

Year 2020

Annual Report

February 2021

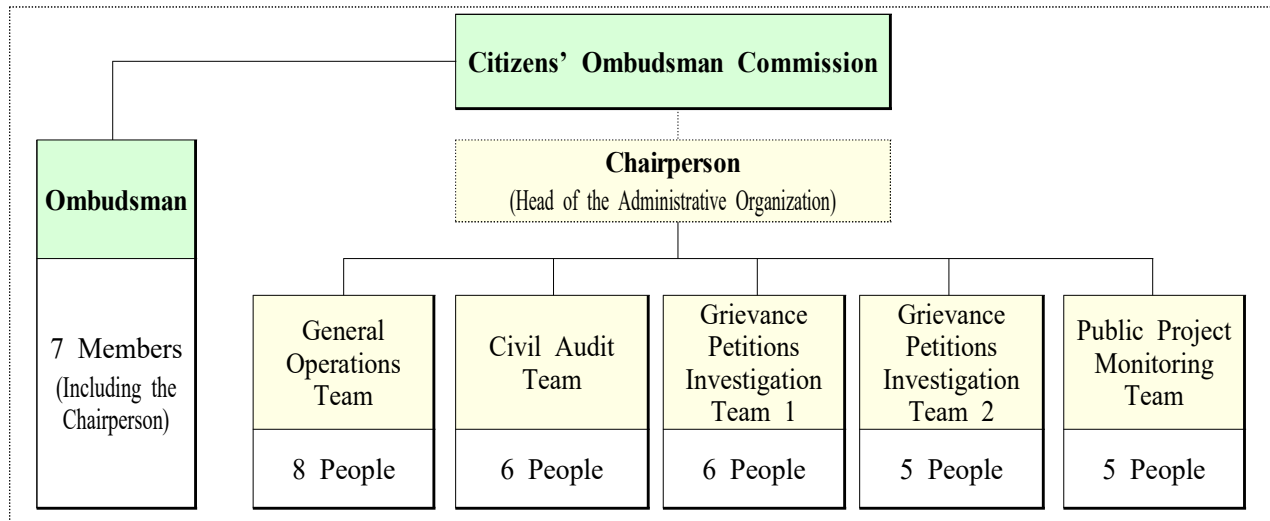
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I . General Status

Organization

..... Ombudsman, Administrative Organization (5 Teams)



Personnel

(As of Dec. 31, 2020)

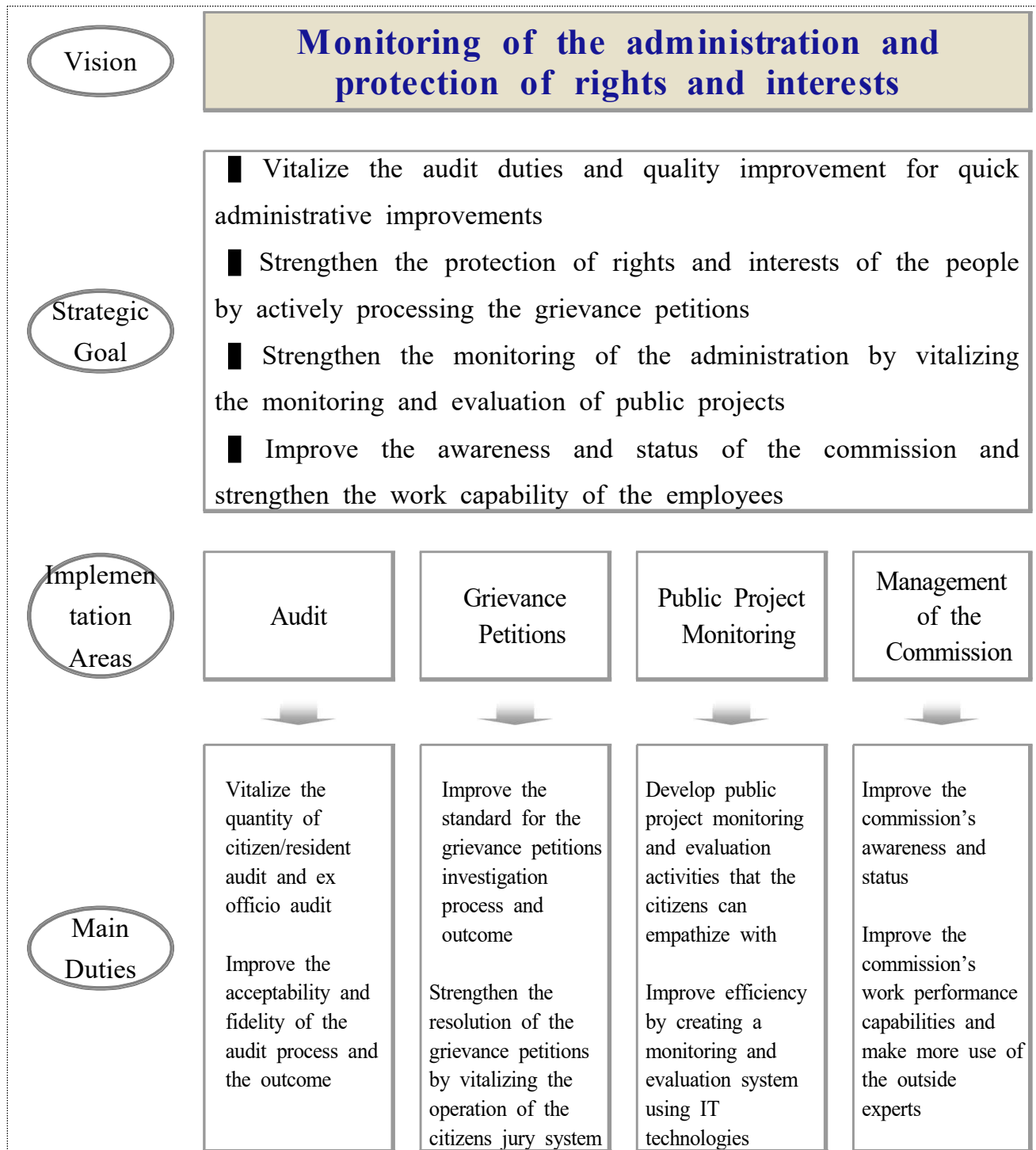
Classification	Total	Ombudsman			Administrative Organization				
		Sub-Total	Chairperson (Grade 4, open position)	Members (Grade A, part-time public officials with a fixed term)	Sub-Total	Grade 5	Grade 6	Grade 7	Grade 8
Current No.	37	7	1	6	30	6	17	6	1

