

July 2023

The 6th National Action Plan of the Republic of Korea (2023~2027)





Overview of the 6th National Action Plan

The government of the Republic of Korea continues to make efforts to honor and implement the principles and values of open government, including enhancing policy transparency, expanding citizen participation, combating corruption, and ensuring an inclusive digital transformation. The National Action Plan, which has undergone five rounds of development and implementation since Korea joined the Open Government Partnership (OGP), demonstrates the Korean government's passion and commitment to open government and democracy.

The Republic of Korea has been a member of the OGP since its inception in 2011 and has played a leading role in spreading open government values by serving as a government member of the Steering Committee since 2017 and hosting the Global Summit as the 11th Chair in 2021.

The Korean government has established five National Action Plans over the past eleven years, from 2012 to June 2023, implementing a total of 53 projects. The three initial action plans were led by the government with participation from the civil society. However, from the 4th action plan (2018–2020), the civil society took center stage and led the process of establishing the National Action. These efforts resulted in the OGP raising the level of public influence from “participation” to “cooperation” during its assessment of the 4th National Action Plan. The 5th action plan (2021–2023) identified key issues, such as revitalizing the participatory budgeting system and laying the foundation for the growth of civil society. Recognizing Korea's open government activities, OGP shared them as best practices OGP during the OGP Global Summit.

The 6th National Action Plan, covering the period from 2023 to 2027, is based on the lessons learned and evaluations of the five previous action plans, keeping considering the changing international environment. It is also the first time that a four-year plan has been developed instead of a two-year plan under the newly revised OGP National Handbook, requiring closer communication between the public, civil society organizations, academia, and government agencies than ever before.

The Korean Open Government Committee is a public-private consultative body with key stakeholders, including 7 central governments and 22 civil society organizations, which strive to promote values of open government including openness, transparency, and democracy. The committee played a leading role in developing the 6th Open Government Action Plan.

The 3rd Korean Open Government Committee	
Government	Ministry of the Interior and Safety (Chair, Secretary), Office of the Prime Minister, Ministry of Personnel Management, Anti-Corruption and Civil Rights Commission, Ministry of Economy and Finance, Ministry of Science and ICT, Ministry of Gender Equality and Family
Private	Transparency International Korea (Chairperson), Open Net Korea, Justice Alliance , Citizens’ Coalition for for Better Government, Dankook University, The Center for Public Interest Law Committee of the Organization People’s Solidarity for Participatory Democracy, Korea National Open University, University of Seoul Anti-Corruption System Research Institute, Korea University, Yonsei University, Hanyang University, Law & Company, National Information Society Agency, Retis Lab, Gachon University, Code for Korea, Presidential Committee for Balanced National Development, Women Corporate Directors Korea, Cheongju YWCA, Korea Women’s Social Workers, Korea NGO Council for Overseas Development Cooperation, EcoMom Korea

The open government contest in 2022 from October 11 to November 14 collected 51 suggestions from the public concerning the areas of transparency, anti-corruption, and participation, and 26 projects highly relevant to open government values were identified from among the national policy tasks. Following this, 22 out of the 77 projects were selected as primary projects by the committee, which initially evaluated the projects based on their compatibility with OGP values, feasibility of proposals, and their potential impact. Through follow-up consultations with government agencies, 10 projects were selected to be included in the 6th National Action Plan.

In order to mature the issues discussed in the Action Plan, the Korean government, together with the Open Government Committee, held a joint discussion with the public sector during the Open Government Week (May 8 to May 12, 2023) organized by the OGP. Various stakeholders, including the government, representatives from civil society, and international consultative bodies, participated in this discussion, and public proposers and government agencies deliberated together on the issues discussed in the 6th Action Plan.

The government opened up a public feedback channel for two weeks (June 26 to July 9, 2023) on the draft National Action Plan received positive responses from the public including “likes” and supportive comments.

After a year-long period of preparing the plan for the 6th National Action Plan to gaining consensus from civil society and relevant ministries, a total of 10 projects were selected as final projects of the 6th National Action Plan.

<p>Anti-corruption</p>	<ol style="list-style-type: none"> 1. Strengthen Public Interest Whistleblower Protection and Support for Anti-Corruption 2. Open And Expand Data On Administrative Appeals And Autofill Request Form Service
<p>Digital</p>	<ol style="list-style-type: none"> 3. Fill Data Blanks And Open List Of Closed Public Data 4. Forecast Public Hazard Through Monitoring Of Big Data On Civil Complaints 5. Create Safe And Inclusive Digital Society
<p>Civic participation</p>	<ol style="list-style-type: none"> 6. Conduct Public-Private Responses Through Introduction Of Civic Tech 7. Enhance Public Discussion to Prevent Hate Speech 8. Improve Universal Design System and Spread of awareness 9. Create Environment For Accessible Tourism 10. Expand Media Access For Marginalized Groups

There were other suggestions and comments made by members of the Open Government Committee that were not included as an action plan. These discussions will continue so that they can be included in the next round of the National Action Plan.

