

ACRC Korea Transparency Newsletter (Mar. 2022)

▷ ACRC Is Committed to Resolve 20 Million Civil Complaints Yearly Filed with the Commission

- ACRC Chairperson Jeon Hyun-Heui Briefed on the Vision and Plan for Resolving Civil Complaints fundamentally

▷ “A Third of Population Sought ACRC’s Help Last Year” The Commission Released Submission and Handling Results of 17 Million Civil Complaints and Reports

- ACRC listened to the people via communication channels, including e-People, Integrated Government Call Center (110), People’s Idea Box, Clean Portal and Online Administrative Appeals

▷ ACRC Chairperson Jeon Hyun-Heui Delivered a Keynote Speech at BIS Summit 2022 to Underscore the Need to Practice Integrity and Ethical Management

- Chairperson Jeon asked private enterprises and public institutions to proactively implement K-CP, scheduled to be introduced this year

▷ ACRC to Give the Reported an Opportunity to Explain to Secure Fairness and Objectivity in Handling Corruption Reports

- A balance of legal interests between protecting a reporting person and resolving concerns over false accusations and defamation of a reported person to be promoted

▷ ACRC Released Basic Plan for 2022 Comprehensive Integrity Assessment of Public Institutions

- A total of 573 public institutions including central and local administrative agencies, education offices, public-service related organizations, national

universities and public medical institutions to be subject to 2022
Comprehensive Integrity Assessment

▷ **ACRC Shared Current Status and Improvement Measures of Whistleblower Protection System of Korea with International Community**

- On the 29th, at G20 ACWG Meeting, the ACRC delivered presentation on Whistleblower Protection System

▷ **ACRC Recommended 255 Institutional Improvement Projects to Address Citizen Inconvenience and Unjustness in Everyday Life in Last 5 Years with 98.7% Acceptance Rate of Agencies**

- On 22nd, it reported the achievements of institutional improvement to the cabinet meeting, and published and distributed ACRC Casebook of 100 Institutional Improvement Projects

▷ **ACRC Took the Initiative to Protect Rights and Interests of People with Hansen's Disease by Opening Ombudsman Center for People with Hansen's Disease**

- The Center will protect the rights and interests of people with Hansen's disease, be dedicated to addressing their grievances about the living conditions and welfare of communities, and build systematic cooperation network with relevant organizations

▷ **ACRC saying "It Is Harsh to Expel Undocumented Migrated Woman Who Married a Korean Husband and Gave Birth"**

- CAAC stressed the need to consider humanitarian circumstances to care for a 2-year-old child and generate income despite her duration of stay expired

[Brief] ACRC Is Committed to Resolve 20 Million Civil Complaints Yearly Filed with the Commission



ACRC Chairperson Jeon Hyun-Heui Briefing

(8th Mar. 2022, ACRC)

Fellow Citizens,

As the government agency that is tasked with dealing with civil complaints, we would like to inform you on the ACRC's vision and future plans to more effectively and fundamentally resolve people's grievances that are expected to reach 20 million cases this year.

Last year, the ACRC received some 17.5 million civil complaints. To be specifically, 13.3 million cases were filed through e-People, 3.1 cases million via Integrated Government Call Center (110), 450,000 cases through the public policy participation channel on People's Idea Box, 47,000 cases via the Government Complaints Counseling Center, 20,000 cases through administrative appeals, and 15,000 cases via corruption reports and public interest disclosures.

As the difficulties in people's livelihoods as well as polarization deepen along with the protracted COVID-19 pandemic, and more people use social media, the number of civil grievances filed on e-People are rapidly increasing. If the number continues on a current trajectory, it is expected to exceed 20 million this year.

It is ACRC's priority to fully resolve some 20 million civil grievances by being responsive toward each and every inconvenience, compliant and inquiry as it directly affects the happiness of our people.

We, meanwhile, are fully aware of the inconvenience pointed out by some citizens that the government is not properly responding to the increasing number of civil complaints due to lack of awareness and tepid behavior of public officials toward public grievances, shortage in infrastructure of each public institution at all levels for responsibly tackling the complaints, limitation in the workforce and circumstances in the government, among others.

It is necessary to overhaul the civil compliant handling system in order to have the competence to resolve the grievances that meets different demands and heightened expectation of the people as we are approaching the 20 million cases of civil complaints mark per annum.

20 million civil complaints are what the ACRC is committed to proactively, responsively tackling as the government agency in charge of resolving them.

First, the ACRC will take the initiative to practically resolve civil complaints.

① We will make sure the acceptance rate of ACRC's recommendation reaches 100%.

We operate e-People to relieve the resentment of citizens by thoroughly investigating unlawful and unfair administrative dispositions in an objective and impartial manner before advising the public institution to correct the disposition.

Public institution's acceptance rate of ACRC's recommendation for correction, intended to redeem people rights and interests, is currently around 96%. We are going to upscale the recommendation and strengthen cooperation with the institutions so that 100% of them would accept the recommendation.

② We will proactively respond to resolve collective complaints by enacting Act on Mediation of Collective Complaints in order to settle social conflict.

We are going to proactively tackle collective complaints, which are difficult to be handled as they have far-reaching consequences across the society and involve sharp conflicts of interest. Over the last 5 years (from '17 to '21), the ACRC realized some 140,000 citizens' long-awaited demands through the resolution of 479 collective grievances. Major cases we have resolved include: a collective complaint involving the sale of the property without owners located in the civilian control area in Hae-an-myeon, Yanggu-gun, Gangwon-do; a case about the sale of a Korean Air's site in Songhyeon-dong; Korean Pharmaceutical Association's demand for the government to fulfil the promise of the provision of support over the facial mask rationing scheme.

We will continue to redeem the rights and interests of individual citizens

by proactively tackle collective grievances while preventing social conflict from spreading further. We will also utilize all our capabilities to pass the Act on Mediation of Collective Complaints, which is pending in the National Assembly, as early as possible for efficient and systematic mediation and resolution of collective grievances.

- ③ We will also carry out efforts in making sure no one is left behind in redemption of rights and interests through greater ombudsman cooperation with public institutions at all levels.**

The ACRC currently runs Police Ombudsman, Military Ombudsman, CIO (Corruption Investigation Office for High-ranking Officials) Ombudsman, and SME Ombudsman. In addition, we operate Foreign Enterprises Ombudsman to handle inconveniences and grievances of foreign businesses in Korea. Our key achievements include the resolution of a grievance to prevent the violation of rights and interests of persons interested in the case caused by the unnecessary prolongation of police investigations; and protection of the rights and interests of small and medium-sized enterprise owners. As the government's Ombudsman, the ACRC will continue to proactively resolve civil complaints in professional fields by enhancing cooperation and concluding more MoUs with relevant government agencies while pushing forward with the introduction of ombudsman programs in major government institutions in authority, such as Supreme Prosecutors' Office and National Tax Service.

