

Year 2022

Annual Report

March 2023

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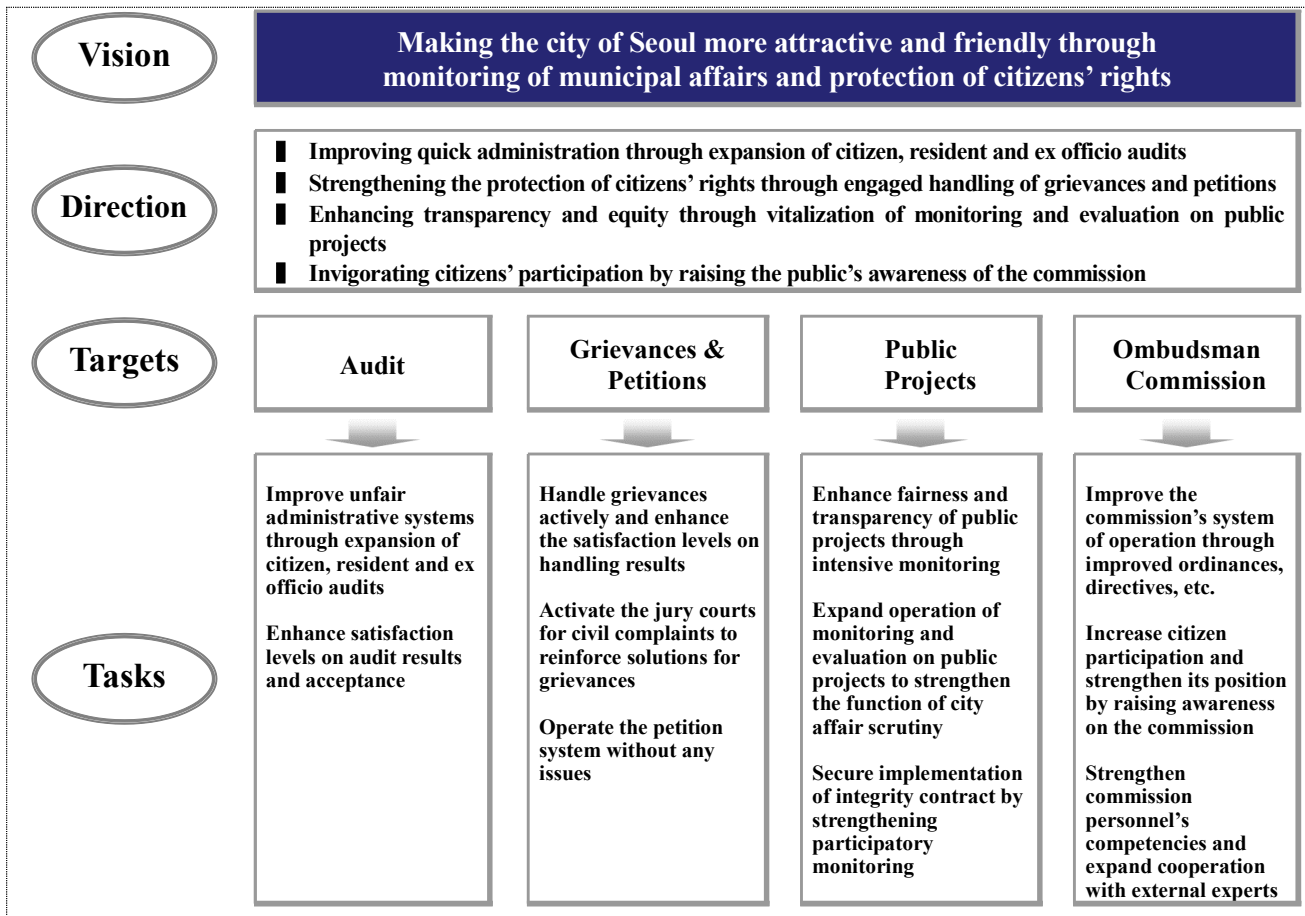
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I. Policy Vision & Goals

Policy Environment and Direction (2022)

- The current period is the start of the third term of the commission (May 2022 – May 2025); the plan is to implement enhancement in both quantity and quality based on the arrangement of task system and disposal methods.
- The commission will contribute to making the city of Seoul more attractive and friendly through citizen, resident and ex officio audits, investigation of grievances and petitions, and vitalization of monitoring and evaluations on public projects.

