

24-Hour E-Services for the Public

- Online Civil Services (Minwon24) -

April, 2018



Ministry of
the Interior and Safety

I Civil Petition Treatment Act



Concept & Kinds of Public Service in Korea

Concept

Civil Affairs, Civil Services, Civil Complaints, Public Complaints, Petition

- **A request by a civil petitioner to an administrative agency to take a disposition or other specific action, and the types thereof shall be follow;**

Kinds

A. General Types

- Legal: Permission, approval, patent, license, etc., according to the certain requirements prescribed by statutes, directives, established rules, autonomous regulations, etc.
- Inquisitive: Requesting explanation or interpretation of an administrative agency regarding administrative work, such as statutes, systems, procedures, etc.
- Recommendatory : Requesting the improvement of administrative system and operation;
- Others: Requesting certain actions of an administrative agency, such as requesting consultation or explanation for simple administrative procedures or formal requirements, etc. or informing inconveniences occurring in daily life, other than a legal civil petition, inquisitive civil petition, recommendatory civil petition, and civil petition for grievance

B. Civil Petitions for Grievance: Prescribed by Subparagraph 5 of Article 2 of the Act on the Prevention of Corruption, and the Establishment and Management of the Anti-Corruption and Civil Rights Commission

Roles & Responsibilities

Administrative Agency

Legal entities, organizations, or institutions prescribed by the Management of Public Institutions Act, corporations prescribed by the Local Public Enterprises Act, Special legal entities established under special Acts, Schools of each level established under the Elementary and Secondary Education Act, Higher Education Act, and other Acts, Other corporations, organizations, or agencies prescribed by Presidential Decree

Ministry of the Interior and Safety (MOIS)

Formulate standards: Concerning agencies in charge, the periods for treatment, required documents, treatment procedures, the methods of filing civil petitions, etc. as provided for in related statutes, etc.

Publish such standards in the official gazette

Make them available on the an integrated electronic civil petition window under the Electronic Government Act

Civil Petition System Improvement and Coordination Committee

Established under the jurisdiction of the Prime Minister

Deliberate on and coordinate matters requiring improvement of civil petition system related to many departments

The organization and operation of the Coordination Committee and other necessary matters shall be prescribed by Presidential Decree

Each Central Administrative Agency

Inspect the actual state of treatment and operation of civil petition under his/her jurisdiction every year.

Formulate a plan for simplifying required documents for civil petitions under his/her jurisdiction, treatment procedures therefor, etc., in accordance with the results of inspection

Actively cooperate in the collection of data relevant to civil petitions and civil petition system improvement projects conducted by the MOIS

Civil Petition Administration (Characteristics & Functions)