- ④ We will proactively address some 20,000 administrative appeals filed each year with ACRC from the people's perspective.**

Administrative appeals are powerful means of redeeming people's rights

and interests that clearly resolve violations of citizens' rights and interests caused by unlawful and unfair dispositions of administrative agencies, make irrevocable decisions to which the agencies are not able to object, and induce corrective action over the result taken by the institutions themselves.

We will proactively judge illegitimate and wrongful dispositions made by administrative agencies from the citizens' perspective and drastically increase the acceptance rate of general cases in administrative appeals to exceed 30% from the current 19.7% to aggressively relieve inconvenience the people suffer.

⑤ We will enhance the competence of ACRC Government Complaints Counseling Center.

The Government Complaints Counseling Center, which began operating in October 2019, will continue to provide at-one-go comprehensive counseling service over complex civil complaints involving multiple public institutions. Furthermore, through greater cooperation with professional associations, including those of lawyers, tax accountants and doctors, we are going to significantly upscale the counseling on civil grievances.

Second, we will improve different policies and institutions that may lead to civil complaints in an effort to fundamentally reduce grievances.

① One of the major roles the ACRC carries out is to improve institutions with citizens by engaging the people.

The ACRC not only resolves individual civil complaints, but also identifies issues in policies and institutions that might cause grievances,

develops solutions to essentially tackle the issue, and advises public agencies at all levels.

② We will listen to the people's opinions by analyzing the big data in People's Idea Box and e-People for improving institutions.

We examine ideas for policy improvement suggested by citizens via People's Idea Box, a public policy participation platform, and the big data of civil complaints collected through e-People to identify unreasonable laws and regulations inducing civil complaints. After thorough fact-finding investigation, we devise plans to improve institutions that can fundamentally tackle inconvenience the people suffer, and advise public agencies at all levels. The acceptance rate of ACRC's recommendation on institutional improvement by public agencies reaches nearly 100%.

③ Key examples of institutional improvement

Major achievements in institutional improvement made last year are 50% reduction of real estate commissions, improvement of meal service for children from underprivileged families, improvement of operation and management of electric scooters, tactile paving and green vehicles, among others. Thanks to the institutional improvement on real estate commissions, in particular, the number of civil complaints related to the issue dropped by a wide margin to 331 in 2021 from 3,370 between 2019 and 2020.

④ Institutional improvement through special fact-finding investigation

Meanwhile, in an effort to fundamentally tackle civil complaints, the ACRC reforms policy and institution by analyzing causes and types of

grievances raised by many people and in a repetitive manner and conducting special inspection. For example, we examined repetitive grievances related to the school travel safety issue and executed special investigation to ensure safe school travel in areas near schools. We identified improvement opportunities for 1,371 schools across the nation, and developed improvement plans for some 500 walkaways near schools. The project has proceeded more than 50%, and substantially reduced relevant repetitive civil complaints.

The ACRC will continue to proactively implement special investigation over repetitive civil complaints, and improve policies based on citizens' suggestions made via People's Idea Box, and institutions inducing grievances so that complaints caused by unreasonable policy and institution can essentially decrease.

Third, we will increase accountability of public officials in government agencies over resolution of civil complaints, and improve the culture, behavior and awareness in the public office to ensure proactive public administration would apply in dealing with grievances.

In resolving 20 million civil complaints, what requires the most is to increase accountability in resolving the complaints of government agencies at all levels who listen to and resolve the grievances on the ground.

① We will better redeem rights and interests of residents in local communities by establishing more Local Ombudsmen.

The ACRC will obligate the establishment of a Local Ombudsman in local governments that serve 500,000 population or more to tackle the grievances in local communities in a timely and fair manner, and will

enhance cooperation with Local Ombudsmen to reinforce the complaint resolution infrastructure.

Afterwards, we will pave the way for establishing an Ombudsman in the central administrative agencies, education offices and other public institutions so that each institution can prevent and resolve civil complaints on its own.

② We will promote proactive administration of public officials through ACRC assessments.

In addition, we will create a culture in the public office where public officials proactively resolve civil complaints by taking advantage of our Integrity Assessment for Public Institutions and Assessment of Civil Complaint Service. In order to increase the competence of public institutions at all levels, we are going to help create a culture of proactive resolution of grievances in the agencies by reflecting the effort to execute proactive public administration and the practice of passive administration in the criteria of Integrity Assessment for Public Institutions, which evaluates 573 public agencies; and are going to improve Assessment of Civil Complaint Service by expanding the assessment target to include more public institutions.

③ We will raise operational quality of Citizen Request for Proactive Public Administration and Passive Public Administration Reporting systems.

The ACRC is leading the efforts toward proactive public administration in the public office through Citizen Request for Proactive Public Administration and Referral of Passive Public Administration Reports, which were introduced last year. Any citizen whose civil complaint is rejected or suggestion is not adopted can file a request for proactive public administration with the ACRC,

and the Commission reviews the request from the citizens' perspective to relieve inconvenience the people experience.

We also operate a channel to receive reports on passive public administration where we review a referred case that was filed for passive administration of a public official in charge of a civil complaint, but was not properly resolved, and encourage the relevant public institution to proactively make improvement. Between July and December last year, a total of some 1,900 citizen requests for proactive public administration was filed. 110 cases of them have been resolved to be the subject of proactive public administration, and we are working on the remaining cases.

According to relevant proactive public administration laws and regulations, the disposition of public officials made in accordance with ACRC's recommendation for proactive public administration is immune from disciplinary actions, therefore, the public official in charge of the civil complaint at issue can proactively handle the case at his discretion. Furthermore, in consultation with relevant ministries such as Ministry of Personnel Management, the ACRC will work at plans incentivizing public officials and institutions who voluntarily adopt and work on a citizen request for proactive public administration or readily implement ACRC's recommendation for proactive public administration in assessing performance, reward and bonus.

With Citizen Request for Proactive Public Administration and Referral of Passive Public Administration Reports, the ACRC will continue to be devoted to taking the initiative for resolving inconvenience the people experience in a prompt and aggressive manner.

④ We will strengthen integrity education in recognizing that “passive public administration is corruption too.”

