



Mr. SHIRAIWA Suguru

Director-General

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Mr. SHIRAIWA Suguru is the Director-General, the Administrative Evaluation Bureau (AEB) of the Ministry of Internal Affairs and Communications of Japan.

The AEB provides the function of Ombudsman through its Administrative Inspection and Administrative Counseling Service, aiming at the effective realization of reliable and high-quality governance. Around 165,000 complaints from citizen are received a year by the AEB as well as 5,000 administrative counselors who are commissioned volunteer citizens. AEB's counseling service is reinforced its independence and neutrality by the Administrative Grievance Resolution Promotion Council which is advisory committee of specialist from various fields.

Mr. SHIRAIWA, graduating from Department of Law, the University of Tokyo, joined the present MIC in 1986. He has undertaken duties within not only the AEB but also other departments such as the Headquarters for the Promotion of Administrative Reform, Cabinet Secretariat, and has been leading the AEB since July 2019.

With his long-term engaging in both the administrative inspection and the counseling service of the AEB, including around 10 years in management, Mr. SHIRAIWA is well versed in the work and role of the AEB as the Ombudsman of Japan.