Public Information Sharing in Korea

Public Information Sharing Center (PISC)

November 2018
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1. Background
1.1. Purposes of Public Information Sharing

“Paperless Administration to the benefit of the people enhance the efficiency of administration”

- Reduction of documents and certificate people prepare for submit to public administration and financial institutions
  
  [2004 documents (certificates) related to Survey]
  
  - The 322 kinds of types of documents required when applying from civil administration
  
  ➞ This has caused a huge amount of social cost; 0.5% of GDP

- Increasing the efficiency of the administrative officials by sharing of administrative information between the institutions necessary for the normal administration process
  
  • Forwarding the necessary information using the sharing system instead of document distribution and visit the institutions

1) Civil Petitions means citizen’s requesting that an administrative agency take a disposition or do any other specific act according to applicable Acts and subordinate statutes

2) a permission, authorization, approval, recommendation, consultation or confirmation by several related institutions
1.2. Waste of time and money resulting from submitting documents

- A citizen has to visit government offices 10 times a year
- A businessman in Korea has to submit documents 9.6 times as many as in USA a year
- This has caused a huge amount of social cost; 0.5% of GDP
1.3. How to solve this problem?

- Agencies can’t force people to submit documents any more.
- Instead, they have to verify the information electronically through government information sharing system.
2. Strategy for Public Information Sharing
2.1. Establishment of Master Plan

- ‘Reporting to the President to establish a government information sharing improvement ’(2005, 6)
  - The plan was chosen as one of key tasks to enhance government efficiency at national task meeting presided by the President. (2005, 7)

- In October 2005, the government established information sharing committee and the committee established a "Comprehensive Administrative Information Sharing Plan"
  - 74 kinds of high rates of necessity for sharing information between agencies share first until 2007
  - Expand the information sharing agencies public agencies and financial institutions
  - Enhanced security and authentication system to prevent information leakage and information abuse
  - Maintenance of laws and institutions (system) to support a pan-governmental information sharing
In October 2005, established a special committee included Public Information Sharing Committee, practices and organization team as Public Information Sharing Task Force”

- **Public Information Sharing Committee**
  - Chaired by the Prime Minister, members participated in a total of 20 people, including each ministers and civilian experts

  - The main requirements for establishing a policy to expand the sharing of administrative information
  - Regarding the administrative information, sharing procedures and restrictions of information
  - Concerning the improvement of legislation and institutions to expand the sharing of administrative information

- **Public Information Sharing Task Force**
  - Founded in each department and dispatched civil servants in each department

  - Development, operation and security management of the administrative information-sharing systems
  - Examination and approval for the use of administrative information requests from government agencies
  - Survey both administration information sharing and use of sharing information demand
2.3. Challenges

- To overcome resistance
- To ensure security and protect privacy
3. Information Sharing Legislation & Guideline
3.1. Basis of Information sharing (1/2)

E-Government Act

Article 36 (Efficient Management and Use of Administrative Information)

(1) The head of each administrative agency, etc. shall share administrative information collected and held by it with other administrative agencies, etc. requiring such information and shall not endeavor to separately gather identical information where he/she can be provided with reliable administrative information from other administrative agencies, etc.

(2) The head of each administrative agency, etc. collecting and possessing administrative information (hereinafter referred to as "agency in possession of administrative information") may allow other administrative agencies, etc., banks authorized to engage in banking business pursuant to Article 8 (1) of the Banking Act, and legal entities, organizations, or institutions specified by Presidential Decree to share administrative information held by the agency in possession of such administrative information. <Amended by Act. No. 10303, May 17, 2010>

Article 37 (Public Information Sharing Center)

(2) Any agency sharing administrative information pursuant to Article 36 (2) shall share such information through the Sharing Center unless any justifiable circumstance exists.
3.1. Basis of Information sharing (2/2)

Legislation on civil petitioner process

Article 10 (prohibit the requesting of unnecessary file) ① Head of admin institution should not request for additional documents other than required documents, during the register & processing civil petitioner.
② Head of admin institution should allow to submit the same copy of civil petitioner document or required documents along with original copy, if there is no special reason.
③ Head of admin institution should not request for submission of evidence document, required documents following points and this should be processed by officer who processes task.
〈Regulations 2010.2.4〉
1. Checking the right documents such as resident register, passport and driver’s license issued by admin institutions for process of civil petitioner tasks.
2. Checking the relevant admin institution’s study or civil petitioner task’s progression.
3. Under the「e-Gov Regulations」Article 36 (1), through admin info’s shared info, process the petitioner tasks progression.
④ Head of admin institution should not request for extra copy of documents, if civil petitioner wants to revise or change on documents.
3.2. Status of personal info protect (1/2)

Main contents of personal info protection legislation

- **Personal info’s prior consent (Article 24)**
  - Personal info during the public info sharing, there needs to be prior consent from personal info,
  - Specify on purpose, target info & using range and name of institutions,
  - whom will be using personal info.

