

December 2025 **Revised Edition**

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-civic 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.

Anti-corruption	<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
Digital	<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
Civic participation	<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-civic 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	KMCC 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. KMCC: Korea Media and Communications Commission

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

- Relevant Organization: Anti-Corruption and Civil Rights Commission (Protection and Reward Policy Division, ACRC)
- Relevance to OGP Values: Protect and expand the civic sphere to facilitate civic participation and anti-corruption

How the Commitment Came to be

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

Background

The public interest whistleblowing system serves as an effective system for controlling corruption across society as a whole, including violations of the public interest in areas that are not easily monitored or supervised by administrative authorities or civil society. Korea, along with other major countries, has introduced public interest whistleblowing systems and continues efforts to strengthen and expand their use; however, there are still cases in which public interest whistleblowers are not adequately protected by law.

In particular, blind spots persist where certain matters – although highly relevant to the public interest – are excluded from the scope of public interest reporting and thus not protected under the Public Interest Whistleblower Protection Act. Furthermore, protection and support systems differ depending on the category of reportable offense, such as corruption, infringement of public interest, fraudulent claims, improper solicitation, and conflict of interest.

Details of the Commitment

Establish a system to protect and support public interest whistleblowers

- Enhance equity across whistleblower protection and support systems by reforming the current legal framework, which applies different provisions to each category of reportable offense including corruption, public interest infringement, fraudulent claims, improper solicitation, and conflict of interest*, so as to ensure that all whistleblowers have access to the same level of protection and support when reporting any corruption-related or public interest infringement

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

Expand the range of whistleblower protection and support levels

- Broaden the definition of public interest infringement through the establishment of comprehensive provisions or by amending the relevant laws that define such infringements.
- To eliminate blind spots regarding the public interest that are not covered by the public interest whistleblowing system, laws currently beyond its scope – and thus not afforded protection and support – will be reviewed, and those determined to have a high relevance to the public interest will be incorporated into the system*.

* The relevant law shall be added to the list of ‘Laws Subject to Public Interest Infringements’ under the Public Interest Whistleblower Protection Act annex.

- In addition, the grounds for granting rewards for public interest reports have been expanded from ‘recovery of revenues of the national or local governments’ to ‘recovery of revenues of public institutions’, and this change has been publicized to actively detect public interest infringements occurring in public institutions other than the central or local governments

Anticipated Outcomes

Refine the protection and support system for public interest whistleblowers and expand the scope and levels of such protection and support, thereby creating a safe environment for reporting that encourages citizen participation in anti-corruption efforts and contributes to the promotion of the public interest.

Additional Information

N/A

Action Plans

Milestone Activity with a Verifiable Deliverable	Start	End
Prepare and implement legislation on compensation for public interest whistleblowing related to revenue recovery by public institutions.	June 22, 2023	September 22, 2023
Pursue legislation to reform the whistleblower protection and support system	August 1, 2023	On going
Pursue legislation to expand the scope of laws covering violations of the public interest.	September 1, 2023	On going

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 the proposal through the public/government contest (October 11 to November 14, 2022)
- Adopted as a commitment at the Anti-corruption Subcommittee meeting (March 17, 2023)
- Developed as a draft at the Anti-corruption Subcommittee meeting (April 21, 2023)
- Reviewed in the Government-Civil Joint Meeting (April 28, 2023)
- Discussed during Open Government Week (May 10, 2023)
- Public Feedback Collection (Innovation 24 OGP Discussion Board) (June 26 to July 9, 2023)

Background

There are difficulties for the public in preparing claims when seeking redress for rights or interests infringed by unlawful or unjust dispositions or omissions of an administrative agency, and these difficulties should be addressed. In addition, it is necessary to realize open government by strengthening information disclosure.

Details of the Commitment

Establish a LegalTech One-Stop Administrative Appeals System*, including an autofill request/application form service and provision of customized cases to expand participation in administrative appeals.

