



06 Strengthening Consular Services

Chapter 1 Protecting Overseas Korean Nationals and Promoting their Rights **394**

Chapter 2 Increasing Benefits for Overseas Koreans **411**

Chapter 3 Earning the Public's Support for Foreign Policy **421**

Chapter 1

Protecting Overseas Korean Nationals
and Promoting their Rights1. Strengthening Measures to Protect Overseas
Korean Nationals

With the number of overseas travelers reaching 19 million in 2015, Korean nationals are engaged in overseas activities more than ever. The Ministry of Foreign Affairs (MOFA) has devised a number of measures to prevent accidents involving overseas Koreans and promptly respond to emergencies. In particular, MOFA strived to promote its system for preventing overseas incidents via various media outlets including TV, radio, websites, Facebook, blogs, and mobile applications in 2015. MOFA has also continued its close cooperation with relevant authorities including the Office of the President, the National Intelligence Service, the National Police Agency, and the Ministry of Justice in taking preventive and responsive measures to protect overseas Korean nationals.

1) Preventing Overseas Accidents

(1) Safe Travel Campaign

The key to preventing Korean travelers from becoming involved in overseas incidents is to raise their awareness on safety so that they do not expose themselves to precarious situations. The most effective way to do so is to provide travelers with essential information for safe travel. To this end, MOFA has implemented numerous measures utilizing various media outlets.

First of all, MOFA launched the Travel Safety website (www.0404.go.kr) to provide travel advice and safety information for each country in a timely manner and introduced safety measures to prevent the most common types of accidents such as terrorism.

In addition, through TV and radio programs such as YTN's Safe Travel Information, YTN's scroll news, and KBS's World Radio, MOFA reached out to a bigger pool of potential travelers. MOFA also has a Facebook account to offer the latest safety information. It also developed a safe travel mobile application that makes it easier for travelers to access guidelines on safety and accident response.

Lastly, MOFA conducted safe travel campaigns at airports during the peak season for tourism and distributed travel safety brochures at local passport-issuing agencies, travel agencies, and universities. In addition, MOFA sought to achieve a two-way communication with the public by holding safety meetings and lectures on safe traveling.





(2) Travel Advisory System

MOFA adopted the Travel Advisory System in 2004 to categorize countries and regions according to their level of risk. The Travel Advisory System plays a key role

in preventing overseas incidents by informing people of safety information and the level of risk of their visiting countries.

This system divides countries according to the level of risk and issue alerts: the Blue Alert means that travelers should be "precautious"; the Yellow, "highly cautious"; the Red, "recommend withdrawal"; and the Black, "prohibited." The goal of the Travel Advisory System is to promote the awareness of travelers on safety by providing appropriate and up-to-date advice on the risk factors of each travel destination.

MOFA will continue to improve the Travel Advisory System by reflecting suggestions from travelers, travel agencies, airlines, and other potential beneficiaries.

Travel advisory		Nationals living abroad	Travellers
	Precautious	take care of personal safety	-
	Highly cautious	take special care of personal safety	predence in travelling
	Recommend withdrawal	return to Korea unless for emergent cases	cancel or postpone travel if possible
	Prohibited	immediate evacuation	travel prohibited

(3) Travel Prohibition System

The Passport Act (revised in 2007) states that, when deemed necessary, MOFA may suspend any visit to or sojourn in any specific overseas country or region in order to protect the lives, physical safety and property of people against dangerous circumstances in locations overseas, such as natural disasters, wars, internal disturbances, revolts, and terror. As of March 2016, travelling to six countries (Somalia, Syria, Afghanistan, Iraq, Yemen, and Libya) and some regions in Philippines, including Zamboanga, Sulu Archipelago, Basilan, and Tawi-Tawi is

prohibited. Therefore, a Korean national needs to obtain special permission if he or she wishes to visit or stay in such countries and regions. Those who visit countries or regions under travel prohibition without obtaining special permission can be subject to prosecution.

(4) Highly Advanced SMS Service System

In November 2015, MOFA added new service functions to its risk alert SMS service. Thanks to the new functions, MOFA was able to send safety alert text messages to Korean nationals traveling abroad upon their arrival.

The advanced system will provide Korean nationals with safety information once they arrive at a foreign country, and this is expected to improve the safety awareness of travelers and help them avoid accidents or incidents overseas.

In September 2015, MOFA made an agreement with the National Institute of Health to share health-related information, and now MOFA sends text messages to travelers about overseas infectious diseases in addition to terrorism or accident-related information.

(5) Safe Travel Volunteers

Launched in July 2010 and expanded in 2011, the Safe Travel Volunteer Program has greatly contributed to promoting safety awareness of Koreans.

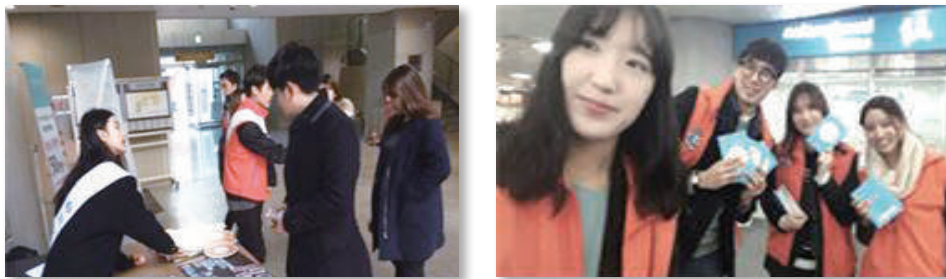
Considering that younger travelers tend to travel alone or in small groups and pay less attention to safety issues, MOFA has recruited volunteers among university students as a means to effectively deliver safety information to their peer groups.

