



International Ombudsman Institute
Institut International de l'Ombudsman
Instituto Internacional del Ombudsman



International Seminar and Training Workshop
Commemorating the 13th Anniversary of the Establishment of Thai Ombudsman
Under the cooperation of International Ombudsman Institute (IOI)
And Asian Ombudsman Association (AOA)
3-6 April 2013
Bangkok, Thailand

24 January 2013

Dear Colleagues,

Invitation to the International Seminar and Training Workshop, Bangkok
3-6 April 2013

On behalf of the President of the IOI, the Secretary-General of the IOI, and the President of the AOA and Chief Ombudsman of Thailand, we are pleased to announce that the Office of the Ombudsman of Thailand has the honour to host a new international seminar and training workshop scheduled to take place in Bangkok from 3 to 6 April 2013. The event is meant to mark the 13th anniversary of the Office of the Ombudsman of Thailand in cooperation with the IOI and AOA.

The Bangkok training workshop will be conducted by renowned trainers from the Edinburgh-based Queen Margaret University (QMU) which has an excellent reputation as a centre for ombudsman and complaint handling practice. The workshop will be held in English and consists of a total of eight sessions on complaint assessment, effective investigation, acting on findings, effective communication and reporting. For more details on the programme as well as organisational matters, please see the information below.

The training workshop is free of charge for IOI member institutions in good standing and AOA members. Travel and accommodation costs must be borne by the participants. In order to ensure the smooth organization and efficient planning of the event, please **register by 28 February 2013**.

If you have any further questions regarding the training event, please do not hesitate to contact the Office of the Ombudsman of Thailand (Ms Kanokkwan Anantagool, kanokkwan@ombudsman.go.th).

I look forward to your participation and wish you an enjoyable stay in Bangkok.

Yours sincerely,

Beverley Wakem
President of the IOI

Peter Kostelka
Secretary-General of the IOI

Panit Nitithanprapas
President of the AOA



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(Draft Programme)

International Seminar and Training Workshop

**Commemorating the 13th Anniversary of the Establishment of
Thai Ombudsman**

**In cooperation with the International Ombudsman Institute (IOI)
and the Asian Ombudsman Association (AOA)**

3-6 April 2013

Amari Watergate Bangkok

Seminar Session:

Ombudsman: Tangible Justice

Wednesday 3 April 2013

Audience: representatives from organisations under the Constitution, scholars, international organisations, NGOs on human rights and governance, diplomatic corps, students, staff from AOA/IOI member institutions and mass media

Seminar session

Time	Activities
08.30 – 09:00	Registration
09.00 – 09.15	Welcome remarks and Introduction by Mrs. Panit Nitithanprapas (Chief Ombudsman)
09.15 – 09.45	Opening ceremony and statement by General Prem Tinsulanonda (President of the Privy Council of Thailand and Statesman)
09.45 – 10.00	VIP photo session
10.00 – 10.15	MORNING TEA AND COFFEE BREAK
10.15 – 10.45	Keynote speech, “Ombudsman: International Perspectives of Tangible Justice” by Dame Beverley Wakem, DNZM, CBE (President of the IOI and Chief Ombudsman of New Zealand)
10.45 – 11.15	Keynote speech, “Ombudsman: Asian Perspectives of Tangible Justice” by Mr. Alan N. Lai (Hong Kong Ombudsman, Treasurer of the IOI, and Secretary of the AOA)
11.15 – 11.20	Closing ceremony of the seminar
11.20 – 12.40	LUNCH

Training Workshop Session:

Ombudsman Administrative Investigation: International Experiences

Wednesday 3 April 2013 (Continued)

Audience: staff from AOA/IOI member institutions, organisations under the Constitution, Office of the Ombudsman of Thailand and observers from AOA and IOI

Training Workshop

Time	Activities
12.40 – 13.15	Welcome Speech by Prof. Siracha Charoenpanich (Ombudsman) Dr. Peter Kostelka (Secretary-General of the IOI and member of the Austrian Ombudsman Board) Introduction and course purpose Queen Margaret University
13.15 – 14.15	The developing role of the Ombudsman (plenary lecture)
14.15 – 14.30	AFTERNOON TEA AND COFFEE BREAK
14.30 – 16.00	The developing role of the Ombudsman (small group seminar)
16.00 – 17.15	Question time panel (plenary lecture)