Main Duties

- Investigation/processing and the mediation/arbitration of grievance petitions
- Audit on the resident/citizen audit requests and matters requested to the city council, etc.
- Monitoring and evaluation of the public project, etc.

II . Policy Vision and Goals

☐ Implementation System



III . Operating Performance

1

Strengthen the protection of the rights and interests of the people by actively processing the audits

- ◆ Planed on vitalizing the audit requests by using various promotional channels
- ◆ Improved the reliability on the audit outcome through greater participation by outside experts

☐ Overview of the Resident, Citizen and Ex Officio Audit

Classification	Resident Audit	Citizen Audit
Basis	Article 16 of the Local Autonomy Act & Article 15 of the Ordinance	Articles 12 ~ 14 of the Ordinance
Requesting Party	<ul style="list-style-type: none"> ○ Signature of a fixed number of residents over the age of 19 - The signatures of the residents of more than a number stipulated in the ordinance (100~200 people) 	<ul style="list-style-type: none"> ○ Representative who has gathered joint signatures from at least 50 citizens aged 19 or older ○ Representative of a civil society organization with at least 100 permanent members (only limited to matters directly related to the organization's project scope)
Subject of the Request	<ul style="list-style-type: none"> ○ Administrative processing within the authority of the autonomous district and the head violates the law and materially harms the public interest 	<ul style="list-style-type: none"> ○ Work performed by the following organization and the affiliated employees - City and organizations affiliated with the city - Autonomous districts (limited to matters stipulated in Articles 166~171 of the Local Autonomy Act) - City-invested public corporation, institutions with city contribution/investment - Institutions entrusted with city affairs, institutions receiving a subsidy from the city

※ Ex Officio Audit: Conduct the audit during the grievance petitions investigation and public project monitoring pursuant to Article 19 (Formulation and Implementation of the Self-Audit Plan) of the Act on the Public Sector Audits and Article 24 (Ex Officio Audit) of the Ordinance

☐ Implementation Result

- The Ex Officio Audit on the Assistance Project of the Korea Senior Citizens Association, Seoul Alliance (Jun. 8 ~ Oct. 15, 2020)
 - Warning to the institution and the department was given for the improper management and supervision of the method on selecting the assistance project operator, improper execution of the assistance project and the waste of budget, and the expenses for job performance, instructor fees and honorarium were recovered financially (10.48 million KRW). It was recommended to establish a detailed operating manual for the assistance project.
- Residents' Audit Related to Not Hosting a Public Information Council for Eunpyeong-gu (Feb. 13 ~ Apr. 16, 2020)
 - "Institutional Warning" was issued for violating the relevant laws by not hosting the public information council, and it was recommended to improve the procedure for the insufficient verification procedure on processing the objections to the information disclosure
- Ex Officio Audit Related to Not Hosting a Public Information Council of the Autonomous Districts, Etc. (Jul. 20 ~ Nov. 5, 2020)
 - 2 districts that did not host the public information council were given 'institutional warnings,' and 15 autonomous districts and 4 public corporations were given an 'institutional caution.' It was recommended to improve the processing procedure, such as hosting the public information council, etc.
- Residents' Audit Related to the Management and Supervision of Implementing the Environmental Impact Evaluation of Guro-gu (Nov. 21, 2019 ~ Jan. 20, 2020)
 - 'Request for correction' were given to levy the penalty to companies that failed to implement the follow-up environmental impact survey, 'institutional caution' was given to perform thorough management and supervision to implement the terms of the agreement on the environmental impact

evaluation, and requested the Ministry of the Environment and the city of Seoul to amend the Soil Environment Conservation Act and the related ordinances

