



## No voice left unheard

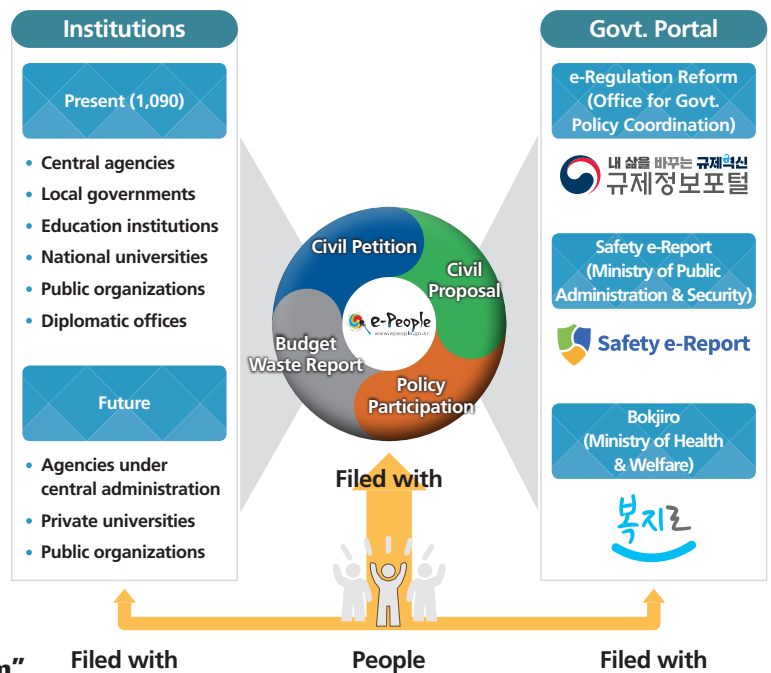
e-People is government digital platform that allows citizens to file complaints and to participate in government decision-making process online



### Background

**“ACRC has been operating e-People, digital platform for government-wide citizen communication”**


- As Korea’s pan-government digital platform, e-People connects all the central administrative organizations, all the local governments, major public institutions and overseas diplomatic missions etc. online.
- e-People links citizen communication services such as e-Regulation Reform, Safety e-Report, Bokjiro so that citizens can easily and conveniently communicate with public organizations.





**“e-People is an internationally-recognized system”**


- e-People received the UN Public Service Awards in 2011, ranked first in terms of online participation index by the UN e-government assessment in 2010, 2012 and 2014, and awarded Asia-Pacific Stevie Awards in 2020.

### Function

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**Civil Petition**

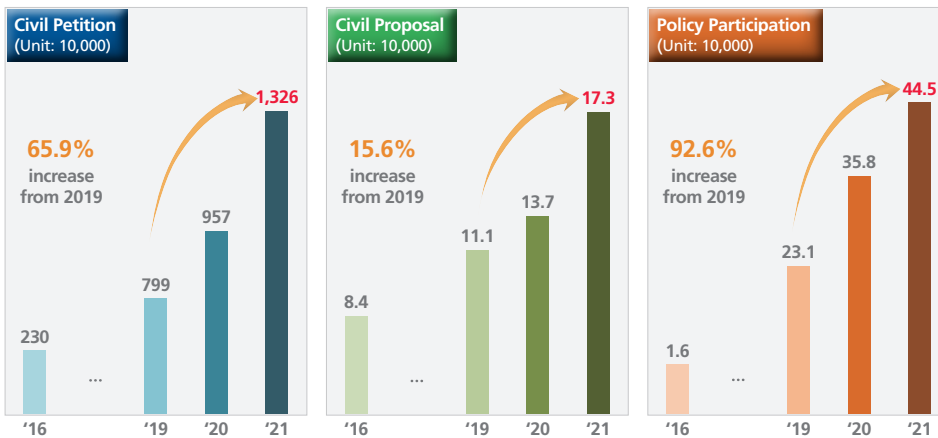
Civil petitions are delivered to and handled by the most suitable government agency through one-stop service.
- 
**Civil Proposal**

Creative opinions about institutional improvements are collected and reflected in government policies and incentives to the outstanding proposals are provided.
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**Policy Participation**

Participations on policies or laws are taking place and policies are made based on the participations.
- 
**Budget Waste Report**

Waste of taxpayers' money is prevented through improvements on laws and regulations by gathering people's opinions on wrongful budget executions or budget-saving suggestions.

The rate of citizen awareness on e-People is 84.3%  
User satisfaction score is 77.7 out of 100



As the level of people's interests and expectations in the government's social and welfare policies increases, the numbers of civil petitions, civil proposals, and policy participations are increasing sharply every year.