Thursday 4 April 2013

Audience: staff from AOA/IOI member institutions, organisations under the Constitution, Office of the Ombudsman of Thailand and observers from AOA and IOI

Training Workshop

Time	Activities
09.00 – 09.10	Introduction to Day 2 (plenary lecture)
10.10 – 10.30	Small group seminars (parallel session) (A, B, C & D) <u>Note:</u> Seminar A: complaint assessment and diagnosis Seminar B: investigation planning Seminar C: communicating with complainants and dealing with difficult behaviour Seminar D: resolving common problems in investigations
10.30 – 10.45	MORNING TEA AND COFFEE BREAK
10.45 – 12.05	Small group seminars (parallel session) (A, B, C & D)

Thursday 4 April 2013 (Continued)

Audience: staff from AOA/IOI member institutions, organisations under the Constitution, Office of the Ombudsman of Thailand and observers from AOA and IOI

Training Work-shop

Time	Activities
12.05 – 13.35	LUNCH
13.35 – 14.55	Small group seminars (parallel session) (A, B, C & D)
14.55 – 15.10	AFTERNOON TEA AND COFFEE BREAK
15.10 – 16.30	Small group seminars (parallel session) (A, B, C & D)
16.30 – 17.00	Problem solving – group presentations from participants (plenary session)

Friday 5 April 2013

Audience: staff from AOA/IOI member institutions, organisations under the Constitution, Office of the Ombudsman of Thailand and observers from AOA and IOI

Training Workshop

Time	Activities
09.00 – 09.10	Introduction to Day 3 (plenary session)
09.10 – 10.30	Small group seminars (parallel session) (E, F, G & H) <u>Note:</u> Seminar E: evaluating evidence Seminar F: interviewing Seminar G: critical thinking and decision making Seminar H: systemic investigations
10.30 – 10.45	MORNING TEA AND COFFEE BREAK
10.45 – 12.05	Small group seminars (parallel session) (E, F, G & H)
12.05 – 13.35	LUNCH
13.35 – 14.55	Small group seminars (parallel session) (E, F, G & H)
14.55 – 15.10	AFTERNOON TEA AND COFFEE BREAK
15.10 – 16.30	Small group seminars (parallel session) (E, F, G & H)
16.30 – 17.00	Close and reflection on learning (plenary session)
17.00 – 17.30	Closing Ceremony and speech by Mr. Pravich Rattanapian (Ombudsman) Certificate presentation

Friday 5 April 2013 (Social Programme)

Audience: staff from AOA/IOI member institutions, organisations under the Constitution, Office of the Ombudsman of Thailand and observers from AOA and IOI

Time	Activities
18.30	Farewell Dinner Venues and details: <i>TBC</i>

Saturday 6 April 2013 (Social Programme)

Audience: staff from AOA/IOI member institutions and observers from AOA and IOI

Time	Activities
08.00 – 11.30	Half-day cultural study tour in Bangkok Venues and details: <i>TBC</i> Transportation will be provided by the Office of the Ombudsman, Thailand
12.00 – 13.00	LUNCH
14.00	Participants arrive at Amari Water Gate, Bangkok



Registration Form

Please complete this form in capital block letters and return it by fax or email to General Secretariat, Austria, 0043 1 5129388-200 or ioi@volksanw.gv.at Office of the Ombudsman, Thailand, 006682-143-8375 or kanokkwan@ombudsman.go.th

Registration deadline: February 28, 2013
(Early bird registration is strongly encouraged.)

SECTION A: Participant's training registration

Country	Organization / Institute

Title () Mr. () Mrs. () Ms. () other

Last Name / Middle Name	First Name

Position:			
Address:			
City		State:	
Country:		Postcode:	
Passport No.			
Phone			
Fax			
Email			

Special dietary requirements (if any):	

Other special requirements (if any):	

Contact person in case of emergency (please identify)

Name:	
Address:	
Phone:	

SECTION B: Flight information

	Date	Time	Flight No.
Arrival			
Departure			

() Please mark here, if you do not wish to take Office of the Ombudsman's vehicle and will make transportation arrangement with your embassy.

