

Nationwide Accessible Kiosk Mandate

Digital Inclusion · Good practice · South Korea

Quality score: 92/100

Evidence strength: Descriptive / self-reported

Summary

A 2021 disability-discrimination law amendment now requires accessible self-service kiosks nationwide from January 2026, mandating voice guidance, braille/raised buttons and adjustable height, with fines up to KRW 30 million for non-compliant businesses.

Key dimensions

Dimension	Score
Innovation level	3/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-20

[Ministry of Health and Welfare & Ministry of Justice, Republic of Korea](#) — accessed 2026-08-20

[The Korea Times: Kiosks nationwide must now meet accessibility standards](#) — accessed 2026-08-20

[DLA Piper GENIE: Ensuring kiosk accessibility for individuals with disabilities](#) — accessed 2026-08-20

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