



服務承諾 PERFORMANCE PLEDGE

REPORT CORRUPTION HOTLINE — 25 266 366
舉報貪污熱線

廉政公署的願景、使命及信念

願景

成為國際公認反貪典範，
鞏固香港廉潔都會美譽，
促進全球廉政建設合作。

使命

廉政公署致力維護香港公平公正，安定繁榮，
以執法、教育、預防三管齊下，
與全體市民攜手肅貪倡廉，並推動國際合作，
與各地反貪機構共同打擊貪腐。

信念

堅守誠信
牢記使命
追求卓越
不懼不偏



ICAC's Vision, Mission and Values

Vision

To become a world-acclaimed exemplar in the graft-fighting arena, entrench the reputation of Hong Kong as a city of probity, and drive global collaboration in anti-corruption efforts.

Mission

With the community, the ICAC is committed to fighting corruption through law enforcement, education and prevention to keep Hong Kong fair, just, stable and prosperous. We also foster international cooperation among anti-corruption agencies worldwide in the common fight against graft.

Values

Integrity

Commitment

Ability

Courage



這小冊子告訴你廉政公署向市民所作的服務承諾，並說明你可如何向本署舉報和就本署的服務提出意見或投訴的渠道。

1 服務及標準

- 廉署人員會視乎情況，即時接見或在48小時內聯絡和約見可追查貪污投訴的投訴人，亦會盡快通知投訴人調查結果。
- 如投訴內容與貪污無關但涉及其他罪行或其他政府部門、公共機構的違規情況，我們一般會在兩個工作天內聯絡投訴人，徵求其同意將投訴轉介有關部門或機構處理。
- 我們會即時處理所有透過廉署24小時熱線(25 266 366)或於辦公時間內透過分區辦事處收到的來電。
- 我們會專業而迅速地徹查所有可追查貪污投訴，並盡可能在12個月內完成調查工作。
- 我們會在兩個工作天內聯絡要求廉署提供防貪意見的人。
- 我們會在兩個工作天內聯絡要求廉署提供倡廉教育服務或資料的人。

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 channels available if you want to raise any comments or complaints about ICAC's service.

1 Service and Standards

- A person making a pursuable corruption complaint will, where necessary, be immediately interviewed, or be contacted for interview within 48 hours. He will be advised of the outcome of the investigation as soon as possible.
- A person making a non-corruption complaint but of other crimes or irregularities concerning other government departments or public bodies will be contacted normally within two working days for his consent to refer his complaint to relevant authorities for further handling.
- All incoming calls through ICAC 24-hour hotline service (25 266 366) or telephone services of the Regional Offices during office hours will be handled immediately.
- Pursuable corruption complaints will be professionally and expeditiously investigated and, if possible, investigations will be 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.

2 服務時間及地點

廉政公署致力迅速地、有效地和保密地為市民提供其服務：

- **廉署舉報中心全年服務，每日24小時均接受市民舉報**
- **七間廉署分區辦事處的服務時間為：**
星期一至五 上午九時至下午七時
(公眾假期除外)
- **我們會即時接見親臨廉署舉報中心或任何一間廉署分區辦事處的市民**
- **廉署的「防貪諮詢服務」及香港商業道德發展中心的服務時間為：**
星期一至五 上午九時至下午六時
(公眾假期除外)

2 Service Hours and Locations

ICAC is committed to providing its service to members of the public in a prompt, effective and confidential manner:

- **24 hours a day at ICAC Report Centre, every day of the year**
- **9 a.m. - 7 p.m. Monday to Friday at the seven ICAC Regional Offices, except public holidays**
- **Members of the public who come in person to the ICAC Report Centre or any of the ICAC Regional Offices will be interviewed immediately.**
- **9 a.m. - 6 p.m. Monday to Friday at ICAC's Corruption Prevention Advisory Service and Hong Kong Business Ethics Development Centre, except public holidays**