**Petition Process**

- ① **Filing** : A citizen verifies his or her identification, fills out the petition form, and then submits it to the concerned government agency.
- ② **Classifying & Handling Petitions** : The petition is assigned to an official or department in charge of handling the petition.
  - If the petition is made because of an illegal, unlawful, or unreasonable system of an administrative agency, the ACRC, the Ombudsman of Korea, directly examines and handles the case.
  - If the petition has been referred to another agency more than three times or it is unclear which agency should take it, the ACRC mediates and designates the appropriate agency for the petition to be addressed.
- ③ **Notifying Results** : Every process of handling the petition is notified to the petitioner by text or e-mail and on the system's website.
- ④ **Evaluating Satisfaction** : In order to continuously improve the service quality of e-People, the citizen can evaluate his or her satisfaction with the result of his or her petition through e-People.

**Vision**

- In the future, e-People will change the existing way of handling individual petitions to resolve problems fundamentally using information and communication technologies(ICTs).
- e-People will continue to improve the quality and efficiency of public service,
  - by using new intelligent information technologies such as AI automatic answering system, metaverse, blockchain technology and big data analysis etc.
  - by increasing the number of agencies to be connected.
  - by laying a legal foundation for e-People.






# People's Idea Box

## idea.epeople.go.kr

A Representative Portal for the people to participate in the policy-making process



## Background

The Anti-Corruption and Civil Rights Commission (ACRC) launched  People's Idea Box(idea.epeople.go.kr) on March 28 2016 in an effort to listen to the voice of the people about major policies and systems that are closely related to the life of citizens and reflect them in the policy.



## How to manage People's Idea Box

### Three-Party Meeting

Three parties—citizens, experts(donation of talent), and public officials—gather to communicate and collaborate.



### Three Tools

Share opinions utilizing three tools—conversation, voting and survey.



#### Conversation

Used when proposing and discussing



#### Voting

Used when choosing among alternatives

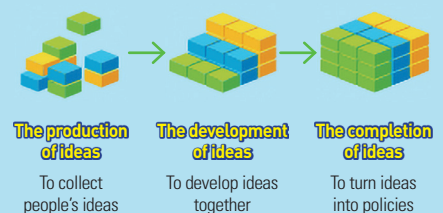


#### Survey

Used when questioning and answering

### Three-Step Process

Go through three-step process of thinking to solve a problem and implement policies.



## Main Functions

### 1. Discover people's ideas and promote the improvement of policies and systems

- Develop ideas submitted to People's Idea Box through consultation with relevant agencies and advice from experts and establish governmental policies.

### 2. Collect people's ideas about policy issues of each agency

- Implement policies proposed by administrative agencies with citizens to increase acceptance of policies and prevent risk factors in advance.

### 3. Organize a panel of citizens to take prompt measures against social issues

- Carry out a survey involving a statistical population to increase the reliability of the result and secure engines for the policy implementation.

### 4. Facilitate the administrative participation of various people

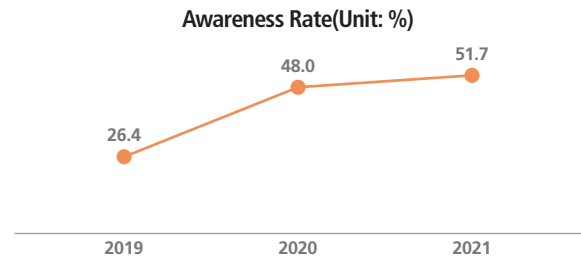
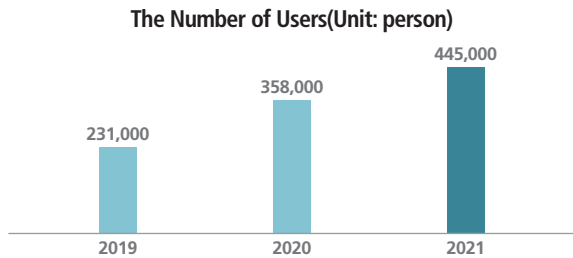
- Establish idea contests and programs for policy participation among university students in order to encourage the participation of teenagers and the youth with relatively low usage rate of People's Idea Box and reward students with active participation.

