

ACRC Korea Transparency Newsletter (October 2021)

▷ ACRC Compensates for All Litigation Expenditure Due to Reporting to Enhance Reporter Protection

- Grounds for monetary rewards and awards made inclusive to promote public interest reporting

▷ ACRC ran an anti-corruption training course for public officials from 23 countries

- ACRC ran an international training program for five days from October 18, 2021 to share its anti-corruption policies and experiences.

▷ ACRC Initiates Building Reporting System to Prevent Conflicts of Interest That Any Korean Citizen Can Use

- A Standard Reporting System Will Be Accessible to All Public Institutions

▷ ACRC National Defense Ombudsman Protected Rights and Interests of 13,000 Service Members and Families During the Moon Administration

- 7,889 National defense and VA grievance closed resulting in 1,862 cases resolved

▷ ACRC Witnesses 20.3% of Acceptance Rate of General Cases in Administrative Appeals This Year, A Record High in 20 Years

- Unfairness in addition to illegality are actively considered in general cases to protect citizens' rights and interests

▷ ACRC Provided Online Counseling Services to 62,000 Grievances over the Last Two Years in Contact-Free Society

- It will proactively identify and tackle the cause of inconvenience in everyday life and civil complaints involving multiple government agencies

ACRC Compensates for All Litigation Expenditure Due to Reporting to Enhance Reporter Protection

- *Grounds for monetary rewards and awards made inclusive to promote public interest reporting -*
- *Revised Act on the Protection of Public Interest Reporter came into force on October 21 -*

(20th Oct. 2021, ACRC)

Korean citizens will now be able to seek relief funds for expenses incurred in filing a lawsuit involving public interest reporting. Additionally, in case such a report leads to recovery of the State or local government's fund, the administrative agency's disposition for the fund recovery will make the reporter eligible for a monetary reward instead of a court's decision.

The Anti-Corruption and Civil Rights Commission (Chairperson Jeon Hyun-Heui, ACRC) began implementing the revised Enforcement Decree of the Act on the Protection of Public Interest reporters on October 21, which will enable the compensation for expenses incurred for public interest reporting.

A reporter who has economically affected, such as a reduction in income, or has spent expenditure for a relocation, medical treatment, litigation, among others due to the public interest reporting can now seek a relief fund with the ACRC. Compensation used to be only applicable for litigation expenses to abolish unfair measures taken against the reporter, for example, dismissal and disciplinary punishments.

However, now all expenses for lawsuits filed due to public interest reporting are subject to relief funds. For instance, a reporter who would spend an attorney's fee to defend himself in civil or criminal case against which he is filed for defamation after his reporting can be compensated for his litigation expenditure.

Importantly, the revised Enforcement decree is expected to significantly help public interest reporters as the compensation is retroactive for the expenses incurred before October 21 on which the updated enforcement decree came into force. Previously, in case a public interest report resulted in a confirmation of the legal relationship regarding a recovery or increase of the State or local government's revenue, the inside reporter was able to claim the Commission a monetary reward within two years from when he is informed of the decision.

However, monetary rewards will no longer require a court decision on compensation for damage or recovery of illicit gains, but an administrative agency's measure for a fund recovery after reporting. Additionally, the application period is extended from two years to three.

For example, if a public interest report reveals a hospital's illegitimate receipt of public fund for medical checkups, and the local government elects to retrieve the subsidy, the reporter is entitled to a monetary reward. Updated rules for the reward, however, will be applicable for public interest reports made after October 21, the effective date of the revised Decree.

The grounds for monetary awards for reporting was also made more inclusive. Formerly, only a public interest report that results in fines or

penalties was subject to a monetary award, but now additional charges and levies are included.

In addition, a legal basis was formed to enable an administrative agency to voluntarily lessen or invalidate disciplinary actions taken against a reporter, if necessary, even through the ACRC does not demand the reduction or exemption, which has made the protection of reporters more timely and preemptive.

The ACRC Chairperson Jeon Hyun-Heui said “the revision of the Act has made the reporter protection and support system that the ACRC supervises more advanced and powerful. We will continue to work on updating the law to leave no one behind in protecting reporters.”