We will continue to further these discussions so that they can be included in the next National Action Plan, as well as work with the civil society to collaborate on establishing future action plans.

The Korean government will continue to take the lead in implementing values of open government including openness, transparency and democracy through the promotion of public-private partnership governance, as well as faithfully implement the National Action Plan to realize the vision of OGP.

Anti-corruption Subcommittee

The Anti-Corruption Subcommittee discussed the various opinions received through the public contest, but suggestions such as “improving legal terminology” and “decriminalizing defamation to be resolved through civil litigation” were not ultimately selected as action plan projects.

“Improving legal terminology” is important to ensure that laws with difficult Chinese characters or Japanese expressions that are distant from everyday life are expressed in simple and clear terms so that the general public can easily understand their content.

In addition, if defamation is criminally punished, it infringes on freedom of expression, leads to reductions in reporting on various social injustices, and hinders the development of society by concealing unjust truths, so it is necessary to abolish the defamation law in factual cases to resolve defamation through civil lawsuits as is the case in other developed countries such as the United States, Germany, and France.

For the above two recommendations, the subcommittee will continue to conduct activities, such as discussions and seminars with civil society organizations, to contribute to securing national transparency and lowering Korea's corruption index.

Digital Subcommittee

The Digital Subcommittee discussed specific improvements and policy alternatives from the user's perspective related to digital government, such as e-government and public data. We will establish a tentative digital government user forum in the form of a working group or TF within the Digital Subcommittee, inviting members of the Open Government Committee, other experts, and users to operate it as an open forum to explore specific improvements and policy alternatives in a free atmosphere, and submit the results of the forum discussions to the public opinion collection channel related to digital government.

Civic Participation Subcommittee

The Civic Participation Subcommittee held deliberation meetings on the public suggestions collected through the public contest, but the suggestions, such as “enhancing the publicity of energy data,” were not selected as action plan projects. “Enhancing the publicity of energy data” is a government-wide issue that requires governments to make efforts to accumulate and utilize information in an integrated manner, and civil society is increasingly demanding this. Internationally, solidarity efforts continue to call on governments to take action to improve citizen access to environmental data and information and to share information.

The World Resources Institute (WRI) has published a research report in 2021 on Open Data Strategies for Climate Change, proposing roles and actions for governments, civil society, and stakeholders. In order to make energy data more public, governments should strive to build energy information subdivided by industry, sector, and process and make joint efforts with civil society to establish policies for the provision and sharing of information platforms and the voluntary participation of stakeholders.



List of Commitments

Category	No	Commitments	Relevant Organization
Anti-corruption	1	Strengthen Public Interest Whistleblower Protection and Support for Anti-Corruption	ACRC ¹ (Protection and Reward Policy Division)
	2	Open And Expand Data On Administrative Appeals And Autofill Request Form Service	ACRC (General Administrative Appeals Division, Administrative Appeal Integrated Planning TF)
Digital	3	Fill Data Blanks And Open List Of Closed Public Data	MOIS ² (Public Data Policy Division)
	4	Forecast Public Hazard Through Monitoring Of Big Data On Civil Complaints	ACRC (Complaints Information Analysis Division)
	5	Create Safe And Inclusive Digital Society	MSIT ³ (Digital Inclusion Policy Team)
Civic participation	6	Conduct Public-Private Responses Through Civic Tech	MOIS (Public Data Policy Division)
	7	Enhance Public Discussion to Prevent Hate Speech	MOIS (Innovation Planning Division), NHRCK ⁴ (Discrimination Remedy Division)
	8	Improve Universal Design System and Spread of awareness	MCST ⁵ (Visual Arts and Design Division)
	9	Create Environment For Accessible Tourism	MCST (Tourism Policy Division)
	10	Expand Media Access For Marginalized Groups	KCC ⁶ (Media Diversity Policy Division)

1. ACRC: Anti-Corruption and Civil Rights Commission

2. MOIS: Ministry of Interior and Safety

3. MSIT: Ministry of Science and ICT

4. NHRCK: National Human Rights Commission of Korea

5. MCST: Ministry of Culture, Sports and Tourism

6. KCC: Korea Communications Commission

1. Strengthen Public Interest Whistleblower Protection and Support for Anti-Corruption

- Relevant Organization: Anti-Corruption and Civil Rights Commission
- Relevance to OGP Values: Protect and expand the civic sphere to facilitate civic participation and anti-corruption

How the Commitment Came to be

- Received proposal through public/government contest (October 11 to November 14, 2022)
- Selected as a commitment during the Anti-corruption Subcommittee meeting (March 17, 2023)
- Development of draft by the Anti-corruption Subcommittee meeting (April 21, 2023)
- Discussed during the Government-Civil Joint meeting (April 28, 2023)
- Discussed during Open Government Week (May 10, 2023)
- Up for Public Feedback (Innovation 24 OGP Discussion Board) (June 26 to July 9, 2023)

Background

The public interest whistleblowing system is an effective system for controlling corruption throughout society as a whole, including public interest violations that occur in areas that are not easily monitored and checked by the administrative power and civil society. Korea and other major countries around the world have introduced public interest whistleblowing systems and continue to make efforts to revitalize public interest whistleblowing, but there are cases where public interest whistleblowers are not protected by law.