In 2015, MOFA recruited 120 volunteers each for the 10th Safe Travel Volunteer Program in May and the 11th Safe Travel Volunteer Program in November.

The volunteers participated in various safe travel campaigns at the Studying

Abroad Expo, the Overseas Job Expo, and Jeonju *Hanok* Village and conducted online campaigns via blogs, Facebook, newspapers, and TV.

First launched in 2010, the Safe Travel Volunteers have made a significant contribution to enhancing people's awareness on safety and have become a valuable asset in protecting overseas Koreans with their creative ideas and active engagement.



Safe Travel Volunteers

2) Accident Response System

(1) Consular Call Center

The Consular Call Center provides 24-hour counseling service on overseas accidents and consular inquiries, such as inquiries about passports and apostilles. It also provides services such as rapid overseas remittance, interpretation, and travel safety text messaging services and travel safety tips. In 2015, the Consular Call Center handled over 260,000 incoming calls. It has gained nationwide recognition by being ranked the best government call centers on the Korea Service Quality Index for nine consecutive years since 2006.

To meet the growing need for consular assistance and to establish a close

cooperative working environment with the MOFA headquarter, the Consular Call Center was relocated near the Korea Chamber of Commerce and Industry building in June 2015. It began providing interpretation services for emergency situations in six languages—English, Chinese, Japanese, Russian, French and Spanish—from July 2015. It also expanded its real-time SMS service to include country-by-country travel safety messaging calamity warning messaging. The Consular Call Center is doing its best to ensure the safety of Koreans overseas.

(2) Rapid Deployment Team

In order to respond quickly and effectively to overseas crises, MOFA dispatches the Rapid Deployment Team, which consists of specialists from the MOFA headquarters in Seoul and/or from Korea's overseas missions located close to the crisis site.

In 2015, MOFA swiftly dispatched the Rapid Deployment Team to deal with a number of large-scale incidents—including the plane crash in Indonesia in January, the evacuation of Korean nationals from Yemen from March to June, and the Great Earthquake in Nepal from April to May—and to ensure the safety of Korean nationals.

In order to maintain a robust response posture and ensure swift response to accidents, MOFA increased the number joint simulation trainings between the Rapid Deployment Team and overseas Korean societies to four times a year and held simulation trainings in Dandong, China, in March; in Al Manakher, Jordan, in May; in San Francisco, the US, in August; and in Iraq in December.

(3) Strengthening Protection of Measures for Koreans in the Philippines

MOFA is working to strengthen protection measures for Koreans in the Philippines as about 40% of Koreans who were killed overseas during the last three years were

killed in the Philippines.

The Korean Embassy in the Philippines opened an annex in Cebu in March 2015 and held nine meetings to discuss ways to enhance public security with the Philippines Police and the Korean community. MOFA placed 58 CCTVs in Angles and Maleta, where many Koreans reside, to strengthen the Korean community's capability for self-protection and crime prevention. In November 2015, MOFA designated Southern Mindanao region's Zamboanga, Sulu Archipelago, Basilan and Tawitawi, areas in which kidnapping by Islamic militant groups occurs frequently, as a travel-ban region to increase Korean's awareness on safety. In 2015 December, MOFA also made 120,000 leaflets containing specific travel safety tips, which are being distributed at airport check-in counters to Koreans who are travelling to the Philippines to inform them of the travel alert level and safety tips.

Furthermore, when President Park met with Philippine President Aquino on the sidelines of the APEC meetings in November 2015, she asked for strengthened protection measures for Koreans in the Philippines. In response, President Aquino promised to establish appropriate measures to ensure the safety of Korean nationals traveling in the country. MOFA plans to ensure the safety of Korean nationals in the Philippines by increasing the number of Korean help desks within police stations in the Philippines and will work to solve the cold cases of Korean victims.

(4) Assistant Staff for Consuls in Charge of Accidents and Incidents

Since 2015, MOFA has dispatched assistant staff for consuls in charge of accidents and incidents to help them deal with accidents and incidents involving Korean nationals, the number of which amounts to more than 10,000 a year. In 2015, MOFA selected 11 diplomatic offices, including the missions in the Philippines, Thailand,

Laos, and Vietnam, based on the number of accident and incident cases and Korean residents that a consul has to deal with as well as the consul's foreign language ability and sent extra staff members (one member for each office). In 2016, MOFA will dispatch more assistant staff members to overseas missions.

(5) Regional Conference of Consuls

MOFA holds regional conferences for Korean consuls annually so that consuls become better equipped with the knowledge and capability needed to address emergency situations. The conferences also serve as a venue to share information and best consular practices among overseas missions and to promote the understanding of consuls on MOFA's policies and systems for overseas Korean protection.

In 2015, MOFA held eight rounds of consular conferences in total: in North America in January, in Russia and the CIS region in March, in China and Mongolia in April, in Latin America in May, in Japan in September, in Africa in October, in Europe in October, in the Southwest Asia-Pacific region in November, and in the Middle East in December.

