

Year 2021

Annual Report

January 2022

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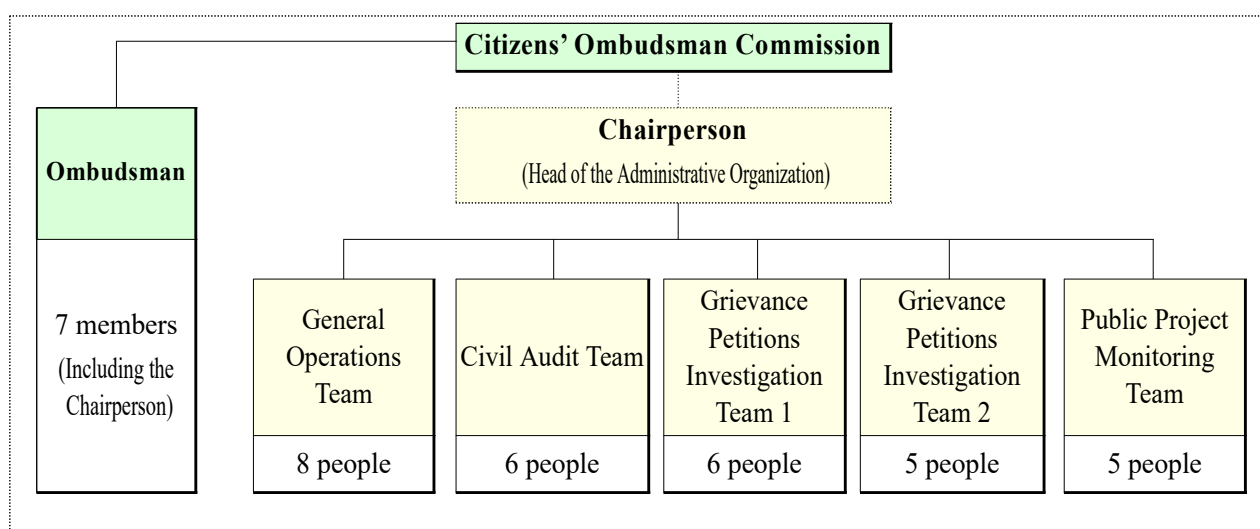


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I . General Status

Organization

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



Personnel

(As of 31 Dec. 2021)

