



Table of Contents

| Part I Introduction | 013

| Part II Major Activities of the Commission | 037

Chapter 1 Improvement of Laws, Regulations, Policies and Practices 039

Section 1. Overview 039

Section 2. Major Activities 041

Chapter 2 Human Rights Counseling and Complaint Processing 053

Section 1. Overview 053

Section 2. Major Activities 054

Chapter 3 Investigations and Remedies: Civil Rights Violations 057

Section 1. Overview 057

Section 2. Major Activities 058

Chapter 4 Investigations and Remedies: Discriminatory Acts 077

Section 1. Overview 077

Section 2. Major Activities 079

Chapter 5 Human Rights Education 099

Section 1. Overview 099

Section 2. Major Activities 100

Chapter 6 Cooperation with Human Rights Organizations and Public Relations Issues 109

Section 1. Overview 109

Section 2. Major Activities 110

Chapter 7 Activities of Regional Human Rights Offices 125

Section 1. Busan Human Rights Office 125

Section 2. Gwangju Human Rights Office 127

Section 3. Daegu Human Rights Office 130

| Part III Special Projects | 133

Chapter 1 North Korean Human Rights 135

1. Backgrounds 135

2. Policy Recommendations and Opinions 135

3. Major Activities and Evaluation 136

Chapter 2 National Report on Persons with Mental Disabilities 139

1. Major Findings 139

2. Publication 142

3. Future Challenges 143



| Appendix | 145

1. Commissioners & Senior Executive Officers 147
2. Organization 153
3. Budget 155

| List of Tables |

- [Table 2-2-1] Number of Complaints, Counseling Cases, and Inquiries and Civil Applications by Year 054
- [Table 2-2-2] Counseling Cases by Year 055
- [Table 2-2-3] Complaints by Year 055
- [Table 2-2-4] Status of Complaint Resolution by Channel and Year 056
- [Table 2-3-1] Complaints on Civil Rights Violations by Type of Resolution 059
- [Table 2-4-1] Complaints on Discrimination by Reason 079
- [Table 2-5-1] Record of Human Rights Education Conducted in 2009 106
- [Table 2-7-1] Complaints, Counseling, and Inquiries and Civil Applications Accepted by the Busan Human Rights Office 125
- [Table 2-7-2] Complaints, Counseling, and Inquiries and Civil Applications Accepted by the Gwangju Human Rights Office 128
- [Table 2-7-3] Complaints, Counseling, and Inquiries and Civil Applications Accepted by the Daegu Human Rights Office 130