In particular, there are still blind spots that are not protected by the Public Interest Whistleblower Protection Act as they are not included in the scope of public interest reporting even though they are highly relevant to the public interest. Protection and support systems are applied differently for each offense that is subject to reporting, such as corruption, infringement of public interest, fraudulent claims, fraudulent solicitation, and conflict of interest.

Details of the Commitment

Establish a system to protect and support public interest whistleblowers

- Enhance equity among whistleblower protection and support systems by improving the current legal system, which differs for each offense subject to reporting, including corruption, infringement of public interest, fraudulent claims, fraudulent solicitation, and conflict of interest*, so that whistleblowers can enjoy the same whistleblower protection and support system for reporting any corruption-related and public interest infringement.

* Violations of laws stipulated to be reported in the Act on Anti-Corruption and the Establishment and Operation of the Anti-Corruption and Civil Rights Commission, Public Interest Whistleblower Protection Act, Improper Solicitation and Graft Act, Public Fund Recovery Act, and the Act on the Prevention of Conflict of Interest Related to Duties of Public Servants.

Expand the range of whistleblower protection and support levels

- Expand the range of “public interest infringement” through a comprehensive regulation of public interest infringement or amendments to targeted laws that define public interest infringement.
- To eliminate blind spots regarding the public interest that are not covered by public interest whistleblowing and do not enjoy the protection and support system, laws that are not covered by public interest whistleblowing will be reviewed and included in the public interest whistleblowing if they are highly relevant to the public interest*.

* Add the law under “laws that are subject to public interest infringements” of the Public Interest Whistleblower Protection Act annex.

- In addition, the reason for payment of public interest report rewards has been expanded from “recovery of revenues of the central or local government” to “recovery of revenues of public institutions” and publicized to facilitate detection of public interest infringements committed by public institutions other than the central or local governments.

Potential for Result

Provide a safe environment for reporting and encourage citizen participation in anti-corruption and promote the public interest by improving the protection and support system for public interest whistleblowers and expanding the range of levels of public interest whistleblower protection and support.

Action Plans

Milestone Activity with a Verifiable Deliverable	Start	End
Prepare and implement a law on payment of public interest whistleblowing compensation for revenue recovery by public institutions	June 22, 2023	Continue
Advocate for legislation to overhaul the whistleblower protection and support system	August 1, 2023	Continue
Pursue legislation to expand laws for violations of the public interest	September 1, 2023	Continue

2. Open And Expand Data On Administrative Appeals And Autofill Request Form Service

- Relevant Organization: ACRC (General Administrative Appeals Division, Administrative Appeal Integrated Planning TF)
- Relevance to OGP Values: Prevent corruption by enhancing transparency through open data and expanding access to administrative appeals data

How the Commitment Came to be

- Received proposal through public/government contest (October 11 to November 14, 2022)
- Selected as a commitment during the Anti-corruption Subcommittee meeting (March 17, 2023)
- Development of draft by the Anti-corruption Subcommittee meeting (April 21, 2023)
- Discussed during the Government-Civil Joint meeting (April 28, 2023)
- Discussed during Open Government Week (May 10, 2023)
- Up for Public Feedback (Innovation 24 OGP Discussion Board) (June 26 to July 9, 2023)

Background

There are difficulties for the public in filing claims when seeking redress for rights or interests infringed by an administrative agency's misconduct or unfair disposition or omission, and it is necessary to implement open government by strengthening information disclosure.

Details of the Commitment

Establish LegalTech* EASY Administrative Appeals System, including autofill request form service and provision of customized cases to expand participation in administrative appeals.

* An online service that combines law and technology

① **Open and expand data**

Convert administrative appeals data into machine-identifiable data and expand the number of disclosures to realize an open government that transparently discloses information.

② **Provide customized cases**

Provide customized cases similar to each claimant's situation by analyzing misconduct and unfair administrative agency decisions and past completed cases.

③ **Autofill Request Form Service**

Utilize administrative appeal decision data and provide auto-completion services based on the standard format of administrative appeal petitions and applications to make it easier for people who have difficulty filling out petitions to use the system.

Implement a one-stop administrative appeals service to expand the number of organizations covered by the EASY Administrative Appeals Service.

- Expand disclosure of decisions and facilitate the filling in forms of requests and applications by integrating the online channels of 123 administrative appeals organizations, including general and special administrative appeals, into EASY Administrative Appeals.