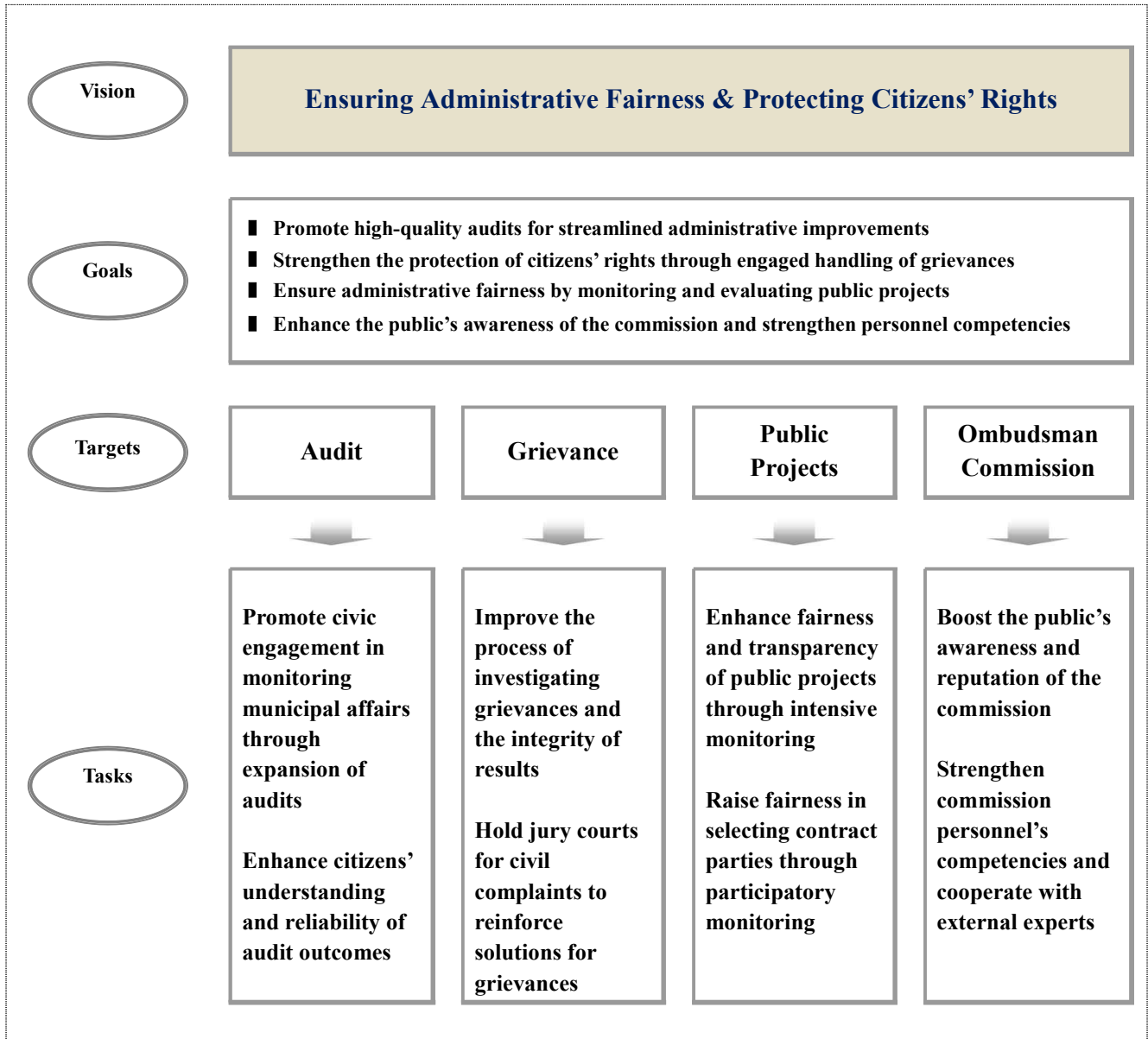
	Total	Ombudsman			Administrative Organization				
		Sub Total	Chairperson (Grade 4, open position)	Members (Grade A, part-time public officials with a fixed term)	Sub Total	Grade 5	Grade 6	Grade 7	Grade 8
Current No.	35	7	1	6	28	6	15	6	1

Main duties

- Investigation/processing and the mediation/arbitration of grievance petitions
- Audit on the audit petitions by residents, citizens, the city council, etc.
- Monitoring and evaluation of public projects, etc.

II. Policy Vision and Goals

□ Overview



III. Operating Performance

1

Improving unreasonable administrative systems through audit petitions by residents and citizens

- ◆ Utilized various channels to promote audit petitions
- ◆ Expanded participation by external experts for reliable audit outcomes

□ Overview of audits by residents, citizens, and ex officio

Category	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 12–14 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 or more signatures by citizens (18 and older) ◦ A representative of a civil society organization with at least 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 districts - Seoul's public enterprises, and city-funded institutes - City government contractors, and subsidized organizations

※ Audit by ex officio members: Audit of investigation of grievances and monitoring of public projects when necessary pursuant to 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.

□ Performance

○ Audit applications and data

- Among the audit petitions in 2021, 11 cases have been completed while 2 cases remain ongoing.

Audit data (2021)

(Unit: Case)

Year	Total	Completed				Ongoing			
		Subtotal	Residents	Citizens	Ex officio, etc.	Subtotal	Residents	Citizens	Ex officio, etc.
2021	13	11	4	5	2	2	1	-	1
2020	10	9	4	2	3	1	-	-	1
2019	16	15	2	8	5	1	1	-	-

* Based on audit outcomes by year

- Among 12 audit petitions that have been accepted, 5 are by residents and 5 by citizens; a resident audit petition that failed to submit a roster and another citizen audit petition that did not meet the requirements have been rejected.

Audit petitions by year (including ex officio)

(Unit: Case)

Year	Total	Accepted				Rejected			Failure to submit roster, etc.
		Subtotal	Residents	Citizens	Ex officio, etc.	Subtotal	Residents	Citizens	
2021	14	12	5	5	2	1	-	1	1
2020	10	9	3	2	4	-	-	-	1
2019	19	15	2	8	5	1	1	-	3

* Based on the date of deliberation by the Ombudsman Commission by year

○ Disposition of audit outcome

- As of the end of December 2021, there were 27 administrative measures: 2 correction requests, 2 institutional warnings, 7 institutional notices, 1 improvement request, 12 recommendations, 2 announcements, and 1 expression of opinion.