* An online service that combines law (legal) and technology.

① Open and expand data

Convert administrative appeals data into machine-identifiable formats and broaden the scope of disclosure to realize an open government that transparently discloses information.

② Provide customized cases

Provide customized cases references aligned with each claimant's situation by analyzing instances of illegal or unfair administrative agency decisions, and relevant past cases.

③ Autofill Request Form Service

Utilize administrative appeal decision data and implement auto-completion services based on the standard format of administrative appeal petitions and applications, thereby improving system accessibility for individuals who encounter difficulties in completing these forms.

Implement a One-Stop Administrative Appeals Service to expand the application of the administrative appeals service with autofill request forms through customized model cases.

- Integrate the online channels of 90 administrative appeals organizations, including general and special administrative appeals, into a single platform to expand disclosure of decisions and facilitate the preparation of request and application forms.

⚠ Anticipated Outcomes

Expand the disclosure of administrative appeal decision data to enable the public to more clearly understand what constitutes illegal 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 the EASY Administrative Appeals Service (1st Opening). ※ Including 51 agencies such as the Central Administrative Appeals Commission and city/provincial administrative appeals commissions, etc	July 1, 2022	July 30, 2023
BPR, ISP, and 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 to open and expand big data on administrative appeals decisions.	February 23, 2023	August 21, 2023
Build a One-Stop Administrative Appeals System ※ Integrate 90 online administrative appeals systems, establish a big data database, and lay the groundwork for disclosing decisions by type of illegality or unfairness.	January 1, 2024	June 2, 2025
Operate the One-Stop Administrative Appeals System	June 2, 2025	On going

❓ Additional information

N/A

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 taking into account the needs of a diverse population

How the Commitment Came to be

- Received the proposal through the public/government contest (October 11 to November 14, 2022)
- Adopted as a commitment at the Digital Subcommittee meeting (March 17, 2023)
- Developed as a draft at the Digital Subcommittee meeting (April 19, 2023)
- Reviewed in the Government-Civil Joint Meeting (April 28, 2023)
- Discussed during Open Government Week (May 12, 2023)
- Public Feedback Collection (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 has since actively promoted policies to expand the provision and utilization of public data. As a result, more than 103,000 public datasets had been released (as of June 2025), achieving first place in the Open Useful Reusable (OUR) Data Index for four consecutive rounds (OECD, 2015, 2017, 2019, 2023). The number of downloads on the public data portal exceeded 83 million, and the number of open API applications surpassed 6.27 million (as of June 2025)

* (Example) By 2024, through the National Key Data Open Plan, 217 key national datasets had been disclosed, and more than 3,200 services utilizing public data were created, generating added value. The initiative has also contributed to solving social problems by providing data such as urea water sales information and COVID-19 mask inventory information.

However, public data policies to date have been promoted from the perspective of administrative and public institutions as suppliers, and policies from the perspective of citizens and businesses as consumers have been relatively lacking. The fundamental reason for this is that consumers could not know the full range of data held by administrative and public institutions, including datasets that are not open to the public.

Therefore, it is necessary to disclose not only the public data provided by administrative and public institutions but also information on public data that still 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 data currently withheld, available to the public, and enable citizens to request the data they need so that the reasons for withholding it can be reconsidered (and improve the legal system if necessary).

① Public

- Provide information such as a list of public datasets that are currently not open to the public.
- Provide the public with information regarding public datasets that are not open to the public, including the dataset name, the data-producing organization, and other relevant details.

② Private

- May request the disclosure of public datasets not currently open to the public, when deemed necessary.
- Promote through the policies relevant public institutions and civil society organizations - such as Parti Citizen Open Data Lab, Korea Data Journalism Awards, etc.

③ Public-Civic Cooperation

- Review undisclosed public data based on the Public Data Basic (Implementation) Plan and promote evaluation of the operational status of public data provision so that it can be fully opened.
- Discuss the privatization of closed data through various public-civic governance mechanisms, such as the Open Data Forum.