(6) Consular Assistants

Since March 2007, MOFA has appointed consular assistants and dispatched them to regions where Korean missions are not established yet or not located nearby. When accidents occur, consular assistants take initial responses instead of Korean consuls. The number of consular assistants has been increasing continuously. As of December 2015, MOFA dispatched approximately 160 consular assistants around the world, enabling prompt initial response to overseas accidents.

(7) Rapid Overseas Remittance System

The Rapid Overseas Remittance System assists Korean travelers that are in urgent need of cash due to robbery, loss, or other unforeseen circumstances. When a traveler faces such economic difficulties, family members or acquaintances of the traveler in Korea can transfer money up to US \$3,000 to the Consular Call Center's domestic bank account. The Consular Call Center would then notify the relevant overseas mission to provide the same amount of money immediately to the applicant. In 2015, the system was used 803 times, and the amount of money transferred reached ₩50 million. MOFA's Rapid Remittance System is provided in cooperation with Nonghyup Bank, Suhyup Bank, and Woori Bank.

(8) Emergency Financial Assistance

The Emergency Financial Assistance is monetary aid provided to overseas missions and Korean nationals in a crisis situation. In 2015, the Emergency Financial Assistance was used to help Korean nationals after a typhoon destroyed Saipan and the Philippines.

2. Major Overseas Incidents and Accidents of 2015

1) Overview

Every year, more and more Koreans travel overseas or move abroad. The number of Koreans traveling overseas increased significantly from 15 million in 2013 to 16 million in 2014, and to 19 million in 2015. The number of Koreans involved in overseas accidents has also increased; in 2015, 14,076 Korean nationals (8,298

victims, 1,736 assailants, and 4,042 others) were involved in a variety of incidents abroad. The Asia Pacific region had the biggest number of Korean victims and assailants. 22 out of 37 murder cases involving Korean victims occurred in this region. Also, 105 Korean nationals (88%) were kidnapped or confined in the Asia Pacific region, an absolute majority out of a total of 119 victims.

2) Major Cases of Accidents and Incidents in 2015

(1) Evacuation of Korean Nationals in Yemen

Since the Saudi Allied Forces started air-bombing Yemen in the midst of a civil war in March, public security in Yemen has deteriorated greatly. Consequently, MOFA provided support for the rapid and smooth evacuation of Koreans in Yemen via the *Wang Geon vessel* of the *Cheonghae Unit* of the ROK Navy in cooperation with relevant authorities and international organizations, including the UN and the IOM. Meanwhile, the Korean Embassy in Yemen established a temporary embassy on the *Wang Geon vessel* to come up with safety measures for Koreans staying in Yemen during the crisis. No country has set up a temporary embassy on a vessel before, and it is considered to be an unprecedented and creative way of protecting overseas nationals.

(2) The Great Earthquake in Nepal

In April, Nepal was hit by a 7.8-magnitude earthquake. Right after the earthquake, the Korean Embassy in Nepal began assessing the damages to Korean nationals in Nepal even though the properties of the Embassy and some staff members were partly damaged.

MOFA ensured the safety of Korean nationals in Nepal by sending special

airplanes, dispatching the Rapid Deployment Team, sending relief goods, installing hot lines and help-desks at airports, rescuing Korean nationals in the mountains, offering counseling services, and providing support for performing safety checks on residences.

In particular, in cooperation with the Ministry of Land, Infrastructure and Transport and the Ministry of Education, MOFA sent a special Korean Airline plane to Pokhara, Nepal, on April 30 to bring about a hundred Korean nationals, including 44 *Taebong* high school students who were on a field trip, back to Korea safely.

Furthermore, MOFA dispatched four Rapid Deployment Teams to Nepal during the earthquake. The last team was sent to the Gorkha and Sindupalchowk area, which suffered the most damage from the earthquake. They were only accompanied by local interpreters and stayed in tents on the street while they worked to check the safety of Korean nationals in Nepal.

(3) A Series of Terrorist Attack in Paris, France

In November 2015, Paris experienced mass shootings, bombings and hostage crisis by terrorists in six different cities and lost 129 lives with another 350 injured. The MOFA headquarters immediately set up the Task Force on Overseas Koreans Protection, sent out terror alert text messages to Korean nationals travelling in France, and posted information on safety measures against terrorism on the MOFA Travel Safety website (www.0404.go.kr). Furthermore, the Korean Embassy in France promptly responded by activating the emergency contact network that includes the Korean community association and Korean student association in France and travel agencies. MOFA also provided safety guidelines to Koreans in areas with a dense population of Korean nationals, posted safety announcements on its website, and established a cooperation system with the French law enforcements

authorities.

Moreover, MOFA issued a travel safety alert on France, raising the alert level to the Yellow, "highly cautious," level for Paris and to the Blue, "precautionary," level for other areas. It also held two meetings to thoroughly assess the situation and examine safety measures for overseas Korean nationals. MOFA and relevant authorities spared no effort in carrying out safety measures to protect Koreans at home or abroad against acts of terrorism.

3. Promoting the Rights of Overseas Koreans

1) Preparations for the 20th National Assembly Election Overseas Voting

Drawing on its experience of conducting overseas voting for both presidential and National Assembly elections in 2012, the Korean government made thorough preparations to ensure smooth overseas voting for the 20th National Assembly election. To build a cooperation mechanism among the ministries concerned, MOFA has participated in the Council for Overseas Voting meetings, which was organized by the National Election Commission. It has also actively engaged in promoting overseas voting by setting up a Task Force Team for Overseas Voting at the MOFA headquarters in April 2015.

