

SEOUL  
METROPOLITAN  
GOVERNMENT

SEOUL M! SOUL

2024

# Annual Report

February 2025



SEOUL METROPOLITAN  
CITIZENS'  
OMBUDSMAN  
COMMISSION



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# I. Policy Vision & Goals



## Policy Direction for 2024

As the third-term commission (May 2022–May 2025) entered its full-scale operational phase, the commission **resolved grievances and inconveniences in their daily lives through active citizens’ engagement, improved unreasonable administrative practices and systems** to strengthen the competitiveness of city governance, and needed to transform into an organization that is truly essential for citizens.

To enhance satisfaction with city administration and promote citizens’ rights and interests, the commission has pursued resident and citizen audits to **improve unreasonable policies and systems**, engaged handling of grievances and petitions to **address distrust and dissatisfaction with city administration**, and on-site petition handling to **resolve daily inconveniences faced by citizens**, and monitoring of public projects to ensure transparency and fairness in budget execution.



## II. Performance Results

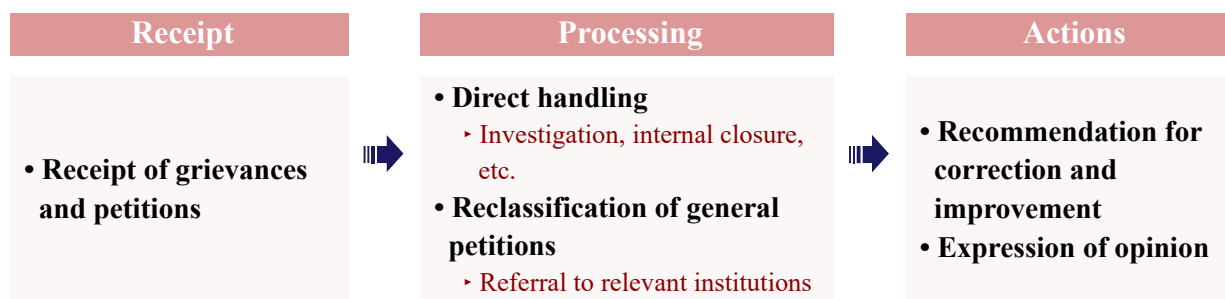
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### Protect citizens' rights and interests through engaged handling of grievances and petitions

Enhance citizens' sense of fairness and strengthen the protection of their rights by actively addressing grievances and petitions arising from unlawful, unjust, or unreasonable administrative practices.

#### □ Overview

- **Actively receive and handle grievances and petitions** to enhance citizens' experiences
- **Take appropriate actions such as recommendations and expressions of opinion** to ensure the substantial protection of citizens' rights



#### □ Progress

##### Investigation

**593 cases total** (538 cases through direct investigation, confirmation responses, or conversion to ex officio audits; \* 55 cases internally closed)

Year	Type		
	Total	Direct investigation	Internal closure, etc.
2024	593	538	55
2023	504	440	64

##### Results

**222 actions (i.e., recommendations) for 156 cases**

Year	Direct investigation	Corrective action	Details		
			Total	Recommendation for correction and improvement	Expression of opinion
2024	538	156	222	75	147
2023	440	133	190	96	94

## □ Key Achievements and Outcomes

### ① Increase in direct investigations → **More active and prompt handling**

- **538 cases handled through direct investigation (+98 cases; +22.2%↑ YoY)**

### ② Increase in corrective actions → **Strengthened protection of citizens' rights and interests**

- **158 cases resulted in 222 corrective actions (from 133 cases and 190 actions; +16.8%↑ YoY)**

### ③ Diverse measures against unlawful, unjust, and passive administrative practices → **Enhanced grievance resolution and satisfaction**

- **Enhanced reliability** by preventing administrative errors and reviewing higher regulations before administrative processing

#### Environment

(○○-gu district officetel violation removal) The removal of windows alone does not fully restore the original condition, making the cancellation of the violation designation inappropriate, so a reassessment of the violation status was conducted.

- **Improved citizens' quality of life** by ensuring a pleasant living environment

#### Parks

(Neighborhood park development project: collection of resident feedback) Prioritized the expansion of sports facilities and infrastructure improvements while actively gathering and incorporating residents' opinions.