Potential for Result

Expand the disclosure of administrative appeals decision data to make it easier for the public to understand what constitutes misconduct or unfair administrative action and what to prepare and argue in order to file a claim.

Action Plans

Milestone Activity with a Verifiable Deliverable	Start	End
Build and launch EASY Administrative Appeals service (1st opening) ※ 51 agencies including the Central Administrative Appeals Commission, city/provincial administrative appeals commissions, etc	July 1, 2022	June 30, 2023
BPR·ISP·ISMP for implementing a one-stop administrative appeals service ※ Prepare a strategic informatization plan and implementation roadmap to integrate scattered online administrative appeals channels and open and expand big data for administrative appeals decisions	February 23, 2023	August 21, 2023
Build a one-stop administrative appeals system ※ Integrate 123 online administrative appeals systems, establish a big data database, and lay the groundwork for disclosing decisions by type of misconduct or unfairness	January 1, 2024	June 30, 2025
Expand EASY Administrative Appeals service (2nd opening) ※ Expand disclosure of big data about decision by type of misconduct or unfairness	July 1, 2025	December 31, 2025

Additional information

Related to “Implementing a One-Stop Administrative Appeals Service” as one of the action tasks of National Policy Task #13, “Building a flexible and efficient government system.”

3. Fill Data Blanks And Open List Of Closed Public Data

- Relevant Organization: MOIS (Public Data Policy Division)
- Relevance to OGP Values: Increase the inclusive value of policies by considering the needs of a diverse population.

How the Commitment Came to be

- Received proposal through public/government contest (October 11 to November 14, 2022)
- Selected as a commitment during the Digital Subcommittee meeting (March 17, 2023)
- Development of draft by the Digital Subcommittee meeting (April 19, 2023)
- Discussed during the Government-Civil Joint meeting (April 28, 2023)
- Discussed during Open Government Week (May 12, 2023)
- Up for Public Feedback (Innovation 24 OGP Discussion Board) (June 26 to July 9, 2023)

Background

Korea enacted the Act on Promotion of the Provision and Use of Public Data in 2013, and as a result, 77,272 pieces of public data were released, ranking first in the world in the Open Useful Reusable (OUR) Data Index (OECD, 2019), and the number of downloads on public data portals exceeded 46.97 million (as of the end of 2022).

Example) The National Key Data Open Plan was established by 2022, resulting in opening 168 key pieces of data, and 2,797 services utilizing public data created added value. It also contributes to solving social problems by providing data, such as urea water sales and COVID-19 mask inventory information.

However, public data policies to date have been promoted from the perspective of administrative and public organizations as suppliers, and policies from the perspective of citizens and businesses as consumers may have been relatively lacking. The fundamental cause of this is that consumers could not know about all of the data including non-public data held by administrative and public organizations.

Therefore, it is necessary to disclose not only public data provided by administrative and public organizations, but also information related to public data that is not disclosed so that the public's right of access and use can be expanded.

Details of the Commitment

Make the full list of public data, including that which is being withheld, available to the public, and allow the public to request the data they need so that any reasons for withholding it can be reconsidered (and improve the legal system if necessary).

① Public

- Provide information such as a list of non-public data.
- Provide public data such as names and generating organizations that are being withheld.

② Private

- Request re-consideration of opening 'closed' government data.
- Promote through relevant public organizations and civil society organization policies*.

* Parti Citizen Open Data Lab, Korea Data Journalism Awards, etc.

③ Public-Private cooperation

- Review government data based on the Public Data Basic (Implementation) Plan and evaluate the operation status of public data provision so that it can be fully opened.
- Discuss ways to open up 'closed' government data through various public-private governance mechanisms, such as the Open Data Forum.

⚠ Potential for Result

Improve the quality of public data utilization by expanding data provision to meet the diverse needs of the public. Provide an empowering experience for the public by engaging them in the process of opening up public data.

📅 Action Plans

Milestone Activity with a Verifiable Deliverable	Start	End
Establish a government-wide mid- to long-term public data opening plan	June 2023	Continue every year
Create a specialized working group to open up non-public data	June 2023	Continue every year
Assess public data provision status	June 2023	Continue every year
Implement the 4th Public Data Basic Plan	June 2023	December 2025
Develop and implement the 5th Public Data Basic Plan	January 2026	May 2027

4. Forecast Public Hazard Through Monitoring Of Big Data On Civil Complaints

- Relevant Organization: ACRC (Complaints Information Analysis Division)
- Relevance to OGP Values: Enhance public accountability for public life and safety.

How the Commitment Came to be

- Identified as a policy relevant to open government (February 2023)
- Selected as a commitment in Digital Subcommittee meeting (March 17, 2023)
- Development of draft by the Digital Subcommittee meeting (April 19, 2023)
- Discussed in The Government-Civil Joint meeting (April 28, 2023)
- Discussed during Open Government Week (May 12, 2023)
- Up for Public Feedback (Innovation 24 OGP Discussion Board) (June 26 to July 9, 2023)

Background

In recent years, the government is expanding the scope of administrative service for the people based on situational awareness, decision-making and foresights rendered by the processing and analysis of big data. Disaster management also relies heavily on processing the massive amounts of structured and unstructured data generated by the private and public sectors into meaningful information.