To facilitate the operation of the overseas voting process, the Korean government dispatched 20 election officials of the National Election Commission to 20 different overseas missions in nine countries in which a large number of Korean nationals reside. The officers in charge of the voting in each mission were

thoroughly trained and mock elections were carried out in order to prepare for any possible problems. Pursuant to the Public Official Election Act, the Overseas Voting Commission has been set up at 169 missions since October 2015. Missions all around the world received applications for overseas voting from November 15, 2015, to February 13, 2016. The convenience for overseas voters are expected to be significantly enhanced from the 20th National Assembly election through the introduction of online application and permanent registration and the installation of additional polling stations in areas with a large number of overseas voters. In addition, registered overseas voters who return to Korea before the voting period may vote at local polling states.

MOFA has made various efforts to secure flawless execution of overseas voting for the 20th National Assembly election in April 2016 in close cooperation with the National Election Commission, which is a constitutional agency in charge of management of fair elections and national referendums.

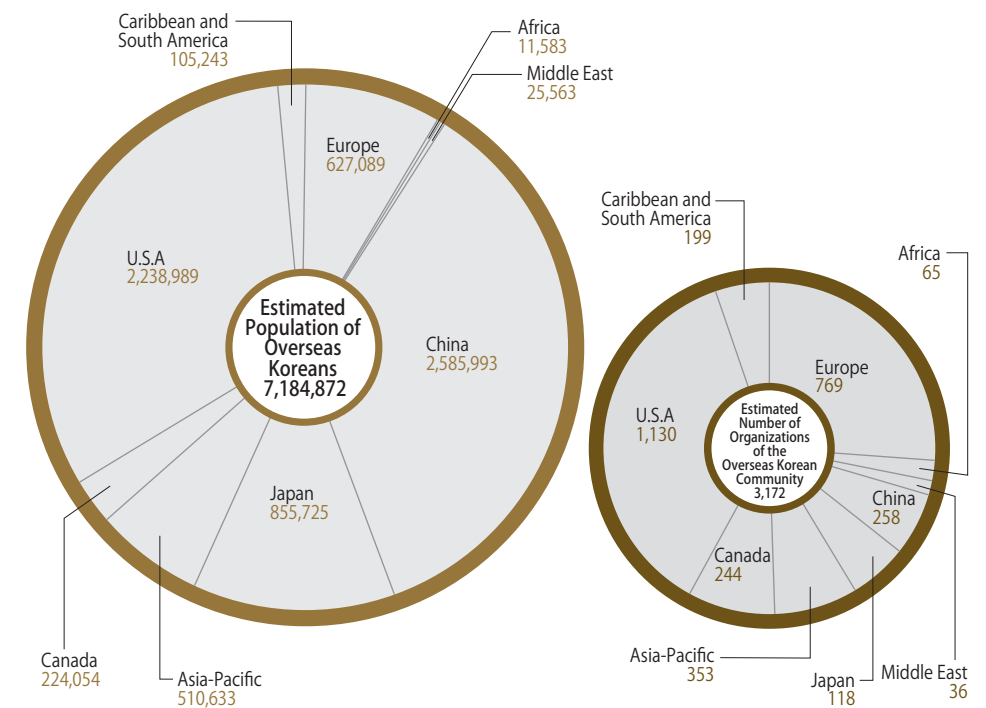
2) Committee on Overseas Koreans Policy

In 1996, the Committee on Overseas Koreans Policy was established under the Prime Minister's Office for government-wide coordination and planning of various policies for overseas Koreans. The 16th Committee Meeting and the 24th Working-level Committee Meeting were held in 2015, where representatives from ministries, academia, and overseas Koreans community gathered to discuss a range of issues, including ways to provide further assistance and reduce inconveniences for ethnic Koreans residing in Korea and strategies to strengthen public diplomacy in the US in cooperation with the Korean society. Furthermore, the Committee assessed the progress made of overseas Koreans policy under the Park Geun-hye administration

and its future plans.

The Korean government will continue to expand the role of the Committee to enhance effectiveness in both the planning and implementation process of overseas Koreans policies.

Korean Population and Organizations Overseas



*as of Dec. 2014

**includes both Korean and foreign nationals

*as of Dec. 2013

3) Celebration of the Korean Day

In 2007, the government designated October 5 as "Korean Day" to commemorate the contributions of over seven million overseas Koreans realizing the long-held aspirations of the community.

The government has held a number of events and festivities in celebration of the Korean Day, including festivals, policy seminars, and medal award ceremonies. Since 2014, the celebration of the Korean Day and the Korean Community Leaders Convention were jointly held, expanding the scale and significance of the events.

The Korean Day Celebration in 2015 was held under the slogan of "70th Anniversary of Independence! One Step forward to Reunification, together with Overseas Koreans." The event was joined by more than 800 guests, including around 400 Korean community leaders from 80 countries and over 200 Korean returnees from Sakhalin.

Following last year, President Park Geun-hye attended the ceremony and awarded medals and prizes to seven overseas Koreans in person. In total, 96 persons who made great contributions to overseas Korean communities were awarded.



Ceremony of the Korean Day
(Seoul, October 5, 2015)

In her congratulatory remarks, the President asked seven million overseas Koreans to lead the efforts for reunification which will open up new horizons to our people. She also commented that the government will continue to support the overseas Korean communities through providing assistance to Korean schools as well as offering networking opportunities by holding the Korean

Community Leaders Convention, the World Korean Business Convention, and the Future Leaders' Conference.