- Ex Officio Audit Related to the Parking Space Division for the Public Parking Lot at the Parks & Landscape Management Office (Apr. 20 ~ Jun. 5, 2020)
 - ‘Recommended’ for an improvement to secure a single parking bay (size), handicapped parking area (number of) and women-priority parking area (size) to meet the current Parking Lot Act
- Residents’ Audit Related to Selecting a Corporation Entrusted with the Gwanak-gu Village Community Center (Oct. 14 ~ Dec. 10, 2020)
 - ‘Recommended’ to strengthen supervision and guidance on the Gwanak Village Community Center and to improve the method to calculate the compounded average of the qualification evaluation. ‘Expressed an opinion’ to improve the fairness and transparency in hiring the head of the village community center and the method on verifying the qualifications of employees
- Residents’ Audit Related to Selecting an Organization Entrusted with Geumcheon-gu Village Community Support Center (Apr. 9 ~ Jun. 4, 2020)
 - ‘Expressed an opinion’ to refrain from making comments by the affiliated public officials that can effect the reliability and to create measures for better communication between the residents and the administrative agency to recover trust
- Citizens’ Audit Related to the Appointment of the Head of the Garage for a Call-Taxi for Disabled Persons (Nov. 2 ~ Dec. 24, 2020)
 - ‘Expressed an opinion’ to devise a method to collect the opinions of the members and managers in appointing the head of the call-taxi for the disabled persons in order for the efficient management of the organization

< Status of the Audit Implementation - 2020 >

(Unit: Case)

Year	Total	Audit Completed				Audit in Progress			
		Sub-Total	Resident	Citizen	Ex Officio	Sub-Total	Resident	Citizen	Ex Officio
Total	35	32	11	12	9	3	2	-	1
2020	10	9	4	2	3	1	-	-	1
2019	16	15	2	8	5	1	1	-	-
2018	9	8	5	2	1	1	1	-	-

* Based on the Audit Outcome Resolution by Year

< Status on the Audit Requests by Year (Including the Ex Officio Audit)>

(Unit: Case)

Year	Total	Accepted				Rejected			Non-Submission, Etc.
		Sub-Total	Resident	Citizen	Ex Officio	Sub-Total	Resident	Citizen	
Total	43	32	11	12	9	6	3	3	5
2020	10	9	3	2	4	-	-	-	1
2019	19	15	2	8	5	1	1	-	3
2018	13	8	5	2	1	5	2	3	-

* Based on the Date of the Audit Request Deliberation Committee (Ombudsman Commission) by Year

○ Audit Outcome Disposition

(1 case among 9 cases of audits completed has no disposition)

(Unit: Case/Person)

Total	Administrative Measures								Professional Measures			Financial Measures
	Sub-Total	Request for Correction	Institutional Warning	Institutional Caution	Request for Improvement	Recommendation	Notice	Expression of Opinion	Sub-Total	Disciplinary Action	Warning, Etc.	Recovery, Etc.
65	63	4	5	20	-	27	2	5	1	-	1	1 (10.48 Million KRW)

○ Establish a Citizens' Audit Request System Through Online Digital Signatures

- Plan on establishing a system for vitalizing the citizens' participation and efficient public project audit (Dec. 31, 2019)
- Linking the residence certification system based on block-chain (Sept. 2020)
- Realizing the digital signature system development and the linking of citizen card web-authentication (Oct. 2020)
- Start the operation of the citizens' audit online request system (Jan. 4, 2021)

☐ Status Analysis and Evaluation

- Administrative measures taken from the audit outcome has increased by 4 cases as compared to 2019, from 60 cases to 64 cases. Professional measures taken has decreased by 14 cases, from 15 cases to 1 case. There was 1 case of financial recovery.

The audit was conducted in the direction of improving the administrative efficiency, resolving the inconveniences of the people by improving the irrational administrative system and making corrections on elements that waste the budget, rather than holding individual public officials responsible.

- The two main reasons for the increased measures taken, even under the COVID-19 circumstances where the number of audits has decreased, are: the ex officio audit on the assistance project of the Korea Senior Citizens Association, Seoul Alliance; and the ex officio audit related to not hosting a public information council on an objection to the public information for the public corporations and institutions invested/contributed by the 24 autonomous districts and the city of Seoul.
- Moreover, a total of 15 outside experts (including the citizens' participatory ombudsman) participated in 7 audit cases, from the 9 cases of the completed audits, to improve the completeness and reliability of the audit outcome, which is a 36% increase from last year (11 experts).
In the future, we plan on improving the reliability and expertise of the audits by involving more outside experts.