💡 Anticipated Outcomes

Enhance the quality of public data utilization by expanding data provision to address the diverse needs of the public.

Ensure the empowerment of the public by involving them in the process of opening 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	To continue on annual basis
Create a specialized working group to open 'undisclosed' public data	June 2023	To continue on annual basis
Assess the status of public data provision	June 2023	To continue on annual basis
Implement the 4th Public Data Basic Plan	June 2023	December 2025
Develop and implement the 5th Public Data Basic Plan	January 2026	May 2027

🔍 Additional Information

N/A

4. Forecast Public Hazard through Monitoring of Big Data on Civil Complaints

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

How the Commitment Came to be

- Discovered as a policy relevant to open government (February 2023)
- Adopted as a commitment at the Digital Subcommittee meeting (March 17, 2023)
- Developed as a draft at the Digital Subcommittee meeting (April 19, 2023)
- Reviewed in the Government-Civil Joint Meeting (April 28, 2023)
- Discussed during Open Government Week (May 12, 2023)
- Public Feedback Collection (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 response, the government identifies recurring complaint issues that typically emerge during specific periods and provides early notification before potential impacts escalate. The government also shares information on newly emerging or rapidly increasing civil complaints to raise awareness, thereby enabling relevant agencies to take thorough and preemptive action in advance.

Details of the Commitment

The ACRC operates a pan-governmental complaint information analysis system, which aggregates and analyzes big data from over 14 million civil complaints annually, collected via the e-people platform and local government channels

Through comprehensive civil complaint monitoring, the government issues preliminary notices on complaints that may potentially cause widespread public inconvenience or harm, thereby prompting relevant agencies to undertake timely and appropriate measures

Complaint forecasting process

Issuance criteria

- While the primary focus is on the volume of complaints, complaint forecasts are categorized into regular and ad-hoc types based on recurrence patterns and timing of issuance

Issuance methods

- Included in the Voice of the People Weekly and Monthly Trends and listed in the Complaint Analysis Division System
- Sending forecast issuance notices to competent authorities

Follow-up Actions

- Monitoring complaint trends following the issuance of a forecast
- Adjusting the forecast level upward or downward in response to the number of complaints received

Anticipated Outcomes

By promptly capturing public voices on urgent social issues, safety concerns and public inconveniences - as reflected in civil complaint big data - the government issues complaint forecasts that help minimize potential harm and support proactive prevention.

Action Plans

Milestone Activity with a Verifiable Deliverable	Start	End
Monthly Ad-hoc Forecast Issuance	April 2023	On going

Additional Information

N/A

5. Create Safe and Inclusive Digital Society

- Relevant Organization: MSIT (Digital Inclusion Policy Team)
- Relevance to OGP Values: Promote inclusion by narrowing the digital divide and foster civic engagement through enhanced digital accessibility

How the Commitment Came to be

- Discovered as a policy relevant to open government (October 11 to November 14, 2022)
- Adopted as a commitment at the Digital Subcommittee meeting (March 17, 2023)
- Developed as a draft at the Digital Subcommittee meeting (April 19, 2023)
- Reviewed in the Government-Civil Joint Meeting (April 28, 2023)
- Discussed during Open Government Week (May 12, 2023)
- Public Feedback Collection (Innovation 24 OGP Discussion Board) (June 26 to July 9, 2023)

Background

As digitalization accelerates – driven by advances such as generative AI – gaps in access to and use of digital technologies may not only deepen existing social and economic inequalities, but also create new forms of exclusion and discrimination.

In response, the government operates the Digital Learning Center program to provide accessible digital education for all. For persons with disabilities who are unable to attend the centers due to physical limitations, customized in-home digital education services are also offered.