(Unit: Case; Person)

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.
27	27	2	2	7	1	12	2	1	-	-	-	-

○ Operation and promotion of the citizens' audit petition system through online signatures

- Commencement of the citizens' audit petition online signature system (4 Jan. 2021)
- Intensive promotion of the citizens' audit petition online signature system (Jul.–Nov. 2021)

□ Main dispositions

- **Resident audit petition related to a violation of deliberation standards of the Yeongdeungpo-gu Construction Committee (19 Jan.–18 Mar.)**
 - Yeongdeungpo-gu Office was found to not be in legal compliance in relation to meetings held by the Construction Committee, having received an “institutional warning.” It was also “recommended” to consider residents’ right to sunlight when giving building permissions.
- **Citizen audit petition related to building social housing in Changsin-dong, Jongno-gu (3 Jun.–29 Jul.)**
 - Jongno-gu Office as given an “institutional notice” for not complying with the document retention period and negligence in handover of duties. It was also “recommended” to strengthen management and supervision of the Social Housing Center.
- **Citizen audit petition related to the subsidy program for supporting the opening of the 2021 Seoul Theater Festival (5 Aug.–7 Oct.)**
 - A “correction request” arose due to the inappropriateness of the written agreement that shortened the submission period of the performance report of subsidized business(es) and the wrongful deciding of changing budget items on the end date of the festival.

□ Analysis and evaluation

- **Audit petition and completed cases both increased year over year**
 - A total of 14 audit petitions and 11 completed cases showed a year-over-year increase by 40% (4 more cases) and 22% (2 more cases), respectively. As for ex officio audits, there has not been a new case apart from one case that has been carried over from the previous year. Efforts to discover new ex officio audit cases is needed.
- **Focused on settling citizens’ inconveniences caused by unreasonable administrative systems and improving the right to petition audits**
 - There was a total of 27 administrative measures, showing a decrease of 36 cases from 63 cases of the same period of the previous year (down 57%). Two ex officio audit cases of 2020 required a lot of improvements, resulting in a particular increase in the number of audit dispositions; therefore, the number of dispositions of 2021 cannot be seen as modest.
 - ※ Ex officio audit of the operation of the Korean Seoul Senior Citizens Association in 2020 (7 cases), ex officio audit for not holding the information disclosure deliberative committee for districts in Seoul (45 cases)
 - In addition, the reason there were a number of “recommendations” and “institutional notice” for audit subjects was to relieve citizens’ inconveniences in the administrative affairs to enhance the rights of audit petitioners.
- **Contributed to the enhancement of reliability and professionalism of audits through expanded participation by internal/external experts**
 - Among the 11 cases that were audited to enhance the completeness and reliability of audit outcomes, 8 cases were participated by 28 internal and external experts, showing an increase of 87% of participants compared to the same period of the previous year, which had 15 experts participate in 7 audit cases.
 - Efforts to enhance audit reliability and professionalism will be continued further through expanded participation of internal and external experts.

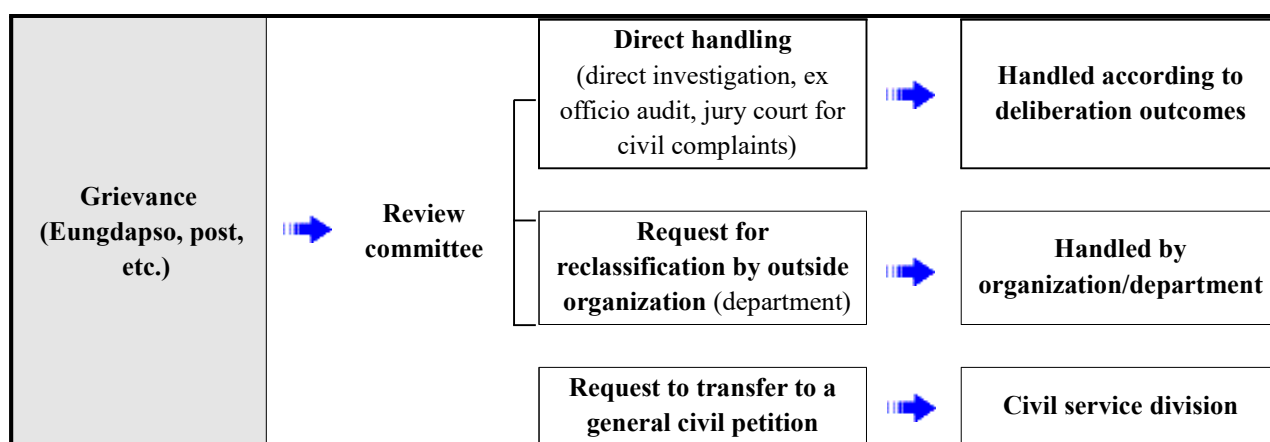
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Strengthening the protection of citizens' rights through engaged handling of grievances