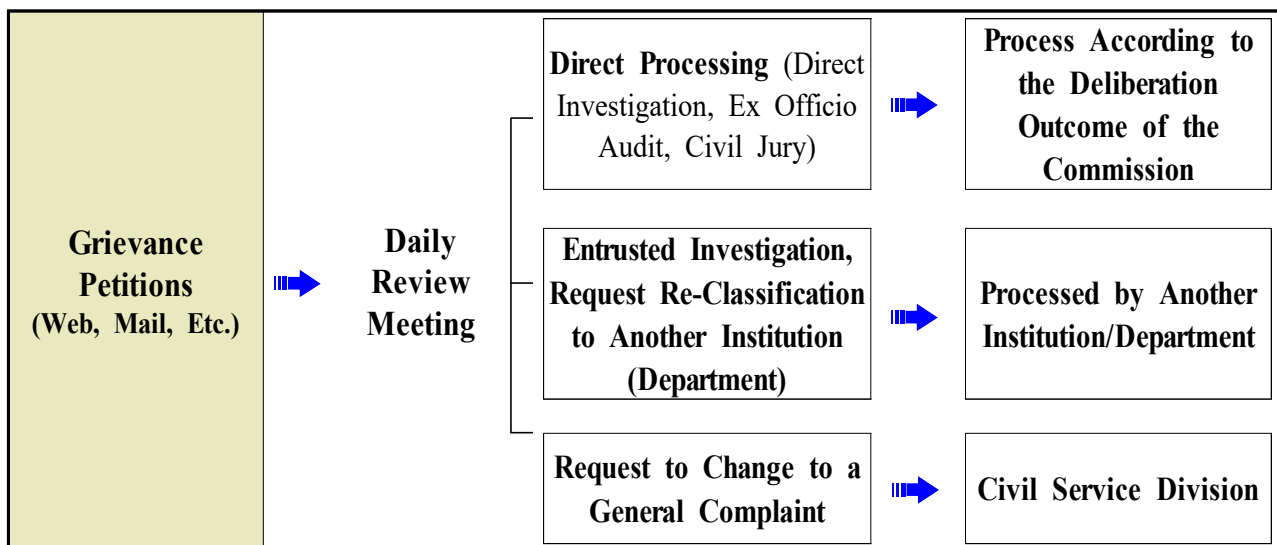
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Improve the Citizen Satisfaction Through the Active Processing of the Grievance Petitions

- ◆ Improved the satisfaction with the grievance petitions processing by operating daily review meetings for the determination of the classification and processing direction of the grievance petitions received for illegal or unfair administrative dispositions and a more direct investigation

Grievance Petition Processing Overview

○ Processing Flow-Chart



Status on the Receipt and Processing of the Grievance Petitions

○ Grievance Petitions Receipt and Processing Status

(Unit: Case, %)

Total	Processing Type				
	Direct Processing			Entrusted Investigation	Transfer (Re-Classification)
	Sub-Total	Investigation	Internal Closure, Etc.		
2,023 (100)	311 (15.4)	265 (13.1)	46 (2.3)	-	1,712 (84.6)

* Investigation: Direct investigation, confirmation reply, switch to ex officio, etc.

* Internal Closure, Etc.: No benefit in processing the complaint, such as a lawsuit, matter under investigation, repeated complaints, withdrawal of the complaint, etc.

- Operated Daily Review Meetings on the Grievance Petition Processing
 - Matters to Resolve: Determine the means of processing the grievance petitions after presenting the opinions of the investigator and review by the meeting participants for the grievance petitions allocated to the commission
 - Operating Outcome: Processed 901 cases (4.6 cases/day)
 - Participant: Chairperson, 1 ombudsman, 2 heads of the grievance petitions investigation team and investigators

☐ Implementation Result

- Investigated on the grievance petition related to the irrational single parking bay of a public parking lot (Feb. 18 ~ Feb. 24, 2020)
 - Recovery of the improper profit for cars parked outside the parking bay and ‘recommended’ to make improvements to comply with the Parking Lot Act for the single parking bay in the public parking lot within parks
- Investigated on the grievance petition to correct the method of providing notice on the outcome of employment for the Seoul metropolitan government (Mar. 13 ~ Mar. 24, 2020)
 - ‘Recommended’ to notify the unsuccessful candidates on the result by posting the results on the website or provide individual notice to the unsuccessful candidates by stipulating in the employment announcement
- Investigated on the grievance petition to correct the qualification to complete to become a contractor for the public food distributor under the urban-rural partnership (Feb. 28 ~ Mar. 31, 2020)
 - ‘Recommended’ to change the relevant guidelines to include a guarantee of publicness as a prerequisite or requirement in applying to become a contractor to operate the public food distribution centers