Major Amendments to Act on the Protection of Public Interest Reporters

- Promulgated on 20 Apr '21 and effective on 21 Oct '21 -

Reporter Support

- To expand the grounds for relief funds, which were limited to litigation expenses for abolishing unfair measures, such as dismissal and disciplinary actions, to include all expenses for lawsuits filed due to public interest reporting
 - ※ The compensation also applies to the litigation expenses incurred before the effective date of the updated Act.

- To extend the application period for monetary rewards for reporters from two years to three
 - Formerly, the application period was within two years since the applicant is informed that a confirmation is made on the legal relationship regarding a recovery or increase of the State or local government's revenues. However, the period has been extended to three years since the applicant is informed of a decision, or five years from a decision is made.
 - ※ This clause is applicable to public interest reporting made after effective date of the revised Act.

- To create a provision for restoring reward, and revise the provision for preventing overlapping payment of monetary rewards and awards, and relief funds
 - A ground has been laid to retrieve a reward when the reporter has received the payment with a false or illicit way.
 - A revision has been made to prevent the case where the reporter

receives overlapping payments of a monetary reward or award, or relief fund according to this law and other laws at the same time.

- ※ This clause is applicable to restoration of monetary awards for public interest reporting made after the effective date of the amended Act.

Reporter protection

- To build a ground for each administrative agency to voluntarily lessen or invalidate the responsibility of a reporter
 - An administrative agency has been made possible to lessen or invalidate disciplinary actions or disadvantageous administrative measures against the reporter at its discretion, if deemed to be required, without ACRC's call for the reduction or exemption of such measures.
 - ※ This clause applies to disciplinary actions or administrative measures taken after the effective date of the revised Act.
 - ※ (Before the revision) ACRC's request was required to reduce or invalidate disciplinary actions or administrative measures.
(After the revision) The reduction or exemption of disciplinary actions or administrative measures can be made when the ACRC demands it or the administrative agency in charge recognizes a need for a reduction or exemption.

**Major Amendments to Enforcement Decree of Act on the Protection of
Public Interest Reporters**
– Promulgated on 19 Oct '21 and effective on 21 Oct '21 –

Reporter Support

- (Monetary rewards) To expand the grounds for monetary rewards regarding public interest reporting
 - (Before the revision) A decision to receive compensation or restore illicit gains → (After the revision) A decision to provide compensation or restore illicit gains, or an administrative measure to receive compensation or to restore illicit gains
 - ※ This clause applies to public interest reporting made after the effective date of the updated Act.
- (Monetary awards) To expand the grounds for monetary awards on public interest reporting in order to consider more diverse financial dispositions for the award
 - (Before the revision) When reporting results in fines or penalties → (After the revision) When reporting results in fines, penalties, additional charges or levies
 - ※ This clause is applicable to public interest reporting made before the effective date of the amended Act.

Reporter Protection and Reward

Cat.	Act on the Protection of Public Interest Reporters
What to report	<ul style="list-style-type: none"> ■ Acts detrimental to the public interest <ul style="list-style-type: none"> - Acts detrimental to the health and safety of the people, the environment, the interests of consumers, fair competition, and public interest equivalent, and that are subject to a penalty or administrative measure according to 471 laws to which acts detrimental to the public interest is applicable.
Where to report	<ul style="list-style-type: none"> ■ The Anti-Corruption and Civil Rights Commission ■ Administrative or supervisory bodies with authority in guidance, supervision, regulation, and investigation ■ Investigative bodies ■ Members of the National Assembly ■ Public organizations, such as public enterprises, established according to 471 laws to which acts detrimental to the public interest is applicable ■ Managing Director or employer of the organization where an act detrimental to the public interest occurs
Proxy reporting through lawyers	<ul style="list-style-type: none"> ■ A reporter can use the personal information of his lawyer as a proxy instead of his own when filing a report with the ACRC <ul style="list-style-type: none"> ☞ An inside reporter may take advantage of ACRC's advisory board (comprised of 100 lawyers) for free consulting and proxy reporting. <p>* Find the list of the lawyers on the board: Clean Portal (www.clean.go.kr) > Clean Portal menu > How to Report > Violation of Public interest > Advisory Board of Lawyers for Proxy Reporting (only available on the Korean website)</p>
Protection of Reporters (including those who	<ul style="list-style-type: none"> ■ Confidentiality <ul style="list-style-type: none"> - Anyone shall not inform, disclose, or report the personal information or facts revealing the information of a reporter without a consent of the reporter - Any violation may be subject to up to 5 years in prison or 50