SECTION C: Accommodations

Hotel

	Single	Twin
Amari Watergate Hotel		
Deluxe	<input type="checkbox"/> Baht 3,400 net per room per night	<input type="checkbox"/> Baht 3,700 net per room per night
Grand Deluxe	<input type="checkbox"/> Baht 5,680 net per room per night	<input type="checkbox"/> Baht 5,920 net per room per night
Executive	<input type="checkbox"/> Baht 6,980 net per room per night	<input type="checkbox"/> Baht 7,580 net per room per night
Novotel Platinum Hotel		
Superior	<input type="checkbox"/> Baht 3,200 net per room per night	<input type="checkbox"/> Baht 3,200 net per room per night
Grand Diamond Hotel		
Junior Suite	<input type="checkbox"/> Baht 2,200 net per room per night	<input type="checkbox"/> Baht 2,200 net per room per night
First Hotel		
Deluxe	<input type="checkbox"/> Baht 1,100 net per room per night	<input type="checkbox"/> Baht 1,100 net per room per night

Room - Nights required () Please specify the period _____
 Non-smoking () Smoking ()
 Bed - Double () Twin ()

Payment (to be settled with Hotel upon departure)

All bookings must be guaranteed by credit card details upon confirmation, otherwise the hotel reserves the right to release the room without prior notice.

Credit Card Number:
Name on Credit Card:

Master / Visa / AE / Others
Expiry Date:

Cancellation Fee

Any cancellations or amendments must be received at least 72 hours prior to the expected arrival date or a one night's room rate will be charged for any no-show and late cancellation.

SECTION D: Excursion on 6 April 2013

After the conference, Thai Ombudsmen cordially invite all participants to join a half-day tour to the iconic place of Bangkok, Thailand. Kindly inform us your intention to join the program.

Yes, I will join the program

No, I will not join the program

Signature : _____

Name : _____

Title : _____

Country / Jurisdiction : _____

If you have any questions or enquiry, please contact:

Institute of Ombudsman Studies
Office of the Thai Ombudsman,
120 The Government Complex Building B, 5th floor,
Chaengwattana Road, Laksi, Bangkok, 10210 THAILAND
Tel: + 66 2141 9239 to 41 ◆ **Fax:** + 66 2143 8375