We will fully take advantage of the integrity education that two million public officials are obliged to complete every year according to the ACRC Act. Given that the passive public administration is corruption in a broad sense, and integrity is a basic requirement for public officials who serve for the people’s happiness; we will create a wide variety of content for integrity education, and implement tailored integrity education to make sure public officials are fully aware of the need for upright and fair execution of duties and proactive public administration.

Finally, as we are in the age of digital transformation, we will resolve civil complaints in an innovative manner by building Digital Platform for People’s Rights and Interests.

① AI e-People will be the complete form of the Digital Platform for People’s Rights and Interests.

We will complete the building of the Digital Platform for People’s Rights and Interests by innovating e-People, which is the government’s representative public communication platform and channel for civil complaints, to be AI e-People equipped with cutting-edge digital technologies such as artificial intelligence (AI), metaverse and cloud computing.

② AI e-People will provide timely and customized solution to civil complaints that are repetitive or require simple answers.

We will resolve some 2.5 million or 15% of the civil complaints filed

with the ACRC that are repetitive or require simple answers in a prompt and accurate manner. We currently have an inconvenient system where simple inquiries or civil complaints similar to others should be closed after officially filed via e-People. However, AI e-People will automatically provide answers to such inquiries or complaints when users type in related keywords before filing a complaint in order to essentially reduce civil grievances. We also are going to provide customized policy concerning civil complaints so that the people can benefit from various public administration services.

③ We will engage more partner institutions in e-People.

We will increase the number of partner and public institutions joining e-People from the current 1,080 to 2,000, and continue to work on engaging all public institutions in order for citizens to find it more convenient to use the system.

④ We will introduce a chatbot to Integrated Government Call Center (110) to dramatically increase the quality of complaint counseling.

The ACRC will innovate the current civil complaint counseling system of Integrated Government Call Center (110) by adopting AI and chatbot functions so that it can immediately provide answers on citizens' inquiries at one go.

⑤ We will enhance the functions of analyzing civil complaint big data and predicting grievances.

We will go beyond simply analyzing civil complaint data mainly on e-People to capture pending issues in the society by integrating and combining public and private data so that we can respond to grievances in a

scientific and preemptive manner. With civil complaint analysis and prediction, we are going to forecast damages and risks the people are likely to encounter, such as the shortage of diesel exhaust fluid and the risk of building collapse, and inform relevant government agencies to ensure the safety of the people and save them from experiencing inconvenience and hazard.

⑥ We will push ahead with the enactment of e-People law.

In order to complete the building of the Digital Platform for People's Rights and Interests with functions above, we will expedite the legislation on an e-People law, which was put forth in the National Assembly in January this year, to successfully lay the legal groundwork.

As the government agency tasked with the resolution of civil complaints, the ACRC will continue to proactively tackle 20 million grievances we are expected to receive this year, and aggressively enhance systems and institutions to this end.

At the same time, the Commission is going to exercise all its capabilities in improving awareness and behavior of public officials in charge of civil complaints in each public agency so that they can aggressively tackle the grievances for the people by applying proactive public administration, and in improving policies and institutions that might cause civil complaints based on citizen opinions.



“A Third of Population Sought ACRC’s Help Last Year” The Commission Released Submission and Handling Results of 17 Million Civil Complaints and Reports

- ACRC listened to the people via communication channels, including e-People, Integrated Government Call Center (110), People’s Idea Box, Clean Portal and Online Administrative Appeals -

(7th Mar. 2022, ACRC)

As the number of civil complaints and public interest reports has steadily risen amid the Covid-19 pandemic, a total of 17 million (equivalent to a third of the population) grievances and reports were filed and closed last year.

On the 7th, the Anti-Corruption and Civil Rights Commission (Chairperson Jeon Hyun-Heui, ACRC) released the result of submission and handling of civil complaints and reports through e-People, Integrated Government Call Center (110), corruption and public interest reporting (Clean Portal), and Government Complaints Counseling Center made last year.

The ACRC oversees the government’s efforts toward the redemption of citizen rights and interests and anti-corruption, and plays various roles of ▲ resolving civil grievances, ▲ developing anti-corruption policy, ▲ handling corruption and public interest reports as well as protecting whistleblowers, ▲ supervising administrative appeals, ▲ improving unreasonable institutions, among others.

The ACRC also has different public communication channels,

including e-People, Integrated Government Call Center (110), People's Idea Box, Clean Portal (for anti-corruption and public interest reporting), Online Administrative Appeals to listen closely to the voice of the people.

17 million cases were filed with the ACRC through e-People, Clean Portal, etc., last year, which is a steep rise of 17 times more than one million in 2011.

By type, 13.3 million civil complaints were submitted through e-People, 3.1 million counseling cases via Integrated Government Call Center (110), 450,000 ideas through the public policy participation channel on People's Idea Box, 170,000 ideas via citizen and public official suggestion programs, 47,000 counseling cases through Integrated Government Call Center (110), 20,000 petitions via administrative appeals, and 15,000 reports through the corruption and public interest reporting channel.

e-People, in particular, supports the resolution of civil complaints, providing the network for 1,089 central administrative agencies, local governments and public institutions. As seen in the rapid increase of public awareness on the system from 58.9% in 2011 to 84.3% in 2021, it has solidified its position as the nation's truly representative public communication channel.

The ACRC improved e-People system so that it not only provides functions to submit and handle civil complaints, but also allows citizens to make input through policy discussion and surveys, making it more accessible and convenient for the people.

When looking at the public agency against which 13.3 million civil complaints were filed on e-People, Ministry of Land, Infrastructure and Transport received the biggest number of grievances at 2.13 million, including collective complaints regarding apartments, followed by National Police Agency at 1.22 million cases, such as reports on violation of the Road Traffic Act, and Korea Land & Housing Corporation at 420,000 complaints.

With the big data of dozens of millions of civil complaints, the ACRC worked at policy improvement to essentially tackle causes that structurally induce corruption or undermine citizen rights and interests. Our key efforts made last year include a 50% reduction of real estate commissions, improvement of meal service for children from underprivileged families, and improvement of operation and management of electric scooters, tactile paving and green vehicles.

Meanwhile, the number of civil complaints the ACRC itself closed, as if a court of appeals does, after referred from the public agency in charge was around 60,000 in the last year alone, and some 200,000 since the current administration entered office. We are also proactively responding to collective complaints where interests of different stakeholders clash with one another as the number of such cases is rapidly rising lately.

Particularly, the ACRC proactively mediated and arbitrated 479 collective civil complaints, including a request to improve living conditions and welfare of a village in Gyeongju-si where people with Hansen's disease reside, and a case about the sale of a Korean Air's site in Songhyeon-dong, that were complex and had been pending for a long time,

minimizing social cost and realizing some 140,000 citizens' long-awaited demands.