Cat.	Act on the Protection of Public Interest Reporters
helped)	<p>million won (or 42,000 USD) in penalty</p> <ul style="list-style-type: none"> - The ACRC may request the disciplinary authority for a disciplinary action on the violator ☞ The reporter to request the ACRC for investigating the account of the disclosure of his personal information. <p>■ Protective measures</p> <ul style="list-style-type: none"> - Anyone shall not impose any disadvantageous measures against the reporter for his reporting. - Any violation (through disciplinary actions, pay cuts, etc.) may be subject to up to 2 years in prison or 20 million won (or 17,000 USD) in penalty. - Any violation (through dismissal, release from office, etc.) may be subject to up to 3 years in prison or 30 million won (or 25,000 USD) in penalty. - The Commission shall request the person who has taken disadvantageous actions for measures of reinstatement, payment of wages in arrears, etc. <div data-bbox="323 1263 1406 1971"> <p style="text-align: center;">Disadvantageous measures</p> <ul style="list-style-type: none"> - Loss of social position (e.g. dismissal or release from office) - Unfair personnel measures (e.g. disciplinary punishment or curtailment of salary) - Personnel measures against the intention of the person himself (e.g. transference of position or withholding duties) - Discrimination in performance evaluation or in payment of bonuses - Discrimination that has a negative effect on the working conditions (e.g. cancellation of opportunities for education or training, or of qualifications for dealing with information) - Acts that cause physical or mental harm (e.g. bullying, violence or threatening language) - Unjust audit of duties - Acts that give administrative disadvantage (e.g. cancellation of approval or permission) or measures that give economic disadvantage (e.g. cancellation of a contract) </div> <p>☞ To request the ACRC for protective measures</p>

Cat.	Act on the Protection of Public Interest Reporters
	<ul style="list-style-type: none"> ■ Reduction of and exemption from responsibility <ul style="list-style-type: none"> - Where an act of violation of a reporter is found in connection with a reporting, the reporter may face reduced punishment or be exempt from the relevant punishment. - Where an act of violation of a reporter is found in connection with a reporting, the reporter may face reduced disciplinary actions or disadvantageous administrative measures, or be exempt from the relevant actions or measures. <p>☞ To request the ACRC for reduction of or exemption from responsibility</p> ■ Personal protection <ul style="list-style-type: none"> - Where it is evident that a reporter, his relative or cohabitant has suffered or is likely to suffer serious harm to his life or body due to a reporting disclosure, he may request the Commission for personal protection <p>☞ To request the ACRC for personal protection</p> ■ Relief funds <ul style="list-style-type: none"> - Where a reporter pays expenses due to a reporting disclosure, such the expenditure incurred in relocation, treatment, litigation procedures involving reporting, etc., the equivalent amount may be paid. <p>☞ To request the ACRC for a relief fund</p>
Monetary rewards for Reporters	<ul style="list-style-type: none"> ■ Grounds : Where a reporting disclosure leads to a recovery of increase in revenues of the State or local government (the reporter to make a request for a monetary reward)
	<ul style="list-style-type: none"> ■ Eligibility : inside reporters ■ Amount : up to 3 billion won (or 2.5 million USD)
Monetary awards for Reporters	<ul style="list-style-type: none"> ■ Grounds : Where a reporting disclosure brings property benefits to the State or local government, prevents loss, or promotes the public interest (ACRC to receive a recommendation from the institution in charge and grant the award at its discretion)
	<ul style="list-style-type: none"> ■ Eligibility : all public interest reporters
	<ul style="list-style-type: none"> ■ Amount : up to 200 million won (or 170,000 USD)

“ACRC runs an anti-corruption training course for public officials from 23 countries”

Korea shares its preventive anti-corruption measures including Integrity Assessment and Corruption Risk Assessment

The Anti-Corruption and Civil Rights Commission (ACRC) of the Republic of Korea will run an international training program for five days from October 18, 2021 to share its anti-corruption policies and experiences.