**[Major policies and systems improved based on the ideas of citizens submitted to the People's Idea Box]**

<p><b>Vaccination</b></p>  <p>Include workers from private educational institutes as COVID-19 vaccination priority group</p>	<p><b>Support for the youth</b></p>  <p>Allow graduate students to repay their student loans after being employed</p>	<p><b>Complaints-related convenience</b></p>  <p>Set up microphones at the public service centers, as wearing a mask has become a routine</p>	<p><b>Rights and interests of students</b></p>  <p>Implement measures to enhance the rights and interests of trainees from vocational high schools students</p>	<p><b>Protection of pets</b></p>  <p>Make the registration of protection facilities for pets mandatory</p>
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**More than 445,000 Participants and an Awareness rate of 51.7%**

People's Idea Box grew into a major platform for public participation with more than 445,000 people participating in 2021, which increased from 16,000 in 2016 and 358,000 in 2020. Active participation of a number of people led to an increase in the awareness of the People's Idea Box. According to the 2021 Survey on the awareness of the ACRC's major policies, the awareness rate of People's Idea Box increased by 3.7 percentage points year on year to 51.7%.

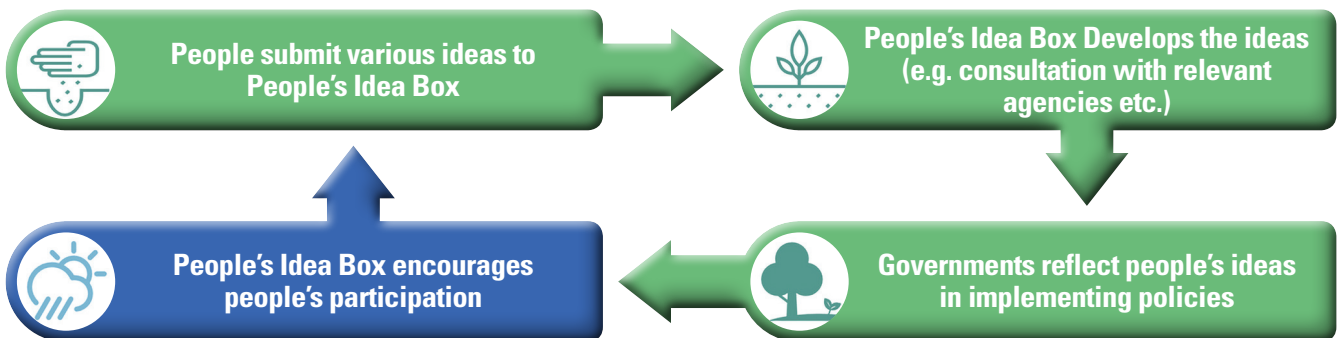


**Process of reflecting citizen opinions in government policy**

**Through People's Idea Box**

Citizens submit their opinions, which are established as government policies by being developed through consultation, discussion and voting among relevant public institutions and receiving advice from experts.

**Citizen opinions reflected in policy**



**Vision**

**Materialize practical participatory democracy by growing into a platform that citizens may trust**

- Any citizens could publicly express their opinions related to policies or administrative systems.
- The government could use it as a regular channel for the collection of opinions when the establishment of policies influences people's living.

# Online Administrative Appeals System

[www.simpan.go.kr](http://www.simpan.go.kr)

Correct an erroneous disposition through swift and fair administrative appeals at no cost



## Overview

ⓘ An administrative appeal is a system that provides a quick and simple legal remedy to citizens whose rights and interests are violated by illegal and unjust dispositions by administrative agencies.

**\* Administrative Appeals Target**

- Suspension and revocation of driver's license, suspension and revocation of other licenses, suspension of business, imposition of fine, disqualification of state examination, etc.

**※ Legal grounds**

- CONSTITUTION Article 107 Paragraph 3 Administrative appeals may be conducted as a procedure prior to a judicial trial. The procedure of administrative appeals shall be determined by Act and shall be in conformity with the principles of judicial procedures.
- ADMINISTRATIVE APPEALS ACT, ENFORCEMENT DECREE OF THE ADMINISTRATIVE APPEALS ACT and ENFORCEMENT REGULATION OF THE ADMINISTRATIVE APPEALS ACT

ⓘ Online Administrative Appeals System([www.simpan.go.kr](http://www.simpan.go.kr)) enables citizens to utilize One-Stop Service on the Internet, from submitting requests for appeal to checking the ruling, whenever they want and regardless of the jurisdiction of the administrative appeals agency. It is an information system that allows disposition and appeals agencies to carry out every administrative appeals-related work online, including acceptance of the submission, answer, review, adjudication, and delivery.



## Background

**(Before)** People suffered inconveniences such as visiting the administrative appeals commissions or submitting the request form by mail since each administrative appeals commission is in charge of different administrative dispositions.



