

KFTC Innovates Its Operations with AI

– Establishment of the “AI Innovation Task Force” –

September 15, 2025

Information Management Division

The Korea Fair Trade Commission (KFTC, Chairperson Biung Ghi Ju; hereinafter the “KFTC”) announced that it has launched the AI Innovation Task Force to accelerate the adoption and expansion of AI across its core operations, including complaint handling and case processing. The task force will officially commence its activities on September 15, 2025.

The KFTC has already laid the groundwork for the use of AI technologies through its FairData system, which provides four types of AI services: natural language Q&A, financial contract review support, draft report preparation, and complaint recommendation.

In the second half of 2024, the KFTC organized the “AI Innovation TF” (led by the Secretary General, July–December 2024) to identify seven key priority tasks for advancing AI adoption, and has since been exploring implementation plans for each task.

The newly established AI Innovation Task Force will primarily focus on implementing the innovation tasks identified by the “AI Innovation TF.”

As a first step, the KFTC plans to enhance its in-house AI Translation Service (supporting 29 languages) by integrating a customized terminology dictionary for KFTC use. It will also complete the development of an AI-based “similar case and precedent search system” by the end of 2025, using its own GPU resources and staff, and commence the service from 2026.

In addition, two inter-ministerial projects selected by the Ministry of Science and ICT are underway: the AI-based Terms Review Platform (KRW 3.5 billion) and the Subcontract Fairness Support Platform (KRW 1.8 billion), both scheduled to launch by the end of 2026.

Meanwhile, tasks such as complaint processing efficiency and advancing AI-based case handling (Tasks 2 and 5) are expected to require significant computing resources and development costs. These will therefore be pursued following the establishment of systematic plans, including an Information Strategy Plan (ISP).

With the establishment of the AI Innovation Task Force, the KFTC expects to gain momentum in not only commercializing AI projects but also formulating a comprehensive long-term plan for AI adoption across its operations. This includes setting legal and ethical standards, collecting and managing training data, and securing budgets.

The AI Innovation Task Force is set up under the Director General for Planning and Budget in the Information Management Division, and starts with a team of seven, comprising existing staff from the Data Team and new recruits.

The task force will be responsible for ▲ identifying and planning AI innovation projects and budget planning, ▲ establishing AI legal and ethical guidelines, ▲ collecting and ensuring the quality of AI training data, ▲ operating and maintaining AI services, and ▲ managing AI model and data security.

Furthermore, it will collaborate with an advisory panel of AI experts from the Electronics and Telecommunications Research Institute (ETRI) to strengthen expertise and enhance project quality.

The KFTC expects that this dedicated task force will serve as a milestone for AI-based administrative innovation. By leveraging AI in complaint and case handling, the Commission will enhance both speed and accuracy, while also enabling the early detection of unfair market signals—thus laying the groundwork for preventive enforcement.

In addition, by developing legal and ethical guidelines for AI deployment, the KFTC aims to minimize risks and provide efficient, fair, and citizen-focused administrative services that the public can tangibly experience.

**The Korean text of the documents is confirmed to be authentic and English version is only for reference*