



Anti-Corruption & Civil Rights Commission  
Republic of Korea

INTERNATIONAL  
OMBUDSMAN  
INSTITUTE

# Enhancing Cooperation for Stronger Ombudsman Institutions

## Strengthening Citizen-Centered and Responsive Ombudsman Systems



### Highlights of ACRC's Ombudsman Activities

#### 1 Global Cooperation

Since joining the International Ombudsman Institute in 1996, the Anti-Corruption and Civil Rights Commission (ACRC) of the Republic of Korea has served as a Director for the Asian Region for several decades, and currently serves as a member of the Standing By-laws Committee. During this time, the ACRC has remained steadfastly committed to advancing the development and effectiveness of the IOI and its universal values. The ACRC has successfully shared the e-People model to countries including Tunisia and Indonesia, and maintains MOUs with over 15 nations to share anti-corruption and ombudsman expertise.

Rights” involving 28 public institutions and organizations. These efforts have strengthened inclusive, accessible, and well-coordinated responses to citizens’ grievances, particularly for underserved communities.

#### 2 Field-Oriented Approach and Grievances Resolutions of Vulnerable Groups

In 2025, the Commission handled 9,972 civil complaints and successfully resolved 2,542 cases, achieving a resolution rate of 25.5%, which exceeds the five-year average.

To enhance accessibility, the Commission implemented field-oriented ombudsman activities, providing on-site consultations across 36 rural and fishing communities. Furthermore, to better support vulnerable groups, the Commission established a “Council for the Protection of

#### 3 Resolution of Collective Conflicts through Mediation

The ACRC has actively addressed collective grievances that may escalate into broader social conflicts, successfully resolving 240 cases through mediation and conciliation in 2025. Through these initiatives, the Commission has contributed to mitigating social tensions and upholding people's rights.

#### 4 Digital Transformation of Ombudsman

The ACRC is spearheading digital grievance-handling capabilities by developing an AI-based national grievance resolution platform to improve accessibility, efficiency, and transparency. Through these efforts, the ACRC remains committed to fostering fair, transparent, and people-centered public administration.



**e-People**  
www.epeople.go.kr  
\*\* No voice left unheard \*\*  
A open government online communication platform where all citizens can conveniently file complaints and participate in policy-making process.

**01 | One-Step Communication Platform**

ACRC operates e-People, a digital government communication platform by integrating public channels such as chat, e-complaints, proposals, and policy participations.

e-People provides one-stop communication services to the public by connecting central administration agencies, local governments, and public institutions.

**02 | Main Function**

Open Government Online Communication Platform helps and handles petition and proposal.

People-Plus Participation: Power of data, convenience of online, and participation of citizens.

AI-Driven Policy Making: Personalized participation.

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**ACRC Digital Platform**

**People's Idea Box**  
idea.epeople.go.kr  
A Representative Portal for the people's ideas on the policymaking process.

**Background**

The Anti-Corruption and Civil Rights Commission (ACRC) launched People's Idea Box (idea.epeople.go.kr) on March 29, 2023 in an effort to listen to the voice of the people about major policies and systems that are closely related to the field of ethics and reflect them in the policy.

How to message People's Idea Box

How Policy Making Works: Three steps - idea submission, proposal, and implementation.

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**Main Functions**

1. Discover people's ideas and promote the improvement of policies and systems.
  - Discover ideas submitted to People's Idea Box through consultation with relevant agencies and ethics from experts and establish governmental policies.
2. Collect people's ideas about policy issues of each agency.
  - Implement policies proposed by administrative agencies with citizens to increase acceptance of policies and prevent the factors in advance.
3. Operate a panel of citizens to take pre-measures against social issues.
  - Carry out a survey involving a statistical population to increase the reliability of the result and secure agendas for the policy implementation.
4. Facilitate the substantive participation of various people.
  - Establish idea contents and programs for policy participation among university students in order to encourage the participation of youngsters and the growth with relatively low usage rate of People's Idea Box and recruit students with active participation.

# Il Yeon JUNG, Candidate for IOI Asia Regional Director



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## Mr. Il Yeon JUNG was appointed as the 10th Chairperson (Ministerial rank) of the ACRC in March 2026.

Since 1991, Chairperson JUNG has served the public as both a judge and an attorney-at-law. Drawing on this extensive legal and institutional experience, he is committed to serving as an accountable and independent ombudsman, strengthening international cooperation among members, and further advancing the development of our strong and dynamic Asian Region.



### Career Highlights

Mar. 2026

Mar. 2018 – Mar. 2026

Feb. 2016

Feb. 2014 – Feb. 2016

Feb. 2011 – Feb. 2014

Feb. 2009 – Feb. 2011

Feb. 2008 – Feb. 2009

Feb. 2007 – Feb. 2008

Feb. 2006 – Feb. 2007

Feb. 2004 – Feb. 2006

Oct. 2002 – Feb. 2004

1998

Mar. 1995 – Feb. 1998

1991

1988

### Chairperson, Anti-Corruption and Civil Rights Commission

Partner, Basis Law Firm

Chief of Ansan Branch Court, Suwon District Court

Presiding Judge, Seoul Eastern District Court

Presiding Judge, Seoul Central District Court

Presiding Judge, Suwon District Court

Chief Presiding Judge, Jeonju District Court

Presiding Judge, Jeonju District Court

Judge, Seoul Eastern District Court

Judge, Daejeon High Court

Managing Partner, Hanul Law Firm

Lawyer, Jung Il Yeon Law Office

Judge, Suwon District Court

Judge, Cheongju District Court

Passed the 30th Judicial Examination





# Vision for the IOI

If entrusted with this responsibility, Chairperson Il Yeon JUNG will work to deepen collaboration among the Asian members and to expand meaningful and substantive partnerships across the region. As a current member of the IOI Standing By-laws Committee, the ACRC is actively participating in regular virtual meetings to prepare proposed amendments for the 2028 IOI World Conference. Chairperson JUNG looks forward to contributing to this process, sharing the insights gained from his extensive experience as a legal professional and judge. Throughout this journey, the ACRC has remained deeply committed to supporting the development and effectiveness of the IOI and its universal values.



## Impact and Accountability

As IOI Asia Regional Director, Chairperson Il Yeon JUNG will strive to strengthen the tangible impact of ombudsman institutions in delivering fair and effective grievance resolution. He will promote greater accountability by encouraging transparent processes, measurable outcomes, and the sharing of best practices among member institutions. Korea reached its highest-ever rank (30th) in the 2024 Corruption Perceptions Index (CPI), reflecting the effectiveness of ACRC's systemic reforms. Through these efforts, the ACRC aims to enhance public trust and reinforce the credibility of ombudsman institutions across the region.

Ombudsman institutions must continuously evolve and innovate in response to increasingly complex administrative environments and rising public expectations. In this context, the ACRC established a dedicated bureau this year to more effectively address complex collective grievances and social conflicts. This institutional enhancement aims to provide more systematic, efficient, and proactive responses to emerging social conflicts. Furthermore, the ACRC will advance the role of the ombudsman in the digital era by strengthening AI-based complaints handling systems. Chairperson JUNG is committed to actively sharing these proactive efforts and Korea's experience in support of the continued development of ombudsman institutions across the region.

