

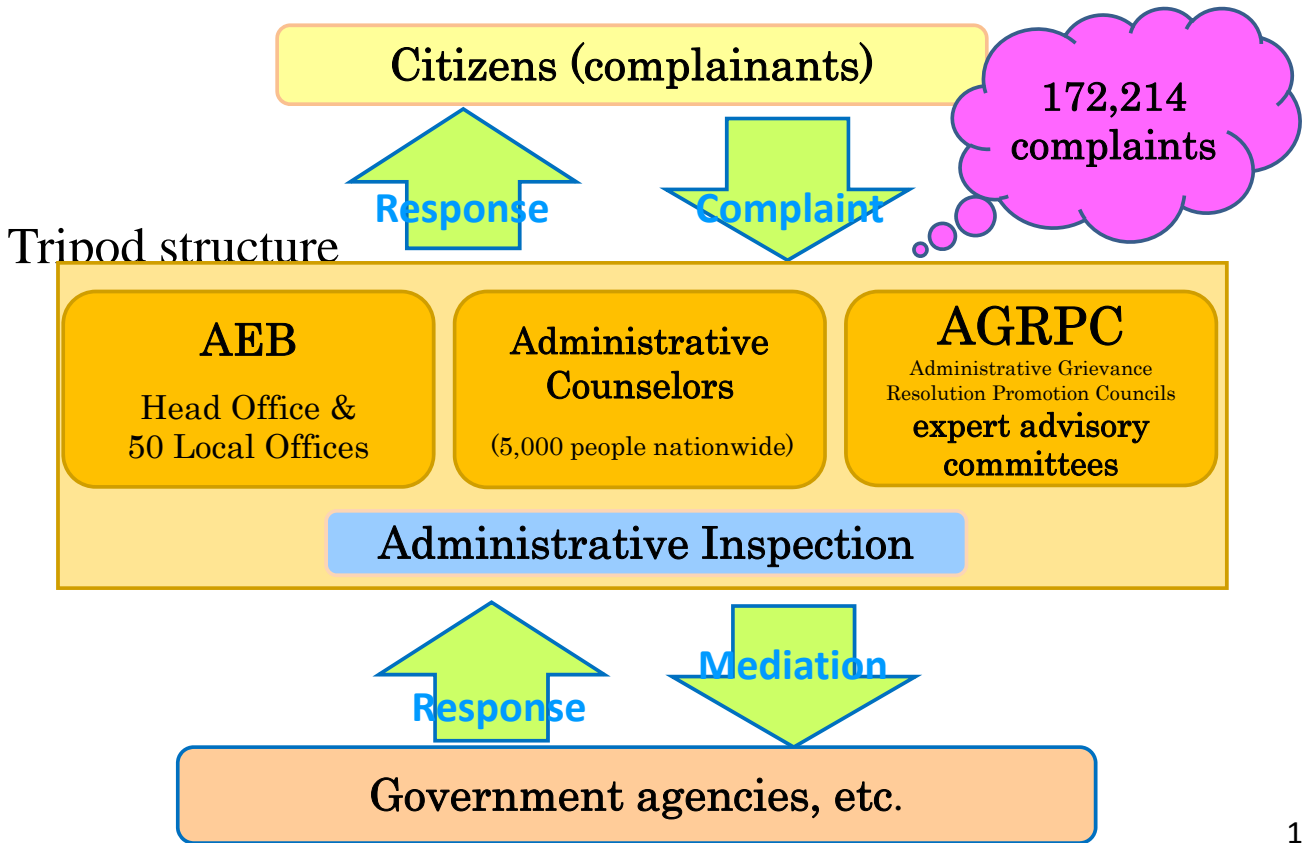
Utilization of ICT in Japan's Administrative Counseling System