### ④ Implementation status check → **Achieved 100% compliance rate**

- **75 recommendations and 147 expressions of opinion fully accepted, achieving a 100% compliance rate**

### ⑤ Improvement in civil complaint service evaluation → **Rated "Grade A"** (Ranked **1st** among all metropolitan and provincial governments)

- (Category/type) **Civil administration activities / Handling of grievance and petitions**



**16.81 points** (14.31 points + 2.5 bonus points) ⇔ 15.96 points in 2023 (**+0.71↑ points** YoY)

**Overview of the 2024 comprehensive civil complaint service evaluation** (joint evaluation by the Ministry of the Interior and Safety and the Anti-Corruption and Civil Rights Commission)

- (Scope) 307 institutions in total
- (Indicators) 3 areas (civil administration management, civil administration activities, civil complaint handling performance), 5 categories, 20 indicators



## 2

# Enhance on-site petitions to resolve citizen inconveniences

Swiftly addresses citizen inconveniences by promoting a well-structured on-site petition system and fostering a pleasant and safe urban environment

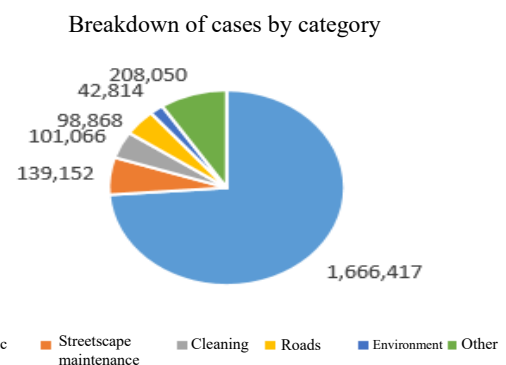
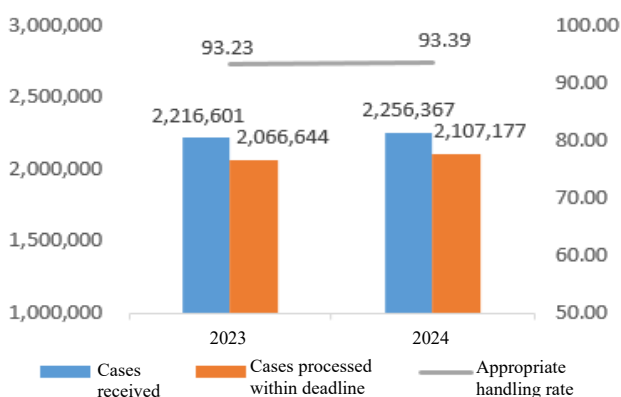
### □ Overview

- **(Scope)** 12 categories and 65 types of citizen inconvenience and safety-related petitions
  - Illegal parking, damaged road facilities, illegal waste dumping, sewage facilities, street obstructions, etc.
- **(Details)** Operation of the “My Neighborhood Watchers” Program and evaluation of district-level on-site petition handling performance to encourage prompt resolution
- **Implementation Process**

Receipt	Processing	Monitoring	Follow-up management
<ul style="list-style-type: none"> <li>○ 120 Dasan Call Center</li> <li>○ Social media, mobile apps, etc.</li> <li>○ On-site petition handling stations</li> </ul>	<ul style="list-style-type: none"> <li>○ Immediate response (within 3 hours)</li> <li>○ Within 24 hours</li> <li>○ Confirmation and notification</li> </ul>	<ul style="list-style-type: none"> <li>○ On-site verification</li> <li>○ Inspection of “My Neighborhood Watchers” operations</li> </ul>	<ul style="list-style-type: none"> <li>○ Addressing deficiencies</li> <li>○ Review of district-level implementation performance</li> </ul>
Civil affairs officer	City/district governments	Commission	Commission

### □ Progress

- **Current status:** 2,256,367 cases handled in total (+39,766 cases; +1.8%↑ YoY) compared to 2,216,601 cases in 2023



- ▶ **Proactive reporting** led to an increase: 39,766 cases (+1.8%↑ YoY) received
- ▶ **Timely responses** resulted in an increase: 40,533 cases (+2%↑ YoY) processed within the deadline

- ▶ **On-site petitions** handled by district offices accounted for 2,189,220 cases (97%) of the total (2,256,367 cases)
- ▶ **Traffic-related** petitions (1,666,417 cases) accounted for 73.9%

## □ Key Achievements and Outcomes

### ① Reduction in processing time → **Minimizing citizen inconveniences**

- **(Enhanced monitoring)** Prompt resolution of long-standing unresolved petitions

	2022	2023	2024
Unresolved cases	218	2,621	6,427
Processing time	Avg. 72 days	Avg. 25 days	Avg. 19 days

### ② Hosted the My Neighborhood Watchers Awards ceremony and training sessions → **Increased motivation and capacity building**

- **(Awards ceremony)** Shared best practices among districts and presented awards to outstanding ‘watchers’
  - **(Award recipients)** Top 3 districts (i.e., Gwanak, Yongsan, Gangseo), 5 outstanding public officials, 180 outstanding ‘watchers’
- **(Training sessions)** Strengthened effective operations and citizen reporting activities (8 districts, 803 participants)
  - **(Special lecture)** Purpose of on-site petition activation, role and significance of ‘watchers,’ etc.
  - **(Practical training)** Seoul Metropolitan Government Message Petition Processing Regulations, on-site petition handling procedures, etc.



