ACRC, Sharing “the operation of e-People and Best Practices for Addressing Grievance Complaints” with Indonesia

*- On September 21, a policy briefing**was held for the Indonesian delegation, including the Vice Minister of Administrative and Bureaucratic Reform and the Head of the Center for Information Services and Complaint of the Ministry of Home Affairs -*

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A policy briefing was organized to share experiences of running “e-People,” a government-wide channel for complaints, and best practices for addressing grievance complaints with senior officials from Indonesia.

On September 21, the Anti-Corruption and Civil Rights Commission (Chairperson Jeon Hyun-Heui, ACRC) held a policy briefing to share the experience of operating e-People and best practices for addressing grievance complaints with the Indonesian delegation, including Diah Natalisa, Vice Minister of Public Service of the Ministry of Administrative and Bureaucratic Reform of the Republic of Indonesia (PANRB).

The Indonesian delegation consisted of senior officials of Indonesian administrative service-related government departments, including the Vice Minister of PANRB, the Head of the Center for Information Services and Complaint of the Ministry of Home Affairs, the Ombudsman, and the Inspector General of Bali.

The Indonesian delegation was especially interested in e-People and practices of addressing grievance complaints in Korea. This is because Indonesia has established and been operating SP4N-LAPOR by integrating LAPOR and a complaint reporting system ran by central agencies, local governments, and public institutions, which was a part of the 2019 ODA.

In August, the ACRC held the e-People policy briefing for 20 working-level officials of SP4N-LAPOR operation and information technology (IT) management.

e-People([www.epeople.go.kr)](http://www.epeople.go.kr)) run by the ACRC is recognized for its excellence in the international community as a government-wide online communication channel where civil complaints, public proposals, and requests for policy participation could be submitted.

As the national ombudsman of Korea, the ACRC protects people’s rights and interests through the correction recommendation, expression of opinion, and active mediation for grievance complaints that each agency could not resolve.

Vice Minister of PANRB Diah Natalisa said, “I was told that Korea has achieved significant reforms in a short period and the ACRC has enormously contributed to such development. Indonesia will learn from this policy briefing for the operation of SP4N-LAPOR so that people could conveniently utilize it like e-People.”

Secretary General of the ACRC An Sung Uk said, “We hope that sharing our experience of the operation of e-People and cases of addressing grievance complaints help Indonesia to operate a public administrative system and strengthen the capacity for complaints settlement.”