- ◆ Enhanced the satisfaction level of handling civil petitions by expanding direct investigation and operating a review committee to decide the classification and handling of grievances submitted in relation to illegal/unfair administrative dispositions, etc.

□ Overview of handling grievances

○ Flow chart of the grievance handling process



□ Performance

○ Application and handling of grievances

- A total of 5,923 grievances (daily average of 22.9 cases) were received in 2021. 631 (10.7%) cases were handled directly, while 5,292 (89.3%) cases were referred to competent authorities.
- Among the directly handled grievances (631 cases), 336 cases were directly investigated or requested for confirmation, while 295 cases were closed internally.

(Unit: Case; %)

Year	Total	Handling type			
		Direct handling			Transfer (reclassification, etc.)
		Subtotal	Investigation	Internal conclusion, etc.	
2021	5,923 (100)	631 (10.7)	336 (5.7)	295 (5.0)	5,292 (89.3)
2020	2,023 (100)	311 (15.4)	265 (13.1)	46 (2.3)	1,712 (84.6)

* 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.

○ **Operation of a review committee for handling grievances**

- Decision: Grievance handling method decided after the investigator's opinion and committee's review on the cases received by the Commission
- Outcome: Handling of a total of 562 cases (daily average of 2.2 cases)
- Participants: Committee head and member (1 person), heads and investigators of Grievance Investigation Teams 1 and 2

○ **Grievance handling outcomes**

- 336 grievance cases that were investigated, and among 61 civil complaints that needed measures to be taken, a total of 107 measures were requested to be taken: 91 recommendations to related organizations (departments) and 16 expressions of opinions.

Year	Civil complaint for investigation	Civil complaint for action	Details		
			Total	Correction/improvement recommended	Expression of opinion
2021	336	61	107	91	16
2020	265	55	88	60	28

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

- Civil complaint: Request to correct the construction of the relocation of subway exits and ventilation systems due to a reconstruction project (8 Jun. Housing Reconstruction and Maintenance Project Union)
- Verdict: Applicant's petition "dismissed" (20 Jul.)

※ Expressed opinion regardless of dismissal: Opinion expressed to the competent district office to set measures to prevent the occurrence of similar issues in the future and to come up with solutions for the current issue.

□ **Main dispositions**

○ **Recommendation related to providing convenience to employment examinees with disabilities (15 Jan.)**

- "Recommended" to amend the Enforcement Decree of the Act on Welfare of Persons with Disabilities that excluded government-funded institutions from organizations obliged to provide convenience to persons with disabilities and to autonomously implement the provision of convenience for people with disabilities.

○ **Recommendation related to guarantor notes of unlicensed renovations (30 Apr.)**

- "Recommended" to guide or inform each district to delete "joint guarantor" in the note of the Standards of Business Conduct for Existing Unlicensed Buildings of Seoul and to not reject applications for not having a joint guarantor even before the amendment of the Standards.

○ **Expression of opinion related to extending the recruitment period of the job creation program (27 May)**

- "Expression of opinion" to maximize the opportunities of citizens by extending the job posting period for more than 10 days, which is the minimum period applied for job postings for fixed-term employees.