Website: www.ombudsman.go.th

Email: roypim@ombudsman.go.th
nongnuch@ombudsman.go.th
kanokkwan@ombudsman.go.th

Practical information

Accommodation Details

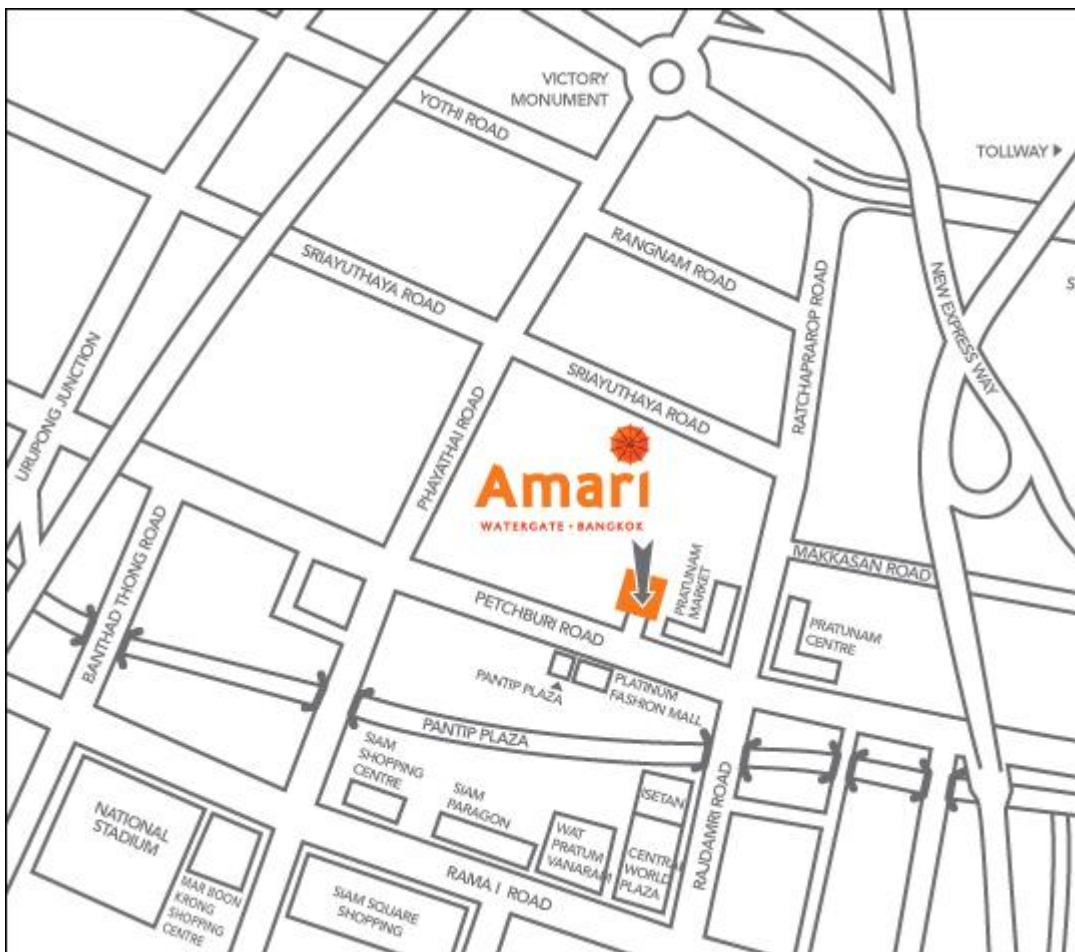
Hotel information	Amari Watergate		Grand Diamond		First Hotel		Novotel Platinum	
	Single	Twin	Single	Twin	Single	Twin	Single	Twin
Deluxe room	3,400	3,700	-	-	1,100	1,100	-	-
Grand Deluxe Room	5,680	5,920	-	-	-	-	-	-
Executive room	6,980	7,580	-	-	-	-	-	-
Superior room	-	-	-	-	-	-	-	-
Junior Suite	-	-	2,200	2,200	-	-	3,200	3,200

Remark:

- The costs are shown in Thai Baht (THB)
- Deadline for the registration (including the hotel reservation) is 28 February 2013