Awards ceremony



Training session



Activities

### ③ Implementation status check → **Enhanced compliance**

- **(Implementation status check)** Requested corrective actions for insufficient cases
  - **(Scope of inspection)** 2 construction projects and 25 districts
  - **(Inspection items)** Verification of delayed processing and follow-up on responses marked as “pending resolution”
  - **(Inspection results)** Out of 135 cases, 106 cases (79%) were deemed appropriate, while 29 cases (21%) required improvement.

## 3

## Improve unreasonable administration and systems through citizen audit requests

Improve unreasonable and inappropriate administrative systems by encouraging citizen participation in city governance and expanding resident, citizen, and ex officio audits

### □ Audit Overview

Category	Resident audit	Citizen audit
Legal basis	<ul style="list-style-type: none"> <li>Article 12 of the Local Autonomy Act and Article 15 of the Ordinance on the Operation of the Citizens' Ombudsman Commission and Residents' Audit Petition</li> </ul>	<ul style="list-style-type: none"> <li>Articles 12 through 14 of the Ordinance on the Operation of the Citizens' Ombudsman Commission and Residents' Audit Petition</li> </ul>
Eligibility	<ul style="list-style-type: none"> <li>A representative with a joint signature from 100 to 150 residents aged 18 or older</li> </ul>	<ul style="list-style-type: none"> <li>A representative with a joint signature from 50 or more citizens aged 18 or older</li> <li>A representative of a civic organization with at least 100 regular members</li> </ul>
Audit scope	<ul style="list-style-type: none"> <li>Matters under the jurisdiction of districts and their heads where administrative actions are deemed to violate laws or significantly harm public interest</li> </ul>	<ul style="list-style-type: none"> <li>Administrative actions taken by the SMG, its affiliated agencies, public corporations, city-invested or funded institutions, entrusted agencies, and subsidy recipients that are deemed unlawful or unjust</li> </ul>

**Ex officio audit:** An audit may be conducted when necessary during resident and citizen audits, investigations of grievances and petitions, and monitoring of public projects

※ Article 19 of the Act on Public Sector Audits and Article 24 of the Ordinance on the Operation of the Citizens' Ombudsman Commission and Residents' Audit Petition

### □ Progress

Receipt & Processing

✓ A total of 21 cases [5 cases completed (2 resident audits / 1 citizen audit / 2 ex officio audits), 2 ongoing cases, 14 dismissed, etc.]

Year	Receipt	Audits completed				Ongoing			Dismissed, etc.
		Subtotal	Resident audit	Citizen audit	Ex officio audit, etc.	Subtotal	Audit	Petition procedure	
2024	21	5	2	1	2	2	1	1	14
2023	19	6	2	2	2	7	-	7	6

Action results

✓ 24 cases total

Total	Administrative measures							Disciplinary measures		
	Subtotal	Correction order	Improvement request	Institutional warning	Institutional caution	Recommendation	Notification	Subtotal	Disciplinary action	Admonition, etc.
24	18	6	1	3	2	4	2	6 persons	-	6 persons

- **(Satisfaction) Improved satisfaction** among audit petitioners

The survey results showed an average score of 96.7 points (+0.5↑ points YoY)

## □ Key Achievements and Outcomes

- ① **Participation of internal and external experts, including the legal advisory group**  
→ **Enhanced expertise and credibility**

- **Expanded participation** of internal and external experts in all audits

7 citizen audit ombudsmen, 48 legal advisors, 100 citizen participation ombudsmen, etc.