**(After)** Submission of administrative appeals was integrated into the online application, eliminating the inconvenience of submitting requests for appeal in person to disposition agencies or administrative appeals commissions.

49 out of 57 Administrative Appeals Commissions under the ADMINISTRATIVE APPEALS ACT

25 out of 66 Special Administrative Appeals Agencies under the individual law

- Central Administrative Appeals Commission
- Municipal and Provincial Administrative Appeals Commission(17)
- Municipal and Provincial Office of Education(17)
- The National Human Rights Commission of Korea
- Regional Corrections Headquarter(4)
- High Prosecutors' Office(6)
- The Constitutional Court of Korea
- The Korea communications Commission
- The Corruption Investigation Office for High-ranking Officials

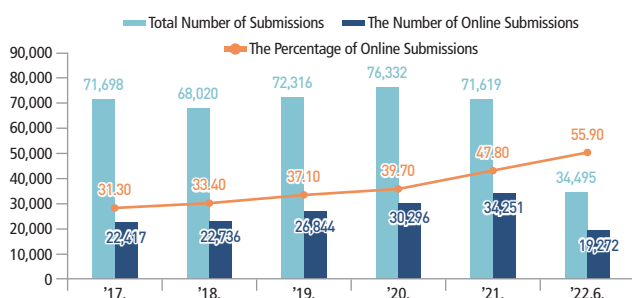


※ 74 out of 123 agencies(60.2%) are using the system

- The Appeals Commission for Educators
- Municipal and Provincial Appeals Commission(15)
- Municipal and Provincial Office of Education Appeals Commission(6)
- Long-term Care Appeals Commission
- The National Health Insurance Dispute Mediation Committee
- Geographical Indications Appeals Commission

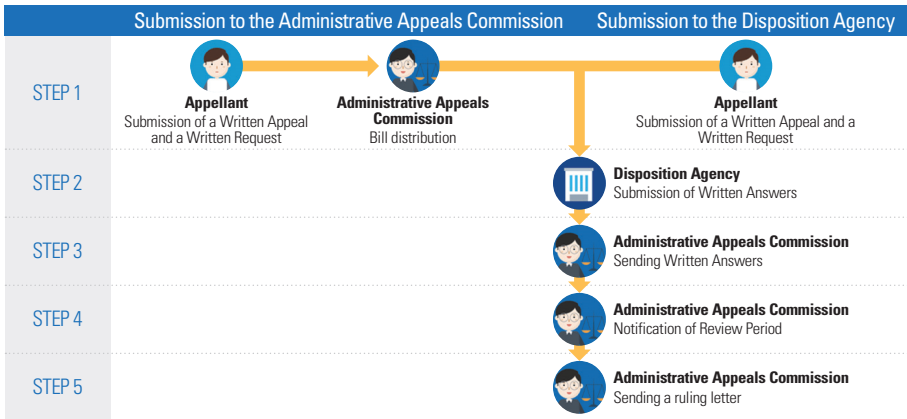
<Agencies Using the Online Administrative Appeals Hub System>

74 out of 123 or 63% of administrative appeals commissions utilize the Online Administrative Appeals System, and the percentage of online submission rose continuously from 31% in 2017 to 56% in June 2022.



<Percentage of Online Submissions to 74 Administrative Appeals Commissions>

## Process



- ① Submission of a Written Request for Appeal and Documents by Appellant
- ② Bill distribution by Administrative Appeals Commission
- ③ Submission of Written Answers by Disposition Agency
- ④ Sending Written Answers, Notification of Review Period and Sending a ruling letter by Administrative Appeals Commission

## Main Service

### Public Website

- Submit an online request for administrative appeal
- Check the status
- Check written decision
- Search appealed cases and adjudication cases
- Mobile checking service
- Virtual experience service for submission

### Commission System

- Submission management
- Write review and written decision
- Search reviews and adjudication cases
- Operation and management of commission
- Online delivery of written decision
- Search cases online

### Disposition Agency System

- Acceptance of the submission
- Write and send an answer
- Search answers and written decision
- Confirm result and written decision

### Deliberation System

- Preliminary review of the case
- Write an opinion on the review
- Search written review and decision
- Carry out E-deliberation

