

PART I
CASE PROCESSING SUMMARY

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In 2024, the CCAC received a total of 768 complaints, reports and sources of information, of which 741 were lodged by residents, 17 were referred by other departments, two 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 four involved information obtained from internal information exchange between the Anti-Corruption Bureau and the Ombudsman Bureau. In addition, the CCAC received a total of 1,667 requests and enquiries throughout 2024. Meanwhile, at the request from law-enforcement agencies outside the Macao SAR, the CCAC placed 33 cases on file for mutual assistance.

Statistics on sources of information recorded in 2024

Sources of information	2024	
	Total	Percentage
Complaints or reports lodged by residents	741	96.49%
Cases referred by other public bodies	17	2.21%
Cases placed on file for investigation on the initiative of CCAC	2	0.26%
Cases placed on file for investigation by judicial bodies	4	0.52%
Cases intervened by both Anti-Corruption Bureau and Ombudsman Bureau	4	0.52%
Total	768	100%

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, which is responsible for dealing with corruption cases, or the Ombudsman Bureau, which is responsible for handling administrative illegalities, depending on the issue that the complaint or report involves and the nature of the case. However, if the content of the complaint does not mention any specific targets or hard to be traced, then the CCAC needs to request the complainant for more information in order to decide whether the complaint can be followed up or referred to the Complaint Management Centre for archiving.

If the CCAC is not competent to handle the subject matter of the complaint or report, it will decide whether or not to refer the case to the relevant department for follow-up according to the situations.

When comparing the number of complaints or reports and that of the cases placed on file and processed, there may be a difference because the CCAC combines the complaints or reports with similar content and handles them together in order to avoid unnecessary procedures and enhance the efficiency of case handling. Therefore, in 2024, the CCAC placed a total of 293 cases on file, including 33 requests for case assistance, 113 cases being processed by the Anti-Corruption Bureau and 147 cases being processed by the Ombudsman Bureau. In addition, there were a total of 393 cases which did not meet the conditions to be placed on file and were sent to the Complaint Management Centre for handling, of which 208 were archived and 185 were referred to competent departments for follow-up.

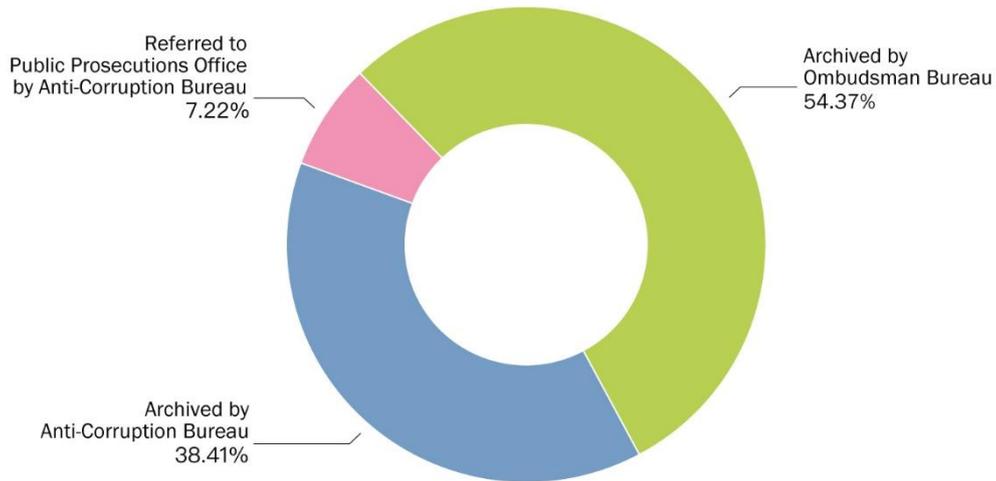
Statistics of Complaint Management Centre in 2024

Type		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Requests/enquiries of different nature		137	142	123	112	160	130	155	115	151	162	146	134	1,667
Sources of complaints	Complaints or reports lodged by residents (together with cases referred by other public bodies)	56	52	56	71	63	73	76	59	70	69	62	51	758
	Complaints or reports from other sources	1	0	2	0	0	0	2	0	2	2	1	0	10
Distribution of complaints	Cases placed on file by Anti-Corruption Bureau	7	9	8	10	6	10	7	17	8	14	9	8	113
	Cases placed on file by Ombudsman Bureau	8	9	7	11	17	13	13	14	16	18	13	8	147
	Cases handled by Complaint Management Centre	29	31	33	39	30	34	45	25	37	33	32	25	393