Characteristics

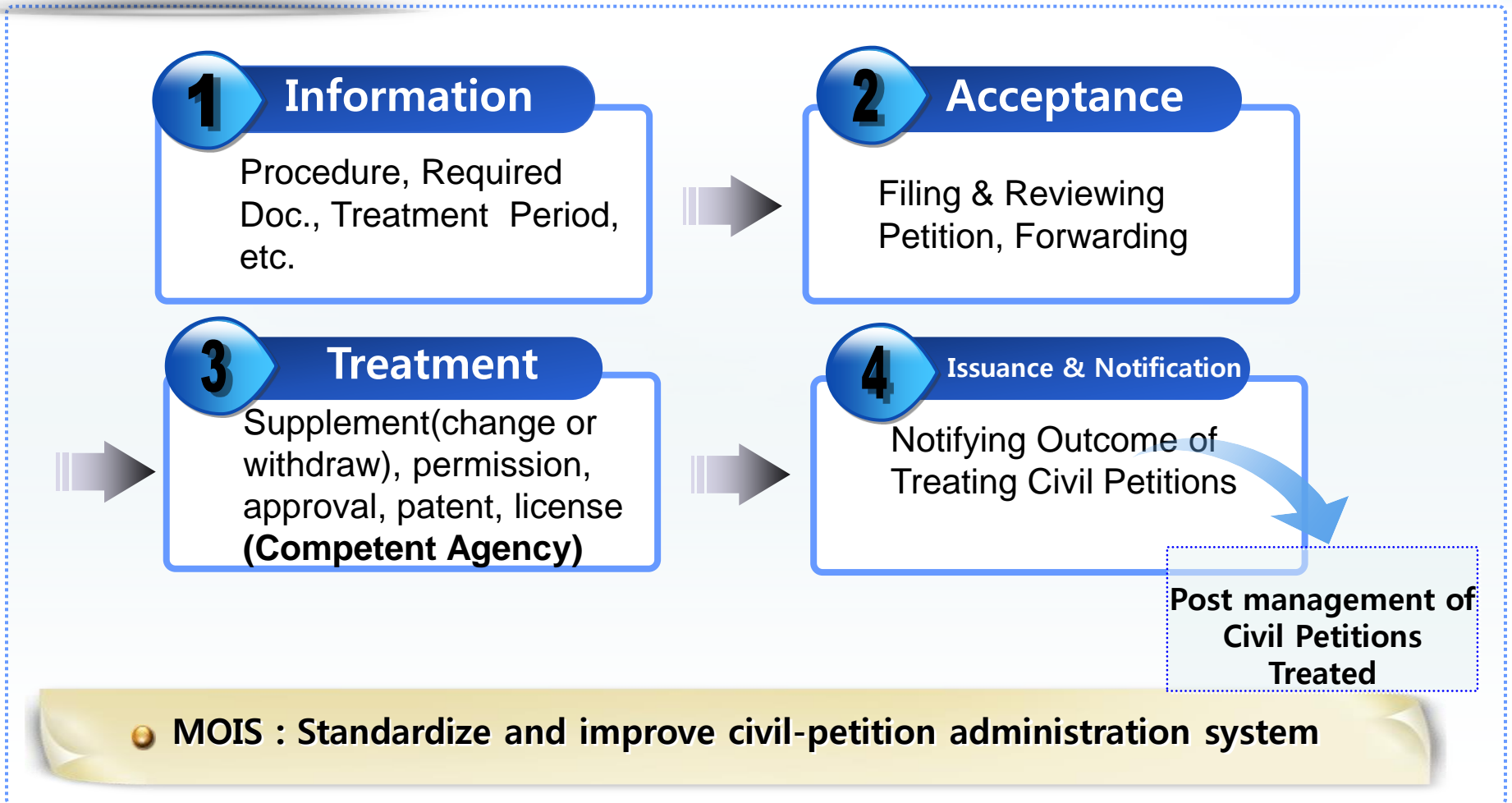
1. Diverse & Changeable depending on Socio-Economic Variation
2. Quantity : Expansion + Quality : Complexity
3. Financial Expenditure Arising from Civil Petition Treatment
4. Different (Culture, Industry etc.) Regions - Different Inquiries

Functions

1. Administrative Control
2. Administrative Relief
3. Citizen Participation in Administration and State Affairs
4. Building Trust Between Administrative Agency & People

2. Treatment of Civil Petition

Process



II Civil-Petition Management (MINWON24)



What is Minwon ? (Civil Petitions)

- **Minwon is a civic demand (by a person or organization) for a measure or resolution of a civil service through an action by the competent authority.**
- **There are approximately 5,000 civil affairs currently in service.**

• Progress of Civil Affairs

Beginning 2000 ~ 2003

- Build the first integrated electronic civil service counter (G4C)
- Launch 8 kinds of on-line civil services (Certificate of Register, etc.)
 - ※ Total Civil Services: 390 Kinds

Growth 2004 ~ 2008

- On-line service extended to 20 kinds such as issuing the building record, cadastral, etc.
 - ※ Total Civil Services: 590 Kinds
- Service expansion for information vulnerable group

Maturity 2009 ~ 2011

- Any possible civil service to be on-line
 - ※ Total Civil Services: 2,900 kinds, Issue Service: 1,100 kinds
- Change the name of service website to **Minwon24**
- 32 kinds of civil service based on **smart phone** device

Completion 2012 ~

- Minwon24 users exceed **10 million** (May 2012)
- **41 kinds of information for life** service as people can use everyday(Mar. 2016)
- **(Be expected)** Establishment of integrated administrative service system(June 2016)

- An internet and mobile enabled civil service solution accessible anytime and anywhere.



Key Services Features

- Civil Affairs Information Gateway
- Application Submit, Issuance and Reading Document
- Package Service
- Access from Anywhere
- Verification Service
- Change of Address Service

www.gov.kr

3. MINWON24

- An internet and mobile enabled civil service solution accessible anytime and anywhere.