2016.8.10

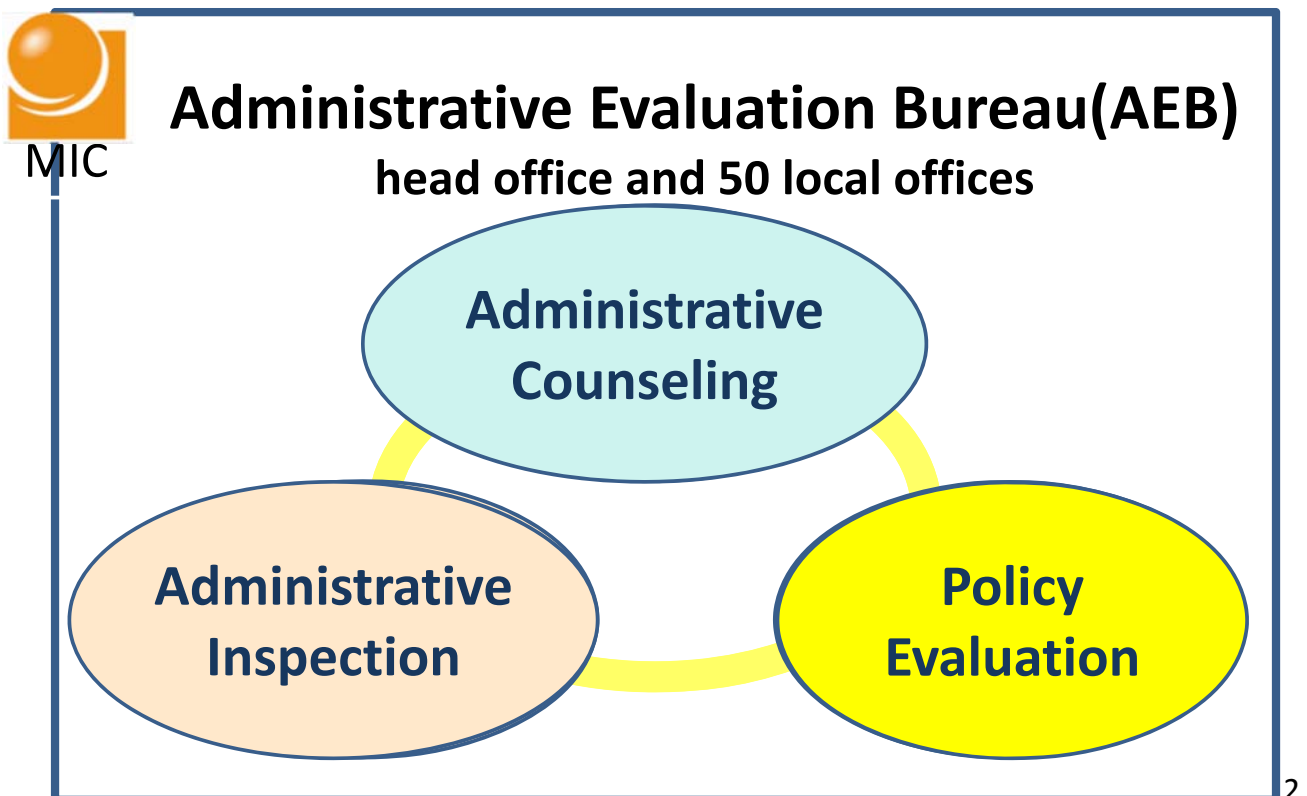
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(MIC)**

1. Functions of the Administrative Counseling System



Functions of Ministry of Internal Affairs and Communications(MIC)



2. Current level of ICT utilization within Administrative Counseling

(1) Strategy to increase adoption of online submission systems within Administrative Counseling