Ensured objectivity by combining expert participation in audits and investigations with the involvement of the Citizen Audit Ombudsmen

- ② **Mandatory hearing of petitioners' opinions** → **Strengthened communication and improved satisfaction**

- **Collected petitioners' opinions** at least three times to fully reflect their intent and feedback in the audit process

- ③ **Fair and thorough audits** → **Protected citizens' rights and interests**

- **Ensured compliance with relevant laws** when modifying facilities in public spaces used by multiple residents

**(Barrier-free forest trail project)** Implemented three administrative measures, including compliance with the Act on Urban Parks and Green Areas regarding park development modification procedures and actively gathering opinions from stakeholders



- **Prevented citizen harm and improved systems** by rectifying inadequate administrative processes

**(Ensuring the safety of building fences)** Implemented three administrative measures, including the development of a standard agreement draft to prevent budget waste and revisions to manuals and guidelines for public housing management



- **Provided remedies for citizens affected by legal violations**

**(Building permit)** Converted into an **ex officio audit** following a report to the Board of Audit and Inspection regarding privacy infringement claims caused by construction that violated the Building Act and the National Land Planning and Utilization Act on an adjacent site



## 4

## Enhance transparency and fairness by revitalizing the monitoring and evaluation of public projects

Designate key municipal projects and those with significant citizen impact for public oversight and ensure fairness and transparency through citizen participation in monitoring and evaluation activities

### □ Overview

#### ○ Monitoring and evaluation of public projects

Construction projects **exceeding KRW 3 billion**, service contracts **exceeding KRW 500 million**, and procurement of goods **exceeding KRW 1 million**

**Other projects** such as entrusted affairs and subsidized programs, **as determined by the commission when necessary**

- Ensure fairness, transparency, and adequacy in public projects by conducting on-site inspections and observations

### □ Implementation Performance

- **(Focused monitoring)** Comprehensive monitoring of transparency and fairness at each stage

Activities

**180 focused project monitoring cases, 150 actions taken**

Year	Goals	Performance Results						Actions Taken			
		Subtotal	Construction	Service	Procurement	Consignment	Subsidy	Subtotal	Recommendation	Expression of opinion	On-the-spot correction
2024	180	180	22	40	22	61	35	150	69	55	26
2023	170	170	24	39	13	59	35	198	109	56	33

- **(General monitoring)** Full-scale expansion of general monitoring

- Phase 1: Self-inspection by department → Phase 2: Commission monitoring

· (2023) General monitoring accounting for 10% (100 projects) → (2024) Expanded to 100% (931 projects)

Activities

**139 actions taken**

Year	Goals	Performance Results						Actions Taken			
		Subtotal	Construction	Service	Procurement	Consignment	Subsidy	Subtotal	Recommendation	Expression of opinion	On-the-spot correction
2024	931	931	89	325	234	173	110	139	68	71	-
2023	1,000	1,000	105	326	257	204	108	151	8	143	-

- **(Observational monitoring)** Citizen participation ombudsmen observing the proposal evaluation committee meeting, etc.

## Activities

**431 observational monitoring sessions completed, 62 actions taken**

\*Exceeded the 2024 target by 135%

Year	Goals	Performance Results						Actions Taken			
		Subtotal	Construction	Service	Procurement	Consignment	Subsidy	Subtotal	Recommendation	Expression of opinion	On-the-spot correction
2024	320	431 (134.7%)	26	274	68	63	-	62	-	8	54
2023	280	385 (137.5%)	22	239	59	65	-	34	1	6	27

## □ Key Achievements and Outcomes

### ① Expanded monitoring → Strengthened the effectiveness of city administration oversight

- Completed 180 focused monitoring projects (+5.9%↑ YoY)
- Eliminated oversight blind spots by expanding and reinforcing general monitoring
- Realized a “healthy Seoul administration” by increasing participation of Citizen Participation Ombudsmen

### ② Strengthened monitoring activities → Enhanced transparency in city administration

- Established industrial disaster prevention measures to prevent recurrence of similar accidents

Ensured strict accountability where necessary in ongoing legal proceedings and post-accident measures (e.g., penalty points for deficiencies) related to aerial work platform accidents

- Enhanced systematic support for XR-based enterprises

Strengthened oversight by requiring thorough result reporting and budget reconciliation for supported companies

- Devised improvement measures for “safe parcel lockers” to enhance crime prevention and convenience

Developed activation strategies by conducting demand surveys and analysis of low utilization rates

### ③ Expanded observational monitoring → Contributed to integrity enhancement by ensuring fair contract execution

- 431 observational monitoring sessions completed (+11.9%↑ YoY)
- 62 corrective actions taken (+82.4%↑ YoY)
- Strengthened the Citizen Participation Ombudsmen’s observational monitoring competences
- Held meetings and workshops (every quarter)



Workshop

## Expand the protection of citizens' rights and interests by operating the petition system

Enhance the transparency and fairness of petition processing and revitalize the petition system by promoting public awareness and strengthening the capacity of petition-handling staff

