e-People , One-stop Online System

e-People
www.epeople.go.kr

Ladies and gentlemen,

I am Euy-whan Kim, Director General, Ombudsman bureau of the Anti-Corruption and Civil Rights Commission of Korea.

Today, I would like to share with you how "e-People" system, Korea's online system for handling complaints, has been developed and how its roles will be further promoted.

Contents

e-People

In this presentation, I would like to introduce background, history and categories, achievements of "e-People."

Background

First, let me explain how e-People was launched.

"Drum for the people's appeal"

e-People is called 국민신문고 in Korean.

The Korean name was originated from the name of the drum called "신문고," used to be hung outside the palace 600 years ago during the Joseon dynasty.

Back then, anyone could beat the drum "신문고" to appeal to King when local governments could not address their difficulties. Then, the King listened to complainants directly and resolved their complaints.

In other words, e-People is the IT-based version of the drum "신문고."

Complaints

People
What agency?

Delayed response

Agency — Agency ... Agency

Sectionalism

e-People

From a petitioner's perspective, it is hard to find out the right administrative agency to file a complaint with expansion of the public sector.

As a result, "e-People" was launched to address the inconveniences caused by complicated administrative process and to have a better communication with people.

II History and Categories

Next, let me tell you the history and categories of the
"e-People."

History

Aug. 2005 ○ Integrated the civil petition processing systems of 7 central administrative agencies

Jul. 2006 ○ Integrated the systems of all central administrative agencies and diplomatic missions

Feb. 2008 ○ Connected the systems of local governments and major public institutions

2009 ○ Connected the Judiciary system

2011 ○ Integrated the systems of local education offices

2016 ○ Integrated or connected 910 institutions out of 1004

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"E-People" was established by integrating the civil petition processing systems of seven central administrative agencies in 2005.

As of 2016, 910 institutions are using "e-People" to deal with people's complaints.

Categories of 'e-People'

The e-People system allows the Korean government to carry out various functions for one-stop communication with the people.

- First, Filing complaints.

- Second, Proposing good ideas on government's policies

- Third, Participating in policy-making

- Fourth, Reporting public interest violations

- Finally, Reporting improper spending of government budget

Today, I would like to highlight three categories among the major functions of e-People

Complaints

Complaints Processing

⑤ Feedback
Evaluation of Satisfaction
/ Request for Additional Questions

People

① Filing

② Auto Classification
first complaint
Secondary complaint

④ Notification of Result

③ Handling Complaints

Agency in Charge
Central Government
Local Government
Judiciary
Public Institutions

ACRC
Ombudsman Bureau

e-People

First function is filing complaints.

This slide shows how complaints are received and handled.

People do not need to go everywhere when they want to make requests to government agencies anymore. They just need to access "e-People" system and file a petition.

Then, the petition will be classified and dealt with by the agency in charge and the results will be notified to the public. People may ask for additional measures to the administrative agency in charge if they are not satisfied with the results.

Also, complaints on the violation of people's rights and interests caused by illegal, unfair administrative system will be investigated and handled directly by the ACRC.

Complaints

Foreign Language Service

e-People
(in 14 languages)

English, Chinese, Japanese, Vietnamese, Mongolian, Indonesian, Thai, Uzbek, Bengali, Cambodian, Sinhalese, Nepali, Russian, Burmese

Provided in 14 languages

In addition, "e-People" provides a channel for complaints in foreign languages for Korean nationals living abroad, migrant workers, and foreigners living in Korea.

Next function is Proposals.

Anyone can propose their good ideas on government's policies and systems on "e-People."

The government reviews proposals received over the past one month. Among them, good suggestions are reflected into policies and people who make such recommendations are awarded.

The third category is Policy Participation.

"E-People" is an online discussion platform where stakeholder,
experts, and people can share their opinions on legislation,
system, and policies.

The e-People system is used as a communication channel between
the Korean government and the people. Through the e-People
system, each public organization can hold discussions and conduct
surveys about its policies.

III Achievements

Lastly, let me move on to the achievements of "e-People."

No. of Complaints

Year	Value
2006	402,442
2010	797,873
2015	1,903,019

No. of Proposals

Year	Value
2005	16,086
2009	84,031
2015	103,408

No. of Policy Discussion

Year	Value
2005	31
2011	700
2015	3,870

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The size and functions of "e-People" have expanded and its convenience has become widely known to the public over the past nine years.
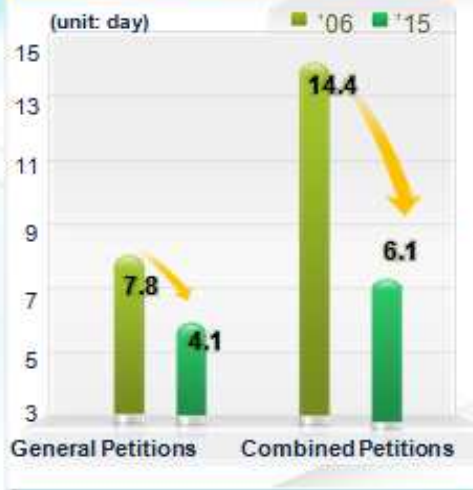
Also, The number of petitions received and handled, proposals and policy discussion continuously increased up each year.

Achievements

Enhanced Quality and Efficiency

Average Processing Period (unit: day) '06 '15
- General Petitions: 7.8 → 4.1
- Combined Petitions: 14.4 → 6.1

Degree of Satisfaction (unit: point)
- 2010: 66.6
- 2012: 74.2
- 2015: 87.1

Public Awareness (unit: %)
- 2006: 26.8%
- 2011: 58.9%
- 2015: 64.3%

e-People

As "e-People" enabled online collaboration among government agencies, the quality of complaints handling service and administrative efficiency have been enhanced.

Each year, average processing period of general petitions decreased while people's satisfaction level increased. Also, the number of people who would like to use "e-People" is on the rise.

International Recognition

- Top 10 in the E-Government Competition in France (Oct. 2006)
- Won the top prize in the exhibition part in the E-Challenge 2008 (Oct. 2008)
- Received an excellence award in the UN Public Service Awards (Jun. 2011)
- Launched an ODA project to build E-People system for Tunisia (Nov. 2014)

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"E-People" is highly recognized in the international community as a model example of the Korean government's e-government system.

And here are e-people systems' distinguished award winning careers.

This concludes the introduction of "e-People."

I wish all of you here today will provide continuous attention and support for "e-People."

Thank you for listening.