□ Overview



II. Performance

1

Improving quick administration through expansion of citizen, resident and ex officio audits

- ◆ Vitalize audit claims by building an online claim system for resident audit
- ◆ Increase the number of audit claims by strengthening promotion activities targeted to citizens, such as distribution of news material
- ◆ Enhance the discovery of ex officio cases during audit, investigation, and monitoring activities

Overview of audits by residents, citizens, and ex officio

Type	Audits by residents	Audits by citizens
Legal grounds	<ul style="list-style-type: none"> ○ Article 21 of the Local Autonomy Act ○ Article 15 of the Ordinance on the Operation of the Citizens' Ombudsman Commission and Residents' Audit Petition 	<ul style="list-style-type: none"> ○ Articles 12 to 14 of the Ordinance on the Operation of the Citizens' Ombudsman Commission and Residents' Audit Petition
Eligibility	<ul style="list-style-type: none"> ○ Above a certain number of signatures by residents (18 and older) - Signatures of more than a certain number of residents (100 to 150) as mentioned in the district ordinance 	<ul style="list-style-type: none"> ○ A representative with 50+ signatures by citizens (18 and older) ○ A representative of a civil society organization with 100+ members (organization must be related to project)
Subject	<ul style="list-style-type: none"> ○ Affairs falling within the jurisdiction of districts and respective heads which notably violate laws or harm public interests 	<ul style="list-style-type: none"> ○ Duties of the following organizations and their employees: <ul style="list-style-type: none"> - Seoul, city-affiliated organizations, and district offices - City district public corporations and city-invested and city-financed institutes - City government contractors, and subsidized organizations

※ Ex officio audit: In accordance with Article 19 (Formulation and Implementation of Self-Audit Plan) of the Act on Public Sector Audits, and Article 24 (Ex Officio Audit) of the Ordinance, when necessary during citizen and resident audit, investigation of grievances and petitions, and monitoring of public projects

Performance

Audit applications and data

(unit: cases)

Year	Received	Completed				In progress			Dismissal, etc.	Remarks (carried over to next year)
		Subtotal	Audits by residents	Audits by citizens	Audits by ex officio, etc.	Subtotal	Audit	Procedure		
2022	15	8	2	4	2	1	1	-	6	-
2021	18	11	4	5	2	-	-	-	2	5
2020	16	9	4	2	3	-	-	-	1	6

- A total of 15 cases (5 resident, 8 citizen, 2 ex officio) were claimed for audit in 2022; the 9 accepted cases were 2 resident, 5 citizen, and 2 ex officio with 8 of them complete and 1 citizen audit in progress.
- The audit could not be commenced for 6 cases; 3 resident audits were closed due to non-submission of name list and 3 citizen audits were resolved to be ‘dismissed’ due to reasons such as undergoing administrative trials and dispute conciliation.

○ **Disposition of audit outcome**

- A total of 28 administrative dispositions were conducted: 3 requirements for correction, 5 warnings to institutes, 3 requests of attention to institutes, 12 recommendations, and 5 notifications; disciplinary measure included 1 precaution and measure of finance included 2 retrievals.

(unit: cases; persons)

Total	Administrative measures								Disciplinary measures			Financial measures
	Subtotal	Correction request	Institutional warning	Institutional notice	Improvement request	Recommendation	Announcement	Expression of opinion	Subtotal	Punishment	Discipline' etc°	Retrieval' etc°
31	28	3	5	3	-	12	5	-	1	-	1	2 (KRW 1,309,000)

○ **Establishment and operation of an online claim system of resident audit**

- Establishment of an online claim system of resident audit (Ministry of the Interior and Safety): Jan. 2022 – Dec. 2022
- ※ Planned to be operated after pilot operation (Jan. 2023 – Jun. 2023) starting on Jul. 1, 2023, the enforcement date of the revised Enforcement Decree of the Local Government Act