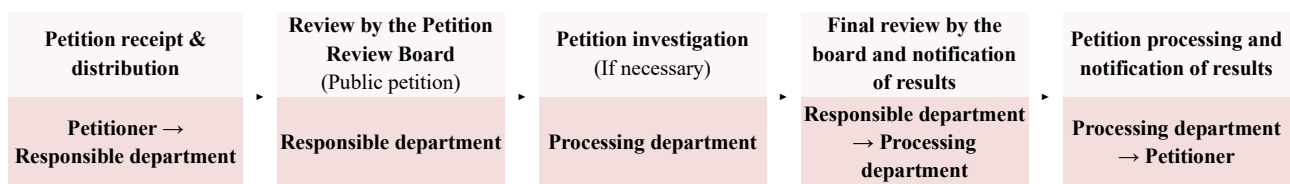
### □ Overview

- **(Scope)** Remedies of damages, requests for correction action against unlawful or unjust acts by public officials, etc.
- **(Petition review board)** Composed of internal and external experts to ensure professionalism and objectivity

■ **Petition:** A **constitutional right** allowing citizens to **request remedies for grievances or damages, rectification of injustices, or legislative amendments** on matters within the jurisdiction of a petition-receiving institution

### ○ Processing procedure

- **(Responsible department)** Receives and distributes petitions and operates the review board
- **(Processing department)** Conducts investigations and notifies petitioners of the results



### □ Progress

Receipt **312**

Processing **154**

Year	Total			Q1			Q2			Q3			Q4		
	Total	SMG	Transfer	Subtotal	SMG	Transfer	Subtotal	SMG	Transfer	Subtotal	SMG	Transfer	Subtotal	SMG	Transfer
2024	312	154	158	97	46	51	95	33	62	65	42	23	55	33	22
2023	382	154	228	61	28	33	91	50	41	155	37	118	75	39	36

※ SMG-affiliated institutions are separate petition-receiving entities.

### ○ Operation of the Petition Review Board

**(Meetings held)** 28 sessions total

**(Cases reviewed)** 89 cases total (83 cases approved, 6 cases conditionally approved)



## □ Key Achievements and Outcomes

### ① Petition receipt and processing → **Increased direct processing rates**

#### ○ **Strengthened the SMG's role** with a +9% increase



✓ In 2024, out of 312 petitions received, 154 cases (49%) were processed directly, while 158 cases (51%) were transferred.

→ The direct processing rate increased by +9% compared to 2023.

### ② Expert and citizen opinion hearings → **Enhanced policy credibility and rationality**

#### ○ **Demonstrated the importance of the Petition Review Board** by establishing practical improvement measures

(Revision of age restrictions for the “Youth Safe Housing” designated parking area for households with children) (Department opinion) Rejected due to eligibility criteria and parking demand

Rejected

→ (Board's decision) Conducted an on-site analysis and developed an improvement plan

Conditionally approved

→ (Processing department) Revised standards after conducting a situation

analysis

Accepted

#### ○ **Rational policy decisions** through balanced collection of citizen opinions

(Cheonggyecheon Stream pet policy issue) Pilot program introduced to minimize inconvenience for both pet owners and non-pet owners while identifying optimal solutions

#### ○ **Addressed daily inconveniences** based on citizen feedback

(Request for credit card payments for subway tickets) Ongoing review for introducing a new payment system allowing credit card payments in addition to cash transactions

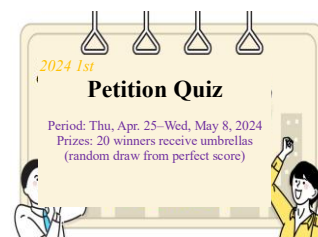
### ③ Promotion and training → **Strengthened system operations**

#### ○ **Public promotion for increased citizens' engagement**

- Subway corner ads (April) and YouTube promotions (December)

#### ○ **Training and events**

- Petition system and “Petition 24” staff training  
(Held in June and September, 73 participants)
- Petition quiz for SMG employees  
(Held in April–May, 1,590 participants)



Event



## Strengthen policy frameworks to become “Human Rights City Seoul”

Establish a human rights policy framework and reinforce policy frameworks to create a human rights-friendly environment in “Human Rights City Seoul”

### □ Overview

- **(Master plan)** A blue print for human rights policies that integrate a human rights perspective into city administration
- **(Human rights commission)** Review and advise on policies for the protection and promotion of citizens’ human rights
- **(Human rights monitoring group)** Inspect non-human rights-complaint elements affecting socially vulnerable groups
- **(Human rights impact and management evaluation)** Prevent human rights violations and promote human rights-friendly management practices