3 服務目標及表現

	服務目標	達致的目標 (2024)
執法：		
在48小時內約見作出可追查貪污投訴的投訴人	100%	100%
在兩個工作天內聯絡作出非貪污性質投訴的投訴人，徵求其同意將投訴轉介有關機構處理	100%	100%
立即處理所有來電	100%	100%
在12個月內完成可追查貪污舉報的調查工作	90%	89.1%
防止貪污：		
在兩個工作天內就私營機構要求提供防貪意見作回應	100%	100%
倡廉教育：		
在兩個工作天內回應對倡廉教育服務或防貪資料的要求	100%	100%

3 Performance Target and Achievements

	Performance Target	Target Achieved (2024)
Operations :		
Complainants making pursuable corruption complaints contacted for interview within 48 hours	100%	100%
Complainants making non-corruption complaints contacted within two working days to obtain consent to refer their complaints to relevant authorities	100%	100%
All incoming calls handled immediately	100%	100%
Pursuable corruption investigations completed within 12 months	90%	89.1%
Corruption Prevention :		
Response to private sector requests for corruption prevention advice within two working days	100%	100%
Preventive Education :		
Response to requests for anti-corruption services/ information within two working days	100%	100%

4 市民的參與

舉報貪污

廉政公署需要你的支持才能成功打擊貪污。我們歡迎市民信實地舉報任何懷疑涉及貪污的事件，並鼓勵市民盡可能透露姓名和親身舉報。

市民可循以下途徑向廉署舉報：

- 親臨廉署24小時舉報中心，地址為
香港北角渣華道303號地下
- 致電廉署的24小時熱線電話：**25 266 366**
- 致函
香港郵政信箱1000號
廉政公署
廉政專員收



4 The Public's Role

Reporting Corruption

ICAC relies on your support in combating corruption in Hong Kong. We welcome reports made in good faith concerning suspected corruption, and encourage members of the public, where possible, to identify themselves and make reports in person.

Reports may be made in the following ways:

- In person to ICAC Report Centre (24-hour service):
**G/F, 303 Java Road,
North Point,
Hong Kong**
- By phone to ICAC 24-hour hotline: **25 266 366**
- By letter to
**The Commissioner,
Independent Commission Against Corruption,
GPO Box 1000,
Hong Kong**

- 親臨、致電或致函下列任何一間廉署分區辦事處：

港 島

廉政公署東港島辦事處

灣仔分域街16號東城大廈地下3號

電話：2519 6555

廉政公署西港島及離島辦事處

上環干諾道中124號海港商業大廈地下

電話：2543 0000

九 龍

廉政公署東九龍及西貢辦事處

西貢將軍澳唐賢街30號將軍澳政府合署北座地下

電話：2756 3300

廉政公署西九龍辦事處

油麻地彌敦道434-436號彌敦商務大廈地下

電話：2780 8080

- In person, by phone, or by letter to any of the ICAC Regional Offices:

Hong Kong Island

ICAC Regional Office - Hong Kong East

Unit 3, G/F, East Town Building,
16 Fenwick Street, Wan Chai
Tel.: 2519 6555

ICAC Regional Office - Hong Kong West/Islands

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

Kowloon

ICAC Regional Office - Kowloon East/Sai Kung

G/F, North Tower, Tseung Kwan O Government Offices,
30 Tong Yin Street, Tseung Kwan O, Sai Kung
Tel.: 2756 3300

ICAC Regional Office - Kowloon West

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

新 界

廉政公署新界東辦事處

沙田上禾輦路1號沙田政府合署地下G06-G13室

電話：2606 1144

廉政公署新界西北辦事處

元朗青山公路元朗段230號富興大廈地下

電話：2459 0459

廉政公署新界西南辦事處

荃灣青山公路荃灣段300-350號荃錦中心地下B1號

電話：2493 7733



廉署分區辦事處的服務時間為：

星期一至五 上午九時至下午七時
(公眾假期除外)