□ **Analysis and evaluation**

○ **Decrease of audit claim and completion cases compared to previous year**

- 15 cases were claimed for audit, a decrease by 3 cases (17%) compared to 18 cases of previous year; 8 cases were completed, a decrease by 3 cases (27%) compared to 11 cases of previous year.
- Such result is judged to be from 6 cases not being put under audit from closure due to non-submission of claimants’ name list, confirmation of administrative trials, mediation or arbitration of other government agencies (Ministry of Land, Infrastructure and Transport), or dismissal of the case from the claimed content being unsuitable for audit.
- However, claims of resident audits are expected to increase as the online claim system for resident audits is planned to be operated from Jul. 2023.

- **Focus on settling citizens' inconveniences caused by unreasonable administrative systems and improving their rights**
 - 28 administrative dispositions were confirmed, a number similar to 27 of the previous year; however, disciplinary measures increased by 1 case and financial retrievals increased by 2 cases with KRW 1,309,000 being retrieved, raising the total number of dispositions to 31, which is an increase of 4 cases (15%) compared to the 27 cases of the previous year.
 - Such result was achieved because the emphasis was put on enhancing the rights of the claimant by holding individual public servant accountable, actively correcting negative matters regarding budget executions, and improving inconveniences that citizens experienced in the overall administration.

- **Contribution to the expertise and reliability of audit through increased participation of internal and external experts**
 - Claimants' satisfaction levels were enhanced by making internal and external professionals from various fields participate in all audits to increase their expertise and reliability; the acceptance of audit target institutes was also raised to achieve the enhancement of correction effects through systematical improvement of unfair administration sectors. 21 experts participated in 7 completed audit cases.
 - The commission will continue to enhance the expertise and reliability of the audit by expanding the participation of internal and external professionals in all audits, including legal advisors.

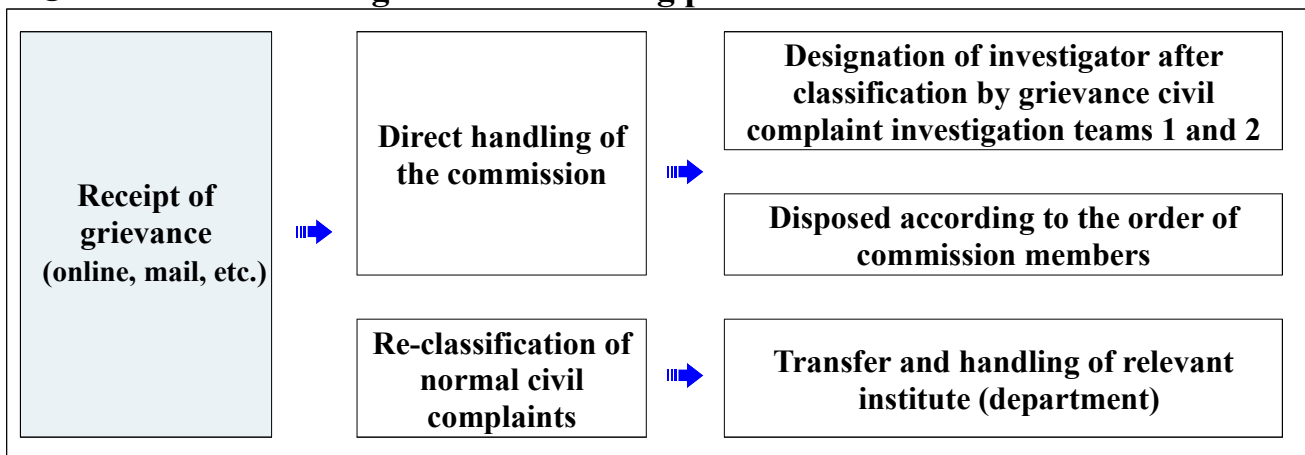
2

Strengthening the protection of citizens' rights through engaged handling of grievances and petitions

- ◆ Expand direct investigation of grievances received due to illegal or unfair administrative handling
- ◆ Enhance civil rights protection and satisfaction on civil complaints

□ Overview of handling grievances

○ Flow chart of the grievance handling process



□ Performance

○ Receipt and handling of grievances

- A total of 4,502 grievances (daily average of 18.7 cases) were received in 2022. 494 (11%) cases were handled directly, while 4,008 (89%) cases were referred to competent authorities.
- Among the directly handled grievances 494 cases, 392 cases were directly investigated or requested for confirmation, while 102 cases were closed internally.