* (Example) From 2020 to 2024, a total of 3.41 million citizens who experienced difficulties in using digital technologies received basic digital literacy education through the Digital Learning Centers. Since 2022, mobile digital education services using buses have been provided to residents in underprivileged areas. Beginning in 2024, 36 regional Digital Learning Centers have been operated to ensure that all citizens can access digital education anytime, regardless of location. As a result of these policies, the digital literacy level of vulnerable groups relative to the general public increased from 69.9% in 2019 to 77.5% in 2024.

Meanwhile, in order to ensure that digitally disadvantage groups – such as persons with disabilities and the elderly – experience no inconvenience in using digital services, the government operates a kiosk UI platform to support the production of accessible kiosks. Furthermore, over 3,000 units of approximately 120 types of assistive ICT devices are distributed annually to persons with disabilities. To evaluate the annual performance of these policies, the government conducts the Digital Divide Survey and the Web Accessibility Survey each year, and uses the results to feed-back into the policy process.

Details of the Commitment

Establish an environment where- not only digitally marginalized groups but all citizens can access digital devices and services without discrimination, regardless of time or location

① Expand digital education

- In order to operating Digital Learning Center hubs, the government provides mobile outreach education at senior community centers and social welfare facilities to support persons who face difficulties with digital technologies. The program offers practical, everyday digital skills training – ranging from the use of kiosks and smartphones to the application of generative AI.
- In order to support constant, voluntary, and repetitive learning, emulators* for kiosks, mobile applications, and other tools with high frequency of use in daily life will be continuously disseminated.

* (Emulator) A training program that simulates commonly used digital devices and services – such as ChatGPT, online banking, and e-commerce platforms – for practical, real-life application

② Promoting the Distribution of ICT Assistive Devices and Enhancing the Accessibility of Digital Devices

- 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 etc.
- Operate a kiosk UI platform with the aim of ensuring access to digital products and services for older adults and persons with disabilities, and disseminate accessibility improvement solutions – including the provision of design guidelines and user interface (UI) resources.

③ Digital Divide Survey and Web Accessibility Survey

- Assess the annual performance of digital divide reduction policies, secure foundational data for effective policymaking by surveying the levels of digital inclusion—access, skills, and usage—among the general public and vulnerable groups such as older adults and persons with disabilities, and diagnose the state of the digital divide in Korea.
- Assess the state of web accessibility among domestic businesses, ensure that all users, including persons with disabilities and older adults, can access information provided on websites, and utilize the findings as foundational data for policy-making.

💡 Anticipated Outcomes

Leave no one behind and ensure that everyone enjoys the benefits of digital technology by expanding access to digital education and ICT assistive devices, etc

📅 Action Plans

Milestone Activity with a Verifiable Deliverable	Start	End
Operate Digital Learning Center	April 2023	On going
Provide ICT assistive devices to persons with disabilities	September 2023	On going
Digital Divide Survey, Web Accessibility Survey	September 2023	On going

📖 Additional information

Correlated to the National Policy Task #21-2

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

- Discovered as a policy relevant to open government (October 11 to November 14, 2022)
- Adopted as a commitment at the Digital Subcommittee meeting (March 16, 2023)
- Developed as a draft at the Digital Subcommittee meeting (April 20, 2023)
- Reviewed in the Government-Civil Joint Meeting (April 28, 2023)
- Discussed during Open Government Week (May 12, 2023)
- Public Feedback Collection (Innovation 24 OGP Discussion Board) (June 26 to July 9, 2023)

Background

As social issues become more complex and diverse, there is a need for citizen-led, autonomous, and proactive solutions to address social problems

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 ensure mutual cooperation between the public and civil sectors within the governance framework.

Details of the Commitment

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

* Example: (Government) Provide information on facilities for persons with disabilities + (Citizen) Utilize data → Develop an app to provide travel routes for persons with disabilities.

Anticipated Outcomes

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

① Seminars

Select key issues and topics in the field of public data through surveys of forum members and the general public, and plan and hold seminars and lectures

② Sharing Sessions

Present the annual activities of the Open Data Forum (including best practices from Living Labs).

