



## ANNOUNCEMENT OF THE OFFICE OF THE OMBUDSMAN, THAILAND

### DECLARATION OF COMMITMENT TO INTEGRITY

From the problems regarding unfair and unjust treatments perpetrated by public officials inflicted upon Thai citizens which have led to complaints lodged against responsible public authorities, the Ombudsman of the Kingdom of Thailand, having recognized these issues, places an importance on public oversight on state powers to ensure justice for all. This has been done by means of formulating policies to promote fairness, transparency and integrity in public agencies.

The Office of the Ombudsman has incorporated the aforementioned principles in its internal management and operations in fostering justice for the public and society. The Office of the Ombudsman also emphasises on anti-corruption measures, as well as promotes good governance, under the guiding principles of moral, virtue and transparency. These principles are in accordance with the Twenty-Year National Strategy (B.E. 2560 – 2579) and the National Anti-Corruption Strategy Phase 3 (B.E. 2560 – 2564). In the light of these guidelines, the Office of the Ombudsman hereby declares its commitment to integrity as follows;

#### **1. Transparency**

The Office of the Ombudsman shall continue to focus on the promotion of transparency by allowing the public and stakeholders' access to information regarding its management and operations; as well as taking into account their opinions to improve the Office's works.

#### **2. Accountability**

Executives and staff of the Office of the Ombudsman are determined to manage and conduct their mandates to the best of their abilities. They shall be devoted and accountable to their works and the organisation; while remaining firm to the principles of integrity, transparency, justice and public interest.

#### **3. Free from Corruption**

The Office of the Ombudsman shall remain a corruption-free workplace, both at the policy-making and the operational levels. It shall also not tolerate corrupt practices of any kind, which may include bribery and misuse of authorised powers for private gains. The Office's

#### 4. Integrity Culture in Workplace

The Office of the Ombudsman manages its operations under the principles of virtue, ethics and encourages the executives and staff to adhere to values and working cultures which emphasises on public interests. These include the following:

1) Fairness: conducting duties on the basis of rationality, righteousness and objectivity; while also remaining true to the principles of good governance, equality and righteousness and impartiality;

2) Accountability: being attentive and accountable to duties and organisation; with determination to produce outcomes proved beneficial to the public and national interests;

3) Integrity: being graceful and remaining firm in integrity, justice, righteousness, while possessing courage to adhere to uprightness and not tolerating wrongful practices of any kind;

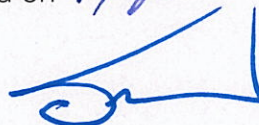
4) Respectability: being respectable professionally and striving to effectively achieve organisational goals with precision.

5) Service Mind: having the mind that is ready to serve, assist and coordinate with aggrieved persons to effectively redress grievance and ensures a lasting impression operations of the Office.

#### 5. Organisational Communication

The Office of the Ombudsman encourages the circulation of information regarding its management; organisational development; and promotion of virtues and integrity among its executives and staff. This is executed through different channels including conferences/seminars, written communications, website announcements and other forms of informational technology. The Office also promotes the incorporation of technological advancements in its operations to increase speed and ensure accuracy of data. The Office also favours two-way communication by opening opportunities for the staff to express their opinions and provide recommendations to improve management efficiency and operations of the Office.

Announced on *14 June 2018*



(Mr. Raksagecha Chaechai)

Secretary-General

Office of the Ombudsman, Thailand