In other words, public and private data must be converged and analyzed for effective disaster management (Shin Dong-hee, Yong-moon Kim, 2015, Policy Plan for Utilizing Big Data in Domestic Disaster Management).

In response, the government has determined that it is necessary to promptly capture, predict risk factors before they eventualize, and preemptively respond to issues that are directly related to the life and safety of citizens and have a large ripple effect on people's lives. The government is building and operating a complaint analysis system.

Details of the Commitment

Conduct convergence analysis of public and private data, such as collecting public safety-related complaint data from the complaint analysis system operated by the Anti-Corruption and Civil Rights Commission and real-time news from portal sites.

Identify public safety issues and require relevant organizations to brace for the rising risk of civil damage.

Complaint forecasting process

Issuance criteria

- The primary focus is on the number of complaints, but there is flexibility to determine criteria based on the number of agencies involved, number of stakeholders, geographic scope, ripple effects, etc.

Issuance methods

- Include in the Voice of the People Weekly and Monthly Trends and list in the Complaint Analysis Division System.
- Send forecast issuance notices to competent authorities.

Follow-up

- Monitor complaint trends and agency response after a forecast is issued.
- Raise or lower the forecast level based on the number of complaints received.
- Provide information on monitoring results and measures to the public through media outreach, etc.

Potential for Result

Contribute to tackle the hazards that threaten the people's life and safety by capturing promptly social issues using the convergence analysis of complaint data and public-private data. To be more specific, national safety forecasts are to be issued so that the relevant organizations can take timely and appropriate actions reflecting them.

Action Plans

Milestone Activity with a Verifiable Deliverable	Start	End
Issue forecasts regularly and on-demand through the data convergence analysis	February 2023	Continue every month

5. Create Safe And Inclusive Digital Society

- Relevant Organization: MSIT (Digital Inclusion Policy Team)
- Relevance to OGP Values: Increase inclusion by reducing digital divide and enable civic engagement by increasing digital accessibility

How the Commitment Came to be

- Identified as a policy relevant to open government (October 11 to November 14, 2022)
- Selected as a commitment during the digital Subcommittee meeting (March 17, 2023)
- Development of draft by the Digital Subcommittee meeting (April 19, 2023)
- Discussed during the Government-Civil Joint meeting (April 28, 2023)
- Discussed during Open Government Week (May 12, 2023)
- Up for Public Feedback (Innovation 24 OGP Discussion Board) (June 26 to July 9, 2023)

Background

COVID-19 has made the use of digital technology more prevalent in daily life (eg. ordering from in-store kiosks), but at the same time, the digital capability gap for the elderly, people with disabilities, and others is increasingly challenging.

In response, the government is making it easier and more convenient for citizens who lack digital capabilities to receive digital education in the ‘Digital Learning Center’ utilizing living SOCs near their homes and conducting door-to-door digital education for people with disabilities who cannot come to the Digital Learning Center for physical reasons.

* Example) A total of 1.87 million people had received training by 2022 through over 1,000 Digital Learning Center installed nationwide (since 2020), and the digital literacy level of the vulnerable population compared to the general public increased from 69.9% in 2019 to 76.2% in 2022. In 2022, the government launched a bus-based education program for residents in underprivileged areas, and the government supplies more than 4,000 units of various ICT assistive devices of over 100 types for people with disabilities every year. cc

On the other hand, the system is being improved by stipulating the obligations of public and private organizations to ensure accessibility to digital services, such as the web and kiosks for the disabled and elderly, and the results of the policy are reflected through annual surveys.

Details of the Commitment

Continue to identify the digitally marginalized (elderly, disabled, non-internet users, etc.) and build an environment where all users can use digital devices and digital services without discrimination, regardless of time and place.

① Expand digital education

- Provide customized education to help vulnerable youth envision their future for integration into the digital society and economy and build the digital capabilities of social workers who closely support the socially vulnerable to become digital facilitators so that education can have a greater impact.
- Establish a digital education system that anyone can easily access and provide opportunities to experience and learn new technologies, such as SW and AI.

② Disseminate ICT assistive devices and expand access to information

- Leave no one behind and enable everyone to enjoy the benefits of digital technology by expanding access to digital education and ICT assistive devices and enhancing public Wi-Fi access.
- Develop and disseminate accessibility solutions, including providing design guidelines and user interface (UI) resources, to ensure access for the elderly and people with disabilities to digital products and services.

Potential for Result

Leave no one behind and ensure that everyone enjoys the benefits of digital technology by expanding access to digital education and ICT assistive devices and increasing access to public Wi-Fi.