### □ Progress

- Establishment and implementation of the master and action plans for human rights policy

#### 3rd master plan for human rights policy

▶ Period: **2023–2027 (5 years)**

##### Policy Framework

- ◆ Vision: **Inclusive Seoul for better life and human rights**
- ◆ Policy goals: ①A city that thrives together with socially vulnerable groups; ②Enhance stability and quality of life; ③Ensure social safety; ④Build human rights institutions and cultural frameworks
- ◆ Policy tasks: 34 policy tasks and 89 detailed projects, including strengthening housing and independent living support for persons with disabilities
- ▶ Plan details: Vision, 4 policy goals, 34 policy tasks, **89 detailed projects**

#### 2024 human rights policy action plan

- ▶ Period: **2nd year of the 3rd master plan implementation**
- ▶ Plan details: **Implementation strategies for 89 detailed projects in 2024**
  - (Responsible departments) 35 departments
  - (Total budget) KRW 1,143.2 billion

### ○ Human Rights Commission

**(Commission meetings)** 22 sessions held

- Reviewed and advised on human rights policy action plans and policies affecting citizens’ human rights

(※A total of 38 cases, 4 policy improvement recommendations)

**(Human Rights Forum)** “Discussing Youth Human Rights in the Era of Population Crisis” (Oct. 30, 2024, 128 participants)

### ○ Human Rights Monitoring Group

#### Composition

✓ **22 experts** including lawyers, social workers, and architects

#### Activities

✓ **On-site inspections conducted** at 11 elderly care facilities and other institutions

### ○ Human rights impact and management evaluation

#### Impact evaluation

✓ Developed assessment checklists for **2 out of 10 policy areas (general administration and employment/economy)**

#### Management evaluation

✓ Evaluated the human rights management implementation status of **25 SMG-invested and funded institutions**

## □ Key Achievements and Outcomes

### ① Implementation of human rights policy action plan → **Strengthened the frameworks for protecting the rights of socially vulnerable group**

- **(Scope) 34 policy tasks and 89 detailed projects**
- **(Details)** Implementation targets and strategies for 89 detailed projects in 2024, including budget allocation and execution

### ② Review and advisory on major policies → **Enhanced policy improvement for human rights protection**

- **Reviewed and advised on 38 cases**, including the human rights policy action plan, implementation status of policy improvement recommendations, and progress of human rights fact-finding surveys
- **Issued 4 policy improvement recommendations** on matters significantly impacting human rights protection and advancement
- **Facilitated public discourse** on human rights issues through the **Human Rights Forum (Oct. 30, 2024)**
  - **(Theme)** Youth Human Rights in the Era of Population Crisis
  - **(Content)** Keynote speech, four topic presentations, and discussion on youth employment, housing, and childbirth



Human Rights  
Commission's deliberation

### ③ Human Rights Monitoring Group's activities → **Prevented human rights violations and encouraged voluntary improvements**

- **On-site inspections at 11 high-risk facilities**, including elderly care centers (31 participants total)
  - **(Details)** Identified potential human rights violations in facility infrastructure and welfare service deliver
  - **(Recommendations for improvement)** Suggested necessary improvements to relevant agencies and departments

### ④ Comprehensive evaluation of human rights policies → **Established frameworks for citizen protection and violation prevention**

- **(Human rights impact assessment)** Developed and implemented evaluation checklists for two policy areas (general administration, employment/economy)
  - **(General administration)** 17 assessment items related to the protection of rights for audit subjects and prevention of human rights violations
  - **(Employment/Economy)** 16 assessment items on ensuring fundamental labor rights at SMG-affiliated workplaces
- **(Human rights management evaluation)** Conducted **human rights management assessments** as part of the management evaluation for **SMG-invested and funded institutions**
  - **(Scope)** 25 institutions including SMG-invested and funded institutions and the Seoul Volunteer Center
  - **(Evaluation details)** 4 key areas with 55 evaluation indicators, assessing the previous year's human rights management performance