- **Personal info’s claim for inspection (Article 43)**
  - Person can register claim for inspection on admin sharing info institutions
  - Possible to check whether personal info has been used for right purpose.
3.2. Penalties on Info Share (2/2)

Purpose on legislation of personal info’s prior consent
- Secure the safety of e-government operation, by applying the penalties, during the public information’s management task.

Major type of penalties

<table>
<thead>
<tr>
<th>Type</th>
<th>Penalties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admin information has been forged, changed, damaged or expired.</td>
<td>10 year jail term</td>
</tr>
<tr>
<td>Electronic system’s forged, changed, damaged or expired for info sharing</td>
<td>5 year jail term or penalty fee of 50 million won</td>
</tr>
<tr>
<td>Go public or circulation on program or change &amp; expire the public info</td>
<td></td>
</tr>
<tr>
<td>Leaking the Public Information</td>
<td></td>
</tr>
<tr>
<td>Processing the public info without authorization or exceeding the authorization</td>
<td>3 year jail term or penalty fee of 30 million won</td>
</tr>
<tr>
<td>Allowing other person to use public info, without authorization</td>
<td></td>
</tr>
<tr>
<td>Share the information on public info or save it to info system or storage device without approval</td>
<td></td>
</tr>
<tr>
<td>Person leaking the official secret.</td>
<td></td>
</tr>
<tr>
<td>Person without registration, inspects the information system</td>
<td>2 year jail term or penalty fee of 20 million won</td>
</tr>
<tr>
<td>Read &amp; provides public info with fake method</td>
<td>2 year jail term or penalty fee of 7 million won</td>
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4. Public Information Sharing Service

Information Inquiry Service
Information Distribution Service
Public official directly inquiry and check the administrative information when dealing with internal work in accordance with the legislation or received and processed a civil service.

ex1) Social Services and Payroll Applications

“The elderly, the disabled and low-income applying for social services (pensions, benefits, education, etc.) to the state or local government, share of the required documents information to confirm the eligibility of welfare services.

※ Family relation register, confirmation of housing prices, national merit confirmation, pension, disability allowance recipient certificate, health insurance payment confirmations, building management ledger and closures.

In fact, it proved a total of 26 kinds of administrative information.

ex2) Sharing the documents for applying passport(change)

The proof of resident registration, the family relation register (minor), a military certificate (Non-served adults), immigration (correct name in English).

ex3) Administrative forced to collect taxes from delinquent taxes

To investigate the property and income of delinquents, 18 kinds of documents such as Register of building, Register of land, car registration, cadastre and forest certificate documents will be viewed.
4.1. Information Inquiry Service (2/4)

Information Inquiry Service (http://www.share.go.kr)

721 Institution on use

Administrative Information Inquiry System

35 Possessed Institution

Request & use Information

Pass on Information

Provide Information

Admin Institute
Public Institute
Financial Institute
Education Institute

Handling Civil Affair
Task Handling

Encrypt / Decode
Protect Private Info
Resurvey & Evidence function
Pass on Customized Info

Provides target info
(160 cases of information including resident and land registration)
4.1. Information Inquiry Service (3/4)

- Based on the 2005 General Administrative Information Sharing plans to develop 71 kinds of administrative information in 2008
- Analyze necessity and possibility of sharing information in 2008 and established step-by-step expansion plans until 2012
  - Consideration of usage rate (frequency of occurrence), database possibility, organizations requirements and cooperation between institutions
- After 2013, expanding the sharing information to reflect the demands of the new administrative information and laws
- Total of 160 kinds of administrative information use for sharing

<table>
<thead>
<tr>
<th>Kinds of information</th>
<th>2005</th>
<th>2007</th>
<th>2009</th>
<th>2011</th>
<th>2013</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>24</td>
<td>71</td>
<td>82</td>
<td>120</td>
<td>141</td>
<td>160</td>
</tr>
</tbody>
</table>
### Major sharing information

<table>
<thead>
<tr>
<th>Kinds</th>
<th>Sharing Information Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resident. Family Relation</td>
<td>Resident registration household, Family relationship Register Information, alien registration certificate, copy of Corporation Register, passport</td>
</tr>
<tr>
<td>Taxation</td>
<td>Certificate of national, local tax payment, certificate of customs tax payment copy of corporation Register, Closure certificate</td>
</tr>
<tr>
<td>Real Estate</td>
<td>Land/Forest Registration Map, copy of Land Register, Copy of Building Register, etc</td>
</tr>
<tr>
<td>Welfare</td>
<td>Health Insurance Certificate, Certificate of Coverage history under the National Pension Scheme. etc</td>
</tr>
<tr>
<td>licensing, qualification</td>
<td>Medical license, certificate of National Technical Qualification, Driver's license, registration of patents, graduation certificate, etc.</td>
</tr>
<tr>
<td>Intellectual property</td>
<td></td>
</tr>
</tbody>
</table>
4.2. Information Distribution Service (1/3)

Through the information distribution system of public information sharing center, one or massive encrypted information deliver quickly and securely

- The start of government distribution service in year 1999, it purpose of transmitting information in government directories and administrative standard codes between administrations
  - Since, local government administrative information systems and institutions which possess income & property information increase to use administrative information relay system

- Inter-agency cooperation through the use of administrative information related with increased need for integration
  - Establish a separate information systems for specific tasks linked to the institution or institution-specific task systems and build a number of information systems for information delivery system linked between external agencies
  - Link information between system getting difficult and no standardized cause duplicate development and disperse management system

- Accordingly, apply open standards linking technology required by various institutions for supporting Pan-government information distribution HUB
4.2. Information Distribution Service (2/3)

Fast & Transparent work!