Action Plans

Milestone Activity with a Verifiable Deliverable	Start	End
Operate Digital Learning Center	April 2023	Continue
Provide ICT assistive devices to people with disabilities	September 2023	December 2023
Digital Divide Survey, Web Accessibility Survey	September 2023	March 2024

Additional information

Correlated to the National Policy Task #78-6 and the Korea Digital Strategy #3-2

6. Conduct Public-Private Responses Through Civic Tech

- Relevant Organization: MOIS (Public Data Policy Division)
- Relevance to OGP Values: Protect the civic sphere to strengthen democracy

How the Commitment Came to be

- Identified as a policy relevant to open government (October 11 to November 14, 2022)
- Selected as a commitment during the Civic Participation Subcommittee meeting (March 16, 2023)
- Development of draft by the Civic Participation Subcommittee meeting (April 20, 2023)
- Discussed during the Government-Civil Joint meeting (April 28, 2023)
- Discussed during Open Government Week (May 12, 2023)
- Up for Public Feedback (Innovation 24 OGP Discussion Board) (June 26 to July 9, 2023)

Background

As social issues become more complex and diverse, citizen-led, autonomous, and active solutions to social problems are needed.

Civic Tech is a new citizen participation movement that seeks to solve social issues and problems by utilizing various intelligent technologies directly by citizens. In order for Civic Tech to be activated, it is necessary to secure the diversity of civic technologies and facilitate the linkage and interaction between them.

Details of the Commitment

Provide data to government policy-making processes and embracing a Civic-Tech approach to solving problems directly with the people.

- * Example: (Government) Provide information on facilities for the disabled + (Citizen) Utilize data →
Develop an app to provide travel routes for the disabled

Potential for Result

Organizing citizen-led seminars and sharing sessions through the Open Data Forum

① Seminar

Select major issues and topics in the field of public data through surveys among forum members and the general public and plan and hold seminars and lectures.

② Sharing sessions

Present the Open Data Forum's annual activities (including best practices for Living Labs).

Operate Civic Tech, Living Labs

① Civic Tech

- Activate Civic Tech to co-create social value of data and empower citizens to utilize data.
- Support citizen communities using public data and hold data utilization trainings and hackathons.

② Living Labs

- Run Living Lab programs that leverage public data to solve social issues.
- Provide mentoring to build the capacity of local communities, including civic organizations, to use open data.
- Run Living Lab contests and encourage spreading of best practices.

Build public-private partnerships

- Attempt to solve social problems using data by establishing a public-private partnership system that can quickly respond to social issues.

Action Plans

Milestone Activity with a Verifiable Deliverable	Start	End
Operate the 2023 Open Data Forum and Civic Tech	June 1, 2023	December 31, 2023
Operate the 2024 Open Data Forum and Civic Tech	June 1, 2024	December 31, 2024
Operate the 2025 Open Data Forum and Civic Tech	June 1, 2025	December 31, 2025
Operate the 2026 Open Data Forum and Civic Tech	June 1, 2026	December 31, 2026

7. Enhance Public Discussion to Prevent Hate Speech

- Relevant Organization: MOIS (Innovation Planning Division), NHRCK (Discrimination Remedy Division)
- Relevance to OGP Values: Protect the civic sphere to strengthen democracy

How the Commitment Came to be

- Received proposal through public/government contest (October 11 to November 14, 2022)
- Selected as a commitment during the Civic Participation Subcommittee meeting (March 16, 2023)
- Development of draft by the Civic Participation Subcommittee project reflection meeting (April 20, 2023)
- Discussed during the Government-Civil joint meeting (April 28, 2023)
- Discussed during Open Government Week (May 12, 2023)
- Up for Public Feedback (Innovation 24 OGP Discussion Board) (June 26 to July 9, 2023)

Background

Hate speech undermines the dignity of individuals belonging to a particular group by negatively stereotyping or stigmatizing them, promoting unfair treatment, discrimination, and violence, and making it difficult for them to participate in society, and thus undermining national integration and contributing to social unrest. A significant number of people also recognize the need for government action to address hate speech.

※ In 2019, the National Human Rights Commission's perception survey on hate speech found that 80.9% of respondents said, "it is necessary to establish a comprehensive government against hate speech and hateful discrimination."

It is necessary to develop a comprehensive response at the pan-governmental level, including regulating the behavior of highly harmful hate speech, raising awareness of hate speech, creating a social environment to prevent hate speech, including anti-discrimination policies, and strengthening support for social minority groups.

Therefore, it is necessary to identify and share the current government's (including local governments) hate speech response plan and to enhance public discussion and communication in order for all actors of the society to respond to hate speech more effectively.

Details of the Commitment

Share the Korean government's plan to counter hate speech and hold discussions on countering hate speech involving the public sector, businesses, media, researchers, citizens, etc.

Organize a public-private discussion on the occasion of OGP World Open Government Week to build public consensus on the need to address discrimination and hate speech.