In addition, we opened the Government Complaints Counseling Center in October 2019, which provides at-one-go counseling service over civil complaints involving multiple public institutions, and closed some 85,000 cases.

The ACRC has closed some 20,000 cases of administrative appeals last year, and 115,000 cases since the current government came into power, among which it redeemed citizen rights and interests from 12,000 unlawful and unfair dispositions of government agencies.

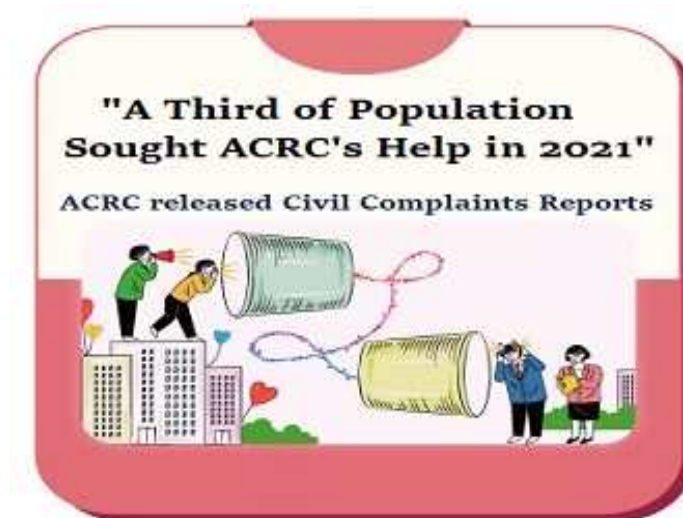
Last year, the ACRC received and closed a total of some 15,000 reports via Clean Portal (for corruption and public interest reporting), which include reports on false claims of welfare allowance and subsidy, and violation of the Code of Conduct for Public Officials and Improper Solicitation and Graft Act.

We have provided 248 protective measures for whistleblowers who became the victim of disadvantageous measures regarding social position, and 23.2 billion won of monetary reward and award was paid to them. Importantly, the amount of revenue restored or added in the central or local governments thanks to public interest disclosures amount to 1.1165 trillion won.

At the same time, in an effort to create a culture of integrity throughout the public office, we strived for anti-corruption and integrity education. The ACRC has directly provided integrity education for some

80,000 public officials last year, and 190,000 individuals since the current government took office.

ACRC Vice Chairperson Lee Jung-hee said “we will continue to prevent and redeem the violation of citizen rights and interests by bridging between administrative and public institutions on the ground and the people, and do our best to realize a corruption-free and transparent society.”



ACRC Chairperson Jeon Hyun-Heui Delivered a Keynote Speech at BIS Summit 2022 to Underscore the Need to Practice Integrity and Ethical Management

- Chairperson Jeon asked private enterprises and public institutions to proactively implement K-CP, scheduled to be introduced this year -



BIS(Business Integrity Society) Summit 2022

(25th Mar. 2022, ACRC)

On the 25th, Chairperson Jeon Hyun-Heui of the Anti-Corruption and Civil Rights Commission (ACRC) delivered a keynote speech at BIS Summit 2022, emphasizing the need to practice integrity and ethical management in enhancing Korea's national integrity and transparency in business management.

* BIS Summit : A global conference sponsored by the World Bank and Siemens Integrity Initiative hosted every year as a part of the Business Integrity Society (BIS) project. Global businesses, public institutions and civil society organizations come together to discuss up-to-date anti-corruption agenda and plans to increase transparency of enterprises.

In the speech, Chairperson Jeon asked businesses to proactively apply integrity and ethical management given that indicators related to business management in the Corruption Perception Index (CPI) have remained unimproved while Korea's overall scores of CPI are rising for five consecutive years.

In 2021 Corruption Perceptions Index that Transparent International released in January, South Korea scored 62 out of 100 and ranked 32nd out of 180 countries, continuously increasing its performance except for business related indicators remained without progress over the last five years.

- * Korea scored 59 in Global Insights Country Risk Ratings (where IHS Markit measures corruption in business activities) and 55 in Economist Intelligence Unit Country Ratings (on embezzlement of public funds and bribery for winning contracts, etc.)

Chairperson Jeon also mentioned that whereas ESG management that stresses non-financial responsibilities of enterprises is becoming more important, Korean businesses tend to have lower scores in corporate governance that matters bribery, corruption, etc. than environmental and social factors in global ratings, adding that ACRC, which oversees the government's anti-corruption efforts, will introduce K-Integrity and Ethics Compliance Evaluation & Certification Program (K-CP), and fully support businesses to practice integrity and ethical management.

- * A series of systems and activities designed to minimize corruption risks that might arise in business management, encourage the compliance of anti-corruption laws and regulations, and create a culture of integrity and ethical management

In accordance with Article 12 (Functions) and Article 5 (Duties of Enterprises) of ACRC Act and Article 3 (Support, etc. for Ethical

Business Management) of the Enforcement Decree of the Act, the Commission has carried out a variety of activities to support integrity and ethical management. We are working at the adoption of K-CP to strengthen the competence of businesses in managing global corruption risks this year.

K-CP reflects the best practices of international organizations and key learnings from foreign corruption prevention laws of major countries, including the United States and France. It was designed after collecting feedback from and holding discussion sessions with stakeholders from the academia, civil society, and business community. We are working on developing K-CP that addresses the creation of a better environment, corruption risk mapping and management, monitoring and improvement, sanctions and incentives, among others.

We plan to distribute a manual to public enterprises and other public institutions, and conduct a test run over the program in the first half of this year; and deliver the manual to private enterprises in the second half to enable them to voluntarily implement integrity and ethical management. The introduction of K-CP is expected to be substantially effective for Korean enterprises to respond to U.S. Foreign Corrupt Practices Act.

Chairperson Jeon Hyun-Heui mentioned “considering a research pointing out that when Korea’s national integrity improves to be comparable to the average of OECD member states, real GDP will increase by around 23%, it is important for the government and businesses work together to enhance the national integrity. As practicing integrity and ethical management has become not an option but a must

along with our country's elevated standing in the world, the ACRC will distribute K-CP and fully support voluntary implementation of enterprises so that they can lead the world in corruption-free, transparent and upright business management."



