

One-Stop Service for Rapid and Easy Recovery Support

Republic of Korea

The Answer was in the Problem!

The Korean government is supporting 10 to 50 thousand sufferers from various disasters such as typhoons, torrential rains, and heavy snows every year. The recovery support system, however, has not been changed since for the last 40 years. The effectiveness was questioned because the sufferers could not know how much money they were entitled to receive before they actually get it and the waiting period was not short. Local governments also had problems in rapid recovery activities because of the hard-to-predict support system.

Firstly, the main difficulties delayed payments due to the itemized support system composed of 283 categorized items such as relief fund and living expenses, secondly, delayed budget dissemination due to a decentralized support system by 12 divisions in 7 central agencies, thirdly, delayed damage estimation due to hand calculation, and finally possible duplicated support problems due to a lack of by the coordinating agency.

The answer was in the problem. The key point was to integrate the supporting processes scattered in throughout the various agencies, based on the classified support scheme using comprehensive disaster indices. Also, one coordinating agency is designated with utilizing a computer database system to accomplish the "disaster fund One-Stop support service."

After 6 month of inter-agency endeavor the final agreement has been finalized followed by the establishment of a computer network. To support sufferers as with a One-Stop service, individual damage for each sufferer needed to be compiled and managed in one system. Korea has a comprehensive disaster database system connecting local governments and the central government called as the National Disaster Management System (NDMS). The computer system for the One-Stop service was possible with the support by the current NDMS.

The next obstacle was to find out the most rapidly available budget right after disasters. Part of the central reserved fund was identified to be available to support local governments and plans for the emergency use were also prepared in advance.

In July 2006 the Disaster Management System Improved Again!

Even though a perfect policy can be planned on the desk, the policy is useless when it can not be applied in the field. To make sure that the planned new scheme is feasible, three simulated exercises were performed and education and training was also carried out before July 2006 with continuous system check-ups.

In July 2006 Typhoon EWINIAR, followed by concentrated heavy rains, devastated the southeastern part of South Korea killing 59 persons and causing US\$ 2.1 billion property damage.

Right after the disaster in July 2006, the One-Stop support service was executed for the damaged areas and the recovery fund was directly transferred to individual



Flood Damage by Torrential Rain in 2006

sufferers in 20 days, which normally took about 90 days.

This kind of rapid money transfer helped the people focus on the recovery works and only 8 petitions were reported during the recovery period. This number is surprisingly small compared to the 116 petitions after Typhoon Maemi in 2003.

There was no criticism in the press and this was also surprising because there were 21 serious criticisms in 2003 by nationwide press and broadcasting services. Also, there was no incidence of duplicated money transfers and tasks of field officers were also minimized saving US\$ 13 million. This result is only one small step towards customer-oriented recovery service and new challenges will emerge since disasters keep changing their faces.



Presidential Innovation Award
for One-Stop Recovery Support Service

- Background

There had been numerous criticisms from the people who suffered from natural disasters complaining that the support process was not simple and fast enough.

- Objective

To increase the effectiveness of the disaster recovery support process through the establishment of a customer-oriented rapid and precise system

- Term/Time Frame

From March 2004 to June 2006

- Activities undertaken

Setting up of a comprehensive operation system by designating competent agencies improving previously decentralized support process

From the itemized support scheme such as houses, vessels, farms, etc. to a classified support scheme using comprehensive disaster indices with 350 classes

Setting up of a disaster support computer database network from county level to central level

- Major achievements

Shortened disaster fund dissemination: from 90 days to within 20 days

Decreased civil petitions: 116 cases in 2003 whilst 0 case in 2006

No news report criticizing delayed recovery support: 21 reports in 2003 whilst none in 2006

Database setup of private property damages which can be used for various purposes

- Total Budget

Only about US\$ 580 thousand

- Contact details

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