

**Memorandum of Understanding on Cooperation between
the Ombudsman of the Republic of Indonesia and
the Anti-Corruption & Civil Rights Commission of the Republic of Korea**

The Ombudsman Republic of Indonesia and the Anti-Corruption and Civil Rights Commission of the Republic of Korea (hereinafter referred to as “the Sides”);

Noting the Sides share similar objectives to strengthen the concept of Ombudsman-ship and good governance;

Recognizing the importance of cooperation in actively handling the complaints and grievances of their nationals (including businesses) in the other country and in strengthening institutional capabilities of the Sides and;

In accordance with the prevailing laws and regulations of their respective countries;

Have reached the following understanding:

Paragraph 1 Objective

The Objective of this Memorandum of Understanding (MOU) is to promote development of complaint handling systems of the Sides, to seek mutual benefits in addressing complaints and grievances encountered by the other country nationals related to residence, employment, education, visa, and other issues of daily life and business activities in the territory of the other side, and to establish a system for cooperative activities.

Paragraph 2 Handling Complaints for Expatriates

1. Each Side will handle, with careful consideration, complaints filed by the other country’s overseas nationals in its country. Each Side will handle such complaints on their own as a matter of principle.

2. The Sides may visit each other's country and provide on-site complaint counseling and other services for their nationals and businesses in the other.
3. Each Side may receive complaints from its overseas nationals relating to the other country and may transfer such complaints to the other Side by post or e-mail.
4. The Sides may consider opening a window for complaints (website) at their respective ombudsman organizations so that their nationals residing in the other country can file and receive complaints in their country's language. When opening such a window, the Sides will actively promote and introduce the window so that their nationals in each other's country can use it.
5. The Sides will inform the other side of the status of handling complaints and grievances filed by the other country the other's nationals, on request.

Paragraph 3 Areas of Cooperation

1. The areas of cooperation under this MOU may include, subject to the availability of financial and human resources of the Sides, the following:
 - (a) sharing their systems, policies, laws and experiences on complaint handling;
 - (b) exchanging human resources by sending employees or visiting trainees;
 - (c) developing a joint study and training programs;
 - (d) holding workshops or seminars; and
 - (e) any other areas of cooperation deemed necessary.
2. The Sides will jointly decide areas of cooperation and agenda considering their interests and demand.
3. Each Side will actively promote multilateral cooperation for the spread and development of Ombudsman-ship in the Asia region.

Paragraph 4 Implementation Mechanism

1. The Sides will hold high-level ombudsman policy meetings to share their practices and procedures related to complaint handling, to evaluate their performances in resolving the complaints and inconveniences of the other country's overseas nationals, and to discuss other cooperation matters.
2. Each Side will appoint a liaison officer to facilitate mutual communication.

Paragraph 5 Expenses

Each Side will bear its own costs of programs, projects and activities under this MOU unless otherwise jointly decided by the Sides.

Paragraph 6 General Provisions

1. Cooperative activities under this MOU will be conducted by the Sides in accordance with their respective laws and regulations.
2. This MOU does not create any legally binding rights and obligations.
3. The Sides will not transmit information obtained from the other Side under this MOU to a third party without the prior written consent of the other Side.

Paragraph 7 Entry into Effect, Duration, Termination and Amendment

1. This MOU will come into effect on the date of its signing.
2. The MOU will remain in effect for a period of two (2) years. The validity of the MOU may be extended for the successive periods of two (2) years upon mutual written consent of the Sides.

3. Either Side may terminate this MOU at any time by informing the other Side, in writing, of its intention to terminate the MOU. The MOU will be terminated at six (6) months after the receipt of such notification.

4. This MOU may be amended by mutual written consent of the Sides.

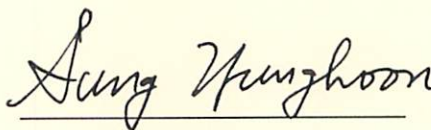
Signed in duplicate in (Pyeong Chang) on (18) day of (May) 2017, in the English language.

FOR THE OMBUDSMAN OF
THE REPUBLIC OF
INDONESIA



Amzulian RIFAI, Chairman

FOR THE ANTI-CORRUPTION
AND CIVIL RIGHTS COMMISSION
OF THE REPUBLIC OF KOREA



SUNG Yung-hoon, Chairman