ACRC Digital Platform

Anti-Corruption & Civil Rights Commission

e-People

www.epeople.go.kr

No voice left unheard

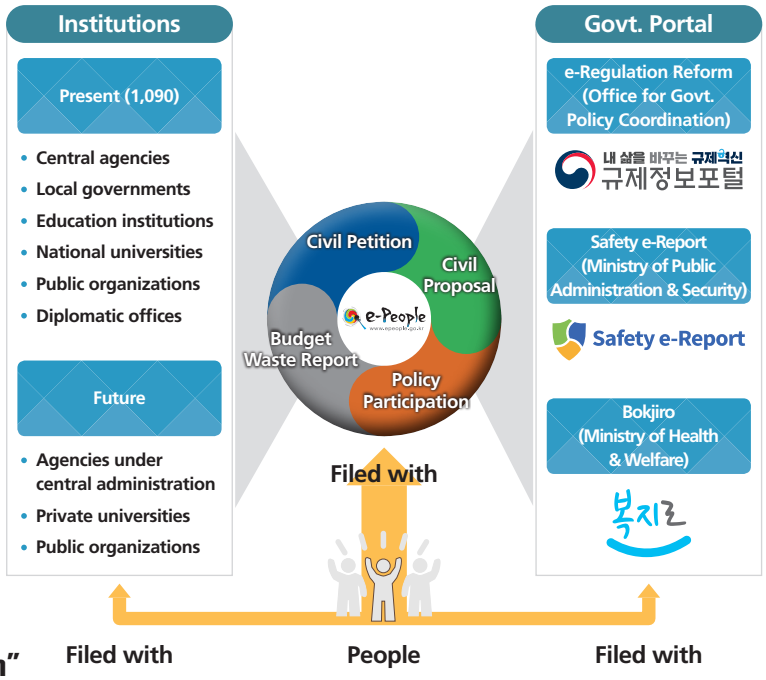
e-People is government digital platform that allows citizens to file complaints and to participate in government decision-making process online



Background

"ACRC has been operating e-People, digital platform for government-wide citizen communication"

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



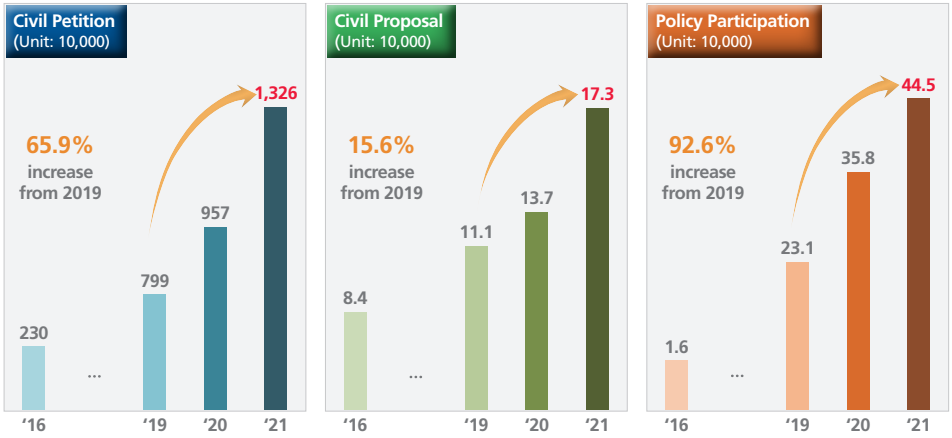
"e-People is an internationally-recognized system"

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

Function

Civil Petition	Civil petitions are delivered to and handled by the most suitable government agency through one-stop service.
Civil Proposal	Creative opinions about institutional improvements are collected and reflected in government policies and incentives to the outstanding proposals are provided.
Policy Participation	Participations on policies or laws are taking place and policies are made based on the participations.
Budget Waste Report	Waste of taxpayers' money is prevented through improvements on laws and regulations by gathering people's opinions on wrongful budget executions or budget-saving suggestions.

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



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

Petition Process

① **Filing :** A citizen verifies his or her identification, fills out the petition form, and then submits it to the concerned government agency.

② **Classifying & Handling Petitions :** The petition is assigned to an official or department in charge of handling the petition.

- If the petition is made because of an illegal, unlawful, or unreasonable system of an administrative agency, the ACRC, the Ombudsman of Korea, directly examines and handles the case.
- If the petition has been referred to another agency more than three times or it is unclear which agency should take it, the ACRC mediates and designates the appropriate agency for the petition to be addressed.

③ **Notifying Results :** Every process of handling the petition is notified to the petitioner by text or e-mail and on the system's website.

④ **Evaluating Satisfaction :** In order to continuously improve the service quality of e-People, the citizen can evaluate his or her satisfaction with the result of his or her petition through e-People.

Vision

- In the future, e-People will change the existing way of handling individual petitions to resolve problems fundamentally using information and communication technologies(ICTs).

- e-People will continue to improve the quality and efficiency of public service,
  - by using new intelligent information technologies such as AI automatic answering system, metaverse, blockchain technology and big data analysis etc.
  - by increasing the number of agencies to be connected.
  - by laying a legal foundation for e-People.