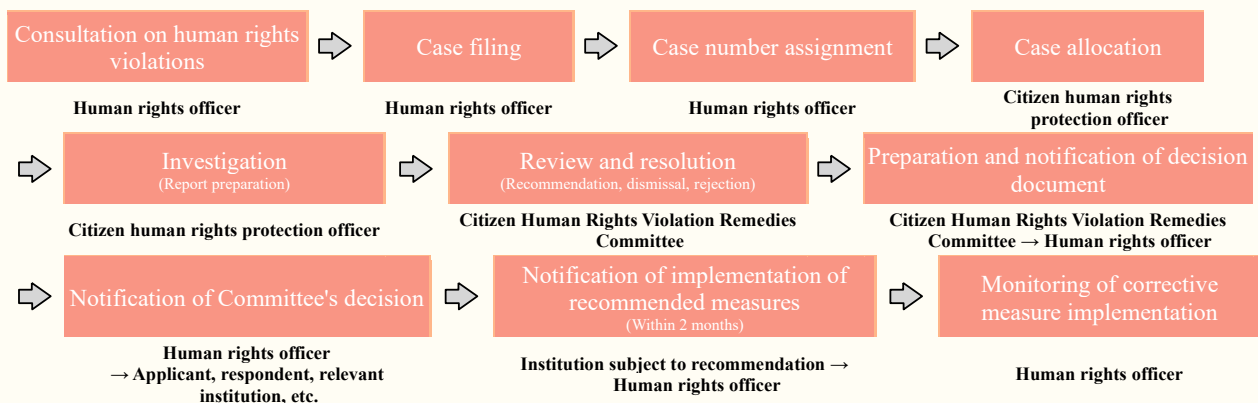
## Enhance the investigation, remedy, and prevention of human rights violations

Contribute to the promotion and expansion of human rights values through activities that protect citizens' rights, remedy violations, and support crime victims

### □ Overview

- **(Investigation and remedies for human rights violations)** Provide redress for human rights violations occurring in municipal administrative activities
  - Receive and investigate human rights violations occurring within the SMG and its affiliated institutions
  - Operate the Citizen Human Rights Violation Remedies Committee to review, deliberate, and resolve human rights violation cases

#### ✓ Procedure for investigating and remedying human rights violations



- **(Human rights fact-finding survey)** Develop human rights promotion policies and formulate protective measures
  - **(Survey topics)** Four areas of human rights vulnerabilities
  - **(Methodology)** Conducted directly by the citizen human rights protection officer, with partial outsourcing
- **(Citizen human rights jury system)** Gather broad public opinions on human rights violation cases
  - 200-member citizen human rights jury panel formed and managed

### □ Progress

#### ○ Human rights violation investigations

Total	Recommendation	Dismissed	Rejected	Withdrawn	Resolved during investigation
31	8	5	11	6	1

#### ○ Operation of the Citizen Human Rights Violation Remedies Committee

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(Meetings held) 12 sessions

(Cases reviewed) 37 cases

(Review outcomes) 24 cases approved as submitted, 5 cases approved with modifications, 8 cases requested for reconsideration

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○ **Human rights fact-finding survey**

Survey topic	Target group
Human rights status survey of children and youth with migrant backgrounds	Youths aged 15–24 residing in Seoul who entered the country later in life, their parents, teachers, etc.
Human rights status survey of single-parent migrant women	Single-parent migrant women, support organizations, etc.
Human rights status survey of homeless women	Women experiencing street homelessness, and women residing in homeless shelters (temporary protection, self-sufficiency, rehabilitation, care, meal, and medical facilities)
Human rights status survey of children with disabilities in residential facilities	Children with disabilities, managers, and staff of residential facilities for persons with disabilities in Seoul

○ **Operation of the citizen human rights jury system**

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(Meetings held) 2 sessions (Sep. 10, Nov. 15)

(Deliberation topics) Total ban on mobile phone use in schools, involuntary hospitalization of patients with severe mental illness by a single legal guardian

(Verdict) No consensus reached

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□ **Key Achievements and Outcomes**

① **Investigation and remedies for human rights violations → Promoted human rights values and advanced human rights protection**

○ 31 human rights violation cases received (-3 cases; -8.8%↓ YoY)

○ 8 corrective recommendations issued (+1 case; +14.3%↑ YoY)

② **Human rights fact-finding surveys → Developed policies and protective measures for human rights promotion**

○ Survey results reviewed and recommended by the Human Rights Commission

○ Conducted directly by the citizen human rights protection officer, with partial outsourcing

③ **Public hearings and citizen opinion gathering on human rights violation cases → Built a social consensus**

○ Held 2 citizen human rights jury sessions

## Provide human rights education and promote human rights initiatives for citizens

Enhance human rights sensitivity and capacity through human rights education for SMG employees and human rights promotion activities for citizens, fostering a culture of human rights awareness

