



PERFORMANCE PLEDGE



ICAC Mission

**With the community,
the ICAC
is committed to fighting corruption
through effective
law enforcement, education and
prevention to help keep
Hong Kong fair, just, stable
and prosperous.**

This booklet tells you about the Independent Commission Against Corruption's performance pledge for the services it offers you. It also explains how you can make reports and the steps you can take if you have any comments or complaints about ICAC's services.

1 Services Covered

- response to a report of corruption
- response to a report which does not involve corruption
- response to a request for corruption prevention advice
- response to a request for preventive education services or information

2 Performance Standards

- a person identifying himself and making a report of corruption will, where necessary, be immediately interviewed. In other cases, we will contact the complainant for interview within 48 hours. He will be advised of the outcome of his report as soon as possible
- a person making a report which does not relate to corruption will be contacted normally within two working days concerning any further referral of his report
- all incoming calls through the hot-line service (2526 6366) or telephone services of the Regional Offices will be handled immediately
- pursuable corruption reports will be professionally and expeditiously investigated and, if possible, completed within 12 months
- a person requesting advice on corruption prevention will be contacted within two working days
- a person requesting preventive education services or information will be contacted within two working days

3 Services Environment

ICAC is committed to providing a prompt, effective and confidential service :

- 24 hours a day at ICAC Report Centre, every day of the year
- 9 a.m. - 7 p.m. Monday to Friday at ICAC's seven Regional Offices, except public holidays
- 9 a.m. - 6 p.m. Monday to Friday at ICAC's Advisory Services Group, except public holidays
- members of the public who come in person to the ICAC Report Centre or any of the Regional Offices will be interviewed immediately



4 Report on Past Achievements

	Target	2010 (Actual)
Operations :		
Corruption reports - complainants making pursuable corruption reports contacted for interview within 48 hours	100%	100%
Non-corruption reports - complainants contacted within two working days	100%	100%
All incoming calls handled immediately	100%	100%
Pursuable corruption investigations completed within 12 months	90%	83%
Corruption Prevention :		
Response to private sector requests for corruption prevention advice within two working days	100%	100%
Preventive Education :		
Response to requests for preventive education services/information within two working days	100%	100%

5 The Public's Role

Reporting Corruption

ICAC is heavily dependent on you for success in combating corruption in Hong Kong. ICAC welcomes reports made in good faith concerning suspected corruption. ICAC encourages members of the public, where possible, to identify themselves and make reports in person.

Reports may be made as follows :

- In person to ICAC Report Centre : 24 hours a day at
**G/F, 303 Java Road,
North Point,
Hong Kong**
- By phone to ICAC hotline : 24 hours a day **2526 6366**
- By letter to
**The Commissioner,
Independent Commission Against Corruption,
GPO Box 1000,
Hong Kong**

In person, by phone, or by letter, to any of ICAC's seven Regional Offices:

Hong Kong Island

ICAC Regional Office - Hong Kong West/Islands

G/F, Harbour Commercial Building,
124 Connaught Road Central, Sheung Wan
Tel.: 2543 0000

ICAC Regional Office - Hong Kong East

G/F, Tung Wah Mansion, 201 Hennessy Road,
Wan Chai
Tel.: 2519 6555

Kowloon

ICAC Regional Office - Kowloon East/Sai Kung

Shop No. 4, G/F, Kai Tin Building,
67 Kai Tin Road, Lam Tin
Tel.: 2756 3300

ICAC Regional Office - Kowloon West

G/F, Nathan Commercial Building,
434 - 436 Nathan Road, Yau Ma Tei
Tel.: 2780 8080

New Territories

ICAC Regional Office - New Territories South West

Shop B1, G/F, Tsuen Kam Centre,
300-350 Castle Peak Road, Tsuen Wan
Tel.: 2493 7733

ICAC Regional Office - New Territories North West

G/F, Fu Hing Building,
230 Castle Peak Road,
Yuen Long
Tel.: 2459 0459

ICAC Regional Office - New Territories East

G06 - G13, G/F, Sha Tin Government Offices,
1 Sheung Wo Che Road,
Sha Tin
Tel.: 2606 1144

All seven Regional Offices are open from
9 a.m.-7 p.m. Monday to Friday,
except public holidays.

Request for Corruption Prevention Advice

- By phone or e-mail to the Advisory Services Group
Tel.: **2526 6363**
E-mail Address: **asg@cpd.icac.org.hk**
- In person or by letter to
**The Advisory Services Group,
Corruption Prevention Department, ICAC,
303 Java Road, North Point,
Hong Kong**

Request for Preventive Education Services

Members of the public are welcome to approach any of the above Regional Offices for the following preventive education services :

- Training talks and seminars on corruption preventive measures and anti-corruption laws;
- Requests for ICAC preventive education packages; and
- Requests for ICAC teaching packages.



Members of the public are also welcome to approach the Hong Kong Ethics Development Centre which aims to promote business and related ethics in Hong Kong. Its services include tailor-made consultancy services on codes of conduct, system control and staff training, and provision of resource materials. Please visit the Centre's Website (<http://www.icac.org.hk/hkedc>) for further details.

Request for services

- By phone, fax, e-mail or letter to the Hong Kong Ethics Development Centre

Tel: **2587 9812**

Fax: **2519 7762**

E-mail Address : **hkedc@crd.icac.org.hk**

Address:

**Hong Kong Ethics Development Centre,
1/F, Tung Wah Mansion,
199-203 Hennessy Road, Wan Chai,
Hong Kong**

With effect from 1 April 2011, the address is changed to

**Hong Kong Ethics Development Centre,
Community Relations Department, ICAC,
8/F, 303 Java Road, North Point,
Hong Kong**

6 Effective Monitoring

The four advisory committees to the ICAC and the Commissioner will monitor the matters covered by this performance pledge. The Commissioner will publish the results annually.

7 Where to Go for Further Information

Staff of the ICAC Report Centre and the seven ICAC Regional Offices, who will always identify themselves by name, will be pleased to respond to enquiries concerning this performance pledge and all other aspects of the Commission's work.

The ICAC Corporate Website (<http://www.icac.org.hk>) provides the latest news about the Commission. It also gives a brief account of Hong Kong's history on combating corruption and a general description of the role, structure and power of the ICAC. Furthermore, information on the services provided by the three departments of the Commission, salient facts relating to the anti-bribery legislation, corruption statistics, past major ICAC cases, a databank of press releases and an ICAC's wanted persons list are available on the Website.

8 Complaints Against ICAC

If you wish to lodge a complaint against the conduct of an ICAC officer or ICAC practices and procedures, please

- write to

**Secretary to the ICAC Complaints Committee,
Room 1222, Central Government Offices, West Wing,
Lower Albert Road,
Hong Kong
Tel.: 2810 3503**

- phone **ICAC Report Centre 2526 6366**
- report **in person, by phone or in writing to any of the ICAC Regional Offices**

We will endeavour to inquire into complaints with sufficient information to follow up. They should be made in a timely fashion as delay may give rise to difficulties in investigation. In order that complaints can be dealt with promptly and fairly, you are encouraged to lodge your complaint as soon as practicable. Complaints lodged more than two years after the occurrence of the event to which they relate will be accepted for investigation only in exceptional circumstances.

Reports on the investigation of such complaints will be considered by an independent ICAC Complaints Committee. Complainants will be advised in writing of the outcome of their complaints as soon as possible.

Independent Commission Against Corruption

August 2011