- Investigated on the grievance petition to improve the excessive rate of increase for the fees on using public property (Feb. 3 ~ Feb. 25, 2020)
 - ‘Recommended’ to request the Ministry of the Interior and Safety to amend Article 16 of the ‘Enforcement Decree of the Public Property Act’ for a 5 percent limit, as compared to the previous year, similar to that of Article 31 of the ‘Enforcement Decree of the State Property Act’
- Investigated on the grievance petition to improve the congestion fee of Namsan Tunnel for low-emission vehicles (Jun. 1 ~ Jun. 29, 2020)
 - ‘Recommended’ to amend the ‘Ordinance on the Levying of Seoul’s Congestion Fee’ to exempt Class 1 and Class 2 low-emission vehicles nationwide on the congestion fees for No. 1 & 3 Namsan Tunnels
- Investigated on the grievance petition to establish facilities for disabled people at Seosomun Government Complex 2 (Jun. 17 ~ Jul. 17, 2020)
 - ‘Recommended’ to establish a standard for the number of handicapped bathrooms in consideration of the size and usage of the leased government complexes, including Seosomun Government Complex 2, and to build additional bathrooms
- Results on the Processing of the Grievance Petitions Requests

Investigated/ Processed Grievance Petitions	Grievance Petitions Requested to Take Measures	Details of the Requests		
		Total	Correction/ Improvement Recommended	Express Opinion
265 Cases	55 Cases	88	60	28

- Switch to Ex Officio Audit

Means of Receipt	Grievance Petitions Switched to Ex Officio Audit
Web	Grievance petition related to the operating of a public parking lot at the Parks & Landscape Management Office
Web	Related to the processing of the public information objection application
Transfer from the Board of Audit and Inspection	Related to the supply of rental housing for Daeheung District 2 Redevelopment

○ Outcome of Implementing the Civil Jury System

- Request to correct the unfairness in refusing the core anchor facility's zoning change procedure (Feb. 24 ~ Apr. 6)
 - 'Recommended' to make a determination, such as changing the district unit plan and authorization on changing the enforcement plan through consultation with the locational industry selection committee, Seoul urban planning committee, etc.
- Request for a continuous residency at public rental housing (Jul. 28 ~ Sep. 18)
 - 'Recommended' for continuous residency at public rental housing by considering the complainant's houseless householder status and economic conditions, etc.
- Request for indemnification due to the unfair actions of Seoul Metropolitan Facilities Management Corporation (Nov. 18 ~ Dec. 21)
 - 'Expressed an opinion' to compensate the complainant on the amount expended to install the amenities, which the Seoul Metropolitan government should have paid for

Processed Agenda (Number of Meetings Held)	Outcome				Status on the Implementation of the Outcome		
	Total	Recommended	Express Opinion	Dismissed	Implemented	In Progress	Not-Implemented
3(4)	3	2	1	-	1	1*	1

* 1 case in progress is still within the processing deadline (1 month) after the notice of the outcome (Jan. 2021)

☐ Status Analysis and Evaluation

- 265 cases of grievance petitions were investigated and processed. 55 cases needed disposition, and 60 recommendations for correction and improvement and 28 opinions were given to the relevant institutions and departments.

- It is a 7% increase from the previous year's 81, and is also an increase as compared to prior to the start of the 2nd commission (4 cases in 2018, 4 cases in 2017 and 10 cases in 2016). This shows that we are making the efforts to assist in citizens rights and interests and administrative improvements through making the requests for measures to be taken, such as recommendations and expressing opinions.
- There were only 3 cases of the civil jury, as the request to hold a civil jury system has decreased due to COVID-19, but the relevant agencies accepted and implemented the determinations made by the jury, which were based on systematic fact finding and a legal review.

Strengthen the Administration Monitoring Capacity by Vitalizing the Monitoring and Evaluation of Public Projects

- ◆ Obtained fairness and transparency in the administration by the focused monitoring of projects with large implications on the city and the residents through session monitoring and field verifications, etc.
- ◆ Focused on the preventive activities of the prior audit of the potential issues during the contract implementation process, and conduct an ex officio audit upon discovering material issues

☐ Public Project Activities Overview

○ Subject of Monitoring and Evaluation

- Construction projects of over 3 billion KRW, services over 500 million KRW and purchases of goods over 100 million KRW
- Other projects determined by a resolution of the commission, such as subcontracting and subsidy projects, etc.

○ Project Description

- Focused Monitoring: Access to relevant documents and field verification, etc. to secure fairness and transparency during the entire process of placing an order, tender, contract and execution, etc.
- Session Monitoring: Monitoring by being present during the process of selecting the vendors to public projects, such as focused monitoring projects, etc. (evaluation of proposal, qualification evaluation, etc.)