As 2015 marks the 70th anniversary of Korea's independence from Japanese colonial rule, a musical titled "*Hero*," which describes the life of the patriotic martyr An Jung-geun, was performed at the ceremony. The performance was very well received by the audience and provided a meaningful opportunity for the participants to reflect on the history of the country and their identities.

The government plans to promote the values embedded in the Korean Day and provide forum for communications among overseas Koreans to further enhance the Global Korean Network.

4) Supporting Overseas Korean Communities

The government has been carrying out multiple support programs for overseas Korean communities through the Overseas Koreans Foundation (OKF), one of its affiliated organizations, in order to advance the goal of its overseas Koreans policy: helping overseas Koreans to settle successfully in their countries of residence while maintaining close ties with Korea.

To this end, the OKF has launched a wide range of support programs and projects under the government mandate, from education support programs that sponsor overseas Korean teachers in passing the Korean language, history and culture to the next generation to civil rights projects that help advance the political power of overseas Korean communities.

It also has programs aimed at building and expanding networks among younger-generation Koreans to seek out young Korean leaders that could play an active role in mainstream societies around the world and to promote exchange between

young generation Koreans at home and abroad. Furthermore, the OKF is making efforts to support the activities of overseas Korean businesses by holding the annual World Korean Business Convention, which serves as a platform for Korean entrepreneurs around the world to form global networks and to enhance their business capabilities.

Chapter 2

Increasing Benefits for Overseas Koreans



1. Simplification of Visa Requirements for Foreign Countries

1) Visa Waiver Agreements

Visa waiver agreements allow the nationals of the contracting party to visit the territory of the other party without a visa for a certain period of time. As of March 2016, Korea signed visa waiver agreements with 103 countries.

In 2015, MOFA signed visa waiver agreements with Kuwait for diplomatic, official, and special passport holders; Jordan for diplomatic passport holders; and Mozambique for diplomatic and official passport holders.

MOFA plans to sign visa waiver agreements with other countries that Koreans often travel to so that Koreans can travel around the world more freely.

2) Residence Agreements

MOFA has put much effort into improving immigration-related conveniences for long-term Korean residents and Korean business people in foreign countries. In 2015, MOFA signed the Agreement on the Mobility of Business People and Trainees with France on September 17. Until then, Koreans doing business in France faced great immigration-related inconveniences as they had to wait more than three months to obtain visas and residence permits for their accompanying families and renew their residence permits every year. However, when the Agreement comes into effect, Koreans in France will be able to obtain visas within one month after application, and residence permits will be valid for up to three years. MOFA plans to sign similar agreements with other countries, as this will not just make it easier for Koreans to enter and leave a country but also give practical benefits in everyday life.

2. Expansion of Working Holiday Programs

In order to provide young Koreans with more opportunities to go abroad, MOFA is seeking to sign working holiday scheme agreements with more countries. Starting with the agreement with Australia in 1995, Korea has concluded bilateral agreements or MOUs on working holiday programs with 21 countries so far. In 2015, MOFA signed a working holiday agreement with Chile and agreed to ease the requirements for the participation in the working holiday program with New Zealand. It also agreed to issue each year up to 600 working holiday visas with Taipei and up to 1,000 visas with Hong Kong from 2016.

MOFA plans to continue to expand and strengthen working holiday programs

so that young Koreans can have more opportunities to advance into the world and enrich their global experience.

Working Holiday Agreements or MOUs

	Australia	Canada	New Zealand	Japan	France	Germany	Ireland	Sweden	Denmark	Hong kong
Date of Conclusion	1995.3	1995.10	1999.4	1998.10	2008.10	2009.4	2009.12	2010.9	2010.10	2010.11
Period of Stay	12 months	12 months	12 months	12 months	12 months	12 months	12 months	12 months	12 months	12 months
Annual Quota	unlimited	4,000	1,800	10,000	2,000	unlimited	400	unlimited	unlimited	1,000
Taiwan	Czech	Italy	UK	Austria	Hungary	Israel	Netherlands	Portugal	Belgium	Chile
2010.11	2011.12	2012.4	2012.6	2012.7	2013.4	2013.11	2014.3	2014.4	2014.4	2015.4
12 months	12 months	12 months	24 months	6 months	12 months	12 months	12 months	12 months	12 months	12 months
600	300	500	1,000	300	100	200	100	200	200	unlimited

In 2015, MOFA held 31 Working Holiday Information Sessions at universities and high schools across Korea. These sessions provided students with essential information on working holiday programs, such as information about visas, everyday life, jobs, and safety. For more country-specific information, MOFA also hosted sessions about working holidays in Australia, the United Kingdom, Canada, and Ireland. Furthermore, it opened websites on which participants can share their experience with others and operated preparation groups for those who want to take part in working holiday programs. MOFA also produced and distributed a video about the myths and realities of working holidays in an effort to prevent possible accidents.

Amid growing concern among Koreans over the safety of working holiday makers, MOFA conducted a survey on the working holiday experience in October

and November 2015 and utilized the results to provide useful assistance to those on working holidays. Additionally, overseas missions hold regular meetings with working holiday makers and provide information on safety and jobs online. In particular, the Hello Working Holiday Center, which is operated by the Korean Embassy in Australia, offers help and customized services to over 20,000 working holiday makers.

MOFA will continue to provide useful information on working holiday programs to help the participants achieve their intended goals and fulfill their dreams all over the world.