The screenshot displays the MINWON24 website interface. At the top left is the '정부24' logo. To its right is a row of flags representing various countries. Below this is a banner for 'Foreign Language Information Service' featuring three children. The main content area has a sidebar on the left with buttons for 'General Guide', 'e-Application', 'View Result', and 'FAQ'. The 'e-Application' button is highlighted. Below the sidebar, there is a section for 'e-Application' with 'Info' and 'Apply' buttons. Below that, there are two service cards: 'Certification of Alien Registration' and 'Certification of Nationality Acquisition', each with an 'Info' and 'Apply' button. A 'Convenience facility' button is located at the bottom left of the main content area.

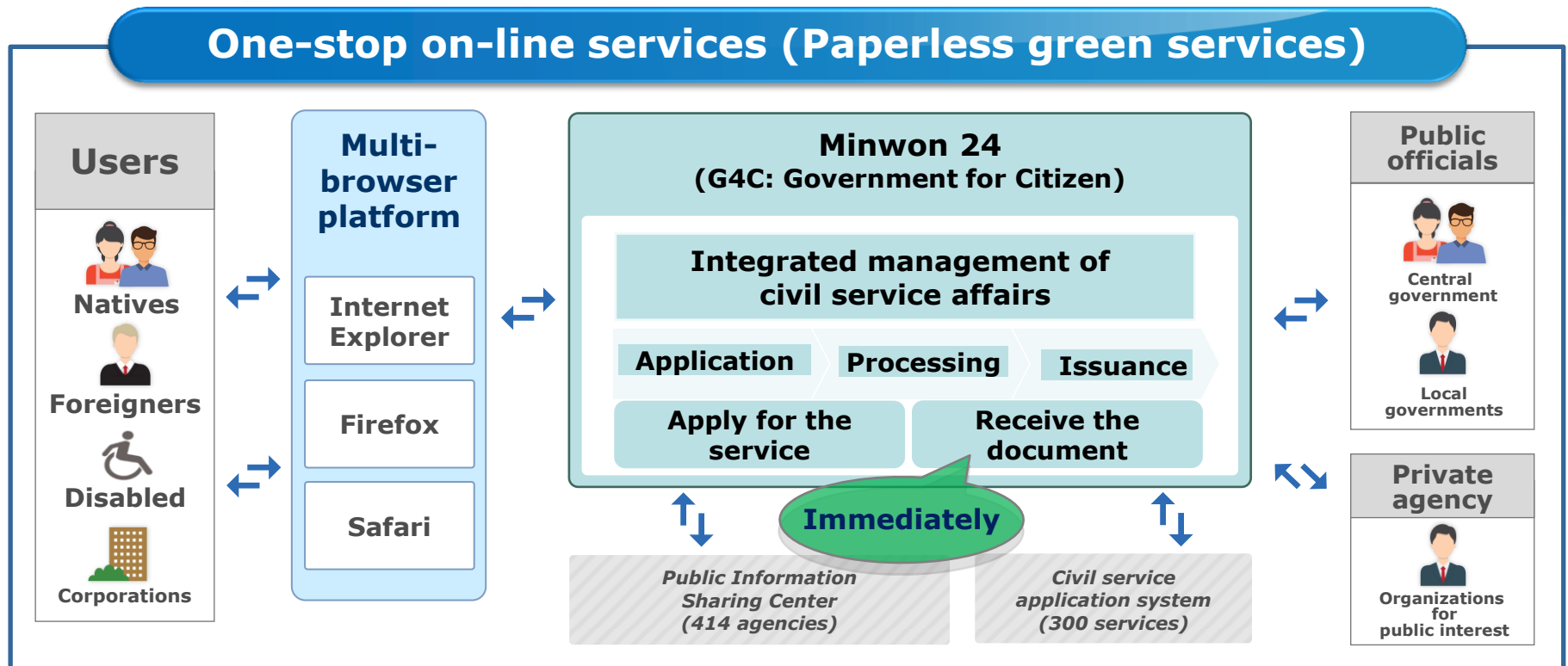
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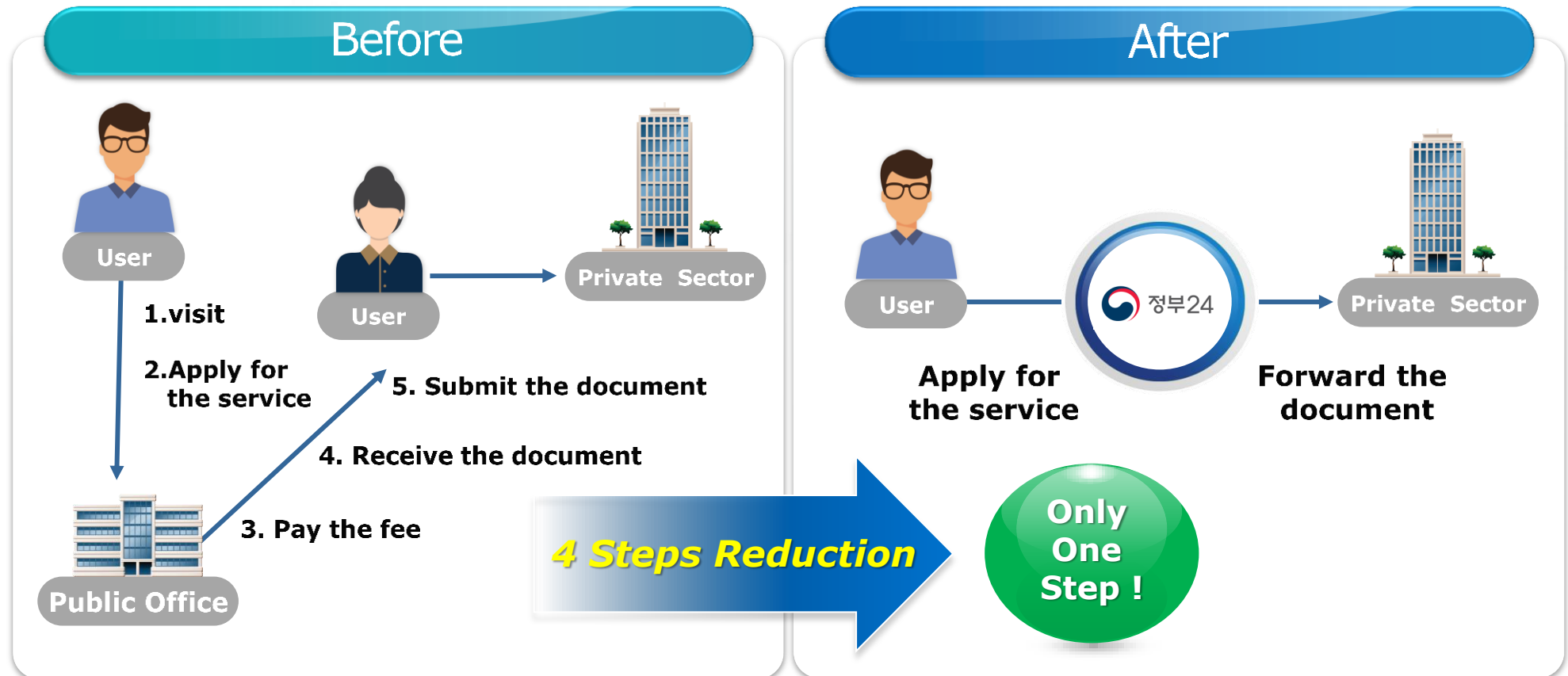
4. Online Civil Service - Overview