Along with the cases carried forward from 2023, the CCAC concluded a total of 263 cases in 2024. Among the 120 cases concluded by the Anti-Corruption Bureau (including 91 corruption cases and 29 mutual assistance cases), 19 were referred to the Public Prosecutions Office and the remaining 101

were archived. Among the 143 cases concluded by the Ombudsman Bureau, there were 28 cases in which the departments concerned had improved and optimised their measures and works and given positive response and six cases included in the list of “retrospective review” in order for another review.

Statistics on cases concluded in 2024

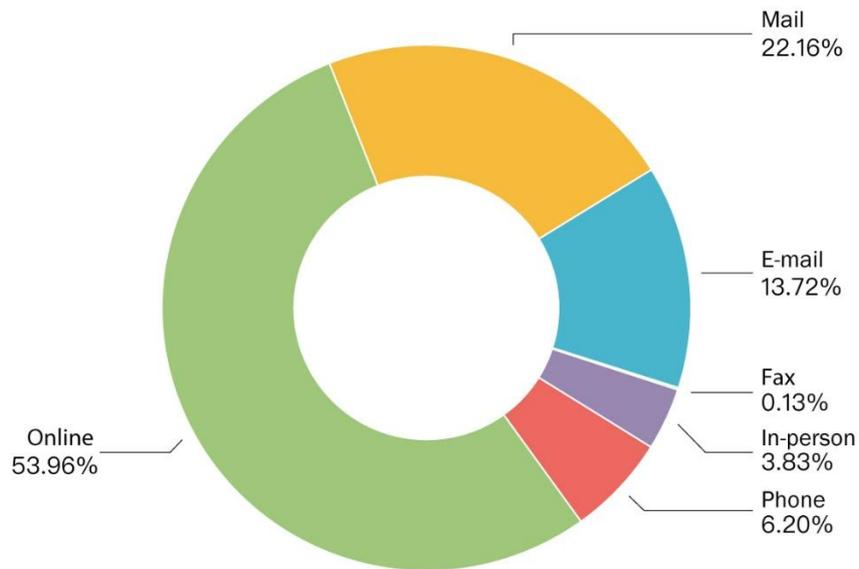


The numbers and percentages of the complaints and reports received by the CCAC in 2024 through different channels: 29 received in person; 47 received through the complaint hotline; 409 received through the online complaint system; 168 received by mail; 104 received by e-mail; one received by fax (See the percentages in the following table.)

Statistics on methods to lodge complaints and reports in 2024¹

Methods to lodge complaints or reports	Number	Percentage
In-person	29	3.83%
Phone	47	6.20%
Online	409	53.96%
Mail	168	22.16%
E-mail	104	13.72%
Fax	1	0.13%
Total	758	100%

Statistics on methods to lodge complaints and reports in 2024



The CCAC has been encouraging residents to file real-name reports or complaints and therefore attaches much importance to the confidentiality of whistleblowers' personal data. All individuals unrelated to the procedures do not have the right to access whistleblowers' personal data and the content of complaints. The CCAC can even protect residents' personal data to a larger extent at their request. The CCAC calls on residents to continue to file reports in

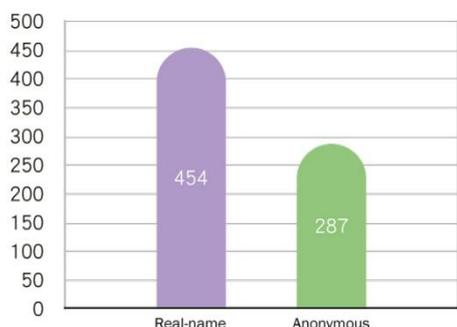
¹ Including referrals from public bodies.

a rational and responsible manner as well as reminds them not to falsely accuse someone else or fabricate crimes for personal purposes or else they will violate criminal laws.

