CCAC has taken various measures to encourage residents to file real-name complaints or reports since 2020 and it keeps reviewing the effectiveness and making adjustment. The data over recent years reflects that the public prefers filing real-name reports and there is a year-on-year decrease in the number of anonymous complaints or reports, which reflects the society's affirmation and support to and trust in the CCAC's promotion of filing reports responsibly.

# Statistics on real-name and anonymous complaints or reports in 2023



## Anonymous complaints or reports handled in 2023



There were 397 complaints or reports received by the CCAC through the online complaint system in 2023, making up the highest proportion of all methods to lodge complaints or reports throughout the year (57.87%) and registering a significant growth compared with 48.86% in 2022. The CCAC believes that the proportion of complaints or reports filed through the online complaint system will remain high. Therefore, it will regularly review and optimise the system and its interface. In September 2023, the CCAC improved and updated the content of the "points to note on online complaint" so as to enable residents to understand

the duties and scope of competence of the CCAC more clearly, encourage them to file real-name reports and give clearer details of the complaints or reports and call their attention to the statutory periods for administrative and judicial appeal and other points to note.

The CCAC considers that the online complaint system can be a convenient and time-saving channel for residents to file reports. However, it has found that some residents have abused the system or deliberately provided untrue data. The CCAC hopes that residents can make good use of the online complaint system, file complaints or reports in a rational and responsible manner and hence reduce repeated or groundless reports so that the CCAC can pool its resources and enhance the effectiveness of case handling.

In 2023, there were still some residents who filed their complaints or reports by e-mail or leaving comments on the CCAC's webpage, but they only made up for small proportions, taking up 10% and 1% respectively. The CCAC considers that although making use of e-mail to lodge a complaint is a matter of personal habit, the CCAC still encourages residents to make more use of the online complaint system because it is specifically designed to facilitate submission of complaints. The system provides not only important information in the "points to note on online complaint" but also relevant options and interfaces for residents to fill in the contents of complaints and contact information as well as upload electronic information such as documents, photos and videos so that they may file reports in a more convenient and smoother way. In addition, the online complaint system will send an enquiry code to the complainant immediately for checking the case follow-up progress or receive messages.

According to statistics, in 2023, a total of 1,073 enquiry codes (including those for submissions of additional details of complaints) were sent to residents who lodged complaints or reports and almost 33% of them have been used for making enquiry. Compared with making an enquiry in person or by phone, checking the follow-up progress by using the enquiry code is more time-saving and convenient for residents. In addition, real-name complainants and informants will be able to get more details of the investigation when they use the enquiry codes to check the basic progress of the follow-ups on the ombudsman cases. This will encourage more residents to lodge a report under real names. In fact, the responses that the CCAC has received ever since the enquiry code was launched in 2021 are mainly positive.

The CCAC has optimised the enquiry code system at an earlier time. In line with the internal mechanism established by the CCAC simultaneously, the CCAC has improved the procedures of classifying and combining the complaints received from residents and additional documents so that when they check the basic follow-up progress of the cases and complaints on the online complaint system, they can receive clear information sorted out and summarised by the CCAC, with a view to satisfying their needs regarding expression of views as much as possible.

In addition, the CCAC continues to exert all efforts to promote computerisation of case processing. Up to December 2023, computerisation of around 94% of the cases under processing was completed, while around 70% of the archived cases over the years have been completely computerised.