(unit: cases; %)

Year	Total	Handling type			
		Subtotal	Direct handling		Transfer/reference (reclassification, etc.)
			Investigation	Internal conclusion, etc.	
2022	4,502 (100)	494 (11.0)	392 (8.7)	102 (2.3)	4,008 (89.0)
2021	5,923 (100)	631 (10.7)	336 (5.7)	295 (5.0)	5,292 (89.3)

* Investigation: direct investigation, confirmation reply, transfer to ex officio audit, etc.

* Internal conclusion, etc.: for cases not worth handling, such court cases, repeated petitions, withdrawn petitions, etc.

○ **Outcomes of grievance handling**

- Investigated 392 grievance cases, and requested 110 measures to be taken among 86 complaints that required action: 86 recommendations to related organizations (departments) and 24 expressions of opinions

Year	Civil complaint for investigation	Civil complaint for action	Details		
			Total	Recommendation of correction and improvement	Expression of opinion
2022	392	86	110	86	24
2021	336	67	107	91	16

○ **Performance of the jury court for civil complaints**

- Requested disposition permit of asset in art museum area owned by corporation in liquidation.
 - ▶ The state of being unable to make the full payment of the debt was reconfirmed to decide whether an application for declaration of bankruptcy was necessary, and ‘recommendation’ was made to actively examine whether a permit of disposition of fundamental asset was necessary
- Requested cancellation of the responsibility to build the connecting passage and change of resettlement promotion plan.
 - ▶ The Seoul Metropolitan Government made an ‘expression of opinion’ and urged the claimant and person in charge of project implementation to not demand prior discussions and decide the suitability of the change according to due process of relevant laws

(unit: cases)

Year	Received (discovered) cases	Handled cases	Result			Decision enforcement status		
			Recommendation	Expression of opinion	Rejected	Enforced	In progress	Not enforced
2022	2	2	1	1	-	-	2	-
2021	1	1	-	(1)*	1	-	-	-

* Separate from the rejection order, an opinion was expressed to urge a measure to be prepared so that similar issues would not occur

□ **Analysis and evaluation**

○ **Decrease in the commission’s reception of civil complaints; increase in the number of investigation cases**

- 4,502 civil complaints were allocated to (received by) the commission in 2022, down by 24% YOY when it received 5,923 cases.
- 392 cases were investigated, up by 16.6% YOY (336 cases).

○ **Efforts to enhance citizens’ rights and improve administration by requesting measures, such as recommendations and expression of opinions**

- A total of 110 cases including 86 recommendations and 24 expressions of opinions of civil complaints that require measures were demanded to relevant institutes (departments), up by 2.8% YOY (+107 cases: 91 recommendations, 16 expressions of opinions).

3

Enhancing transparency and equity through vitalization of monitoring and evaluation on public projects

- ◆ Select the city's key projects and large-scale projects that have great impact on citizens lives
- ◆ Secure city affairs' transparency through monitoring and evaluation activities that involve citizens' participation

□ Overview of public project activities

○ Subjects for monitoring and evaluation

- Construction projects of KRW 3+ billion, services of KRW 500+ million, procurement of items of KRW 100+ million
- Projects decided by the commission's resolution when necessary, including consigned affairs and subsidized projects.