○ **Recommendation related to not notifying the reason for disapproving opinion advertising (21 Oct.)**

- "Recommended" to notify the specific reason for disapproval when informing the deliberation outcome of opinion advertising and to include in the Regulations on Advertisement Management that re-deliberation can be applied in the event of an objection to a deliberation outcome.

- **Recommendation related to cutting the budget of private consignment facilities without discussion** (19 Nov.)
 - “Recommended” to put more effort in reviewing the budget while actively communicating and negotiating with entrusted organizations to comply with management standards for protection of entrusted workers and to secure trust in administration.

□ **Analysis and evaluation**

- **Increased civil complaints and investigations of the Commission**
 - 5,923 civil complaints were allocated to (received by) the Commission in 2021, showing a sharp year-over-year increase by 293% from 2,023 cases. → Cases that changed the complaint type in 2020 are excluded.
 - 336 cases were investigated, showing a year-over-year increase by 126.8% from 265 cases.
- **Efforts to enhance citizens’ rights and improve administration by requesting measures, such as recommendations and expression of opinions**
 - Among 61 civil complaints that needed measures to be taken, 107 measure requests (91 recommendations, 16 expressions of opinion) were given to related organizations (departments), showing a year-over-year increase by 122% from 88.

Strengthening the monitoring of administration through invigorated monitoring and evaluation of public projects

- ◆ **Fairness and transparency of public projects by selecting projects of focus and those with greater impact to citizens through intensive and participatory monitoring**

□ Overview of public project activities

○ Subjects for monitoring and evaluation

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

○ Details of monitoring and evaluation

- Intensive monitoring: Monitoring through review of related documents and site verification of orders, bidding, contract conclusion, and contract implementation process.
- 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 1,026 projects, 122 projects (11.9%) were selected for intensive monitoring. 122 projects were intensively monitored with 140 measures taken.

(Unit: Project; %)

Category	Status of intensive monitoring					
	Total	Construction	Service	Procurement	Consignment	Subsidy
Target projects	1,026	221	342	143	154	166
Selected projects	122	24	20	13	45	20
(Selection rate)	11.9	10.9	5.8	9.1	29.2	12.0
Completed projects	122	24	20	13	45	20

(Unit: Projects; Measures Taken)

Year	Projects requested for measures to be taken	Performance of measures				Ex officio audit
		Total	Recommendation	Expression of opinion	Correction	
2021	71	140	77	21	42	-
2020	52	104	52	20	32	1

○ **Participatory monitoring**

- By setting a goal of anticipating 310 observations in the process of selecting other parties to contracts, 261 observations were completed and 20 projects were taken 22 measures.

(Unit: Projects; Measures Taken)

Year	Anticipated participation s	Participation						Measures			
		Total	Construction	Service	Procurement	Consignmen t	Subsidy	Total	Recommendatio n	Expressio n of opinion	Correctio n
2021	310	261	16	165	38	41	1	22	2	13	7
2020	280	305	13	168	75	46	3	34	-	-	34

□ **Main activities**

○ **Recommendation related to the service of designing the Seoul Eoullim Sports Center, etc. (24 May)**

- “Recommended” to review the possibility to use the One Project Management Information System (One-PMIS) and process designing service according to the Comprehensive Improvement Plan for Public Building Construction Work.

○ **Recommendation related to the Seoul Labor Center, etc. (8 Jul.)**

- “Recommended” to amend the manual on entrusted organization affairs in relation to the regulation on external members of the Employment Review Committee according to the Guidelines on the Management of Entrustment to Private Sector and to appoint a majority of external members.

○ **Recommendation related to the SBA Metropolitan Small Manufacturers’ Support Center, etc. (5 Aug.)**

- “Recommended” to recalculate the consignment fee considering the ratio of non-executed expenses and return the overpaid fee, in accordance with the Manual of the Operation of Budget, Accounting, Human Resources, and Labor of Entrusted Work to Private Sector.

○ **Recommendation related to the project for supporting emerging artists (2 Dec.)**

- “Recommended” to delete the item on guarantor in the application for financial assistance that unfairly allows the beneficiary to demand claims for damages to a third-party guarantor.

□ **Analysis and evaluation**

○ **122 out of 122 public projects were monitored intensively, achieving the yearly goal, comprising 77 recommendations, 21 expressions of opinion, and 42 corrections.**

- Intensive monitoring of public projects are conducted throughout a year before preparing a final report; therefore, they tend to be concentrated in the latter half of the year.
- Quarterly goals are to be set to avoid the concentration of intensive monitoring activities in the latter half of the year.