Operate Living Labs

- Operate Living Labs as citizen-participatory projects that utilize public data to address societal challenges.
- Provide mentoring to strengthen the capacity of local communities, including civic organizations, to use public data
- Run Living Lab contests and encourage the dissemination of best practices

Build public-civic partnerships

- Attempt to solve social problems using data by establishing a public-civic partnership system capable of quickly responding 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
Operate the 2027 Open Data Forum and Civic Tech	June 1, 2027	December 31, 2027

Additional Information

N/A

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 the proposal through the public/government contest (October 11 to November 14, 2022)
- Adopted as a commitment at the Civic Participation Subcommittee meeting (March 16, 2023)
- Developed as a draft at the Civic Participation Subcommittee meeting (April 20, 2023)
- Reviewed in the Government-Civil Joint Meeting (April 28, 2023)
- Discussed during Open Government Week (May 12, 2023)
- Public Feedback Collection (Innovation 24 OGP Discussion Board) (June 26 to July 9, 2023)

Background

Hate speech undermines the dignity of individuals belonging to particular groups by negatively stereotyping or stigmatizing them. It promotes unfair treatment, discrimination, and violence, and creates barriers to their participation in society, thus weakening national integration and contributing to social unrest. Furthermore, a considerable number of people 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 responded, "it is necessary to establish a comprehensive government action against hate speech"

It is necessary to develop a comprehensive, pan-governmental response that includes regulating highly harmful hate speech and related behaviors, raising public awareness, fostering a social environment that prevents hate speech through anti-discrimination policies and strengthening support for socially marginalized groups

Accordingly, it is essential to identify and disseminate existing hate speech response plans at both national and local government levels, and to foster public dialogue and communication to ensure a more effective society-wide response to hate speech

Details of the Commitment

Share the Korean government's plan to counter hate speech and organize discussions involving the public sector, businesses, media, researchers and citizens, among others.

Organize a public-civic dialogue in conjunction with the OGP Global Open Government Week to build public consensus on the need to address discrimination and hate speech

Anticipated Outcomes

Develop the basis for hate speech response policies through communication with the public and civil society.

Action Plans

Milestone Activity with a Verifiable Deliverable	Start	End
Research national and local government policies relevant to responding to hate speech	August 2023	May 2024
Hold hate speech response conference bringing together governments, businesses, and civil society organizations	August 2023	On going
Hold discussions during the 2024 World Open Government Week	May 2024	May 2024
Hold policy discussions on countering hate speech, aligned with the International Day for Countering Hate Speech (June 18, 2024)	June 2024	
Study on international cases and domestic challenges in governmental responses to hate speech	January 2025	December 2025
Development and dissemination of a Hate Speech Response Manual for Local Governments	March 2025	August 2027
Hold discussions during 2026 World Open Government Week (Focus: Exploring policy responses to hate speech at the national government level)	May 2026	May 2026
Hold discussions during 2027 World Open Government Week (Focus: Exploring policy responses to hate speech at the local government level)	May 2027	May 2027

Additional Information

N/A

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 public-civic partnership

How the Commitment Came to be

- Received the proposal through the public/government contest (October 11 to November 14, 2022)
- Adopted as a commitment at the Civic Participation Subcommittee meeting (March 16, 2023)
- Developed as a draft at the Civic Participation Subcommittee meeting (April 20, 2023)
- Reviewed in the Government-Civil Joint Meeting (April 28, 2023)
- Public Feedback Collection (Innovation 24 OGP Discussion Board (June 26 to July 9, 2023))

Background

Public design projects for the safety and convenience of persons with disabilities, older adults, and others are continuously increasing, but their promotion remains insufficient at the county and district levels. In addition, safety and security projects are location-based, with a high proportion of 91% among municipal and district governments; however, universal design for all remains relatively lacking, with 35.3% in cities(si), 17.8% in counties(gun), and 13.5% in districts(gu).