○ Details of monitoring and evaluation

- **Intensive (ordinary) monitoring:** Monitoring activities such as examination of documents related to order, tender, bidding, contract conclusion, and its implementation process, and on-site check
- **Participatory monitoring:** Observing the process of selecting contract parties (e.g. evaluation of proposals and technicians, screening of adequate parties, work evaluation) to inspect transparency and fairness

□ Performance

○ Intensive monitoring

- Among 1,306 projects, 121 projects (9.26%) were selected for intensive audit. 111 projects were intensively monitored

(unit: projects; %)

Type	Status of intensive monitoring					
	Total	Construction	Service	Procurement	Consignment	Subsidy
Target projects	1,306	198	387	265	254	202
Selected projects	121	23	14	10	47	27
(Selection rate)	9.26	11.6	3.6	3.8	18.5	13.3
Completed projects	111	23	11	7	45	25
(Completion rate)	91.7	100	78.6	70	95.7	92.6

- According to intensive monitoring, measures were demanded to be taken on 71 projects (128 cases)

(unit: projects; actions)

Year	Projects requested for action	Performance of measures				Ex officio audit
		Total	Recommendation	Expression of opinion	Correction	
2022	71	128	74	29	25	-
2021	71	140	77	21	42	-

○ Ordinary monitoring

- Among 1,306 public projects for monitoring and evaluation, 800 projects excluding intensive monitoring cases and projects that have been monitored in the last 5 years were selected to be under ordinary monitoring

(unit: projects)

Type	Status of ordinary monitoring					
	Total	Construction	Service	Procurement	Consignment	Subsidy
Target projects	800	102	261	215	102	120

- According to the ordinary monitoring result, 70 projects (84 cases) showed failure of fulfillment or inappropriate; recommendations were sent to 3 institutes and expression of opinions were made to 50 departments

(unit: projects; actions)

Year	Requested for action Project	Handling performance (institution/department)				Ex officio audit
		Total	Recommendation	Expression of opinion	Correction	
2022	70	53	3	50	-	-

○ Participatory monitoring

- During the process of selecting those eligible for contracts, the goal was set to perform participatory monitoring 290 times. 278 were completed with 39 measures taken, including 1 recommendation, 5 expressions of opinions, and 33 corrections

(unit: projects; actions)

Year	Anticipated participations	Participation						Performance of measures			
		Total	Construction	Service	Procurement	Consignment	Subsidy	Total	Recommendation	Expression of opinion	Correction
2022	290	278	9	159	43	66	1	39	1	5	33
2021	310	261	16	165	38	41	1	22	2	13	7

□ **Analysis and evaluation**

- **Decrease in the number of completed intensive monitoring of public projects and their disposition cases compared to the previous year**
 - From the goal of 121 projects, intensive monitoring was conducted on 111 projects (91.74%) with 128 dispositions, including 74 recommendations, 29 expressions of opinions, and 25 corrections.
 - 4 out of 6 commission members resigned due to the end of their terms; **issues occurred in achieving the goal because the recruitment of new members was delayed.**
- **Contribution to strengthening the capability of monitoring city affairs through a wide-scale expansion of monitoring targets**
 - Originally, around 10% were chosen to be intensively monitored from order to contract fulfillment after selection; however, the target of monitoring was expanded to all project areas **to eliminate monitoring blind spots.**
 - **Ordinary monitoring was added** to the existing intensive monitoring system to enhance monitoring effect through various methods, including self-inspection of departments and commission monitoring of vulnerable areas.
 - Ordinary monitoring was conducted on 800 projects, resulting in measures taken on 70 projects (84 cases).
- **Increase of citizen's participation to city affairs through the expansion of the operation of the citizen participatory ombudsmen**
 - To reinforce the activities of improving unfair systems and securing people's rights through increased participation of citizen experts in overall city affairs, related ordinance was revised (Dec. 30, 2022) to increase the number of citizen participatory ombudsmen from **35 members in 6 areas** to **100 members in 10 areas**.
- **Completion of 278 (95.9%) out of 290 yearly participatory monitoring activities; 1 recommendation, 5 expressions of opinion, and 33 corrections**
 - Due to the alleviation of the pandemic, the participatory monitoring activities increased significantly compared to 261 cases of 2021; continued increase is expected in the post-pandemic era.