Working Holiday Information Session



Working Holiday PR Leaflets



Australia Working Holiday Guidebook

3. Mutual Recognition of Driver's Licenses

As a part of its efforts to provide customized consular services to overseas Koreans, MOFA has been seeking to sign agreements on the mutual recognition of driver's licenses with more countries. Such agreements allow Korean citizens to exchange their Korean driver's license with that of their residing country without going through the local driver's license acquisition process.

In 2015, MOFA signed a mutual recognition agreement on driving licenses with Guatemala, Uzbekistan, and Honduras. The agreement between Korea and Israel on the mutual recognition and exchange of national driving licenses came into effect on February 19, 2016. Currently a Korean driver's license is recognized in 129 different countries and regions.

MOFA plans to sign mutual recognition agreements on driving licenses with more countries.

4. Simplifying Passport Issuing Process and Improving Customized Services

1) Developments in Passport Issuing Process

In 2012, MOFA launched a project to simplify the passport application process with the goal of establishing a paperless passport application system that only requires the submission of an ID card.

This project consists of three components: a digital signature system for simplified passport application, a live image acquisition system to enable taking



Exhibition of Paperless
Passport Application System

passport photos on the spot and an electronic receipt system to replace paper receipts. The electronic receipt system has been put in place at all local government offices and overseas missions since June 2013. As of July 2015, all the 239 passport service providers at local government offices adopted the digital signature system and 84 overseas missions are using the live image acquisition system

along with the digital signature system.

The aim of MOFA is have all overseas missions adopt the digital signature system and the live image acquisition system by 2016.

2) The Increased Use of 24-Page Booklet Passports



24-Page Passport PR Poster

MOFA has been issuing 24-page passports since April 2014 in addition to its existing 48-page passports. Since the introduction of the 24-page booklet passport, 70% of passport applicants have chosen this new option.

The 24-page booklet passport has received positive feedback thanks to its excellent portability. Furthermore, as the 24-page passport is cheaper than the 48-page version, it also helps to reduce the financial burden on the applicants.

As of February 2016, Korea signed visa waiver agreements for ordinary passport holders with 103 countries; 57 other countries also allow Korean nationals to enter their countries without a visa. In addition, some countries do not physically stamp passports. These factors lead to a reduced demand for the thick 48-page booklet passports.

3) The Expansion of Passport Offices and the Launch of Passport Education Research Center (PERC)

MOFA has steadily increased the number of passport offices in Korea; and the number has significantly increased in 2006 with the introduction of the centralized passport issuing system. As of March 2016, Koreans can apply for their passports in all regional government offices and collect it in four to five days.

To provide the best possible passport services to the public, MOFA has been running the Passport Education Research Center (PERC) since March 2014. PERC has seven researchers and provides approximately 1,800 passport staff members in 239 domestic passport offices and 172 overseas missions with a continuous and systematic training on passport laws and regulations.

In 2015, PERC hosted group education sessions in the PERC HQ for 351 passport office staff members, and held on-site training in 104 passport offices and ten overseas missions.



Passport Education Research Center
Training Session

5. Improving Consular Services

1) Introducing New Consular Services

MOFA seeks to expand its existing services and develop new consular services in order to make practical contributions to improving the everyday life of Koreans staying abroad.

Since May 1, 2015, the family register certificate can be issued at all overseas missions. Also, as of July 1, 2015, all overseas missions provide online application service for family registration. This expedites the registration process significantly (from one to three months to a maximum four days). In addition, now all overseas missions issue accredited electronic certificates to Korean nationals, which is an improvement from the previously limited 42 missions.

2) Hosting the Third Global Consular Forum Meeting of Senior Level Consular Officials

MOFA succeeded in hosting the Third Global Consular Forum Senior Level Meeting. The Global Consular Forum (GCF) was launched in 2013 as a multilateral consular consultation institution aimed at discussing consular issues and sharing experiences in this field. The Third Senior Level Meeting is the first to be held in Asia, with the first in Europe (the United Kingdom, Sept. 2013) and the second in North America (Mexico, May 2015). The conference will be held in October 2016, and issues such as protecting overseas nationals, promoting safe travel culture, protecting migrant workers, and providing consular protection to vulnerable clients will be on the agenda. By hosting this conference, Korea will make a significant contribution to

the global consular community and continue to lead development in this field.

3) Performance Evaluation of Consular Activities

To improve the quality of consular services, MOFA conducts an annual evaluation on the consular service provided by overseas missions, including a survey on consular service satisfaction. It established an evaluation guide for a more objective and fair assessment of consular activities and evaluated the performance of all overseas missions. In 2015, MOFA conducted a customer satisfaction survey on the consular service of 155 missions.

4) Bilateral Meetings on Consular Affairs

MOFA has been holding consular consultations with partner countries regularly. In 2015, Korea held bilateral meetings with Japan, Indonesia, China, Russia, Turkey, Thailand, and the United Kingdom. Through these meetings, MOFA strived to enhance mutual understanding between consular authorities to increase the benefits of the Koreans residing in respective countries and to address bilateral consular issues.

5) Strengthening Circuit Consular Services

Overseas missions have been providing circuit consular services for Korean nationals residing in remote areas or in countries with no Korean diplomatic missions. In 2015, 156 overseas missions provided 1,129 rounds of circuit consular services handling approximately 53,000 cases, including passport issuance,

notarization, and conscription consultation. Circuit consular services have also provided good opportunities to hold consultative meetings with overseas Koreans, local police or immigration officers. MOFA will continue to strengthen its circuit consular services.