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

New Territories

ICAC Regional Office - New Territories East

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

ICAC Regional Office - New Territories North West

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

ICAC Regional Office - New Territories South West

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

要求提供防貪意見

- 可致電、傳真、電郵或致函「防貪諮詢服務」

電話：2526 6363

傳真：2522 0505

電郵地址：cpas@cpd.icac.org.hk

地址：

香港北角渣華道303號

廉政公署防止貪污處

防貪諮詢服務



要求提供倡廉教育服務

各界人士如需下列倡廉教育服務，歡迎與任何一間廉署分區辦事處聯絡：

- 舉辦有關反貪污法例及防貪措施的培訓講座及研討會
- 索取廉署的倡廉教育資源
- 索取廉署製作的教材

Request for Corruption Prevention Advice

- By phone, fax, e-mail or letter to the
Corruption Prevention Advisory Service

Tel.: **2526 6363**

Fax: **2522 0505**

E-mail Address: **cpas@cpd.icac.org.hk**

Address:

**Corruption Prevention Advisory Service,
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 ICAC Regional Offices for the following preventive education services:

- Request for talks and seminars on anti-corruption laws and corruption prevention measures
- Request for ICAC preventive education resources
- Request for ICAC teaching packages

香港商業道德發展中心致力推廣商業和專業道德，竭誠為工商界提供服務，範圍包括紀律守則和系統控制顧問服務、舉辦培訓課程，以及提供有關的參考資料。詳情請參閱中心網站 (<https://hkbedc.icac.org.hk>)。如欲要求該中心提供服務：

- 可致電、傳真、電郵或致函香港商業道德發展中心

電話：**2826 3288**

傳真：**2519 7762**

電郵地址：**hkbedc@crd.icac.org.hk**

地址：

香港北角渣華道303號

廉政公署社區關係處

香港商業道德發展中心



香港商業道德發展中心
Hong Kong Business Ethics Development Centre

Members of the public are also welcome to approach the Hong Kong Business Ethics Development Centre which aims to promote business and professional ethics in Hong Kong. Its services include tailor-made consultancy services on codes of conduct and system control, as well as provision of staff training and resource materials. Please visit the Centre's Website (<https://hkbedc.icac.hk>) for further details. Request for services from the Centre can be raised:

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

Tel.: **2826 3288**

Fax: **2519 7762**

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

Address:

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

5 有效的監察

廉政公署的四個諮詢委員會以及廉政專員會監察服務承諾所包括的事宜，而廉政專員每年都會公布服務成效。

6 查詢進一步資料的途徑

廉署舉報中心和七間分區辦事處的職員非常樂意解答有關服務承諾和廉署工作的任何問題。他們與市民接觸時定會表露姓名。

5 Effective Monitoring

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

6 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.

7 投訴廉政公署的途徑

如果你對廉署人員的行為或廉署的工作常規及程序有任何不滿，可循以下途徑提出投訴：

- 致函廉政公署事宜投訴委員會秘書

香港添馬

添美道2號

政府總部25樓2559室

電話：3655 5503

- 親臨、致電或致函廉署舉報中心或任何一間分區辦事處（聯絡方法可參閱小冊子第4段）

我們會竭盡所能跟進具備足夠資料的投訴，並鼓勵投訴人在可行情況下盡快提出，讓我們可以公平迅速地處理，以免因延誤而導致調查困難。除特殊情況，事隔兩年以上作出的投訴將不獲受理。

這類投訴的調查報告會交由獨立的廉政公署事宜投訴委員會審議。我們會盡快將結果以書面形式通知投訴人。

廉政公署

二零二五年四月

7 Complaints Against ICAC

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

- **write to Secretary to the ICAC Complaints Committee**
Room 2559, 25/F, Central Government Offices,
2 Tim Mei Avenue, Tamar,
Hong Kong
Tel.: 3655 5503
- **report in person, by phone or in writing to ICAC**
Report Centre or any of the ICAC Regional Offices
(Please refer to para. 4 of the booklet for our contact
means.)

We will endeavour to follow up on complaints with sufficient information. As delay in lodging a complaint may give rise to difficulties in investigation, you are encouraged to lodge your complaint as soon as practicable so that it can be dealt with promptly and fairly. Only in exceptional circumstances will complaints lodged more than two years after the occurrence of the event to which they relate be accepted for investigation.

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

April 2025



廉署網站



www.icac.org.hk

廉署社交網站專頁



香港廉政公署 hongkongicac