- User access the Minwon24 website through Multi-browser platform
- Minwon24 is an integrated management website of civil services
- Users apply for the service and receive the document immediately



5. Online Civil Service - Example

Case of the issuance of a Certificate of Residence
(Most frequently issued service, more than 20 million issues every year)

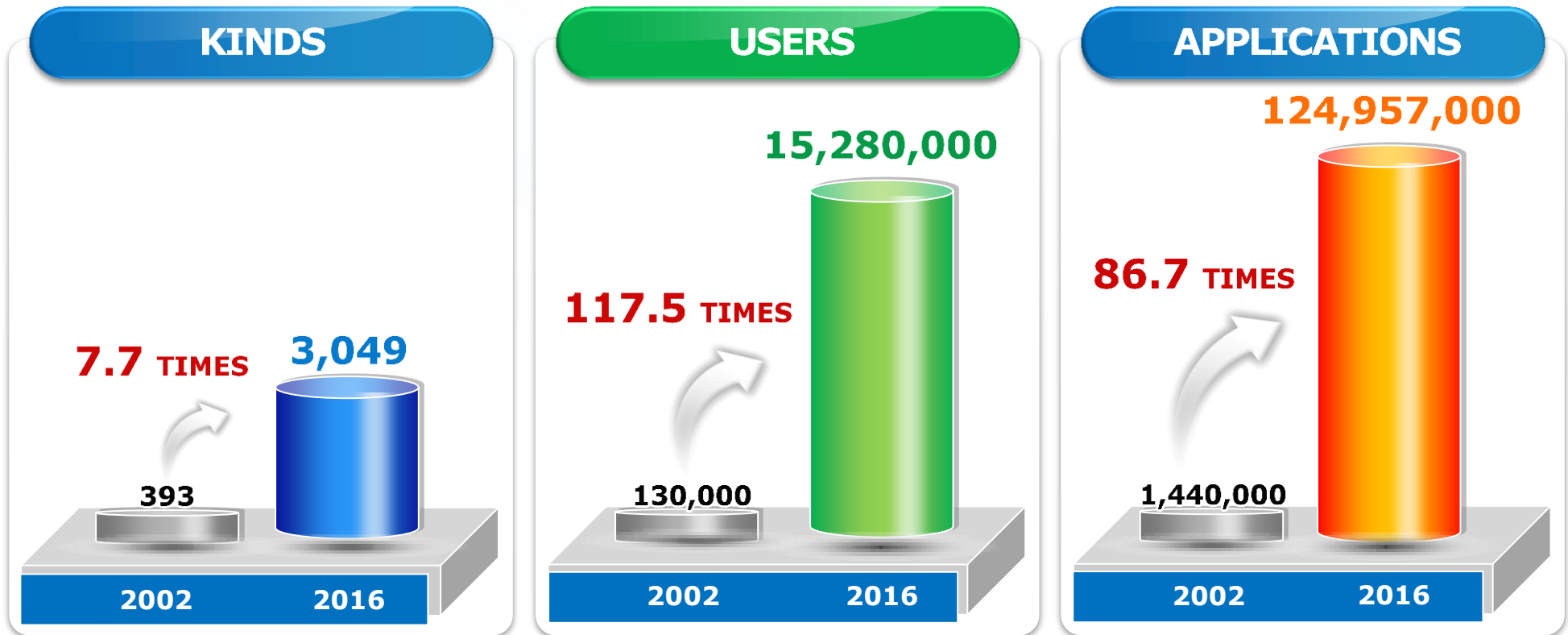


III Service Results





1. Results from the Initiative

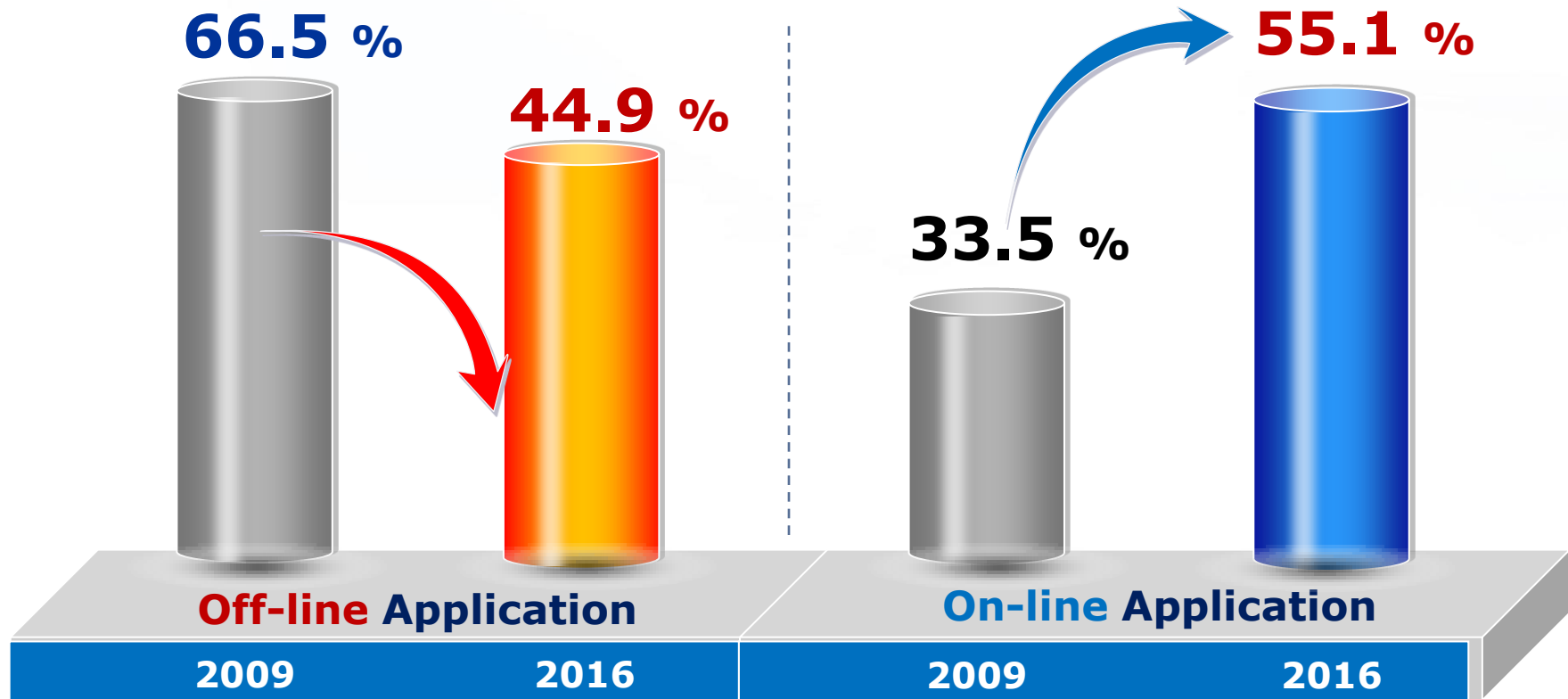
- Since 2002, the growth rate of kinds of documents, users, applications has significantly increased.