4

Arranging the foundation for the petition system without any issue

- ◆ **Organize the Seoul petition deliberative council to enhance the objectivity and fairness of petition handling**
- ◆ **Arrange a foundation for the vitalization of petition system through the implementation of the online petition system**

□ Overview

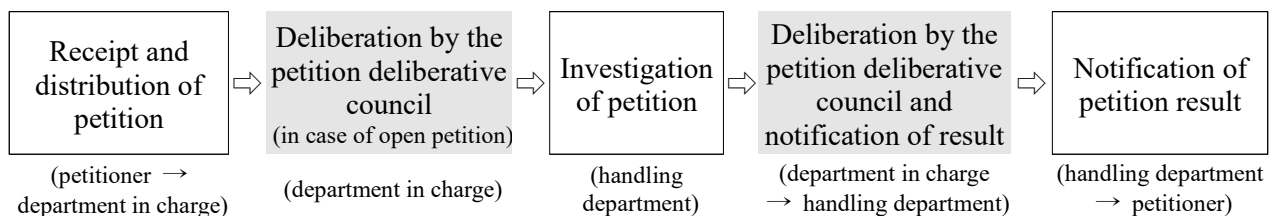
○ Definition of petition

- Constitutional right that allows a citizen to request correction of inconvenience regarding the petition institutes jurisdiction, ask for relief of damages, or demand revision of laws.

○ Handling of petition

- Department in charge: Receipt and distribution of petition, operation of deliberative council, etc. ※ Citizens' Ombudsman Commission
- Handling department: Investigation of field related to the petition of which the department is in charge, notification of handling result to petitioner, etc.

<Petition handling process>



□ Performance

○ Receipt and handling of petition before the implementation of the online petition system

- Reception and distribution of hand-written complaints filed by petitioners visiting the civil complaint room (3 cases)
 - ※ Cancellation of Bukhansan Mountain altitude limit, request of intensive administrative action against Hyundai Industrial Development, etc.

○ Arranging of systematic foundation for substantial petition task handling

- Revision of the Seoul Metropolitan Government Enforcement Regulations of the Administrative Organization Constitution Ordinance, and designation of department in charge of petitions (Jul. 22)
- Establishment of the Seoul Metropolitan Government Framework Plan on Petition Task Implementation (Aug. 18)
- Establishment of a financial plan for the Seoul Metropolitan Government Regulations on the Composition and Operation of the Petition Deliberative Council (Aug. 22)
- Establishment of a plan for the composition and operation of the Seoul Metropolitan Government Petition Deliberative Council (Oct. 5)
- Declaration of the Seoul Metropolitan Government Regulations on the Composition

and Operation of the Petition Deliberative Council (Oct. 17)

- Composition and operation of the Seoul Metropolitan Government Petition Deliberative Council (Nov. 1)

Composition the petition deliberative council and deliberated matters

- (Composition) 5 to 7 members including 1 chairperson (chairperson of the commission) (half or more of the members must be external personnel)
- (Deliberated matters) Matters related to petition handling and other relevant matters, such as whether the petition should be made public and the results of the petition investigation

○ **Implementation and operation of an online petition system** (cheongwon.go.kr) (since Dec. 23)

- An open petition service is enforced to gather various opinions of citizens and allow them to submit and receive results of their petitions with ease and convenience (built by the Ministry of the Interior and Safety)

○ **Employee education and promotion for the seamless settlement of the petition system**

- Guidelines written and distributed for easy understanding of petition work (Nov. 1)
- Quiz event for Seoul city government employees, held 2 times (Sep. and Oct. / 1,766 total participants)

□ **Analysis and evaluation**

○ **Contribution to establishing a systematic foundation for the full-fledged operation of petition work**

- Effort made to establish a systematic foundation for petition work to prepare for the full-fledged operation of the petition system according to the completion of the online petition system (Dec. 23, 2022), including enactment of regulations related to petitions and composition of petition deliberative council
- 13 institutes (15.7%) are still not designated despite efforts to designate departments of the Seoul Metropolitan Government to be in charge, requiring even more enthusiastic encouragement

※ Designation status: 70 designated out of 83 institutions (as of Jan. 19, 2023)

○ **Requirement of systematic employee education and promotion activities targeted to citizens for the settlement of the petition system**

- Education and promotion for employees have been implemented, including the writing of petition task guidelines and petition quiz, but the education has to be more systematic
- Promotion activities targeted to citizens are required for them to utilize the petition system

○ **Requirement of measures to enhance the satisfaction of petition handling results**

- Implementation of petition handling process monitoring, legal advice (if necessary), handling result satisfaction level survey, etc.