Accommodation Maps

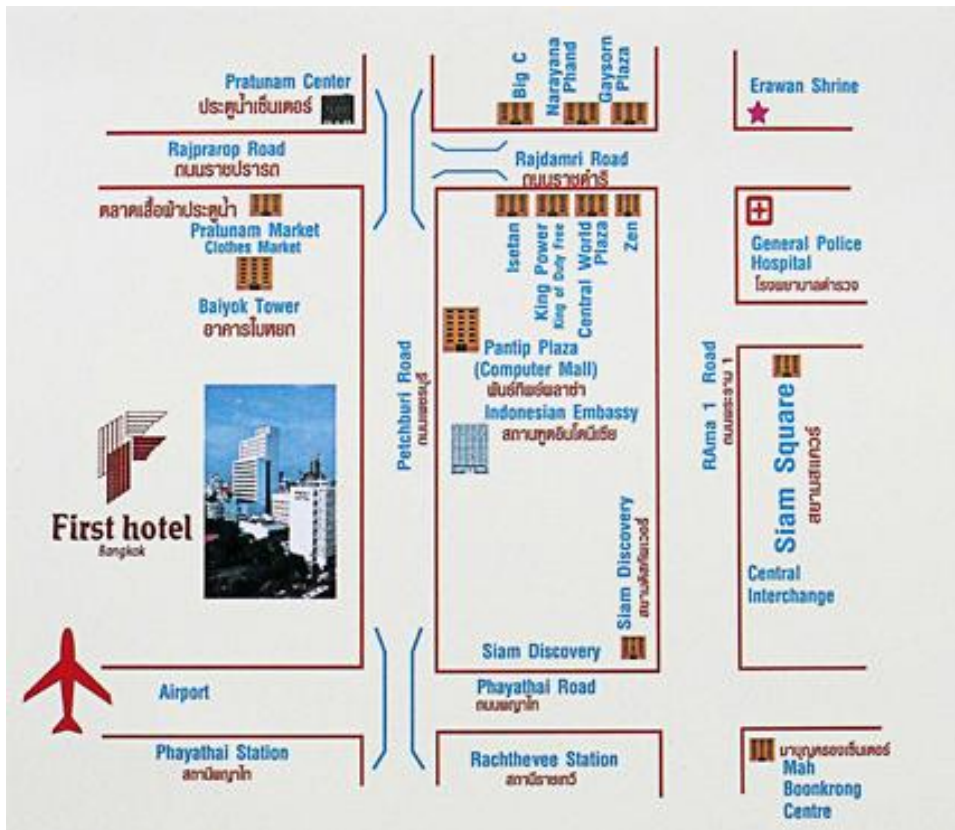
Amari Watergate



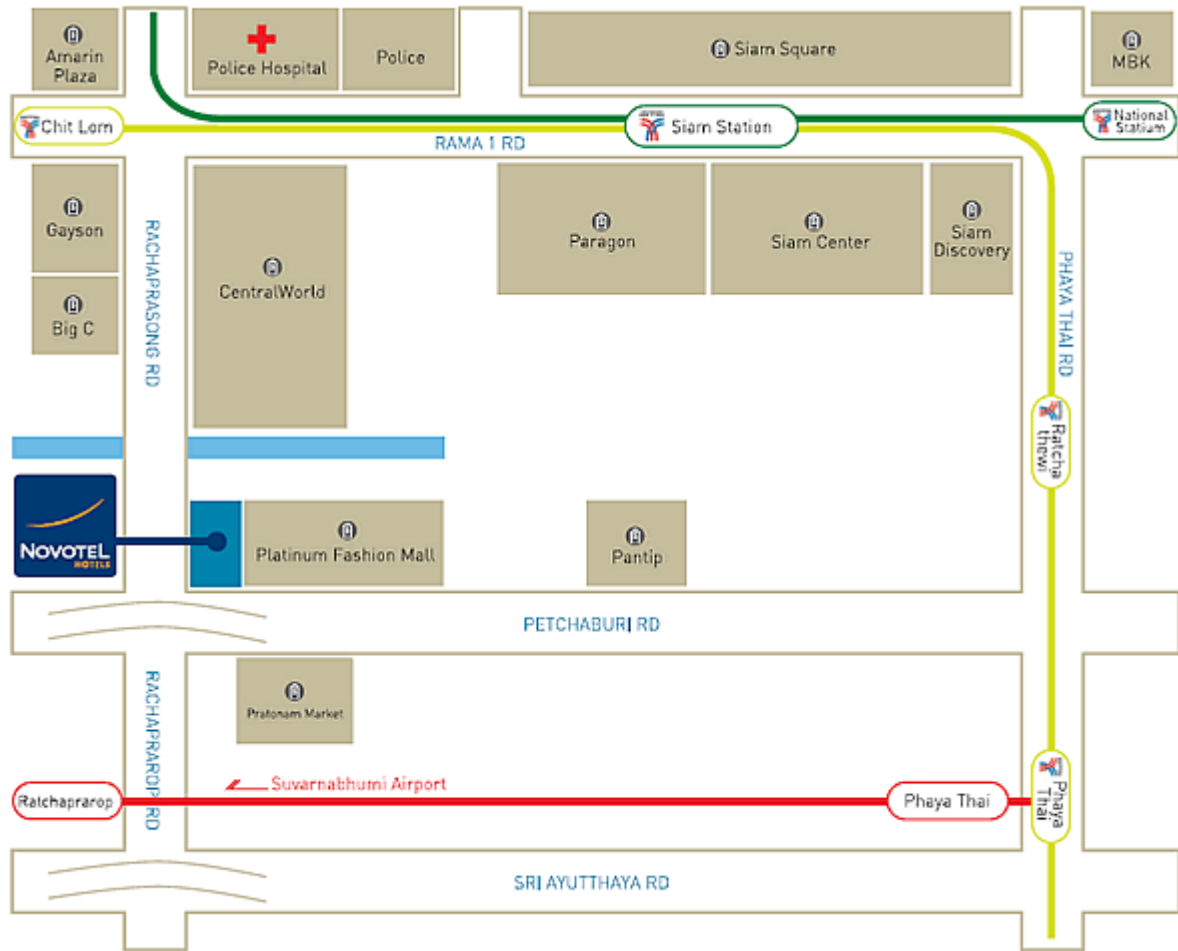
Grand Diamond



First Hotel



Novotel Platinum



Thailand Visa Requirements

List of countries and territories entitled for Visa Exemption and Visa on Arrival

Period of stay 15 days

Bhutan	China(+Taiwan)	Cyprus	Czech Republic	Estonia	Ethiopia
Hungary	India	Kazakstan	Latvia	Liechtenstein	Lithuania
Maldives	Mauritius	Oman	Poland	Principality of Andorra	Russia
Republic of Bulgaria	Republic of Malta	Romania	Republic of San Marino	Saudi-Arabia	Slovak
Slovenia	Ukraine	Uzbekistan			

TOURIST VISA EXEMPTION

Period of stay 30 days

Australia	Austria	Bahrain	Belgium	Brazil	Brunei Darussalam
Canada	Czech Republic	Denmark	Finland	France	Germany
Greece	Hong Kong	Hungary	Iceland	Indonesia	Ireland
Israel	Italy	Japan	South Korea	Kuwait	Luxembourg
Liechtenstein	Malaysia	Monaco	Netherlands	New Zealand	Norway
Oman	Peru	Philippines	Portugal	Poland	Qatar
Singapore	Slovak	Slovenia	Spain	South Africa	Sweden
Switzerland	Turkey	United Arab Emirates	United Kingdom	United States of America	Vietnam

remark

- Via airport, period of stay 30 days

- Via land border, period of stay 15 days

except Malaysian nationals who cross the borderline from Malaysia whose granted period of stay will not exceed 30 days each time