### □ Overview

- **(Objective)** Enhance human rights sensitivity for human rights-friendly governance
- **(Target audience)** SMG headquarters, affiliated offices, SMG-invested and funded institutions, and heads of entrusted welfare facilities

### □ Progress

- **(Employees)** Conducted at least one in-person or online training session per year

Training target	In-person training	Online training
Headquarters and affiliated offices	<b>Conducted by the human rights officer</b> / Self-implemented by each institution	Courses available via the HR Development Center
SMG-invested and funded institutions		
Heads of entrusted welfare facilities	Conducted as needed by each institution	Courses available via the Lifelong Learning Portal

- **(In-person training)** 18 sessions conducted, 988 participants completed the training including film-based learning

#### In-person training

- ✓ Film-based learning and author talks on human rights (13 sessions, 670 participants)
- ✓ **On-site outreach human rights training** (5 sessions, 318 participants)



Film-based training



Book talk sessions



On-site outreach training

- **(Online training)** 43,283 participants completed online training via the HR Development Center and Lifelong Learning Portal.

#### Online training

- ✓ Now offering 32 courses total (+10 courses than in 2023)
- ✓ Utilized online content from external institutions (National Human Rights Commission, Korea Human Resource Institute for Health and Welfare)

- **(Content development)** Human rights education video

#### Video content

- ✓ Produced online human rights education videos including discussion programs and animations based on UN Principles for Older Persons



○ **(Citizens) 50 field tours, 871 participants**

**Field tours**

✓ **(In-person)** 4 courses, 44 sessions, 704 participants

✓ **(Online)** 1 course, 6 sessions, 167 participants



In-person tour



Online tour

## □ Key Achievements and Outcomes

### ① Enhanced human rights sensitivity through education → **Satisfaction score: 89.1 points**

- Enhanced human rights sensitivity for human rights-friendly governance
- Conducted job-specific and outreach-based human rights education to improve relevance to professional roles

#### ✓ Satisfaction survey results



Category		Satisfaction score	Human rights sensitivity index	Respondents
Subtotal		<b>89.1 points</b>	<b>88.0 points</b>	<b>2,143 persons</b>
Type	In-person training	91.9 points	88.6 points	617 persons
	Online training	88.0 points	87.7 points	1,526 persons

※ Same overall satisfaction score as in 2023 (89.1 points)

### ○ Video content training (5 courses on senior citizens' rights) →

**To be incorporated into the HR Development Center's online training in 2025**

### ② Operation of human rights field tour program → **Promoted understanding and expanded human rights values**

- Strengthened experiential learning to enhance understanding of human rights
- Identified historically significant human rights sites and installed ground plaques at 61 locations



Human rights plaques



Human rights field tour program

## Strengthen the domestic and international standing of the commission

Enhance citizen awareness and accessibility through community-centered promotion and website operations while fostering exchanges with domestic and international ombudsman institutions

### □ Enhance awareness and recognition through promotion

#### ○ Community-centered promotion utilizing various media channels

- Distributed press releases via online and offline media and utilized public transportation
- Displayed promotional videos on electronic billboards owned by the SMG and affiliated institutions
- Promoted the commission via social media (27 Instagram posts, 8 YouTube videos)

Channel (subscribers)	Alive Tend (116K)			Lee Nam-hyung Grandma (1.25M)
Topic	Citizen audit	Resident audit	Civil petition jury system	Grievances
Video				
Views	24,399	29,213	29,650	72,377

Channel (subscribers)	Restoration King (228K)	COYOUPTV TV (370K)	Red Mango (25.1K)	Drone Rider (78.5K)
Topic	Petition system	Human rights violation remedies	Public project monitoring	On-site petitions
Video				
Views	73,819	126,572	68,098	7,990

One-person creator YouTube videos to promote the commission

#### ○ Publication of annual reports and best practice casebooks

- Published booklets covering the annual commission operations, achievements, and exemplary audit cases



Annual report and casebook publications

### □ Strengthened the commission's standing through active domestic and international networks

#### ○ Shared policies and experiences with international ombudsman organizations

- 2024 13th World Conference and General Assembly of the International Ombudsman Institute (IOI) (May 13–17, Netherlands)
- Presentation on Seoul's role and vision at the 2024 International Ombudsman Summit (Dec. 2–4, Hong Kong)

#### ○ Signed MOUs and hosted forums with civil and social organizations

- (MOU) Partnered with the Korea ESG Society to enhance public oversight and protect citizens' rights and interests
- (Forum) Citizen Audit Ombudsmen - Establishes strategies for collaboration for ESG (May 1)