ACRC to Give the Reported an Opportunity to Explain to Secure Fairness and Objectivity in Handling Corruption Reports

- *A balance of legal interests between protecting a reporting person and resolving concerns over false accusations and defamation of a reported person to be promoted* -



ACRC Chairperson Jeon Hyun-Heui Briefing

(17th Mar. 2022, ACRC)

Chairperson Jeon Hyun-Heui Briefing The Anti-Corruption and Civil Rights Commission (ACRC, Chairperson Jeon Hyun Hui) announced that as the revision to the Act on the Prevention of Corruption and the Establishment and Management of the Anti-Corruption and Civil Rights Commission (“the Corruption Prevention Act”) has allowed it to verify the reported matters not just from a reporting person but also from the reported when handling corruption reports, it will give the reported an opportunity to explain to resolve concerns over false accusations or defamation of the reported while managing to protect the identification of a reporting person in the course of doing so.

The ACRC chairperson Jeon Hyun Hui said in a briefing at the Seoul Government Complex on March 17, “As we implement the system to verify the reported matters from the reported* after 20 years of enforcing the Corruption Prevention Act, we will try to ensure that the system is settled without any side effects.”

- * When the Commission handles corruption reports it received, if it cannot determine whether audit, investigation or inspection (referral) of the reported matters is necessary even after the verification of the matters from a reporting person, it can verify the matters from the reported only if the reported agrees.

The ACRC said that while the system, which started to be implemented in mid-February, may reduce violations of the rights and interests of the reported, including false accusations and defamation, there can be also side effects that the reported finds who reported or destroys evidence in the process of verifying the matters from the reported.

Accordingly, to improve the fairness of its report handling and not to destroy the purpose of the reporter protection system, the ACRC prepared and implements procedures for accurate verification and detailed standards for granting opportunities to explain to the reported as follows:

[Inform the reporter of the system of verifying reported matters from the reported]

First, in the stage of receipt of corruption reports, the Commission

informs a reporting person of the system and explains that he/she can be punished pursuant to the Criminal Act, etc. in case where he/she files a false report that may cause false accusations or defamation of the reported and that he/she can be also excluded from the subject of protection under the Corruption Protection Act, in order to prevent the abuse of reporting.

[Cases where an opportunity to explain is given to the reported]

An opportunity to explain is given to the reported if: whether the report is falsely filed or not is the point in dispute; the evidence is not clear; who should be held accountable for the corruption in question needs to be clarified.

In particular, when the Commission grants an opportunity to explain to the reported, it will provide guidance on the ‘the protection and reward system for reporters’ and ‘the provision of punishment for violations of confidentiality and taking disadvantageous measures’ in order to alarm the reported not to cause harm to reporters.

If reporters suffer damage or fear harm due to the granting of an opportunity to explain to the reported, the Commission will take swift measures to recognize the status of reporters for more thorough protection.

[Cases where an opportunity to explain is not granted to the reported]

On the other hand, considering that violation of prohibition of publishing personal information of reporters is punished by

imprisonment for not more than five years or by a fine not exceeding 50 million won under Article 88 of the Corruption Prevention Act and that corruption detection through reporting is important, the Commission does not grant an opportunity to explain to the reported if: there is a concern over exposure of the identity of reporters; there is a concern for the reported to destroy evidence or fleeing; and the reported refuse to be given an opportunity to explain.

ACRC chairperson Jeon Hyun Heui said, “we cannot rule out the possibility of a conflict of legal interests between protection of reporters and prevention of false accusation or defamation due to the introduction of the verification system. We will try to develop the system to be more trusted by the people by dealing with corruption report cases fairly and with a sense of balance between reporters and the reported.”



ACRC Released Basic Plan for 2022 Comprehensive Integrity Assessment of Public Institutions

- A total of 573 public institutions including central and local administrative agencies, education offices, public-service related organizations, national universities and public medical institutions to be subject to 2022 Comprehensive Integrity Assessment

- The survey on interested parties, anti-corruption efforts by institution, and current status of corruption to be all reflected into the Assessment

(3rd Mar. 2022. ACRC)

Anti-Corruption and Civil Rights Commission (ACRC, Chairperson Jeon Hyun Heui) released the Basic Plan for 2022 Comprehensive Integrity Assessment of Public Institutions on March 3 that specifies target public institutions and introduces the main direction for the 2022 Comprehensive Integrity Assessment (CIA).

This year, ACRC plans to determine and announce the comprehensive integrity levels for each public institution by reflecting the results of survey among interested parties (integrity perception level), integrity improvement efforts by institution (integrity effort level), and the current status of corruption cases (corruption realities) into the assessment, according to the integrity assessment reorganization plan it announced in December last year.

There are 573 institutions in total that are subject to the 2022 CIA, including central administrative agencies, local governments, metropolitan and provincial education offices, public-service related organizations, national universities and public medical institutions.

Compared to last year when the number of public institutions subject to both the Integrity Assessment and the Anti-Corruption Initiative Assessment was 273, the number of target institutions in 2022 has more than doubled.

< 2022 CIA Target Institutions >

Total	Central Gov't Agencies	Metro Politan Police Agencies	Local gov't(243)				Offices of Education	Public Service-related Organizations(199)				Nat'l Univ.	Public Medical Institution
			Metro polit -an	Provincial(226)				Public Enterp -rises	Qasi-gov't Organiz ation	Local Corpora -tion	etc.		
				Si	Gun	Gu							
573	46	18	17	75	82	69	17	36	94	39	30	33	17

* Local district education offices (176 offices) are exhaustively included in the scope of the assessment, and their assessment results are all incorporated into those of the Metropolitan and Provincial Offices of Education.

Central administrative agencies (46), metropolitan and local district governments (243), metropolitan and provincial education offices (17), public enterprises (36) and quasi-government agencies (94) under the Act on the Management of Public Institutions among public-service related organizations have all become subject to the assessment in 2022. In particular, in line with the support for the integrity improvement of local areas and the implementation of local community policing system, the comprehensive integrity levels of 18 metropolitan and provincial police agencies will be assessed on a trial basis.

In addition, regional public corporations directly handling real estate and those related with transportation and facility management were also included in the scope of the assessment, given the enforcement of the Act on the Prevention of Conflict of Interest Related to Duties of Public Servants in May and their influence.

As for the national universities and public medical institutions that received relatively poor grades in the previous integrity assessment and anti-corruption initiative assessment compared to other types of institutions, ACRC plans to conduct broader assessment to support their general integrity improvement.

In the case of national universities and public medical institutions, 33 national universities (up 17 from last year), including universities with smaller entrance quota, and 17 national university-affiliated hospitals and dental hospitals, excluding local medical centers dedicated to infectious disease given the Covid-19 situation, are subject to the assessment this year.