💡 Potential for Result

Enhancing the capacity of government to respond to hate speech through communication with the public and civil society.

📅 Action Plans

Milestone Activity with a Verifiable Deliverable	Start	End
Research government and local government policies relevant to responding to hate speeches	August 2023	May 2024
Hold hate speech response conference bringing together governments, businesses, and civil society organizations	August 2023	Continue
Hold discussions during 2024 World Open Government Week	May 2024	
Hold policy discussions on countering hate speech. ※ International Day for Countering Hate Speech (June 18, 2024)	June 2024	
Monitor the hate speech response of relevant organizations/institutions	July 2024	Continue

8. Improve Universal Design System and Spread of awareness

- Relevant Organization: MCST (Visual Arts and Design Division)
- Relevance to OGP Values: Include the marginalized and facilitate civic engagement through private partnerships

How the Commitment Came to be

- Received proposal through public/government contest (October 11 to November 14, 2022)
- Selected as a commitment during the Civic Participation Subcommittee meeting (March 16, 2023)
- Development of draft by the Civic Participation Subcommittee meeting (April 20, 2023)
- Discussed during the Government-Civil Joint meeting (April 28, 2023)
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Background

Public design projects for the safety and convenience of people with disabilities, the elderly, and others are continuing to increase, but they are insufficiently promoted at the county and district levels. In addition, safety/security projects are location-based, with 91% of municipalities and districts implementing them, but design for everyone (universal) is relatively lacking, with 35.3% of cities, 17.8% of counties, and 13.5% of districts.

In response to changing demographics, such as the transition to a super-aged society and an explosion of single-person households, opportunities should be taken to strengthen the universal design dissemination system so that everyone, including the elderly, children, people with disabilities, and foreigners, can enjoy the environment without limitation of disability, language, or behavior, thereby strengthening community revitalization and self-sustainability.

Details of the Commitment

Enhance Korean-style universal design and raise awareness through physical or digital signage and color improvements that take into account the color-blind, elderly, preschoolers, foreign workers and immigrants, and foreign tourists.

① **Pilot universal design and improve public design to characterize neighborhoods**

- Create a happy space with public design (develop a public design improvement model for each type of project; develop and apply a pilot model for public facilities that can be expanded and applied nationwide); apply pilot universal design public facilities.

② Develop pan-governmental universal design guidelines

- (2022) Marine Safety and Guidance System Guidelines (Korea Coast Guard), Korean Science Center Universal Design Guidelines (National Science Museum)
- (2023) Universal Design Guidelines for Transportation and Pedestrian Safety (Ministry of the Interior and Safety), Public Design Guidelines for Juvenile Detention Facilities (Ministry of Justice)

③ Engage the public to refine public design ideas and select best practices

- Korea Public Design Award (applying a public vote selection process), Public Design National Idea Contest (promoting mentoring workshops of public design experts to discover and improve excellent ideas)

④ Develop and distribute the Universal Design National Standards Manual

- Develop and distribute a manual that improves visual information and colors that take into account the information perception of marginalized groups, such as foreigners and the elderly, and establish a national standard system for universal design that is operated by each city, province, and municipality.

⑤ Build a sharing platform to raise awareness of universal design

- Raise public awareness and empathy through public design festivals and universal design education through public design discussions.

💡 Potential for Result

Include marginalized groups and revitalize communities by improving universal design systems and promoting related projects.

📅 Action Plans

Milestone Activity with a Verifiable Deliverable	Start	End
Develop and pilot an integrated public design (universal design) improvement model for each type of destination (creating happy spaces with public design)	May 2023	December 2023 (4 new models)
Develop pan-governmental universal design guidelines ¹	June 2023	December 2023 (2 times)
Promote public participation workshops to improve public design ideas (Public Design Idea Contest)	July 2023	October 2023 (Awards, 1 time)
Select as a Best Practice in Public Design for Public Participation (Korea Public Design Award)	May 2023	October 2023 (Awards, 1 time)
Host public design festivals and discussions	October 2023	Continue (1 time)
Develop and distribute the Universal Design National Standards Manual ²	March 2024	November 2024

1. Guideline in this context refers to a type of “soft law” that plays a key role in public administration that is designed to influence relevant processes and products of relevant government bodies

2. Manual in this context refers to a type of “soft law” that plays a key role in public administration that is designed to influence relevant processes and products of relevant government bodies

9. Create Environment For Accessible Tourism

- Relevant Organization: MCST (Tourism Policy Division)
- Relevance to OGP Values: Include the marginalized and facilitate civic engagement through public-private partnerships

How the Commitment Came to be

- Received proposal through public/government contest (October 11 to November 14, 2022)
- Selected as a commitment during the Civic Participation Subcommittee meeting (March 16, 2023)
- Discussed during the Government-Civil Joint meeting (April 28, 2023)
- Up for Public Feedback (Innovation 24 OGP Discussion Board) (June 26 to July 9, 2023)

Background

As Korea is expected to become a super-aged society in 2025, it is necessary to prepare for a barrier-free tourism environment that includes not only people with disabilities but also the elderly.