Chapter 3

Earning the Public's Support for Foreign Policy



1. Overview

The Ministry of Foreign Affairs (MOFA) has made continuous efforts to earn public support for and understanding of its policies. MOFA makes full use of Social Network Service (SNS) for interactive communication with the public. MOFA has also increased direct contact with the public through various programs, such as the "Visit MOFA" and "Visit Schools" Programs. MOFA has selected two to three important foreign policies or activities and launched public relations (PR) campaigns on these topics in a more focused way.

2. Using New Media Tools

In order to communicate lively with the public, MOFA has been actively utilizing

on-line media such as Twitter, Facebook, and YouTube. MOFA has produced various online contents on major issues and trends in international affairs, such as presidential overseas trips, overseas travel safety, job opportunities at international organizations, Dokdo and comfort women. It also held events of online quiz thereupon so that the public may enhance the understanding of foreign policies.

Since MOFA launched "Live MOFA," a social broadcasting system, in September 2012, a total of 56 episodes have been broadcast on "Live MOFA" by December 2015. "Live MOFA" deals with important and interesting foreign issues and contributes to fostering interactive communication between MOFA and the public. In 2015, 14 episodes were broadcast, attracting an average of 15,151 viewers and 28,665 visitors per episode. In its forth year, the program continued to attract the public's keen interest and is seeing a steady increase in viewership. In particular, two episodes titled "One Dream, One Eurasia" and "The World, the UN, North Korea" attracted wide interest.

MOFA provides vivid stories of Korean diplomats overseas through its intra social networking service called "MOFA Story" where they contribute their own stories. In 2015, MOFA built "MOFA Story 4.0," which gives users access to all the stories posted real-time from both the headquarters and diplomatic missions around the world.

Through an e-mailing platform called Policy Customer Relationship Management (PCRM), MOFA provides professionals in the academia, press, and public arena with information regarding foreign affairs, including results of important international meetings and presidential overseas trips. In 2015, MOFA sent a total of 69 PCRM's including texts of speeches delivered by the Foreign Minister.

As a result of various efforts to communicate with the public through on-line media, MOFA has significantly increased the number of SNS clients, thereby enhancing its communicative power with the public. MOFA will continue to provide

customers with information they need through various channels.

Overview of MOFA SNS Accounts in 2015

SNS Medium	Customers (Jan. 2015→Dec. 2015)	Rate of Increase
Twitter	Followers 34,140 → 48,115	40.9%
Facebook	Fans 85,714 → 109,796	28%
YouTube	Hits 1,057,075 → 6,384,718	504%



Live MOFA Talk Show

3. Outreach through Websites, Blogs and Other On-line Platforms

MOFA runs 179 Korean and 194 foreign-language websites for its headquarters and overseas missions. It promotes its foreign policy activities by keeping updating new contents on its official websites. In 2015, MOFA enhanced several overseas missions' mobile websites by using Responsive Web design to make it easier for website visitors to search for information they need. In 2016, MOFA will continue to extend its operations into other overseas missions websites.

MOFA has been continuously expanding its online services in foreign languages to provide up-to-date information about Korea and its foreign policy. As of the end of 2015, it was operating a total of 194 websites in 32 languages, 86 of which were in English and 108 in other languages. MOFA will continue to improve the function of its foreign language websites and diversify their contents in order to provide Koreans abroad with useful information and help keep them updated on the news back home. Also for those interested in Korea, MOFA websites aim to become a more resourceful gateway to information about the country.

MOFA also operates a website for young people. In addition, it maintains a policy blog "MOFARANG," which provides news and information on foreign policy for college students.

4. Public Outreach Programs

MOFA has organized a variety of public outreach programs to communicate with the public directly. The "Visit MOFA" program is conducted twice a month for

students and adults and contributes to enhancing the public's understanding of major foreign policy agendas. In 2015, a total of 2,509 students and adults participated in the program.

MOFA has also been promoting the "Visit Schools" program, where Korean diplomats speak about foreign policy to middle and high school students. In 2015, 198 schools and about 26,000 students took part in the program. This program has served as a good opportunity for a lot of students to raise their understanding of the Ministry's work and diplomat as a career. Moreover, MOFA's officials visit schools located outside of Seoul, giving students in provincial areas chances to meet diplomats and learn from their experiences as diplomats.

MOFA has assisted in various activities of "Friends of MOFA," a supporters group of college students. In 2015, "Friends of MOFA" played a significant role in promoting activities of the Ministry and foreign policy agendas by posting articles on the Ministry's official blog and monitoring overseas mission websites. In particular, "Friends of MOFA" had a valuable opportunity to experience the Ministry's work by participating in off-line promotional activities for the "Eurasia Express" and so on.

In addition, MOFA and "Friends of MOFA" have held talk concerts titled "Diplomacy Talk! Talk!" covering a range of topics on international relations that are of interest to college students. Especially, in November 2015, the Seventh "Diplomacy Talk! Talk!" was held in Busan, which was the first concert to be held out of Seoul area. It discussed the role of MOFA and diplomats, various foreign policy and diplomats' experiences attracting participation of a large number of college students and the public.



2015 Talk Concert "Diplomacy Talk! Talk!"

5. Reinforcement of Press Relations Service

MOFA has been making efforts to provide better press relations services. Through its multifaceted services to domestic and foreign media outlets, MOFA has been able to help press at home and abroad better understand Korea's foreign policies.

