

Online Administrative Appeals System

www.simpan.go.kr

Correct an erroneous disposition through swift and fair administrative appeals at no cost



Overview

- An administrative appeal is a system that provides a quick and simple legal remedy to citizens whose rights and interests are violated by illegal and unjust dispositions by administrative agencies.

* Administrative Appeals Target

- Suspension and revocation of driver's license, suspension and revocation of other licenses, suspension of business, imposition of fine, disqualification of state examination, etc.

※ Legal grounds

- CONSTITUTION Article 107 Paragraph 3 Administrative appeals may be conducted as a procedure prior to a judicial trial. The procedure of administrative appeals shall be determined by Act and shall be in conformity with the principles of judicial procedures.
- ADMINISTRATIVE APPEALS ACT, ENFORCEMENT DECREE OF THE ADMINISTRATIVE APPEALS ACT and ENFORCEMENT REGULATION OF THE ADMINISTRATIVE APPEALS ACT

- Online Administrative Appeals System(www.simpan.go.kr) enables citizens to utilize One-Stop Service on the Internet, from submitting requests for appeal to checking the ruling, whenever they want and regardless of the jurisdiction of the administrative appeals agency. It is an information system that allows disposition and appeals agencies to carry out every administrative appeals-related work online, including acceptance of the submission, answer, review, adjudication, and delivery.



Background

(Before) People suffered inconveniences such as visiting the administrative appeals commissions or submitting the request form by mail since each administrative appeals commission is in charge of different administrative dispositions.



(After) Submission of administrative appeals was integrated into the online application, eliminating the inconvenience of submitting requests for appeal in person to disposition agencies or administrative appeals commissions.

49 out of 57
Administrative Appeals
Commissions under the
ADMINISTRATIVE
APPEALS ACT

- Central Administrative Appeals Commission
- Municipal and Provincial Administrative Appeals Commission(17)
- Municipal and Provincial Office of Education(17)
- The National Human Rights Commission of Korea
- Regional Corrections Headquarter(4)
- High Prosecutors' Office(6)
- The Constitutional Court of Korea
- The Korea communications Commission
- The Corruption Investigation Office for High-ranking Officials

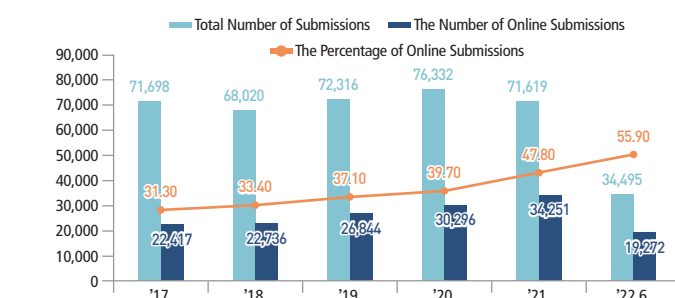
25 out of 66 Special
Administrative Appeals
Agencies under the
individual law

- The Appeals Commission for Educators
- Municipal and Provincial Appeals Commission(15)
- Municipal and Provincial Office of Education Appeals Commission(6)
- Long-term Care Appeals Commission
- The National Health Insurance Dispute Mediation Committee
- Geographical Indications Appeals Commission



※ 74 out of 123 agencies(60.2%) are using the system

<Agencies Using the Online Administrative Appeals Hub System>

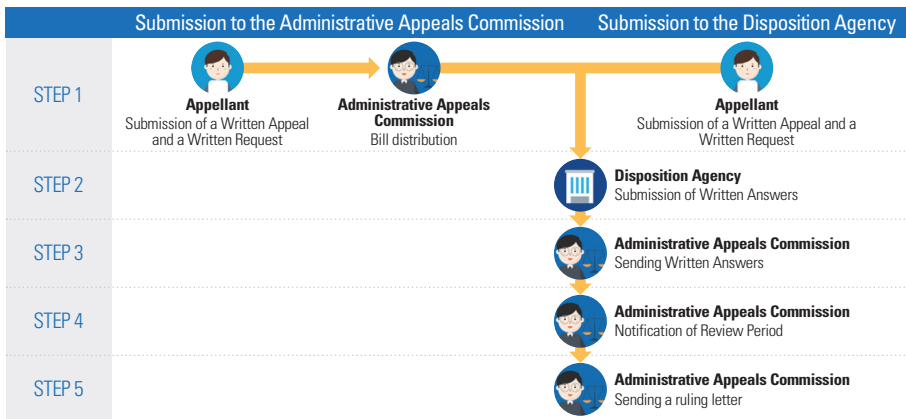


<Percentage of Online Submissions to 74 Administrative Appeals Commissions>

74 out of 123 or 63% of administrative appeals commissions utilize the Online Administrative Appeals System, and the percentage of online submission rose continuously from 31% in 2017 to 56% in June 2022.



Process



- ① Submission of a Written Request for Appeal and Documents by Appellant
- ② Bill distribution by Administrative Appeals Commission
- ③ Submission of Written Answers by Disposition Agency
- ④ Sending Written Answers, Notification of Review Period and Sending a ruling letter by Administrative Appeals Commission



Main Service



Public Website

- Submit an online request for administrative appeal
- Check the status
- Check written decision
- Search appealed cases and adjudication cases
- Mobile checking service
- Virtual experience service for submission



Commission System

- Submission management
- Write review and written decision
- Search reviews and adjudication cases
- Operation and management of commission
- Online delivery of written decision
- Search cases online



Disposition Agency System

- Acceptance of the submission
- Write and send an answer
- Search answers and written decision
- Confirm result and written decision



Deliberation System

- Preliminary review of the case
- Write an opinion on the review
- Search written review and decision
- Carry out E-deliberation



Newly added features



The Launch of Metaverse Experience and Promotion Center for Administrative Appeals

- 🔊 In July 2022, the Metaverse Experience and Promotion Center for Administrative Appeals opened to enable citizens who have difficulties understanding and utilizing the administrative appeals system to experience procedures from submitting a request for administrative appeal to hearing in the virtual space.



<The Map of the Metaverse Experience and Promotion Center for Administrative Appeals>

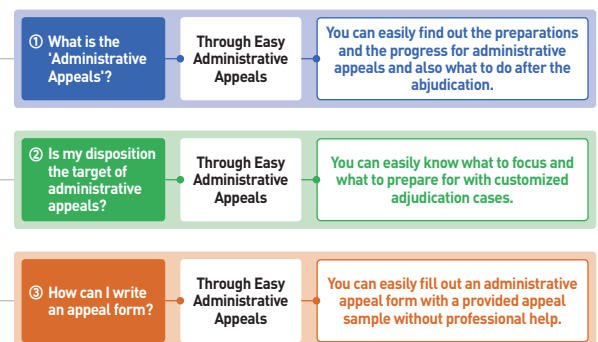


EASY Administrative Appeals Service

- 🔊 From the second half of 2022, EASY Administrative Appeals Service, including autofill request form and adjudication cases tailored for users, will be provided for citizens with a lack of legal knowledge to complete request forms without the help of agents such as lawyers and labor attorneys.



Appellant



<The Function of EASY Administrative Appeals Service>