(18th Oct. 2021, ACRC)

Hosted by the Anti-Corruption Training Institute of the ACRC, the training course is designed to help build anti-corruption capacities of public officials all over the world.

Due to the spread of the COVID-19 pandemic, this year's course is conducted as a real-time online course, bringing together 44 public officials from anti-corruption agencies of 23 countries—Botswana, Cambodia, Ghana, India, Indonesia, Iran, Jordan, Kuwait, Laos, Libya, Malaysia, Maldives, Morocco, Pakistan, Saudi Arabia, Senegal, Serbia, Sri Lanka, Taiwan, Timor-Leste, Uzbekistan and Zimbabwe.

The training program will cover Korea's major anti-corruption policies including Integrity Assessment, Corruption Risk Assessment and whistleblower protection and reward program, which have won international recognition as best practices in the anti-corruption field, as well as anti-corruption laws including the Improper Solicitation and Graft Act and the Act on the Prevention of Conflicts of Interest Related to Duties of Public Servants.

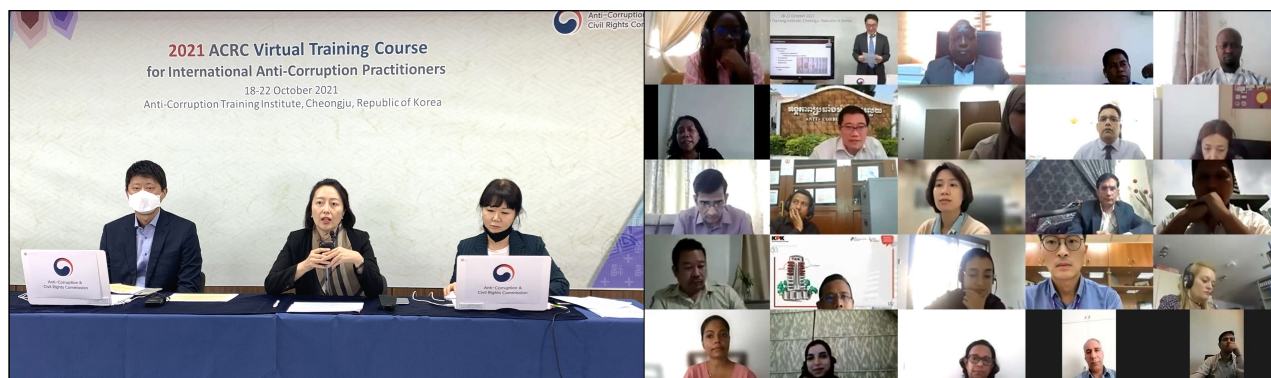
The course will present various educational videos produced by the ACRC, including web drama series "Dalgona" which has more than 5 million views on YouTube.

During the course, the participants will also learn about recent efforts of international organizations including the UN and the OECD to combat corruption and promote integrity, while introducing anti-corruption reforms of their own countries.

Since 2013, the ACRC has organized the training program for international anti-corruption practitioners every year. With a steady increase in the need for anti-corruption training provided by the ACRC, 235 participants from 67 countries attended its training course over the past eight years.

Jeon Hyun-heui, Chairperson of the ACRC, welcomed the adoption of the political declaration at the first-ever UN General Assembly special session against corruption last June as it calls for accelerated action on technical assistance for strengthening national anti-corruption capacities.

The Chairperson said "the ACRC will continue to actively address such technical assistance needs by sharing Korea's experience in preventing and fighting corruption."