< Major Changes Reflected into 2022 CIA >

Classification	Total	Lower level local gov't	Quasi-gov't agencies	National Univ.	Public hospitals
2021 Integrity Assessment and Anti-Corruption Initiative Assessment	273	42	52	16	13
2022 Comprehensive Integrity Assessment	573	226 (exhaustive)	94 (exhaustive)	33	17

* 2022 Comprehensive Integrity Assessment of 18 Metropolitan and Provincial Police Agencies to be conducted on a trial basis

ACRC plans to revise the contents and methods of the assessment of the integrity perception level, integrity effort level and the status of corruption cases, which construct the comprehensive integrity level, and apply stricter assessment standard.

< Basic Direction for 2022 Comprehensive Integrity Assessment >

Classification	Main Contents
Integrity Perception Level	<ul style="list-style-type: none"> ■ To be measured by the survey of complainants and internal members on external duties and internal operation of the organization, and reflect the revision to the assessment items and changes in the way of measuring corruption realities - Given organizational and circumstantial changes, etc., external duties of each institution subject to the assessment to be completely re-reviewed
Integrity Effort Level	<ul style="list-style-type: none"> ■ The assessment system to be reorganized with sub-indicators and a plan for score allotment being prepared - The assessment of the effectiveness of anti-corruption initiatives to be newly introduced, and customized assessment system to be applied to new & small-sized institutions
Corruption Realities	<ul style="list-style-type: none"> ■ The proportion of point deduction and the scope of corruption cases subject to point deduction to be increased, and for major corruption cases, additional qualitative evaluation to be conducted for stricter assessment - In the course of assessment, communication with target institutions to be more facilitated, including giving target institutions an opportunity to fact check and explain

(Integrity Perception Level) the integrity level of external duties of public institutions and that of internal organizational operation will be assessed by civil complainants and internal members of the public institutions, respectively by responding to the survey on their corruption perception and the level of corruption they actually experienced, while the scope and items of assessment, including types of external duties subject to the assessment for each institution, will be reexamined for revision.

(Integrity Effort Level) A quantitative and qualitative assessment will be conducted to measure the anti-corruption performances and achievements of each public institution while the results of the survey of internal members of the institution on whether their anti-corruption initiatives are effectively working will be reflected into the assessment.

As public institutions' efforts to improve their integrity level are directly reflected into the comprehensive integrity assessment, each institution needs to focus its capability on promoting anti-corruption policies, and in line with this, the relevant assessment system and indicators will be completely revised.

In order for the Act on the Prevention of Conflict of Interest Related to Duties of Public Servants slated to be implemented starting on May 19th this year to be effective, new assessment indicators, such as those to assess whether the operational foundation for the Act is well established within an institution and how much efforts an institution has made to realize proactive governance and voluntarily detect corruption cases, etc., will be created to jump-start efforts to improve integrity of institutions of various levels.

More scores will be allotted or assessment criteria will be strengthened for the existing indicators that are key to enhancing the integrity of institutions, such as those that assess: whether a public institution has established and carried out an anti-corruption action plan that sets out its anti-corruption policy direction and corruption-prone areas that need to be improved; anti-corruption efforts and commitment of the head and high-ranking officials; the establishment of anti-corruption systems including implementation of recommended institutional improvements; improvements in the effectiveness of anti-corruption education; and efforts to protect corruption reporters and whistleblowers.

(Corruption Realities) ACRC will conduct quantitative and qualitative evaluation of the current status of corruption cases that occurred in

public institutions of various levels, and deduct points from the sum of the final scores of the perception and effort level. It will also expand the scope of cases subject to points deduction and raise the deduction ratio for strict evaluation of the actual state of corruption in public institutions.

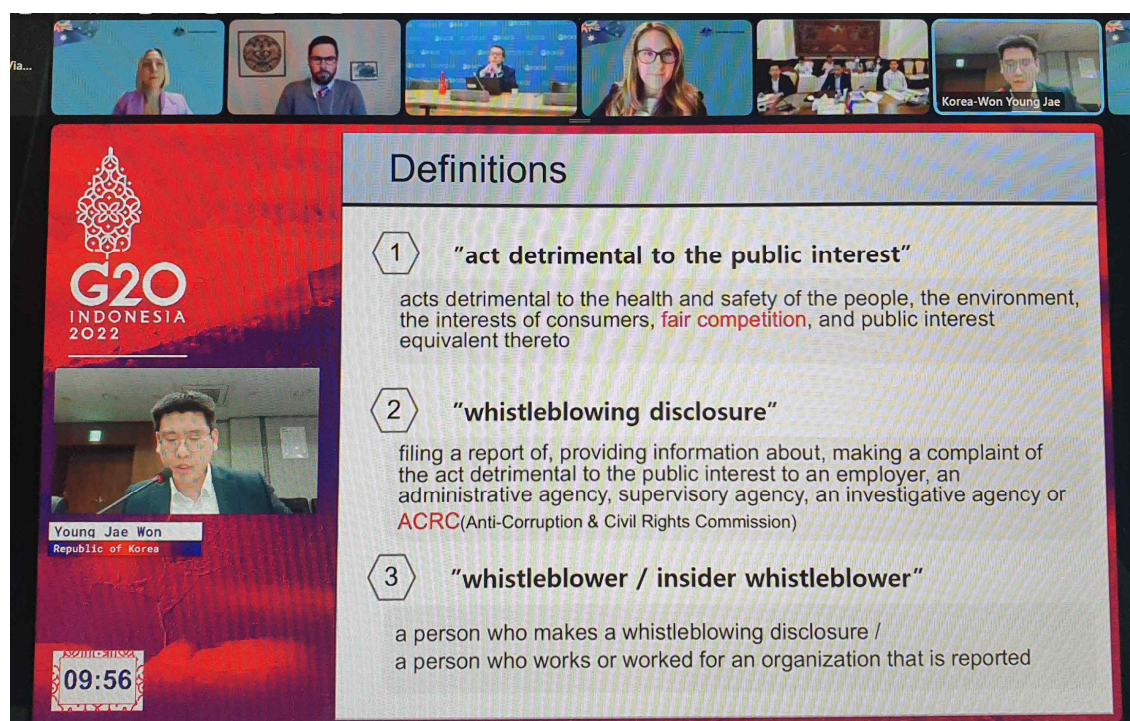
ACRC plans to draw up an action plan that contains detailed assessment contents and criteria for 2022 CIA in mid-May as follow-up measures for the Basic Plan and notify target institutions. The results of 2022 CIA will be released in January next year.