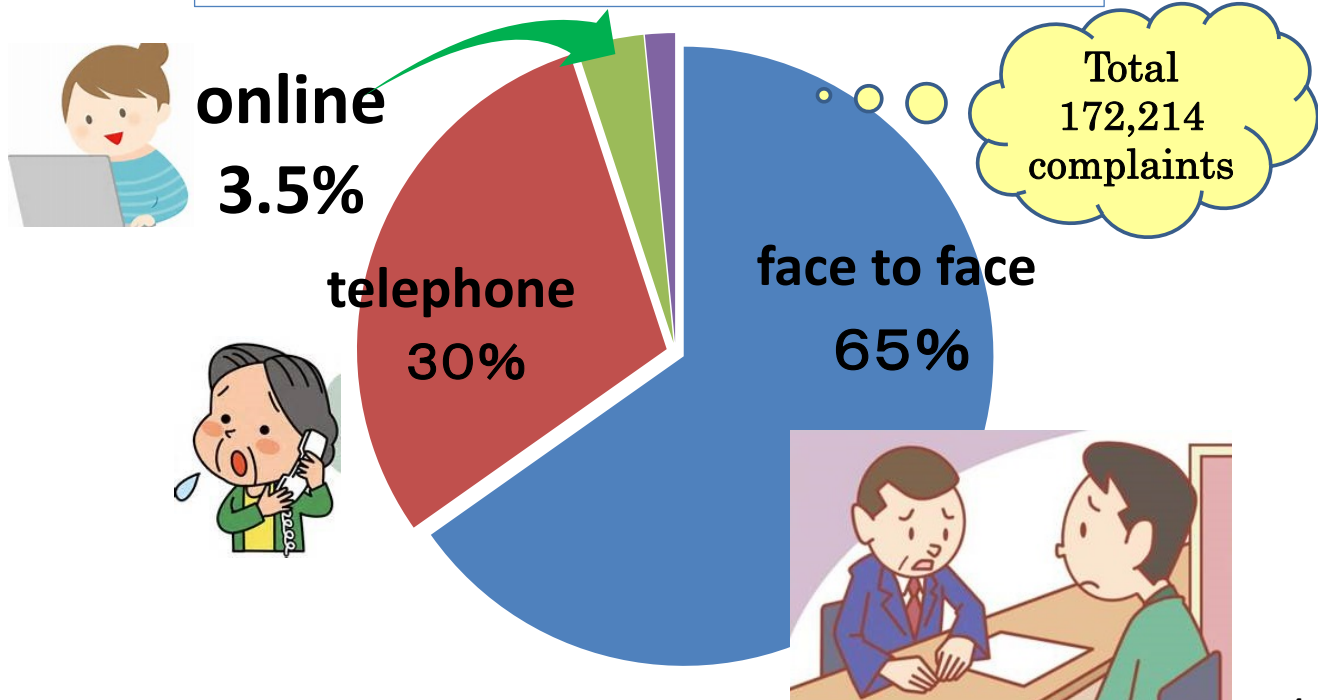
- Online Complaint-Filing is somewhat restrictive as complainant need to be asked for more detailed information about background and facts of the case
→ face-to face communication is important!



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2. Current level of ICT utilization within Administrative Counseling

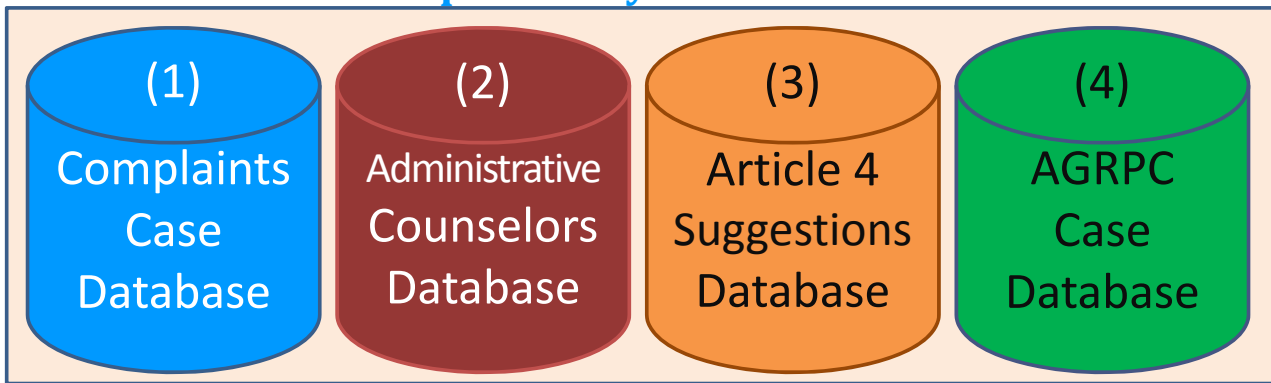
Analysis of reception-points



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(2) Introducing the Administrative Counseling Database