Improving the commission's system of operation through improved ordinances, directives, etc.

- ◆ Overhaul ordinances and bills, including the complete amendment of the Local Autonomy Act, by reflecting administrative changes
- ◆ Create a guidebook on the work flow of audit, investigation, and monitoring activities for enhanced work efficiency

□ Amended autonomous rules, etc. related to the commission

○ Partial amendment of the Seoul Metropolitan Government Ordinance on the Operation of the Citizens' Ombudsman Commission and Residents' Audit Petition (declared and implemented on Dec. 30, 2022)

- Actualization of cited provisions according to the general revision of the Enforcement Decree of the Local Government Act, matters necessary for the operation of the petitions system, including investigations and vitalization of citizens' participation, have been arranged.

- ▷ Actualization of cited provisions according to the general revision of the Enforcement Decree of the Local Government Act (Articles 1 and 16)
- ▷ New provision added regarding investigations on petition matters regarding the commission member's task according to the Petition Act (Article 7)
- ▷ Number of Citizen Participatory Ombudsman areas and members expanded to around 100 (Article 25)
- ▷ Vitalization of citizens' participation by constituting and operating legal advisory group (Article 26)

○ Partial amendment of the Seoul Metropolitan Government Regulations on the Operation of the Citizens' Ombudsman Commission (in progress)

- Actualization of cited provisions according to the general revision of the Local Autonomy Act to arrange the matters necessary for the composition and operation of the legal advisory group and the announcement date and method of the audit results.

- ▷ Arrangement of announcement date and method of audit results (Article 12)
- ▷ Composition of the commission's new legal advisory group and its operation (Article 26)

○ Enactment of the Seoul Metropolitan Government Regulations on the Composition and Operation of the Petition Deliberative Council (Oct. 17, 2022)

- According to the general revision of the Petition Act, matters necessary for the composition and operation of the deliberative council have been established to enhance the objectivity and fairness of petition handling and improve the effectiveness of the petition system.

- ▷ Definition of the department in charge of petition work and the department in charge of the actual handling of petitions
- ▷ The deliberative council deliberates matters such as whether the open petition should remain public and the results of petitions

6

Enhancing public awareness of the commission and expanding domestic and international exchanges

- ◆ Enhance the accessibility of residents by promoting the commission and operating the official website
- ◆ Reinforce international status through International Ombudsman Institute (IOI) activities

- **Enhanced public awareness of the commission and promoted its duties**
 - **Publication and distribution of the 2021 Annual Report (Feb.)**
 - Comprising the commission’s achievements of 2021, main case examples, organizational and operational status, etc.
 - Distribution to city and district governments, city-financed and city-invested institutes, and municipal and primary local governments; sharing of the commission’s website
 - **Promotion of commission activities through media (14 cases)**
 - Press release on the commission’s 11 completed cases in 2021, including citizen audits (Jan.)
 - Press release on measures taken by the commission in 2021, including 77 recommendations regarding public project monitoring (Feb.)
 - Press release on the commission’s demand for measures after grievance investigations, including 107 cases (Feb.)
 - Press release on the appointment of 35 commission legal advisors (Jul.)
 - Press release on the commission holding a workshop to create better local governments (Jul.)
 - Chairperson of the commission: “We will do our best to not let anyone feel victimized” (Sep.)
 - Press release on cooperation ceremony with civil society organization to protect citizens’ rights (Sep.)
 - Press release on appointment of 2 new commission members (Sep.)
 - Press release on the significant enhancement of protecting citizens’ rights through the commission’s operation of legal advisors (Sep.)
 - Introducing Indonesian visitors to the commission’s operation performance and development plans (Sep.)
 - Panel debate held to discuss the commission’s operation performance and establish plans for improvement (Oct.)
 - Composition of the petition deliberative council and conferment ceremony for external commission members’ appointment certificates (Nov.)
 - Citizens’ Ombudsman Commission’s legal advisors meeting (Dec.)
 - Workshop held under the theme of “Seoul, a city made attractive by its citizens” (Dec.)