Notice: For a holder of this type of visa may apply for a 7 days extension of stay

Period of stay 90 days

Australia*	Brunei*	Canada	Chile*	China*	Hong Kong*
Indonesia*	Japan*	South Korea*	Malaysia*	Mexico*	New Zealand*
Papua New Guinea*	Peru*	Philippines*	Russia	Singapore*	Taiwan*
Vietnam*	United States of America*				

*country member (ABTC)

List of countries which have concluded bilateral agreements on visa fee exemption with Thailand

Period of stay 14 days

Cambodia

Period of stay 30 days

Hong Kong Macau Mongolia Vietnam Laos Russia

Period of stay 90 days

Brazil* Chile South Korea* Peru* Argentina

*Diplomatic/Official Passport holder

List of Countries which have concluded agreements on the exemption of visa requirements for holders of diplomatic or official or service/special passports with Thailand

Period of stay 30 days

Cambodia China Laos Mongolia Myanmar Oman Vietnam

List of countries which are declared Yellow Fever infected Areas

Angola	Argentina	Benin	Bolivia	Brazil
Burkina Faso	Burundi	Cameron	Central Africa	Chad
Columbia	Congo	Côte d'Ivoire	Ecuador	Equatorial Guinea
Ethiopia	French-Guiana	Gabon	Gambia	Ghana
Guinea	Guyana	Guinea Bissau	Kenya	Liberia
Mali	Mauritania	Niger	Nigeria	Panama
Peru	Paraguay	Rwanda	Senegal	Sao Tome & Principe
Sierra Leone	Somalia	Sudan	Suriname	Tanzania
Togo	Trinidad & Tobago	Uganda	Venezuela	Zaire