In response to demographic changes such as the transition to a super-aged society and the rapid increase in single-person households, opportunities should be created to strengthen the system for disseminating universal design so that everyone—including older adults, children, persons with disabilities, and foreigners—can enjoy the environment without limitations of disability, language, or behavior, thereby contributing to 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, older adults, preschoolers, foreign workers, immigrants, and foreign tourists.

① Develop and Diffuse Innovative Public Design Models

- In response to evolving societal conditions – including demographic shifts (e.g., declining birth rates and population aging), technological advancements (e.g., A.I.), and environmental changes (e.g., climate changes) - the government aims to develop and disseminate exemplary models of public design that can be implemented in an innovative manner
- (2024) Pilot implementation of public design innovation sites and development and diffusion of an innovative model

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)
- (2024) Resident registration card design improvement (MOIS), Development of bicycle travel information system guidelines (MCST)

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

- Korea Public Design Award (applying a public voting process), Public Design National Idea Contest (promoting mentoring workshops with public design experts to identify and refine outstanding ideas)

④ Develop and disseminate the Universal Design National Standards Manual

- Develop and distribute a manual that improves visual information and color schemes, taking into account the perceptual needs of marginalized groups such as foreigners and older adults, and establish a national standard framework for universal design to be implemented by cities, provinces, and municipalities.

⑤ Establish a sharing platform to raise awareness of universal design

- Enhance public awareness and empathy through public design festivals, and deliver universal design education through public design roundtables.

🔔 Anticipated Outcomes

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 through public design).	May 2023	December 2023 (4 new models)
Develop pan-governmental universal design guidelines	June 2023	December 2023 (2 times)
Promote public participation workshops to improve public design ideas (Public Design Idea Contest).	July 2023	October, 2023 (Awards, once a year)
Select best practices in public design for public participation (Korea Public Design Award).	May 2023	October, 2023 (Awards, once a year)
Host public design festivals and discussions	October 2023	Continue (1 time)
Develop and distribute the Universal Design National Standards Manual	March 2024	November 2024
Pilot implementation, development and expansion of a public design model responding to societal challenge (Supporting Innovation through universal design)	January 2025	December 2025 (4 new models)
Develop pan-governmental universal design guidelines	January 2025	December 2025 (2 times)
Select best practices in public design for public participation (Korea Public Design Award).	May 2025	October, 2025 (Awards, once a year)
Host public design festivals and discussions	October 2025	October 2025 (On an annual basis)

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-civic partnership

How the Commitment Came to be

- Received the proposal through the public/government contest (October 11 to November 14, 2022)
- Adopted as a commitment at the Civic Participation Subcommittee meeting (March 16, 2023)
- Reviewed in the Government-Civil Joint Meeting (April 28, 2023)
- Public Feedback Collection (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 establish a barrier-free tourism environment that serves not only persons with disabilities but also older adults.

The right to travel for tourists from disadvantaged groups – such as persons with disabilities, older adults, families with infants and young children, and pregnant women – remains limited, making it necessary to establish tourism infrastructure that is easily and conveniently accessible to all.

Details of the Commitment

Create accessible tourism destinations* for vulnerable groups of tourists—including persons with disabilities, older adults, families with infants and young children, and pregnant women—to ensure convenient and safe travel; provide barrier-free tourism information; and train specialized tour care professionals to assist travel activities.

* Tourism destinations that are safe and accessible to all tourists – including persons with disabilities, older adults, families with infants and young children, and pregnant women – without restrictions on mobility and tourist activities

① Environment

- Improve the physical environment within tourist destinations, including the repair and upgrade of facilities such as parking areas, restrooms, ramps, walkways steps, etc.
 - ※ In 2024, 30 new accessible tourism destinations were created, bringing the cumulative total to 162 sites.