- **Meeting and cooperation agreement with civil society organization for the vitalization of citizens' participation**
 - Meetings held with 3 civil society organizations, concluded an MOU on the monitoring of municipal affairs from their perspective and the protection of citizens' rights, and distributed related press release materials.
 - ※ Young Korean Academy (Aug. 29), Civil Society Organizations Network in Korea (Aug. 30), Citizens' Coalition for Economic Justice (Sep. 5)
 - Enhanced awareness and invigorated the participation of citizens by introducing the activities of the commission and sharing best practices
- **Implementation of daily-life promotion to raise citizens' awareness and induce their participation**
 - Production of souvenir and promotion video to be used in owned media (Jun.)
 - Promotion video shown on approximately 100 electronic displays (Jul.-Dec.), distribution of promotional material (leaflets) (Aug.)
 - Subway corner and frame advertisements (Oct.-Dec.), newspaper and web banner advertisements (Oct.)
 - Promotional video shown using electronic displays of Sejong Center for the Performing Arts, Government Complex-Seoul, and private buildings (Oct.)
 - Production and distribution of casebook of the commission's performance, including audits, grievance and petitions, and public project monitoring (Oct.)
 - Production and posting of webtoon using social media influencer (Nov.)
 - Implementation of promotion using external advertisement board of public transport (Seoul city bus) (Dec.)

Enhanced accessibility of citizens to the commission website

- **Improvement of access to the commission's website through upgrade of main screen, banner, etc.** (July)
 - Introduction of the commission and the banner for jury court for civil complaints shown on the city and district governments' websites.
- **Registration of commission's activity performance and improvement of functions** (regularly)
 - Posted announcements in relation to the commission's activities, press releases, performances, etc.
 - Registration of promotion material and casebook, including audits, grievance handling, and public project monitoring.
 - Addition of petition menu, production of introduction page, and improvement of other administrator functions.

Enhanced international status through IOI activities

- **Participation in the election of the vice president of IOI (New Zealand) and regional president of Asia (Thailand)** (Feb. and Apr.)
- **Posting and sharing of the commission's 2021 performance on the IOI website** (Apr.)
 - Registered the composition of the commission, introduction of the audit, investigation, and monitoring system, performances of 2021, etc.
- **Production of the commission's newsletter to post and share on the IOI website** (Nov.)
 - Registration of results from the panel debate held to discuss commission's operation performance and means to make improvements.

Strengthening the commission's competency and invigorating citizens' participation

- ◆ Hold support programs and workshop for strengthening the competency of commission's members and employees
- ◆ Invigorate the participation of citizens, including internal and external experts, on the audit, investigation, and monitoring activities of the commission

Promoted capacity-building support programs and workshops

Capacity-building support programs for new commission members and transferred employees

- Created education materials by duties and conducted an orientation session.
- Operated mentorship and cooperation programs for commission members.
- Implemented a mandatory job training system through a specialized training institute, including the Audit and Inspection Training Institute.
 - ※ Provided 26 types of work-related material, including regulations and guidelines of the commission by position

Capacity-building meeting sessions and workshops for the citizen participatory ombudsmen (4 times)

- Shared the performances of 2021 and discussed the selection of public projects for intensive monitoring in 2022.
- Discussion on efficient methods of public project monitoring and reinforcement of staff capabilities.
- Shared key audit, investigation, and monitoring activity cases, and discussed audit and investigation techniques.

Task education session to reinforce the capabilities of those in charge of city and district government grievances (1 time)

- Counseling for employees in charge of handling grievances, examples of grievance handling, and Q&A (Nov. 30)

Expanded the participation of citizens in audit, investigation, and monitoring activities of the commission

Citizens' participation, including by external experts and the citizen participatory ombudsmen

(unit: persons; overlaps included)

Total participants	Resident, citizen and ex officio audits	Monitoring and evaluation on public project		Grievance (jury court for civil complaints)
		Intensive monitoring	Participatory monitoring	
384	21	28	276	59

Panel debate for the establishment of the commission's improvement plans to share its performance

- Total of 120 participants, including citizens, civil society organizations, local ombudsman members, and public servants from city and district governments, and the Anti-Corruption and Civil Rights Commission (Oct. 20)