

## **The ACRC promotes various cooperative activities based on its MOU with the Ombudsman of Thailand**

According to the bilateral MOU signed by the ACRC and the Ombudsman of Thailand in December 2011, Mrs. Panit Nitithanprapas, Chief Ombudsman of Thailand, and Mr. Siracha Charoenpanij, Ombudsman of Thailand, and Thai delegation visited the ACRC from 14th to 17th of July. The ACRC and the Thai delegation operated the Korea-Thailand Joint Onsite Outreach Program and promoted various cooperative activities including sharing information and expertise on e-People and 110 government call center.

### *Joint Onsite Outreach Program*

The ACRC Secretary General and Ombudsman Park Jae Young and Chief Ombudsman of Thailand Mrs. Panit Nitithanprapas held the Korea-Thailand Joint Onsite Outreach Program at the Uijeongbu Foreign Workers Support Center on July 14th to address complaints and grievances of Thai people residing in Korea.

30 Thai people visited the center and had counseling on issues like unpaid salary. The ACRC is committed to find ways to effectively address their problems in consultation with related government agencies.



The ACRC also transferred its expertise on major Ombudsman policies such as complaint handling system, e-People, and 110 government call center to the Thai delegation from 15th to 17th of July.

*Information and knowledge sharing on e-People and 110 government call center*

The ACRC introduced the case of resolving a long-standing complaint involving a large number of people by holding onsite complaint mediation meeting. In addition, the establishment procedures of e-People, policy on the assessment of citizen services, and institutional improvements with complaints information analysis were also introduced.

And a lecture was given on the sign language interpretation service of 110 government call center and the operation and management of equipment and software of the center.

The ACRC and the Ombudsman of Thailand agreed to actively operate Onsite Outreach Program for their citizens residing in each other's country, and promote the Korea-Thailand Joint Complaint Filing Channel on the website of e-People to Koreans and Thai people.

*Appointment of contact point between the two agencies*

And for the active cooperation between the two agencies, they decided to appoint contact officer at each agency, Assistant Chairman for Planning & Cooperation Office, Mr. Kim Sang-sik of the ACRC, and Deputy Secretary-General, Mr. Raksagecha Chaechai of the Ombudsman of Thailand.

ACRC Chairman Mr. Lee Sungbo and Chief Ombudsman of Thailand Mrs. Panit Nitithanprapas agreed to more actively perform their duty as the IOI Regional Directors of Asia and promote IOI activities in Asian region.