**Use institutions**
- Administrative
- Education
- Public

**PISC HUB**
- **send**
  - Using institutions
  - Holding institutions
  - SHARING
- **distribute**
  - Using institutions
  - Holding institutions
  - SHARING
- **gathering**
  - Using institutions
  - Holding institutions
  - SHARING

**Holding institutions**
- MOI
- NTS
- MOE
- Supreme Court
4.2. Information Sharing Service Status

- Mass information distribution service

  - Specific object information which managed by administrations and public institutions deliver to other Institutions electronically
    - Portable storage device (Tape, USB, Disk) to transmit data ⇒ Data transfer securely and periodically through the PISC
    - Prevent overlapping collection of information from various agencies, duplicate development of software and duplicate investment in communications equipment for avoid wasting budget

- 2018.9, 2,737 kinds of information from 459 organizations use by 391 institution through mass information distribution service
4.2. Information Sharing Service Status

- Service to utilize standard linkage method and after inquire & confirming the admin institution’s info on real-time, and send it to usage institution.
- 2018.9, Provide real-time information on 317 kinds to 307 institutions

**ex) Providing real time health screening information to driver license department**

Driver’s license issuing administrative officer use of sharing information center of real time service to check the 'health screening results "of information in the Health Insurance System, applicant possible to skip the Physical examination (vision, hearing tests, etc.)

→ About 3 million people saving a physical examination fees 15 billion won (5000 won per person) annually

→ Due to omit the physical examination, issuing a driver’s license process time has been reduced.
  2015, able to apply a driver’s license renewal by online
4.2. Information Sharing Service Status

- **Facts Check Service**

  - Service to utilize standard linkage method and confirming the admin institution’s “Yes or No” on real-time, and send it to usage institution
    - Concerned to provide unnecessary personal information, providing authority information that alleviate the burden of providing institutions
      - ※ Driver's license information\(\times\), Authenticity of driver's license Information\(\circ\)
    - 2018.9, 58 kinds information from 14 institutions to 278 agencies
      - ※ Information closures, foreign prints, patent registration, fishing licenses, real name verification, qualification information (national merit, people with disabilities, etc.)

**ex)** Korea Electric Power Corporation request national merit, pensioners (low income), disabilities information to check eligible for electricity bill reduction

- Request agencies enter name, residence register number,
- Institutions possess qualifications information determine (Y/N) information and provide through PISC to request agencies
4.2. Information Sharing Service Status

Customized information distribution service

- An easy and convenient way to collect information and provide the information in multiple institutions at once when institutions need an inquiry for specific information
- Non-rebate such as tax and insurance and lost and found etc provide about 51 kinds of customized information

ex1) Lost & Found property information
- By integrating lost property information at KORAIL, Seoul Metro, it provides suitable system to NPA's lost property management.

ex2) National license information
- Provides service by viewing the 13 case of license info managed by 246 cities/districts/precincts on real-time irrespectively in any area.
- It provides customized 12 kinds of driver's license information, including hairdressers, cooks, nursing assistants

ex3) non refund information
- Citizen able to check online at a time that taxes to be returned by the government, institution, broadcasters and telecommunication companies
- 12 kinds of taxes and rebates such as national tax, local tax, health insurance, pension, etc
5. Performance & Challenge
5.1. Performance

- **Quantitative results**

  ![Usage of PISC Chart]

- **Qualitative effects**

  **Citizen**
  - Benefit from reduce of document
  - Reduce of social cost – time, fees, etc
  - Quick service improves public satisfaction

  **Institution**
  - Improve the efficiency of the administrative process
  - Budget savings to use common infrastructure
  - Spreading a culture of information sharing and collaboration
5.2. Challenge

- **Revitalize of information sharing**
  - Agency try to avoid to using the system because of inexperienced and uncomfortable to use
  - Some citizen prefer to submit documents because they concern misuse of personal data and smooth process of service

- **Passiveness of the institutions holding the information**
  - For privacy reasons hesitant to provide sensitive information (tax information, family information, registration, etc.)
  - Request establishment of basis for information providing in individual Act
  
  → Limited to use public information sharing before legislation has been maintained

- **The role of PISC**
  - PISC can not be holds information DB and operate
  - PISC can not be provide high value information which can be utilized in the policy decision

※ In future, establishing common DB and Platforms for knowledge, policy and statistics information
Thank you