Electronic Resident Registration System:

An Enabling Infrastructure for Better Service Delivery

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Civil/Resident Registration

- Civil/resident registration is the system by which a government records the vital events of its citizens and residents.

- The primary purpose of civil registration is to create legal documents that are used to safeguard rights and privileges.

- A secondary purpose is to create a data source for the compilation of statistics.

- Civil/resident registration is a key enabler in the effective design and implementation of socio—economic and social policies and programs.
  - Good governance, evidence—based policy making, and delivery of services

Organizational Structure

MOSPA
(Ministry of Security and Public Administration)

- Enacting/revising law
- Overseeing/supervising resident registration system
- Managing Resident Information Center

Provincial Government
(City/Do, 17)

- Supervising local government for efficient management of resident registration system

Local Government
(Si/Gun/Gu, 226)

- Operation of district level Resident Information System
- Issuing or inquiry of certified copies

Subordinate Local Office
(Eup/Myun/Dong, 3448)

- Recording life events and changes of address
- Maintaining registration records
- Issuing or inquiry of certified copies

Brief History

Year	Description
1962	• Enacted Resident Registration Act
1968	• Introduced unique resident registration number (12 digits)
1983	• Consolidated six different registers into one resident register
1985	• Formulated the master plan for the computerization of resident registration
1989	• Built DBs on residence and interconnected 3,700 eup/myun/dong • Completed data entry of 52 million cases of records in digital format
1991	• Launched services via computerized resident registration system
1998	• Established the NID cards Issuance Center and issued new ID cards by utilizing the computerized system
2001	• Launched online information sharing
2004	• Started issuance of certified copies over the Internet
2005	• Abolished paper registers of resident registration
2007	• Phased out the requirement for submission of resident certificate by government agencies (78 civil applications)

1st Phase : Paper-based system (1962~1986)

- Resident registration management was conducted by manual recording of resident's information and manual tracking of changes.

- Restoration of information was difficult once registers were damaged or lost.

- Applications for certified copies had to be made to the local district office where the original registration took place.

- A change of address took longer than three days.

- Large space was required.

2nd Phase: Computerized system (1987~2000)

- **Computerization of resident registration included:**
  - Development of application systems, provision of hardware and software, data entry of 52 million personal/household records, data network linking district offices

- **Outcome**
  - Enhanced quality of resident registration data
  - Gains in operational efficiency and more agile and faster services
  - Efficient and reliable processing of related functions and activities
  - Broadening the uses that can be made of the resident registration system through linkage to other computerized systems

3rd Phase: Integrated system (2001~)

- **Information sharing system for resident information was developed in 2001 to meet the requirement for the integration of electronic services across organizational and jurisdictional boundaries.**

  - Information sharing of resident information has been made accessible online to the authorized agencies that need the information for services.

  - Online access to the registration system was designed to verify event data as part of their service processing.

  - Resident registration operations have been linked and interfaced with various other systems that cater for the demands of individuals and public institutions in the country.

  ※ 312 civil applications (927 tasks)

Instead of producing a paper certificate when applying for a government service, the applicant agrees to his or her resident information being checked and the service provider do so online as part of processing the application.

3rd Phase: Integrated system (2001~)

Outcome

- Elimination of the need for citizens to submit paper certificates as part of the civil service application requirements

· Paperwork reduction   · Self-service

Year	Value
2010	9449
2011	11041
2012	13174
2013	16468

- Streamlining the administration of services through the use of life event data to trigger the review of entitlements under various government programs

· Addressing typical life event situations of users, thus meeting users with targeted solutions in typical situations at specific points in their daily lives

Conclusion

- Korea has made improvement to the identity management and service delivery, particularly through the expanded use of ICTs and sharing of information.

- The gains through greater utilization of ICTs and wider information sharing are substantial when combined with other reforms to re-engineer business processes.
  - A key element for efficient and integrated electronic services is the development of an information sharing system

- The sharing of resident information enables to provide joined-up services from multiple agencies without repeated filling-in of the same information.

- The information sharing system helps the government enhance the capacity to meet its citizens with targeted solutions.

Thank you!