The right to travel for vulnerable tourism groups, such as the disabled, the elderly, families with infants and young children, and pregnant women, is limited, and it is necessary to create a tourism infrastructure that is easily and conveniently accessible to all.

Details of the Commitment

Create accessible tourism destinations* for vulnerable tourists, such as the disabled, the elderly, families with infants and young children, and pregnant women, to travel conveniently and safely, provide barrier-free tourism information, and train professionals.

* Tourism destinations that are safe and accessible to all tourists, including the disabled, the elderly, families with infants and young children, and pregnant women, without any restrictions on mobility and tourist activities.

① Environment

Improve the physical environment in tourism destinations (access to ramps, walkways, steps, etc.).

※ 20 new accessible tourism destinations selected in 2023; 132 in total.

② Information

Discover barrier-free travel courses, improve barrier-free travel information DB and secure new ones (target of 1,000 per year), and upgrade the barrier-free tourism information platform (management and operation).

③ Service

Train tour care professionals, foster and support barrier-free travel agencies, provide travel opportunities for vulnerable tourists (sharing trips), disability awareness education, content development, etc.

💡 Potential for Result

Create accessible tourism destinations for all citizens, not just vulnerable tourists, to travel conveniently and safely without inconvenience.

📅 Action Plans

Milestone Activity with a Verifiable Deliverable	Start	End
(2023) Select and create 20 new barrier-free tourist attractions	January 2023	December 2023
(2024) Select and create 30 new barrier-free tourist attractions	January 2024	December 2024
(2025) Select and create 30 new barrier-free tourist attractions	January 2025	December 2025
(2026) Select and create 30 new barrier-free tourist attractions	January 2026	December 2026
(2027) Select and create 40 new barrier-free tourist attractions ※ Total 252 destinations by 2027	January 2027	December 2027

❓ Additional information

Correlated to the National Policy Task #61-2, “Create a travel environment that everyone can enjoy.”

10. Expand Media Access For Marginalized Groups

- Relevant Organization: KCC (Media Diversity Policy Division)
- Relevance to OGP Values: Include the marginalized and facilitate civic engagement through public-private partnerships

How the Commitment Came to be

- Identified as a policy relevant to open government (February 2023)
- Selected as a commitment during the Civic Participation Subcommittee meeting (March 16, 2023)
- Discussed during the Government-Civil Joint meeting (April 28, 2023)
- Up for Public Feedback (Innovation 24 OGP Discussion Board) (June 26 to July 9, 2023)

Background

The development of digital technology and the shift to a contactless society have increased the importance of media access, but people with disabilities who rely on broadcasting and media for much of their cultural and leisure life are still faced with many limitations.

It is necessary to support the use and utilization of media and strengthen the right to information by creating a media access environment for marginalized groups, such as the visually and hearing impaired.

In a changing media environment, ensuring media access for marginalized groups, such as the disabled, is an important policy to create a media world that accompanies the people.

Details of the Commitment

Create a media access environment for marginalized groups, such as the visually and hearing impaired, to support their use and utilization of media and strengthen their right to information.

① Support the creation of accessible broadcast content

- (Current) In order to help the visually and hearing impaired watch broadcasts, broadcasters are mandated to provide accessible broadcasting (closed captioning, on-screen description, and Korean sign language) and their production is supported. In addition, to ensure the learning rights of people with disabilities, accessible broadcasting (closed captioning and on-screen description) for educational broadcasting and content for the life cycle of people with developmental disabilities are produced and distributed.

- (Plan) By surveying the satisfaction and usage status of barrier-free broadcasting, the opinions of the visually and hearing impaired, who are consumers of barrier-free broadcasting content, will be collected and reviewed so that they can be reflected in the promotion of barrier-free broadcasting production support projects.

② Make devices accessible to the visually and hearing impaired

- (Current) Develop and distribute broadcasting receivers (TVs) equipped with customized features for the visually and hearing impaired so that they can conveniently watch broadcasts.
- (Plan) Conduct a survey on the satisfaction and usage of broadcast receivers (TV) for the visually and hearing impaired to derive improvements and review them to be reflected in future TV distribution projects.

💡 Potential for Result

Improve media access for marginalized groups, such as the visually and hearing impaired, by creating content for them and making devices more accessible.

📋 Action Plans

Milestone Activity with a Verifiable Deliverable	Start	End
Support accessible broadcasting	Continue	Continue
Conduct a survey on satisfaction and accessibility to broadcast	Continue	Continue
Distribution of TVs for the visually and hearing impaired (20,000 units per year)	Continue	Continue
Conduct a survey on satisfaction and use of TVs for the visually and hearing impaired	Continue	Continue

🔍 Additional information

Correlated to the National Policy Task #59, “A digital and media world that accompanies the people.”