1. Results from the Initiative

-  Number of off-line applications
-  Number of on-line applications
(including ones from the automatic machine)

The off-line applications are decreasing
On-line ones are on the rise



IV What Are the Key Benefits?



1. For Users

- The time required for a civil service has been dramatically reduced from around 30 minutes to 1 minute.

THE TIME REQUIRED	
VISITING	30 minutes
MINWON24 (Online)	1 minute

- The transportation expenses needed for visiting a government agency can be saved.

COST	
VISITING	\$ 1.2
MINWON24 (Online)	Free (No Visit)



2. For Administrative Management

- (Before) 10 minutes to receive, review the application and issue the document
- (Now) With Minwon24, the whole process can be done online

Time Saved in Administrative Work

(The document is submitted immediately)



THE TIME REQUIRED	
VISITING	10 mins (in treatment)
MINWON24 (Online)	NONE (The whole process is done online)

Benefit

- **Eliminate inconvenience** and **improve user satisfaction**
- **Enhance national competitiveness** through user-oriented online services
- **Reduce paper documents** and **traffic**

Economic Effect

Reduce social expenses by **720 million USD per year**



Reduce CO₂ emissions by **82,000 tons per year.**

* Equivalent to planting 6.84 million trees



THANK YOU!





Director / International Cooperation Division for Good Governance Ministry of the Interior and Safety, Korea

Mr. Heon-jun Kim is a career civil servant who joined the Ministry of the Interior in 1997. He has served in numerous positions, including Director for Consulting Division of Diagnosis and Consulting Center in the Korean Ministry of Public Administration and Security (MOPAS : former MOIS), Government Attaché to Private Sector.

Among his many achievements, Mr. Kim coordinated international training programs for foreign government officials in developing countries in the areas of HRD, government innovation, e-government and provided consultation on the said areas to foreign government officials. From 2008 to 2010, Mr. Kim served as Director for Public Governance Program of OECD Korea Policy Center. During this period, he shared knowledge and experiences on public governance among OECD and non-OECD member countries through participating country peer reviews, hosting international conferences on e-government, administrative simplification, anti-corruption, HRD & HRM, regional development, e-democracy and citizens' participation, and government reform and innovation and etc. Following this position, Director Kim was appointed as the Counselor of the Embassy of the Republic of Korea to Canada from 2010 to 2014. Currently, he is Director of international administrative cooperation bureau of the Ministry of the Interior and Safety.

Director Kim was born in Seoul, Korea. He earned his undergraduate degree in politics from University of Wollongong, Australia and finished MA in International Relation in University of New South Wales, Australia. Director Kim is married and has one son and one daughter.

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