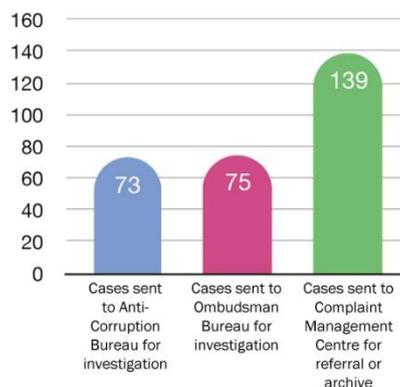
Ever since the CCAC launched the service of online appointment for in-person complaint in 2022, it has found that the relevant usage rate has been continuously increasing. Some residents even raised suggestions on possible improvement. Therefore, the CCAC keeps on improving and optimising the relevant appointment service by updating the content of the appointment notification and adjusting the procedures of appointment cancellation and change of time, among other improvements. According to statistics, in 2024, 127 appointments were made through the system and the complainants showed up for 91 appointments, accounting for 71.65% of all appointments made throughout the year. In addition, in 2024, 132 walk-in in-person complaints or enquiries were lodged or made at the office at Dynasty Plaza, NAPE and the Branch Offices in Areia Preta and Taipa of the CCAC. This will increase the waiting time of residents and may even affect the use of the instant reception service. Therefore, the CCAC hopes that residents can make more use of the appointment system.

Among the complaints or reports in 2024, 454 were lodged under real names (including some complainants or informants requested to remain anonymous) and 287 were lodged anonymously. Among the 287 anonymous complaints or reports, 73 and 75 were passed to the Anti-Corruption Bureau and the Ombudsman Bureau for investigation respectively, while 139 were sent to the Complaint Management Centre for referral or archiving due to anonymity and failure to meet the conditions to be placed on file.

**Statistics on real-name
and anonymous
complaints or reports in 2024**



**Anonymous complaints or
reports handled in 2024**



In order to facilitate residents to file complaints or reports online, the online complaint platform was launched on the webpage of the CCAC in 2015 and its usage rate has been increasing. In 2024, there were 409 complaints or reports received lodged by residents through the online complaint system, making up the highest proportion of all methods to lodge complaints or reports throughout the year (53.96%). Taking into account the fact that online complaining will still be one of the main ways for the CCAC to receive complaints and reports in the future, the CCAC will continue to optimise the content, page and operation flow of the online complaint system.

Meanwhile, the CCAC also found that a few residents repeatedly submitted complaints, through the online complaint platform within a short period of time, with the same content which was untrue, slanderous and even illegal. Given that such situation might affect normal operation of the system or implicate illegalities, the CCAC, in addition to curbing the situations appropriately by technical means, also considered referring the cases to other law-enforcement agencies for follow-up in the event of serious situations.

In 2024, the CCAC received 104 complaints or reports by e-mail (around 13.72% of total complaints received). The CCAC encourages residents to make more use of the online complaint system because it can effectively integrate the

content of the complaints, the relevant information and other files submitted and uploaded by them. It not only facilitates the initiation of investigation procedures but also allows the whistleblowers to immediately receive the enquiry codes for checking the case follow-up progress or receiving additional information.

According to the statistics on the issuance and use of the enquiry codes, in 2024, the CCAC sent a total of 934 enquiry codes (including those for submissions of additional details of complaints) and almost 36% of them were used for making enquiry, of which 80% of the receivers submitted additional information when using the enquiry codes, reflecting that the residents who checked the case follow-up progress often submitted additional information through such a convenient channel. At the same time, the CCAC also hopes that more residents will choose to file real-name reports through the online complaint platform because when they check the basic follow-up progress of ombudsman-related cases by using the enquiry codes sent to them, they will obtain more detailed information related to the investigation.

In addition, at an earlier time, there were residents who reflected opinions on the interface of follow-up progress enquiry. Therefore, the CCAC has promptly improved and optimised it and will keep on optimising the enquiry code system according to the actual needs and usage conditions.

The CCAC continued to exert all efforts to promote computerisation of case processing. Up to December 2024, computerisation of around 97% of the cases under processing was completed, while around 77% of the archived cases over the years have been completely computerised.