

‘Overseas Koreans can get all kinds of certificates conveniently issued at Incheon Airport’

OKA opens Integrated Civil Service Office Branch to communicate with overseas Koreans

The path has been opened for overseas Koreans entering and leaving the country to easily obtain various certificates at the airport. On Dec. 2, the Overseas Koreans Agency moved the Integrated Civil Service Office Incheon Branch to the Government Complex Center on the second floor of Incheon International Airport Terminal 2 and held an opening ceremony to begin full-scale operations.

The Civil Service Office, which began operations the same morning, provides various civil affairs services related to overseas immigration, such as issuing copies of overseas national registration certificates, reissuing overseas emigration report confirmations and reporting of returns, as well as integrated civil affairs consultations (by phone and video), reservations and guidance. In addition, consultation services are provided on various administrative civil affairs closely related to overseas Koreans, such as legal affairs (nationality, compatriot visas, immigration), military service, family relations, national taxes, customs, veterans affairs, employment, national pension, health insurance and driver’s licenses.

‘One-stop effect’ achieved with presence of civil service offices of each government department

In particular, the government-integrated center on the second floor of Incheon International Airport Terminal 2, where the new Incheon branch office is located, is expected to have a synergy effect in helping overseas Koreans handle various civil service tasks because, as the name suggests, the civil service integrated offices of each government department are gathered together.

At the Ministry of Justice Immigration Service Center, one can easily handle tasks, such as issuing various certificates and registering for automatic immigration screening. In addition, the Ministry of Foreign Affairs Passport Civil Service Center provides 24/7 emergency passport issuance, passport issuance record certificates, and passport acquisition and loss reporting.



A poster showing the location of the Incheon branch of the OKA’s Integrated Civil Service Office, located on the second floor of the Government Complex Center at Incheon International Airport Terminal 2.

In addition, the Military Manpower Administration provides services, such as overseas travel permits for military service personnel, confirmation and management of military service records for those entering and leaving the country, and enlistment applications for permanent residents.

In addition, the Animal and Plant Quarantine Center of the Ministry of Agriculture, Food and Rural Affairs; the Marine Products Quarantine Center of the Ministry of Oceans and Fisheries; the Traveler Customs Clearance civil affairs office of the Korea Customs Service; the National Heritage Administration’s Cultural Heritage Appraisal Office; the Airport Police Unit Security Center; and the National Tax Service’s Taxpayer Support Center are located here.

The OKA has set up an integrated civil service office in Gwanghwamun, Seoul, and had operated a branch office in Songdo, Yeonsu-gu, Incheon, where the OKA’s headquarters is located. However, due to the inconvenience of having to travel to Songdo to use the branch office, the usage rate was low, and the need to move to the airport was raised. The OKA explained that any business that cannot be handled at the Incheon branch office will be handled in conjunction with the Gwanghwamun office.

‘We will increase the number of civil service office branches in the future’

The opening ceremony, held in the afternoon of the same day, was attended by OKA Commissioner Lee Sang-duk, director of the Consular Security Bureau



Key attendees take a commemorative photo at the unveiling ceremony at the Incheon branch of the OKA Integrated Civil Service Office, located on the second floor of the Government Complex Center at Incheon International Airport Terminal 2, on Dec. 2. From left to right are Incheon International Airport Corp. Vice President Kim Beom-ho, head of the Overseas Koreans Cooperation Center Kim Young-geun, director of the Consular Security Bureau of the Ministry of Foreign Affairs Yoon Ju-seok, OKA Commissioner Lee Sang-duk, OKA policy advisory committee member Shin Yeon-jeong, head of the Overseas Koreans Service Support Center Kim Yeon-sik and World Federation of Korean Associations Executive Vice President Lee Byeong-mun.

of the Ministry of Foreign Affairs Yoon Ju-seok, Vice President of Incheon International Airport Corp. Kim Beom-ho, head of the Overseas Koreans Cooperation Center Kim Young-geun, head of the Overseas Koreans Service Support Center Kim Yeon-sik and OKA policy advisory committee member Shin Yeon-jeong.

“The civil service office will serve as a communication channel that allows overseas Koreans to feel closer to their home country,” OKA Commissioner Lee said. “We will work to increase the number of civil service offices in the future while looking at the usage rate and improving convenience.

“The OKA will be there for overseas Koreans around the world from the moment they first meet their mother country. Although it is starting in a small space, it has great significance, and since the civil service offices of the Ministry of Foreign Affairs and each government department are gathered here, it will have a one-stop effect in handling administrative affairs.”

Evaluation of policies that provide practical help

The OKA is being evaluated as a case that has put into practice the promise that it has made so far: “As a protective barrier and representative for 7 million overseas Koreans, we will lower the threshold, communicate, solve the thorny issues of overseas Koreans, provide practical help, and take care of the people’s livelihoods and lived realities.”

“Since its launch in June of last year, the OKA has done a lot for overseas Koreans,” Consular Security Bureau director Yoon said in his congratulatory speech. “Since Commissioner Lee took office, the speed of the OKA’s business progress has been more rapid and has gained momentum, and the opening ceremony of the Incheon branch is a result of that.”

OKA policy advisory committee member Shin, a New Zealand compatriot who received a certificate herself immediately after the opening ceremony, emphasized, “The OKA’s Civil Affairs Office is not simply an administrative space but a bridge connecting overseas compatriots and the Republic of Korea.”

She expressed her expectations from the perspective of overseas compatriots, saying: “The relocation of the Incheon branch of the OKA Civil Service Office to Incheon Airport will be a strong gesture of understanding and consideration for overseas compatriots. I am grateful that I no longer have to set aside time to get an apostille when visiting my home country.” 🇯🇵