ACRC Initiates Building Reporting System to Prevent Conflicts of Interest That Any Korean Citizen Can Use

- A Standard Reporting System Will Be Accessible to All Public Institutions -

(28th Oct. 2021, ACRC)

The Anti-Corruption and Civil Rights Commission (Chairperson Jeon Hyun-Heui, ACRC) is set to build a standard reporting system to prevent conflicts of interest that can be managed by multiple public institutions before the Act on the Prevention of Conflict of Interest Related to Duties of Public Servants takes effect in May next year.

In an effort to build a standard reporting system, the ACRC will add functions for processing the work regarding the prevention of conflicts of interest to Clean Portal, which allows any Korean citizen to easily access the government's anti-corruption policies and institutions via online.

※ (ACRC's **Clean Portal**) a website that allows any Korean citizen to report violation of the Improper Solicitation and Graft Act, corruption on employment, illicit acts of receiving welfare services and subsidies or of claiming public funds; other acts of corruption, violation of codes of conduct, or acts of violating public interests to public institutions; to seek for consultation; and to view the handling process over the Internet

The standard reporting system will not only provide citizens an easy access to Clean Portal that the Commission operates to report and get consultation on a violation of the Act on the Prevention of Conflict of Interest Related to Duties of Public Servants (Conflict of Interest Prevention Act), but also enable public institutions to handle and manage mandatory reporting, such as private interests, made by their employees.

Furthermore, the ACRC, which oversees the national efforts in preventing conflicts of interest, will be able to systematically manage the status of the entire public institutions' reporting regarding ten mandates on the Conflict of Interest Prevention Act as well as handling the results of the reports.

Obligations to Report and Submit	Restricted and Prohibited Activities
1 Report, apply for avoidance or recusal of persons with private interests	1 Restriction on duty-related outside activities
2 Report possession and purchase of real estate related to duties of public organizations	2 Restriction on employment of family members
3 Submit details of activities in private sector of high-ranking officials	3 Restriction on making negotiated contracts
4 Report any transactions with duty-related parties	4 Prohibition of private use of goods belonging to public Agencies and making profits from such use
5 Report any private contact with retired officials	5 Prohibition of use of duty-related confidential information

The Commission plans to build the standard reporting system based on the government-wide integrated cloud to enhance safety and security and reduce burden on public institutions.

The integrated cloud environment will ensure flexible responses even if the number of agencies that use the reporting system grows, and the safe management against external cyber attacks. The environment will also increase the security of reporter confidentiality and protection so that a reporter would feel safe to report a violation of the Conflict of Interest Prevention Act.

In order to enable all public institutions to start working on conflicts of interest, which is scheduled to govern some two million public servants from May next year, without a hitch, the ACRC in advance developed a project plan for building a standard reporting system to prevent conflicts of interest before commissioning the Public Procurement Service for a

tender. The ACRC is planning to select a company that will carry out the project by the end of this year, and initiate the project in January next year.

Kim Ki-seon, the Chief of Inspection & Protection Bureau of ACRC stated “we need a system to report and manage conflicts of interest to implement the Conflict of Interest Prevention Act on the ground as quickly as possible. The Commission will not only build a system but boost the use of the system through user training and promotion among the public.

ACRC National Defense Ombudsman Protected Rights and Interests of 13,000 Service Members and Families During the Moon Administration

- 7,889 National defense and VA grievance closed resulting in 1,862 cases resolved -
- The acceptance rate of Ombudsman's recommendation by public institutions reached 94% -

(5th Oct. 2021, ACRC)

The National Defense Ombudsman of the Anti-Corruption and Civil Rights Commission (Chairperson Jeon Hyun-Heui, ACRC) has protected the rights and interests of some 13,000 members of the armed forces and family members of veterans, since Moon Jae-in government took the office, by resolving a total of 1,862 civil complaints.

Compared to the five-year period (2012 through 2016) prior to the Moon government, the number of cases closed rose by 14.7% (from 6,727 cases to 7,889), while the rate of case acceptance in which complaints are resolved grew by 7.7 percentage points (15.9% to 23.6%). Meanwhile the rate of acceptance where the Ministry of National Defense (MND), Ministry of Patriots and Veterans Affairs (MPVA), Military Manpower Administration (MMA), and Defense Acquisition Program Administration accepted the ombudsman's recommendation reached 94.0%.