☐ Implementation Result

- Monitored Namsan Edge Recycling Project, Space SALLIM Creation Construction and Seun Shopping District Public Space Construction (Mar. 8 ~ Jun. 3, 2020.)
 - ‘Recommended’ to correct the unfair matters of the contractor over subcontractors

- Monitored the installation of the heat transport pipe for Yangwon public housing district (Mar. 8 ~ Oct. 19, 2020)
 - ‘Recommended’ to adjust the ‘expenses amount’ during the change of construction contract
- Monitored sewage pipe repair environment monitoring and performance test service (Mar. 8 ~ Jun. 10, 2020)
 - ‘Recommended’ to determine the cause of the delay in the installation of the measuring instrument and establish a plan for future countermeasures
- Monitored the pilot program on PET bottle recycling (purchase of the exclusive bag) (Mar. 8 ~ May 20, 2020)
 - ‘Recommended’ to pay the unpaid amount due to the improper preparation of the goods audit report
- Monitored the outsourcing of the operation of the Intangible Cultural Heritage Training Center, Seoul Treasure Den for Books, Internet Addiction Prevention Counseling Center and Nodeulseom Cultural Complex Construction Project (Mar. 8 ~ Jun. 23, 2020)
 - ‘Recommended’ to amend the guideline for the rights infringement of the trustee under the agreement
- Monitored the outsourced operation of Seoul Woman Craft Center (Mar. 8 ~ Nov. 20, 2020)
 - ‘Recommended’ to comply with the living wage as the employee wages fall below the Seoul’s living wage
- Monitored the project on supporting veterans group activities and operating expenses (Mar. 8 ~ Dec. 24, 2020)
 - ‘Recommended’ for thorough management as the budget allocated was not executed as a subsidy

- Monitored the evaluating proposals for the 2020 Northeast regional Fashion Support Center operating contract (Mar. 23, 2020), Seoul Youth Panel Survey contract (Jun. 11, 2020) and hardware changes to the server virtualization system (Oct. 13, 2020)
- Took the measures of deducting points for exposing/disclosing the company's identifiable information on the proposal

< Major Monitoring Activities of 2020 >

- Focused Monitoring: 121 selective monitoring among 1,180 projects and took measures on 104 cases from 52 projects

(Unit: No. of Projects & Cases)

Classification	Subjected Projects	Selected Projects						Measures Taken				Ex Officio Audit
		Total	Construction	Service	Goods	Entrustment	Subsidy	Total	Recommendation	Express Opinion	On-site Correction	
Focused Monitoring	1,180	121	30	25	12	27	27	104	52	20	32	1

※ Ratio of Selected Project vs. Project Subjected to Monitoring

Classification	Total	Construction	Service	Goods	Entrustment	Subsidy
Subjected	1,180	265	338	205	160	212
Selected	121	30	25	12	27	27
Ratio (%)	10.3	11.3	7.4	5.8	16.8	12.7

- Session Monitoring: Among 339 cases of a request for attendance, 305 cases were attended and took measures on 34 cases from 23 projects

(Unit: No. of Projects & Cases)

Classification	Request for Attendance	Attended Projects						Measures Taken			
		Total	Construction	Service	Goods	Entrustment	Subsidy	Total	Recommendation	Express Opinion	On-site Correction
Activities	339	305	13	168	75	46	3	34	-	-	34

- Audit on the Implementation of the Integrity Pledge System (May ~ June)

- Reviewed whether the integrity pledge was collected from 246 projects monitored in 2019 and whether to disclose 10 contract items
- ‘Recommended’ correction to 19 projects from 2 institutions for failing to collect an integrity pledge (for ordering department) and 105 projects from 26 offices, divisions and institutions that only partially disclosed the contract information
- * Information disclosure: 10 items of the order plan, pre-specification, bid notice, proposal evaluation result, bid opening result, contract execution status, outsourcing status, changes to the contract terms, status of audit, supervision and test, status on the payment of consideration

☐ Status Analysis and Evaluation

- 9 more projects under focused monitoring, with 121 projects in 2020, as compared to 112 projects in 2019
- The assistance project of the Korea Senior Citizens Association, Seoul Alliance, was converted to the ex officio audit for negligent management and the accounting of a subsidy project
- There were 305 cases of session monitoring in 2020, which is 61 cases less than 366 cases in 2019 due to the expanded participation in the focused monitoring and early exhaustion of the budget. The related budget was increased for 2021.
- * Public project monitoring activities allowance: 280 times in 2020 (42 million KRW) → 350 times in 2021 (70 million KRW)
- Comprehensive audit on the integrity pledge was conducted for the first time, and it contributed to the improvement of integrity and transparency by making sure that the pledge is collected and the contractual information is disclosed thoroughly