▶ Quarterly goals: Achieve 20% by 2Q, 40% by 3Q, and 40% by 4Q

○ **261 (84.2%) out of 310 yearly participatory monitoring activities were completed, comprising 2 recommendations, 13 expressions of opinion, and 7 corrections.**

- The performance of participatory monitoring did not reach the goal, as the proposal evaluation and observer screening meetings that were conducted in person were converted to remote meetings due to the spread of COVID-19.

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

① Amend 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** (25 Mar., executed on 13 Jan. 2022)

- The Ordinance has been amended according to the complete amendment of the Local Autonomy Act, which lowered the minimum age for resident audit petitioners from "19" to "18," and changed the requirement for a "certain number of signatures" to "joint signatures."

- ▷ Changed "Article 16" of the Local Autonomy Act to "Article 21"
- ▷ Changed "certain number of signatures" of residents to "joint signatures"
- ▷ Changed the minimum age for resident audit petitioners from "19" to "18"

- **Partial amendment of the Seoul Metropolitan Government Regulations on the Operation of the Citizens' Ombudsman Commission** (17 Jun.)

- Naturalized the word "attendance" into "participatory" for citizens' easier understanding in accordance with the declaration and execution of the Seoul Metropolitan Government Ordinance on the Comprehensive Modification of Japanese Terminology (25 Mar. 2021).

- ▷ Changed "attendance" to "participatory" and "monitoring" to "monitoring and evaluation"
- ▷ Changed the selection of subjects for monitoring and evaluation of public projects as matters on intensive monitoring
- ▷ Modified the words "certified architects" and "professional engineers" in the eligibility of citizen ombudsman

② Standardization of commission affairs and enhancement of efficiency

- **Production of a manual for handling duties in relation to audit, investigation, and monitoring of the commission**

- Manual for monitoring public projects (completed on 20 May), audit manual (completed on 22 Jun.), and manual for handling grievances (completed on 18 Dec.)

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

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

1 Enhanced public awareness of the commission and promoted its duties

- **Publication and distribution of the 2020 Annual Report (Mar.–)**
 - Comprising the commission's achievements of 2020, main case examples, organizational and operational status, etc.
 - Distributed physical copies to the city, districts, local governments, related institutions and civil society organizations, and shared electronic files (PDF) via the official website of the Commission.
- **Held online and offline events for commemorating the 5th anniversary of the launching of the Commission (21 May)**
 - Participated by 88 attendees, including local government ombudsman, related public officials, citizen ombudsman, and ordinary citizens.
 - Announced the achievements of the commission since its launching and conducted a talk show for the establishment of an ideal image for the future.
 - Shared achievements by presenting model examples selected by citizens for the protection of citizen rights and improving administration.
- **Promotion of commission activities through media (6 cases)**
 - Appointed 2 Citizen Audit Ombudsman (Feb.), commissioned 16 citizen ombudsmen. (Mar.)
 - Interviewed with Traffic Broadcasting System (TBS) on introducing the residents' audit petition system and the commission. (Apr.)
 - Held the online and offline events open to the public for commemorating the 5th anniversary of the launching of the commission. (May)
 - Improved citizens' convenience by the commission handling grievances for the first half of 2021. (Jul.)
 - Interview with the head of the commission. (Nov.)
- **Media coverage of audit, investigation, and monitoring activities of the commission in various media outlets (press releases)**
 - Seoul's public employment should inform all job candidates on hiring results (14 Jan., The Hankyoreh)
 - Inadequate handling of objections to information disclosure of autonomous districts, institutional warning of procedural violations, etc. (14 Jan., Kyunghyang Shinmun)
 - Seoul to provide convenience to persons with disabilities for employment exams of government-funded institutions (2 Mar., Kyunghyang Shinmun)
 - Seoul "recommended" to remove 154 large planters in Samsung Electronics in Seocho-gu (10 Sep., MBC)