When classifying the cases by field, the Commission closed 392 cases in military (5%), 5,917 in national defense (75%) and 1,580 in veteran's affairs (20%), and thus relieved the complaints of soldiers in service to patriots to civilians who were affected by military facilities.

The military field accounts for around 5% of civil complaints the National Defense Ombudsman closed. Despite continued efforts to improve the military culture have been reducing incidents and accidents, a closer look and particular interest are still required so that the rights and interests of service members who faithfully carry out their military duty are not violated.

Take an example of a complaint handling case: a petitioner asked for recognizing his brother's death as one on the job for his brother passed away due to his senior soldier's assaults. While investigating the case, the ACRC found out that the deceased's situation is one of the cases where suicides and deaths from assaults had been made subject to the death on the job after re-deliberation, but the petitioner had not applied for the administrative disposition. The Commission, thus, recommended the MND to deliberate all such death cases, including the petitioner's brother's, with its own power in 2018. The Ministry re-deliberated 91 cases and ordered to recognize 90 cases as the death on the job.

The national defense category takes up about 75% of grievances the National Defense Ombudsman closed as complaints about the conscription administration and military facilities have dramatically risen. Particularly, as the number of social service agents has hiked since 2017, related grievances have increased about five times from 66 cases in 2016 to 338 in 2018.

In order to resolve repeated civil complaints regarding social service personnel, the ACRC delivered a recommendation to the MMA to create a procedure to file an objection about issues in service, such as

changing the organization for service, and to enhance the agents' sense of responsibility for their military service duty through training, disciplinary actions, etc. in 2019; and therefore contributed to protecting the rights and interests of some 60,000 social service personnel and building an advanced service culture.

The veterans' affairs field accounts around 20% of the total cases closed over the last five years as veteran policies have advanced and more veterans have been made subject to veteran benefit programs during the Moon administration. Importantly, the ACRC helps protect the rights and interests of veterans who fought overseas as to the veterans' affairs. As the government's recent efforts in providing face masks to the UN forces from Thailand, Ethiopia and other countries who fought in the Korean War moved Koreans, and as more Korean citizens share the idea that the foreign Korean War veterans need to enjoy Korea's veteran benefit programs, the ACRC is accelerating its efforts in handling civil complaints on veterans' affairs that goes beyond the national borders.

For instance, in 2019, some senior Greek veterans who fought in the Korean Wars sent the ACRC a letter that said the Greek Korean War Veterans Memorial had been left unattended more than 10 years in Yeosu Rest Area, failing to serve its purpose of honoring the veterans. After 6 on-site investigations and 16 meetings with related organizations to reach an agreement between the Embassy of Greece in Seoul, MND, MPVA, and City of Yeosu to relocate the Memorial to Yeongwol Park in Yeosu near citizens from the highway side, resolving Greek Korean War veterans' long-standing grievance that transcends the national borders.

On the other hand, the State of Georgia of the U.S. has recently passed a bill to honor war veterans from overseas as the US veterans. Korean residents in Georgia who fought in wars along with the US had found it difficult to obtain the record of their service to submit to the Georgia State government. 49 of them filed a grievance with the ACRC, and 45 veterans to date have acquired their service record. (See photos below.)

At the same time, over the last five years, the National Defense Ombudsman has worked on 104 institutional improvement projects, including decommissioning idle national defense and military facilities (2018), resolving repeated complaints from the neighborhood of air bases (2019), and improving the management of memorial facilities across the nation (2020). Through the institutional improvement, the Ombudsman was able to fundamentally tackle the cause of grievances of members of the armed forces and their families as well as civilians who had suffered the damage by military facilities.

For instance, citizens in the neighborhood of military facilities were suffering from inconvenience due to unattended and idle national defense and military facilities, such as bunkers and guard posts. The ACRC recommended the MND to conduct investigations on all idle facilities to identify if one is necessary for the defense purpose and tear down unnecessary ones in 2018. The Ministry has allocated 295.6 billion won (25 million dollars) up to this year, and is demolishing the inessential facilities.