ACRC's Anti-Corruption Bureau Director General Han Sam-Seok said, "This year marks the first year to conduct the Comprehensive Integrity Assessment evaluating not only the integrity perception of the people and public officials but also the anti-corruption efforts made by public institutions of various levels. I expect that we will be able to provide the people with more comprehensive information on public institutions' integrity levels. ACRC will create the impetus for the national integrity level to take a leap forward by continuously pushing for the anti-corruption reform, cooperating with public institutions through CIA."



ACRC Shared Current Status and Improvement Measures of Whistleblower Protection System of Korea with International Community

- On the 29th, at G20 ACWG Meeting,
the ACRC delivered presentation on Whistleblower Protection System -
(29th Mar. 2022, ACRC)



2022 1st G20 Anti-Corruption Working Group (ACWG)

At G20 Anti-Corruption Working Group (ACWG) Meeting organized to promote anti-corruption coalition, Korea's whistleblower protection system and its way forward were shared with G20 countries.

The Anti-Corruption and Civil Rights Commission (ACRC, Chairperson Jeon Hyun-Heui) introduced whistleblower protection system of Korea at the first meeting of the G20 ACWG 2022 on March 29.

G20 ACWG Meeting has been held every year since 2010. This year's meeting was attended by representatives of G20 member countries such as Indonesia, the President of the G20, and Australia, as well as international organizations such as the United Nations Office on Drugs and Crime (UNODC) and the Organization for Economic Cooperation and Development (OECD).

At the meeting, the ACRC delegation delivered a presentation on Korea's whistleblower protection and compensation system. The presentation described that reporting an act of bribing a foreign public official was construed as reporting an act detrimental to public interest and therefore was qualified for whistleblower protection. The presentation then explained current status and improvement measures of Korea's whistleblower protection and compensation system.

The first G20 ACWG Meeting 2022 was held through video conference from March 28 to 31. The meeting shared anti-corruption policies and best practices of member countries and discussed the issues of drafting G20 Ant-Corruption Accountability Report 2022 and establishing principles on anti-corruption. Following the first meeting, two more ACWG meeting will be held in 2022.

ACRC Assistant Chairperson for Planning and Coordination Lim Yoon-Ju said, "Korea has been consistently complementing its whistleblower protection system to protect whistleblowers as emphasized by the international community. Through the ACWG Meeting, we would actively share anti-corruption systems of Korea to the international community and engage in mutual cooperation on anti-corruption with countries around the world."

ACRC Recommended 255 Institutional Improvement Projects to Address Citizen Inconvenience and Unjustness in Everyday Life in Last 5 Years with 98.7% Acceptance Rate of Agencies

- On 22nd, it reported the achievements of institutional improvement to the cabinet meeting, and published and distributed ACRC Casebook of 100 Institutional Improvement Projects -

(22nd Mar. 2022, ACRC)



ACRC Chairperson Jeon Hyun-Heui Briefing

- # “I feel threatened because my ex-husband who is a domestic violence perpetrator can read my information in the resident registration with an excuse that he needs it for alimony.” (September '20, e-People)
- # “Public institutions should recover legal costs for a case they won.”(August '21, 94.3.% voted yes in the public opinion poll on People's Idea Box)

On the 22nd, the Anti-Corruption and Civil Rights Commission (Chairperson Jeon Hyun-Heui, ACRC) released 100 major projects for institutional improvement which were developed reflecting the voice of the people over the past five years since Moon Jae-in government took office and on which the ACRC provided recommendation to tackle citizen inconvenience and injustice in everyday life; and published and shared a casebook with relevant agencies.

The Commission operates diverse digital public communication channels, including e-People, Integrated Government Call Center (110) and People's Idea Box, and utilizes them in examining and identifying factors that might violate citizen rights and interests or cause corruption for institutional improvement to fundamentally resolve the factors.

The ACRC particularly have focused on realizing an inclusive nation by strengthening the social safety net and addressing injustice in daily life for the past five years of the Moon administration. As a result, we advised relevant agencies to improve on a total of 255 institutions, and the acceptance rate of the recommendation reached 98.7%.

Key examples of institutional improvement for relieving citizen inconvenience include a project where we made the perpetrator in a domestic violence case not to be able to track the address of not only the victim, but also the victim's parents and children living another residence in order to prevent additional damage.

In a different project, we made it possible for the victim of a school violence incident to be able to take part in a retrial when the violator appealed against a disciplinary action of the school principal by making

sure the victim be notified of a retrial and have an opportunity to testify.

We also advised the Ministry of Land, Infrastructure and Transport to cut real estate commissions by a half as price hikes in the housing market increased the burden on the people's shoulders in February last year. The Ministry accepted our recommendation and amended relevant regulations in October last year, significantly reducing people's burden of paying broker fees.

We improved the practice of employers having workers pay for pre-employment health checkup by making the employer bear the cost, and encouraged the employer to refer to the result of the national health screening program instead of conducting pre-employment checkup separately.

Other examples include ▲improvement of purchase and operation support system over electric and hydrogen vehicles by reducing tolls on highways and parking rates in national and public universities, etc., and ▲improvement of meal service for children by stipulating the unit cost for meal service by law to ensure rights to quality meals for all children in every local community.

Key examples of institutional improvement for addressing injustice in everyday life include a project where we made public institutions develop operating regulations for litigation that include detailed plans to recover legal costs in order to improve the practice of wasting public funds in case they leave litigation expenses unrecovered even after winning a case. The change is expected to recover some 100 billion won worth of legal costs a year.

We also made relevant government agencies not to execute budget for domestic and abroad training programs for public officials who served for a long time and are scheduled to retire and their spouses in local governments, and for high-priced gifts such as gold keys, and to remove the basis of such practice from ordinances.

Other examples include ▲improvement of terms and conditions of golf courses to strengthen management and monitoring of green fees at public golf courses who enjoy various tax benefits amounting to 1 trillion won a year, and not to coerce customers to use additional services such as dining or caddie services, ▲prohibition of providing incentives or early voluntary retirement allowances for employees of public service-related organizations in case they are subject to severe disciplinary actions or be imposed sanctions due to receipt of money or entertainment, embezzlement, sexual abuse or harassment or sex trafficking, and drunk driving, and ▲improvement to make students themselves participate in the operation process of student guidance allowances at national and public universities and to ban government employees besides faculty from receiving the allowance, which will save 30 billion won worth of tuition budget.

On the 22nd, the ACRC reported the achievements of institutional improvement to the cabinet meeting where heads of relevant ministries attend, and asked their cooperation in prompt implementation of the Commissions' recommendation.