② Information

- Discover barrier-free travel courses, enhance and expand the barrier-free travel information database (targeting 1,000 new entries annually), and upgrade the barrier-free tourism information platform, including its management and operation

③ Service

- Train tour care professionals; foster and support barrier-free travel agencies; provide travel opportunities for tourists from disadvantaged groups (sharing trips); deliver disability awareness education; and develop contents, etc.

📌 Anticipated Outcomes

Develop accessible tourism destinations that allow all citizens, not only tourists from disadvantaged groups, to travel conveniently and safely free from barriers

📅 Action Plans

Milestone Activity with a Verifiable Deliverable	Start	End
(2023) Select and develop 20 new barrier-free tourist attractions	January 2023	December 2023
(2024) Select and develop 30 new barrier-free tourist attractions	January 2024	December 2024
(2025) Select and develop 20 new barrier-free tourist attractions	January 2025	December 2025
(2026) Select and develop 30 new barrier-free tourist attractions	January 2026	December 2026
(2027) Select and develop 30 new barrier-free tourist attractions ※ A cumulative total of 252 sites 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: KMCC (Media Diversity Policy Division)
- Relevance to OGP Values: Include the marginalized and facilitate civic engagement through public-civic partnership

How the Commitment Came to be

- Discovered as a policy relevant to open government (February 2023)
- Adopted as a commitment at the Civic Participation Subcommittee meeting (March 16, 2023)
- Reviewed in the Government-Civil Joint Meeting (April 28, 2023)
- Public Feedback Collection (Innovation 24 OGP Discussion Board) (June 26 to July 9, 2023)

Background

With the advancement of digital technologies and the transition towards a contactless society, the importance of media accessibility has increased substantially. However, individuals with disabilities who depend on broadcasting and media for most of their cultural and leisure activities continue to encounter significant barriers.

It is necessary to create a media access environment for marginalized groups, including persons with visual and hearing impairments, to support media use and engagement and to enhance their right to information.

In a changing media environment, ensuring media accessibility for marginalized groups, such as persons with disabilities, is an important policy for creating a media world that is in step with the public.

Details of the Commitment

Establish a media access environment for marginalized groups, including persons with visual and hearing impairments, to support their use and utilization of media and strengthen their right to information.

① Support the creation of accessible broadcast content

- (Current status) In order to assist persons with visual and hearing impairments in watching broadcasts, broadcasters are mandated to provide accessible broadcasting – such as closed captioning, on-screen description, and Korean Sign Language – and support is provided for their production. In addition, to ensure the learning rights of persons with disabilities, accessible broadcasting – such as closed captioning and on-screen description – for educational programming, and content tailored to the life cycle of persons with developmental disabilities, is produced and distributed.

- (Plan) Conduct a survey on the satisfaction and usage of broadcasting for persons with disabilities to gather the opinions of visually and hearing-impaired audiences, and review the findings for potential incorporation into projects supporting the production of disability-friendly broadcasting

② Make devices accessible to persons with visual and hearing impairment

- (Current status) Develop and distribute broadcasting receivers (televisions) equipped with customized features for persons with visual and hearing impairments, enabling them to conveniently watch broadcasts
- (Plan) Conduct a survey on the satisfaction and usage of broadcast receivers (televisions) for persons with visual and hearing impairments to identify areas for improvement, and review the findings for incorporation into future TV distribution projects.

💡 Anticipated Outcomes

Contribute to improving the media access environment for marginalized groups, including persons with visual and hearing impairments, through the production of inclusive content and the enhancement of device accessibility

📅 Action Plans

Milestone Activity with a Verifiable Deliverable	Start	End
Support accessible broadcasting	On going	On going
Conduct a survey assessing public satisfaction with, and accessibility of broadcast services	On going	On going
Provision of televisions for persons with visual and hearing impairments	On going	On going
Conduct a survey assessing satisfaction levels and usage patterns of televisions for persons with visual and hearing impairment	On going	On going

❓ Additional information

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