Furthermore, over the last five years, the Commission ran 17 sessions of on-site consultations by visiting boot camps, recruit training centers of each armed force, VA hospitals, neighborhoods of military facilities.

Service members who would find it hard to use e-people or visit the ACRC office to file a complaint, veterans who have mobility difficulties, and residents who live near the border were able to resolve their complaints through the on-site consultations.

The National Defense Ombudsman is currently developing a way to make the system to treat illnesses and injuries developed and incurred during military service more inclusive so that military personnel can maintain their health before finishing their service. It is also collaborating with the MND, MPVA and local governments to find the bereaved family of 2,048 fallen soldiers the government has not yet found to inform the death after 70 years of the decease during the Korean War.

The ACRC Chairperson Jeon Hyun-Heui commented “patriot An Jung-geun said that sacrificing one’s life for the sake of the country is servicemen’s duty. Some 600,000 military personnel carry the spirit to protect the Republic of Korea. The ACRC will do our best to make sure service members safely finish their service, and to ensure the resolution of grievances of military and war veterans who made Korea as it is today.”

<For reference> Korean residents in US who fought in wars along with American soldiers taking the photo for veteran's driver's license



△ Korean residents in US who fought in wars along with American soldiers who obtained the proof of their service with the help of ACRC are taking the photo for veteran's driver's license.

ACRC Witnesses 20.3% of Acceptance Rate of General Cases in Administrative Appeals This Year, A Record High in 20 Years

- *Unfairness in addition to illegality are actively considered in general cases to protect citizens' rights and interests -*
- *Cases involving the driver's license are deliberated more closely since Yoon Chang-ho Acts took effect -*

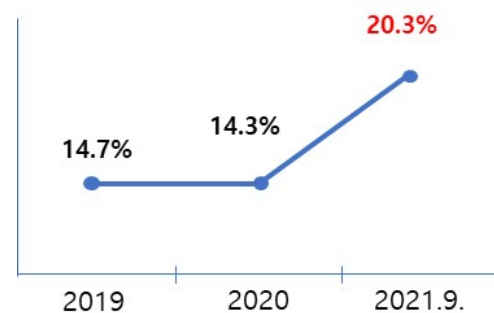
(19th Oct. 2021, ACRC)

The acceptance rate of general cases for administrative appeals reached 20.3% by the end of September this year, a record high in 20 years since 2001 when the number of cases filed for administrative appeals exceeded 10,000.

The Central Administrative Appeals Commission (CAAC) of the Anti-Corruption and Civil Rights Commission (Chairperson Jeon Hyun-Heui, ACRC) announced the acceptance rate of administrative appeal cases closed by the end of September this year.

If looking at the status of processing cases by category, in terms of general cases, a total of 3,964 cases has been closed by the end of September this year among which 502 cases were accepted, 1,972 were rejected, and 1,490 were dismissed, with a high acceptance rate of 20.3%, which is a dramatic increase from 14.3% in 2020.

<Acceptance rate of general cases in administrative appeals (%)>



A growth in the acceptance rate of general cases in administrative appeals was made possible as administrative appeals actively consider “unfairness” in addition to “illegality” of administrative measures, which means that administrative appeals are more comprehensive in protecting the rights and interests of the people as they consider not only the illegality of an administrative measure just as administrative litigations do, but also the unfairness of the measure.

On the other hand, with regard to cases on driver’s license, with the implementation of the Amendments to the Act on the Aggravated Punishment, etc. of Specific Crime, and Road Traffic Act (collectively referred to as “Yoon Chang-ho Acts”) in 2019 as well as the widespread condemnation against drunk driving in the society, the CAAC is maintaining its tendency toward thorough adjudication in cases seeking for relief from cancellation or suspension of driver’s license.