## Newly added features

### The Launch of Metaverse Experience and Promotion Center for Administrative Appeals

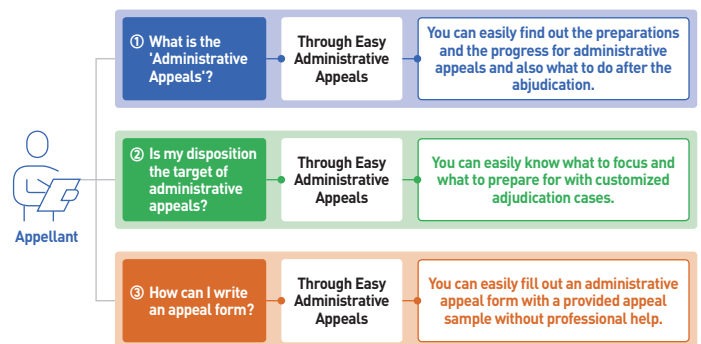
- 🔔 In July 2022, the Metaverse Experience and Promotion Center for Administrative Appeals opened to enable citizens who have difficulties understanding and utilizing the administrative appeals system to experience procedures from submitting a request for administrative appeal to hearing in the virtual space.



<The Map of the Metaverse Experience and Promotion Center for Administrative Appeals>

### EASY Administrative Appeals Service

- 🔔 From the second half of 2022, EASY Administrative Appeals Service, including autofill request form and adjudication cases tailored for users, will be provided for citizens with a lack of legal knowledge to complete request forms without the help of agents such as lawyers and labor attorneys.



<The Function of EASY Administrative Appeals Service>

# Clean Portal

## Corruption Reporting System

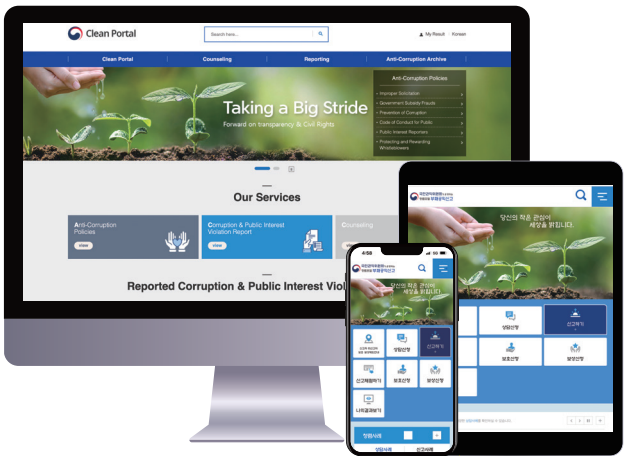
www.clean.go.kr

### Background

The Clean Portal corruption reporting system is a comprehensive anti-corruption information platform which enables people to report corruption online conveniently and to search for necessary anti-corruption information easily.


A corruption reporting system operated since 2003, was reorganized into the Clean Portal system in 2019. Clean Portal system aims to provide a one-stop service from reporting customized for different types of users to applying for protection and compensation systematically and efficiently.


Clean Portal functions as a window not only for reports but also for the disclosure and sharing of anti-corruption policy information. The "Clean Forum" on the system is for this function. It is where public organizations share all the integrity-related information such as anti-corruption guidelines, information of corrupt officials, etc.





**"Clean Portal" is an online channel for reporting corruption & public interest violation to public organizations**


### Main Service


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**Introduction to Laws and Institutions**

You can get information on laws and institutions in detail in relation to report of violations of the Improper Solicitation and Graft Act, recruitment corruption, fraudulent receipt of welfare and subsidy or false claims for public funds, acts of corruption, violations of the Code of Conduct for Public Officials, or acts detrimental to the public interest, as well as protection and reward for the reporters.
- 
**Consultation**

You can inquire about reporting violations of the Improper Solicitation and Graft Act, recruitment corruption, fraudulent receipt of welfare subsidies or false claims for public funds, acts of corruption, violations of the Code of Conduct for Public Officials, or acts detrimental to the public interest, as well as protection and reward for the reporters.
- 
**Filing a Report**

You can file a report on violations of the Improper Solicitation and Graft Act, recruitment corruption, fraudulent receipt of welfare subsidies or false claims for public funds, acts of corruption, violations of the Code of Conduct for Public Officials, or acts detrimental to the public interest.
- 
**Protection and Reward**

You can submit an application form for protection or reward in relation to a report.
- 
**Archives**

You can get information and resources on report of violations of the Improper Solicitation and Graft Act, recruitment corruption, fraudulent receipt of welfare and subsidy or false claims for public funds, acts of corruption, violations of the Code of Conduct for Public Officials, or acts detrimental to the public interest, as well as protection and reward for the reporters.
- 
**View Results**

You can safely and conveniently check the results of a consultation, report, reward, or request of protection.