Improve the Commission Operating System by System Realignment

- ◆ Realigned the system, such as ordinances and orders, to fit the character and role of the commission after being reorganized as a collegiate administrative agency
- ◆ Realigned the administrative approval authority, etc. by reflecting the changes in the administrative environment, including the enactment and amendment of ordinances and orders and the transfer of duties unfit for the purpose of launching the commission

① Fully realigned the system, including self-governance regulations related to the commission

☐ Completed the amendment and order of the commission's meeting operating regulations (Jan. 23)

- Changed the name from 'Commission Meeting Operating Regulations' to 'Commission Operating Regulations'
- Realigned the regulation on the delegation pursuant to a full amendment of the commission ordinance
 - Matters on ex officio processing of the chairperson and the members and matters on the monitoring and evaluation of the public projects
- Established major matters related to the duties of the commission
 - Procedure for requesting redeliberation, composition and the operation of the grievance petitions review meetings
 - Disclosure of audit results, quarterly activities statement report, audit and verification of the implementation status, etc.

- ☐ Enacted and Issued ‘Ordinance on the Operation of the Seoul Civil Jury System’ (Mar. 26)
 - Enacted the ordinance, with a motion by congressman Kim, Sangjin, in order to establish a foundation for stable operation of the civil jury system
 - Stipulated the procedures related to application for the jury system, composition of jury candidates and the jury and operation of the civil jury
 - Stipulated the disclosure of the civil jury, effects of the determination made by the jury and notice on the processing result, etc.
- ☐ Fully amended and issued the ‘Ordinance on the Operation of the Seoul Civil Jury System’ (Jun. 25)
 - Deleted the rules that duplicates the ordinance on the operation of the civil jury system
 - Reorganized the attached forms, including application and consent to hold a civil jury, civil jury determination, etc.
- ☐ Completed and issued the partial amendment of the regulation on the operation of the commission (Jun. 25)
 - Newly inserted a qualification for citizens ombudsman pursuant to the matters of delegation stipulated in the ordinance
- ☐ Completion and issue of the partial amendment on the ordinance related to the operation of the Citizens’ Ombudsman Commission and Resident Audit Petition (Dec. 31)
 - Expanded the scope of acknowledging the qualification of the member to non-profit corporations and public interest corporations

- Lowered the age allowed to request the citizens audit from 19 to 18 and newly inserted the period for signatures
- Expanded the qualification to become the citizens' participatory ombudsman to allow diverse citizens to participate
- Newly inserted a list of people requesting a citizens' audit while reorganizing the citizens' audit request form

② Newly inserted a regulation on presumptive immunity under the 'Regulation on the Operation of the Active Administration Immunity System of Seoul'

- ☐ Requested to reflect the immunity standards on the commission's recommendation for the correction and expressed an opinion (Feb. 11)
 - Requested to reflect a recommendation and expressed an opinion from the grievance petitions investigation and monitoring and evaluation results of the public projects on the immunity standards of an active administration
- ☐ Presumed immunity with the amendment of the 'Regulation on the Operation of the Active Administration Immunity System of Seoul' (May 19)
 - Presumed to have satisfied the standard for active administration immunity if from the result of implementing the recommendation and expressing of an opinion by the commission

③ Reorganization of the duties unfit for the purpose of launching the commission



- ☐ Discussed on the transfer of the civil complaints mediation committee with the civil service division (June)
 - Opened discussion and mediation meeting to vitalize the civil complaints mediation committee and the transfer of duties (2 times)
 - Operation of the civil complaints mediation committee is transferred to the civil service division, and the grievance petitions among the subject of the civil complaints mediation committee are processed by the commission pursuant to the ordinance on the operation of the civil jury system
- ☐ Requested the adjustment of the civil mediation committee duties to the organizational officer (July)
 - The civil mediation committee is transferred to the civil service division with the implementation of the partially amended rules of the ‘Enforcement Regulation on the Ordinance to Establish the Administrative Organizations of Seoul’ as of Oct. 15, 2020

Strengthen the Awareness and Status of the Commission

- ◆ Improved the citizens awareness with an active promotion on the function and roles of the commission by duties
- ◆ Improved citizens' accessibility by creating a website of the commission
- ◆ Strengthened the international status by becoming a member of the International Ombudsman Institute (IOI)

1 Improved awareness of the commission and strengthen promotion by duties

- ☐ Published and distributed 2019 Annual Report (May~)
 - Included the commission's main activities, performance, examples of dispositions, organization and operating status during 2019
 - Distributed in civil service centers, libraries and civil society organizations, etc. and share through an e-book and PDF online
- ☐ Provided press releases related to the commission activities (11 cases)
 - Citizen, resident and ex officio audit (2 cases), grievance petitions investigation processing (3 cases), public project monitoring (1 case)
 - Appointed citizens audit ombudsman (1 case), commission of citizens participatory ombudsman (1 case)
 - Membership to the International Ombudsman Institute (IOI) (1 case), Establishing a website of the commission (1 case), Expanding the right to request the citizens audit - lowering the age to 18 and allowing foreigners (1 case)
- ☐ Improved citizens awareness by conducting promotions close to people's lifestyle