As to cases on cancellation or suspension of driver’s license, 9,515 cases were closed among which 721 were accepted, 8,623 were rejected, and 171 were dismissed, resulting in 7.7% of the acceptance rate. Regarding VA cases, out of 997 cases, 65 were accepted, 883 were rejected, and 49 were dismissed, leading to 6.9% of acceptance rate.

Min Seong-shim, Chief of Administrative Appeals Bureau said “administrative appeals are highly effective and efficient system in which citizens who suffer from illegal and unfair administrative measures taken by administrative agencies, such as the State or local government can have their rights and interests that have been violated protected easily and promptly. The recent increase in the acceptance rate in administrative appeals is very encouraging, given that victimized people

do not have to reach out to the court after their case is accepted in an administrative appeal.”

She also added “the ACRC is going to be more proactive in protecting the rights and interests of the people by actively considering the unfairness of an administrative measure apart from the illegality, and promoting the mediation system.”

ACRC Provided Online Counseling Services to 62,000 Grievances over the Last Two Years in Contact-Free Society

- It will proactively identify and tackle the cause of inconvenience in everyday life and civil complaints involving multiple government agencies -

(19th Oct. 2021, ACRC)

The Government Complaints Counseling Center of the Anti-Corruption and Civil Rights Commission (Chairperson Jeon Hyun-Heui, ACRC) has promoted online counseling services to tailor to a better environment for contact-free and mobile services that have been accelerated due to COVID-19. As a result, the Center has closed 61,963 counseling cases on civil complaints over the last two years since it was opened.

The ACRC's Government Complaints Counseling Center is located in the first floor of the Annex (the office building of the Ministry of Foreign Affairs) to Government Complex Seoul, which was opened in October 1, 2019 after expanding and reorganizing ACRC Seoul Complaints Center.

Any citizen who needs a helpline service can access the service through a variety of channels, by making an in-person visit (to Sejong or Seoul office), calling 110 Government Call Center, sending a letter (via mail or fax), or using the online website.

You can access online counseling in "counseling on civil complaints" menu in e-People or "request for counseling" menu on the website of the Government Complaints Counseling Center.

Out of 61,963 cases in online counseling that the Center has closed over the last two years (from October 1, 2019 to September 30, 2021)

it was able to close 51,972 (83.9%) cases as “case resolved through counseling” where the complaint counselor properly answers the complainant’s inquiry.

The case handling time per case has been shortened from five days when online service was launched to 2.7 days on average now.

By category, 21.6% of cases are on employment and labor, 8.7% on health and welfare, 8.5% on housing and construction, 7.6% on administration and safety, and 6.7% on civil cases and judicial affairs, demonstrating that the majority of cases in online counseling were concerning employment or COVID-19 related issues.

By region, 12,293 or 19.8% cases were from Seoul residents while 15,590 or 25.2%, and 3,399 or 5.5% were from Gyeonggi and Incheon residents, respectively, which shows that 50.5% of the online counseling is requested by residents in Greater Seoul area.

In addition, the Government Complaints Counseling Center has closed 31 civil complaints that involved multiple administrative agencies or required cooperation from different organizations, by conducting dozens of on-site visits and working-level meetings with relevant agencies, resolving inconvenience and difficulties citizens had to suffer as the ownership of certain administrative work was not distinctive.

Major examples of case resolution include: creation of a safe school zone of an elementary school in Dongtan New Town; building of an accessway that had been blocked due to the establishment of Anjung subway station in Pyeongtaek city; electricity supply to citizens through an Occupation Permit on electrical conduits in a Siheung municipal park; prevention of repeated floods in the road connecting Gimpo city to

Gangaseo district, Seoul city; and expansion of bus routes from Busan New Port neighborhood for residents.

Gwon Geun-sang, Head of Government Complaints Counseling Center stated “it is encouraging to see more use in online counseling in the pandemic and thanks to the mobile environment, and have a new system of resolving civil complaints that involve multiple administrative agencies established over the last two years. The Center will strive to go beyond from simply providing counseling services on grievances to proactively identify and tackle the cause of the issues that creates inconvenience to citizens in everyday life, and of civil complaints involving different agencies.”