The press relations services offered by MOFA in 2015 alone include a combined 32 press briefings by the Minister and the Vice Ministers; a total of 149 regular briefings by the Spokesperson and those on MOFA schedules by the Deputy Spokesperson; 44 meetings with media outlets; and a combined 132 policy background briefings and brown-bag seminars. By providing such services, MOFA

sought proactively to reach out to the press.

In addition, the Ministry held press interviews and contributed articles, 369 in total, and issued 917 press releases in 2015 alone, helping the press provide the public with accurate information.

Also, MOFA, through two-way exchanges with and among media outlets, has sought to win public support for its foreign policy and other relevant matters and to create favorable public opinion abroad.

MOFA held four brown-bag seminars in 2015 in the form of media training sessions on ways to use the public language, on accurate and reliable press interview, on public relations with a picture, and on strategies for stepping up policy communication through SNSs, thereby contributing to wider access of information for journalists.

MOFA also conducted invitation programs for foreign journalists in 2015. A total of 18 journalists from 13 media outlets visited Korea to join the MOFA invitation program during the MIKTA Foreign Ministers' Meeting in May, the Visegrad Music Festival in September and the Korea-Central Asia Cooperation Forum in October.

These foreign journalists of leading media organizations produced some 60 reports introducing Korean culture and society to their local readers and thereby promoting their understanding of Korea and its foreign policy.

Along with such invitation programs, MOFA has held exchange programs among journalists from China, Japan and other neighboring countries of the Korean Peninsula as well as ASEAN for the better understand Korea's main diplomatic issues. Ten Chinese journalists visited Korea to take part in an ROK-China exchange program for journalists held from November 2 through 6, and five Japanese journalists visited Korea in 2015 for an ROK-Japanese journalist exchange program from June 15 through 20. Meanwhile, 30 journalists from ASEAN member states

visited Korea from October 7 through 14. Reciprocally, six Korean journalists visited Japan (Nov. 30-Dec. 6), nine to China (Nov. 30-Dec. 4), and eight to four ASEAN countries (Sept. 6-12).

6. Increasing Public Outreach in Relation to Protocol Affairs

The public's interest in protocol affairs is growing as the government regularly participates in major international meetings and as many of those are being held in Korea. In response to the growing interest, MOFA has been making continuous efforts to strengthen public outreach activities so as to broaden the public's understanding of protocol affairs. Also, MOFA provides information on summit diplomacy and major diplomatic events on its Protocol Affairs Facebook page (www.facebook.com/protocoloffice).

At the same time, the audience for the Ministry's Protocol Academy lecture program has been diversified to include local governments, civil groups, universities, and economic organizations. In 2015, there were, all told, 24 lectures. In addition, MOFA regularly took advice from non-governmental experts of the Ministry's Advisory Committee on Protocol Affairs on how to improve state protocol and promote its dignity.

Moreover, MOFA strengthened engagement with the diplomatic corps by hosting Peace Concert with Diplomats' Choir and MOFA-Diplomatic Corps Charity Concert. Through these events, MOFA tried to facilitate communication between the members of the corps and the Korean public. Also, MOFA closely cooperated with the corps of honorary consuls in Korea and supported its activities which

contribute to promoting exchange in various fields like economy and culture between Korea and the countries represented by honorary consuls.

7. Focused Public Relations Campaigns

MOFA has annually selected two to three important foreign policies or activities and launched public relations (PR) campaigns on these topics in a more focused way since 2011, when it conducted a campaign on the assistance provided by Korea's emergency response team to the victims of the earthquake and tsunami in Japan. Since then, it has promoted the eradication of global poverty, youth's presence in international organizations and public diplomacy as flagship policies or activities of MOFA.

In 2015, MOFA selected the topics of overseas travel safety and the 70th anniversary of the United Nations. It conducted overseas travel safety campaigns with the popular characters 'Brown and Cony.' MOFA also promoted its cooperation with the UN, celebrating the 70th anniversary of Korea's independence as well as the 70th anniversary of the UN, making use of documentary and other promotional video clips on these topics. With the topics closely associated with the lives of the Korean people, MOFA has been channeling its public relations resources into providing relevant information to the general public.

As a result, there has been a marked increase in the public's awareness and favorability levels concerning the foreign policy agendas. MOFA will continue efforts to help raise the public's appreciation of foreign policy and its significance to their lives.

Media Category	Main activities (in 2015)
SNS	<ul style="list-style-type: none">• Operate Twitter and YouTube accounts and Facebook page in Korean and in English- Provide real-time information on major foreign policy issues and events- Engage in interactive communication with the public
Blog	<ul style="list-style-type: none">• Post essays, videos and photos regarding various diplomatic events, global issues, and stories from overseas missions- Operated by college student reporters- Approximately 46,000 visitors a month
Website	<ul style="list-style-type: none">• Operate a total of 373 websites for headquarters and overseas missionsEnhance search function and update main page contents- 87 websites in English, 109 in local languages
PCRM	<ul style="list-style-type: none">• 69 newsletters and policy e-mailing
Online Events	<ul style="list-style-type: none">• 12 online quiz competitions
Visit MOFA Program	<ul style="list-style-type: none">• 32 sessions (2,509 participants)
Visit Schools Program	<ul style="list-style-type: none">• 198 school visits (26,131 students)