Composited by 4 databases



(1) Complaints Case Database

- Complainant personal information (Name, Address, Telephone, E-mail, Sex, Age etc.)
- Receiving status (Data, Name of the officer, etc.)
- Case summary (Summary, Administrative field, Concerned authority ,etc.)
- Handling context (derived conclusion, Handling process and other reference, follow-up status)

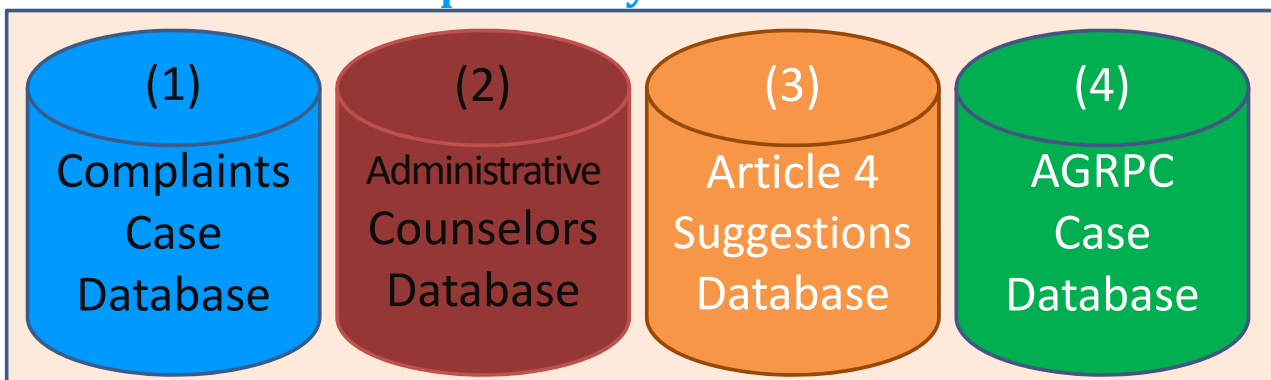
(2) Administrative Counselors Database

- Personal information (Name, Add, Tell, Occupation, etc.)
- Received case detail (case summary Administrative field, etc.)
- Exemplary activity
- Activity record (Number of received case, etc.)
- Compensation for expenses (Actual expenses including printing, transport, communication, stationery, etc.)
- Territory information

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(2) Introducing the Administrative Counseling Database

Composited by 4 databases



(3) Article 4 Suggestions Database

- Article 4, Administrative Counselors Act
 - Administrative Counselors may submit their suggestions or proposals to the Minister of MIC
 - any ideas for possible improvements of administrative operations during course of their duties. = "Article 4 suggestions"
- This provision encourages counselors to act positively towards government activities.

(4) AGRPC Case Database

- AGRPC = Administrative Grievance Resoltion Promotion Council = advisory body to the Minister of MIC
- It expedite solutions for the cases requiring changes to laws and regulations, or necessitating budgetary action and express its own opinion, which takes the form of a recommendation to the government organ.

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3. Effective approaches for utilizing ICT in administrative counseling

Sharing knowledge and experience is important

● Administrative Counseling Database

- enter 'Key-word' to search similar cases
 - Draw necessary advice or resolution from pool of cases

● Database contributes to uniformity in the administrative counseling service

- Even new-joiners to handle cases like an expert



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困ったら一人で悩まず

行政相談

0570-090110 相談無料 秘密厳守

インターネットの相談受付もOK▶ 行政相談受付 検索 または、お近くの行政相談委員へ。

総務省・各府省行政寄情相談連絡協議会

Catch words

Don't keep your problems to yourself,
Administrative Counseling is there to help you!

Thank you!



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