At the same time, we selected 100 major projects for institutional improvement where more citizens can relate to and enjoy the benefits of the policy improvement, and published ACRC Casebook of 100 Institutional Improvement Projects. We plan to distribute the casebook to

relevant agencies to engage them in practicing proactive public administration and addressing corruption and citizen inconvenience.

The ACRC will also fully manage the implementation of institutional improvement projects recommended to each government agency. We plan to enhance the assessment of implementation over some projects that have been pending for different issues, such as delay in legislation, and to encourage agencies to carry out the projects through periodic implementation strategy meetings and consulting, report to the cabinet meeting, and proposal of legislation so that the change will be reflected in institutions as early as possible.

ACRC Chairperson Jeon Hyun-Heui commented “with the impacts of Covid-19, the people are suffering more inconvenience and difficulties in their lives. The government is required to be attentive and preemptively take action to ensure citizen rights and interests are not violated.”

Chairperson Jeon added “the ACRC will continue to listen to the voice of the people through our digital public communication channels such as e-People and People’s Idea Box to constantly work at institutional improvement where citizens can actually benefit from.”



ACRC Took the Initiative to Protect Rights and Interests of People with Hansen's Disease by Opening Ombudsman Center for People with Hansen's Disease

- The Center will protect the rights and interests of people with Hansen's disease, be dedicated to addressing their grievances about the living conditions and welfare of communities, and build systematic cooperation network with relevant organizations -

(3rd Mar. 2022, ACRC)

In March, the Anti-Corruption and Civil Rights Commission (Chairperson Jeon Hyun-Heui, ACRC) opened a center dedicated to grievances of people with Hansen's disease (Ombudsman Center for People with Hansen's Disease) designed not only to protect the rights and interests of people with Hansen's disease and improve the living conditions and welfare of villages where they reside, but also to specifically counsel their complaints and help resolve issues.

There has been a need for a dedicated organization to provide tailored counseling and resolve grievances of people with Hansen's disease as many of the villages where they reside have been left neglected for a long time in the society and most of these people's complaints are complex to tackle because they require policy decisions or involve multiple government ministries and agencies.

Against this background, the ACRC has established the Ombudsman Center for People with Hansen's Disease and built a cooperation network with relevant bodies, such as the Korean Federation of Hansen

Associations, and the Center will be devoted to the resolution of grievances of people with Hansen's disease by having a dedicated team to provide on-site counseling in the communities where they reside.

We also plan to follow up with a comprehensive plan that Ombudsman Center for People with Hansen's Disease delivered to each government agency last year for its proactive implementation. Last year, the ACRC conducted fact-finding investigation over 82 villages where people with Hansen's disease reside in 66 local communities throughout the nation; and developed Comprehensive Plan to Protect Rights and Interests of People with Hansen's Disease and Improve Living Conditions of the Villages, and advised 9 relevant government ministries, including the Ministry of Health and Welfare, and 66 local governments in charge for improvement on December 20th.

In addition, organizations related to the disease, such as Korean Federation of Hansen Associations and Korean Hansen Welfare Association, pledged to fully cooperate with ACRC by carrying out the comprehensive improvement plan and playing a bridging role in addressing grievances in each community.

ACRC Chairperson Jeon Hyun-Heui said "with the introduction of the Ombudsman Center for People with Hansen's Disease, the Commission will thoroughly supervise the implementation of the comprehensive improvement plan and better protect the rights and interests of people with Hansen's disease by identifying and addressing their grievances in a more aggressive way, such as through on-site visits.

Please ask ACRC Ombudsman Center for People with Hansen's Disease for Help Anytime about Violation of Rights and Interests or Pending Grievances in the Community

- △ Phone : 110 (no area code needed)
- △ Online : ACRC e-People(www.epeople.go.kr), ACRC website(www.acrc.go.kr)
- △ In-person visit or mail : Ombudsman Center for People with Hansen's Disease, ACRC, Building 7, Government Complex Sejong Government Complaints Counseling Center, Annex, Government Complex Seoul
- △ Fax : 044-200-7971
- △ How to file a complaint: Submit the complaint with the petitioner's name, address and phone number



ACRC “It Is Harsh to Expel Undocumented Migrated Woman Who Married a Korean Husband and Gave Birth”

- CAAC stressed the need to consider humanitarian circumstances to care for a 2-year-old child and generate income despite her duration of stay expired -

(14th Mar. 2022, ACRC)

A decision was made that it is too harsh to expel a migrated woman, who is making a living in Korea after marrying a Korean citizen and gave birth, for illegal stay as she failed to apply for a marriage migrant visa (F-6).

The Central Administrative Appeals Commission (CAAC) of the Anti-Corruption and Civil Rights Commission (Chairperson Jeon Hyun-Heui, ACRC) invalidated a disposition of the head of an Immigration Office to evict a migrated woman who married a Korean man and had exceeded her duration of stay allowed according to visa exemption (B-1), considering humanitarian circumstances, such as childcare.

Petitioner A, who is an expatriate, came to Korea first in April 2017, and married a Korean citizen while illegally staying after her duration of stay expired. She reported the marriage in November 2018, and left Korea after voluntarily reporting her illegal stay in March 2019 while being in pregnancy. She applied for a marriage visa, but as it was rejected due to her husband failing to meet the income requirement, entered Korea again in June 2019 with B-1 visa.

As she was going through the postpartum period after laboring in August 2019, the petitioner didn't have a chance to apply for F-6 by

September 2019 when her B-1 expired, and stayed undocumented. While working to make a living as her husband barely had stable income, the petitioner was caught by the police that was reported on her illegal stay, and the district Immigration Office ordered her eviction for violation of the Immigration Act.

The petitioner filed an administrative appeal to nullify the eviction order, claiming that if she was to be expelled her husband who had disabilities had to take care of their young child who needed medical treatment for bronchitis and stomatitis, and her human rights would be significantly violated.

The CAAC judged the eviction order of the head of the Immigration Office was not illegitimate as the petitioner was caught red-handed while illegally staying by violating the Immigration Act.

However, the Commission decided that humanitarian circumstances needed to be considered given the petitioner had to take care of her child under age 2 and was the breadwinner.

The CAAC, therefore, was disadvantage she might suffer outweighed the common good that would stem from the eviction order, and concluded the disposition of the Immigration Office's head was unfair to deport the petitioner to where she was from.

Chief of Administrative Appeals Bureau of ACRC Min Sung-shim mentioned "the CAAC will continue to be committed to preventing inappropriate administrative dispositions from violating the rights and interests of expatriates staying in Korea."