- Applied the commission policy brand () on official documents to improve visual awareness (Jan.)
- Displayed commission's promotional videos through IPTV at multi-user facilities (city hall people's bulletin) (Jan.)
- Produced and distributed souvenirs (eco-bag, tumbler) using the policy brand () (May)
- Created card news on the examples of administrative improvements and distribution to new-media, including Seoul within Me (Oct.)
- Improved the people's interest on the function and roles of the commission by conducting quiz events (Nov.)
- Advertised through subway media (corner 994 sides) close to the people's lifestyle (Nov.)
- ☐ Produced and distributed of the 2020 version of promotional materials (information pamphlet, leaflet) on the commission (Apr.~)
 - Introduced the functions of the commission, major examples, procedures on an audit request, investigation application, monitoring proposal, etc.
 - Placed 7,000 copies at various banks and provided upon visiting civil society organizations, etc.
- ☐ Visited to civil society organizations to urge citizens' participation (July)
 - Established a sustainable collaboration network through visiting 9 organizations, including CCEJ, Young Korean Academy, etc.
 - Improved awareness and urge participation by sharing information on the activities of the commission and good examples
- ☐ Produced and distributed of the case examples of the citizen, resident and ex officio audits (Aug.)
 - Results of audits conducted by the commission since the launch in 2016 to 2019

- Distributed to cities, provinces and 25 autonomous districts, institutions managing ombudsman system and libraries nationwide

2 Improved people's access through establishing and operating a website

☐ Website Overview

- Website Opening Date: Nov. 2, 2020
- Website Address: <http://ombudsman.seoul.go.kr/>

☐ Website Contents

- Introduced the commission, welcome, information on the ombudsman, schedule of the commission and organizational chart
- Announced the citizen/resident/ex officio audit system, procedure and the audit results, and operated an online digital signature for the people to sign as the applicant of a citizens audit online
- Disclosed the grievance petitions and civil jury system, and the processed examples
- Disclosed focused monitoring and session activities for the public projects and disclose the examples of monitoring
- Posted the commission-related documents, such as a notice, press releases, activities result, photo news, etc.

3 Improved international status by becoming a voting member of the International Ombudsman Institute (IOI)

☐ Membership Status

- Decision to be a member: Decided at the IOI directors meeting on May 18, 2020
- Qualification: Voting member (Type of membership: Member, voting member, honorary life member)
- Authority of a member: voting rights, elected at the meeting of the IOI, final decision on the major agenda

☐ Future Plan

- Participate in the 12th IOI meeting and conference
- Share the excellent examples of processing grievance petitions through the IOI newsletters and annual reports
- Promote exchange and collaboration with other IOI member institutions in Korea (holding seminars, etc.)

Strengthen the Commission's Work Capacity and Vitalize the People's Participation

- ◆ Held debates and workshops to strengthen the work capacity of the employees and commission members
- ◆ Strengthened the work capacity of the employees and commission members through professional training by the professional educational institutions

- 1 Implemented debates and workshops to strengthen the work capacity
 - ☐ Held a workshop to strengthen the commission members' work capacity during the 1st half of the year
 - Discussed on the improvement measures and review of the system for vitalizing people's participation and efficient public project monitoring
 - ☐ Producted and provided the collection of major laws related to the audit and investigation
 - Produced a collection of major laws related to the duties of the commission and provide to the employees and the commission members
 - Produced the collection of audit results and dispositions (to be used as a reference in similar cases for consistency)
 - ☐ Held the debates and workshops to strengthen the expertise of the citizens participatory ombudsman
 - Held debates and workshops by divisions of the citizens audit ombudsman and citizens participatory ombudsman (4 times)
 - ▷ Discussion on the selection of projects subjected to public project monitoring and

evaluation activities in 2020 and the activities plan

- ▷ Efficiency in the participation of the citizens participatory ombudsman for the public project monitoring activities and means of vitalization
- ▷ Issues and improvements for the public project monitoring activities and proposal for the monitoring activities in 2021

☒ Expanded the people's participation with the commission's audit, investigation and monitoring activities

☐ Results of the outside expert participation and people's participation in the citizens participatory ombudsman

(Unit: Person, Dec. 2020, including duplicates)

Total No. of Participants	Resident, Citizen, Ex Officio Audit	Public Project Monitoring/ Evaluation		Civil Jury System
		Focused Monitoring	Session Activities	
355	15	20	305	15

- ☐ Appointed 12 new citizens participatory ombudsman (improved diversity in gender and age)
- ☐ Appointed 6 new Audit Request Committee members (improved diversity in gender and age)