- Seoul Citizens' Ombudsman Commission: Reason for disapproval of the advertising of Byeon Hee-su must have been revealed (25 Oct., Yonhap)
- Seoul Citizens' Ombudsman Commission: Budget plan including personnel reduction violates guidelines - revision needed (22 Nov., The Hankyoreh)
- Seoul violates procedures for implementing self-test kits... Department given an "institutional notice" (27 Oct., Yonhap)
- **Visited communities, civil society organizations, etc. to invigorate citizens' participation** (May)
 - Strengthened interactions and exchanges with 10 organizations, including 6 communities, 2 non-profit CSOs, and 2 international resident support centers.
 - ▶ Migrants Center Miracle Friends, Gangbuk Maeul, Eunpyeong SangSang, Yangcheon Maeul, Seongdong Maeul, etc.
 - Enhanced awareness and invigorated the participation of citizens by introducing the activities of the commission and sharing best practices.
- **Enhanced citizens' awareness and encouraged their participation with promotional activities closely related to everyday life**
 - Promotional video aired on 100+ electronic advertising boards (Jan.–) and distributed leaflets. (Mar.)
 - Operated the intensive promotion period - subway advertisements, circulation of card news through online media, etc. (Aug.)

② Enhanced citizens' accessibility to the commission via website

- **Online signature service opened for citizen audit petitions via website** (Jan.)
 - Online signatures accepted through e-signature registration applications for citizen audit petitions.
- **Changes to the commission's system and performances posted online**
 - Disclosure of materials on the commission system, audit, grievances, and examples of public project monitoring.
- **Registered achievements and promotional materials in relation to activities of the commission**
 - Posted announcements in relation to the commission's activities, press releases, performances, publications, etc.
 - Posted videos and photos in relation to the event on the 5th anniversary of the launching of the commission.

③ Enhanced international status through International Ombudsman Institute (IOI) activities

- **Participated in the regional meeting of International Ombudsman Institute in Asia and the 12th online IOI general meeting** (May)
 - Elected the Regional Director of Asia (Chairperson of the Anti-Corruption & Civil Rights Commission) and made prior discussion on agendas of the IOI general meeting.
 - Amended the "IOI Rules" as a regular member. (Implementation of electronic voting and alleviating the quorum, etc.)
- **Posted and shared newsletters and the yearly report of the commission on the IOI website** (Mar., Dec.)
 - Registered the composition of the commission, introduction of the audit, investigation, and monitoring system, performances of 2020, etc.

6

Strengthening the commission's competency and invigorating citizens' participation

- ◆ Held a support program and workshop for strengthening the commission's competency
- ◆ Invigorated the participation of citizens, including internal and external experts, on the audit, investigation, and monitoring activities of the commission

① Promoted support programs and workshops for building job capacity

- Operated a Citizens' Ombudsman Competency Building Program for newcomers
 - Created education materials by duties and conducted an orientation session. (8 Jan.–5 Feb.)
 - Operated mentorship and cooperation programs.
 - Implemented a mandatory job training system through a specialized training institute, including the Audit and Inspection Training Institute.
 - ※ Provided 23 types of work-related material, including regulations and guidelines of the commission by position.
- Held a meeting session and workshop for building the capacity of ombudsmen (5 times)
 - Shared the performances of 2020 and discussed the selection of public projects for intensive monitoring in 2021.
 - Guided on how to utilize the work manual and the implementations and points to review for the public project monitoring activities.
 - Trained how to manage construction projects by stage and discussed ways to invigorate ombudsmen.
- Conducted a competency training session for grievance handlers of the Seoul Metropolitan Government, district offices and the commission (2 times)
 - Introduced laws and institutions in relation to grievance petitions and educated practice cases and improvement cases. (24 Nov.)
 - Educated on information for disclosure and civil petitions in relation to housing redevelopment projects. (8 Dec.)

② Expanded the participation of citizens in audit, investigation, and monitoring activities of the commission

- Citizens' participation, including by external experts and ombudsmen

(Unit: Person; Dec. 2021, includes duplications)

Total participants	Resident, citizen, ex officio audit	Monitoring and evaluating public projects		Grievance (Jury court for civil complaints)
		Intensive monitoring	Participatory monitoring	
358	28	51	259	20

- 23 ombudsmen newly appointed (incl. 7 reappointed; considering gender, age, etc.)
- 3 newly appointed members of the Audit Petition Council (considering gender, age, etc.)