



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



**International Seminar and Training Workshop  
Commemorating the 13<sup>th</sup> Anniversary of the Establishment  
of the Thai Ombudsman**

**Under the Cooperation of International Ombudsman Institute (IOI)  
and Asian Ombudsman Association (AOA)**

**3 - 6 April 2013**

**Amari Watergate, Bangkok**

**Seminar Session:**  
**Ombudsman: Tangible Justice**  
 Venue: Watergate Ballroom – 6<sup>th</sup> Floor

**Wednesday 3 April 2013**

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

**Seminar session**

Time	Activities
08.30 – 09.30	Registration
09.30 – 09.40	Introduction to the International Seminar
09.40 – 10.00	<b>Welcome Remarks</b> by <b>Mrs. Panit Nitithanprapas</b> (Chief Ombudsman and President of the AOA)
10.00 – 10.25	<b>Opening Ceremony and Statement</b> by <b>General Prem Tinsulanonda</b> (President of the Privy Council of Thailand and Statesman)
10.25 – 10.35	<b>VIP Photo Session</b>
10.35 – 10.50	<b>Morning tea and coffee break</b>
10.50 – 11.25	<b>Keynote Speech, “Tangible Justice and the Ombudsman Process”</b> by <b>Dame Beverley Wakem, DNZM, CBE</b> (Chief Ombudsman of New Zealand and President of the IOI)
11.25 – 12.00	<b>Keynote Speech, “Ombudsman: Tangible Justice”</b> by <b>Mr. Alan N. Lai</b> (Hong Kong Ombudsman, Treasurer of the IOI, and Secretary of the AOA)
12.00 – 12.15	<b>Closing Ceremony of the Seminar</b>
12.15 – 13.00	<b>Lunch</b> <u>Venue:</u> - VIP: Banglumpoo – 6 <sup>th</sup> Floor - Guests: Promenade Restaurant - 4 <sup>th</sup> Floor

**Remark:**

- Dress code – Lounge Suite or Business Attire

# Training Workshop Session: Ombudsman Administrative Investigation: International Experiences

## Wednesday 3 April 2013 (Continued)

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

## Training Workshop

Time	Activities
<b>13.00 – 13.15</b>	<b>Registration</b>
<b>13.15 – 14.00</b>	<p><b>Welcome Speech</b> By <b>Prof. Siracha Charoenpanij</b> (Ombudsman) <b>Dr. Peter Kostelka</b> (Austrian Ombudsman and Secretary-General of the IOI)</p> <p><b>Introduction and Course Purpose</b> Queen Margaret University</p> <p><u>Venue:</u> Room C@7 – 7<sup>th</sup> Floor</p>
<b>14.00 – 15.00</b>	<p><b>The developing role of the Ombudsman (plenary lecture)</b> <u>Venue:</u> Room C@7 – 7<sup>th</sup> Floor</p>
<b>15.00 – 15.15</b>	<b>Afternoon tea and coffee break</b>
<b>15.15 – 16.45</b>	<p><b>The developing role of the Ombudsman (small group seminar)</b> <u>Venue:</u> Room A@7 and Room B@7 – 7<sup>th</sup> Floor</p>
<b>16.45 – 18.00</b>	<p><b>Question time panel (plenary lecture)</b> <b>Panelist:</b></p> <ol style="list-style-type: none"> <li><b>1. Dame Beverley Wakem , DNZM, CBE</b> (Chief Ombudsman of New Zealand and President of the IOI)</li> <li><b>2. Dr. Peter Kostelka</b> (Austrian Ombudsman and Secretary-General of the IOI)</li> <li><b>3. Mr. Alan N. Lai</b> (Hong Kong Ombudsman, Treasurer of the IOI, and Secretary of the AOA)</li> <li><b>4. Prof. Siracha Charoenpanij</b> (Ombudsman)</li> </ol> <p><u>Venue:</u> Room C@7 – 7<sup>th</sup> Floor</p>

## Thursday 4 April 2013

Audience: staff from the AOA and the 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	<b>Introduction to Day 2 (plenary lecture)</b> <u>Venue:</u> Room C@7 – 7 <sup>th</sup> Floor
09.10 – 10.30	<b>Small group seminars (parallel session) (A, B, C &amp; D)</b> <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 investigation  <u>Venue:</u> Room A@7 and Room B@7 – 7 <sup>th</sup> Floor
10.30 – 10.45	<b>Morning tea and coffee break</b>
10.45 – 12.05	<b>Small group seminars (parallel session) (A, B, C &amp; D)</b> <u>Venue:</u> Room A@7 and Room B@7 – 7 <sup>th</sup> Floor
12.05 – 13.35	<b>Lunch</b> <u>Venue:</u> Room A@7 and Room B@7 – 7 <sup>th</sup> Floor
13.35 – 14.55	<b>Small group seminars (parallel session) (A, B, C &amp; D)</b> <u>Venue:</u> Room A@7 and Room B@7 – 7 <sup>th</sup> Floor
14.55 – 15.10	<b>Afternoon tea and coffee break</b>
15.10 – 16.30	<b>Small group seminars (parallel session) (A, B, C &amp; D)</b> <u>Venue:</u> Room A@7 and Room B@7 – 7 <sup>th</sup> Floor
16.30 – 17.00	<b>Problem solving - posters and prize giving (plenary session)</b> <u>Venue:</u> Room C@7 – 7 <sup>th</sup> Floor

## Friday 5 April 2013

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

### Training Workshop

Time	Activities
08.00 – 08.10	<b>Introduction to Day 3 (plenary session)</b> <u>Venue:</u> Room C@7 – 7 <sup>th</sup> Floor
08.10 – 09.30	<b>Small group seminars (parallel session) (E, F, G &amp; H)</b> <u>Note:</u> Seminar E: evaluating evidence Seminar F: interviewing Seminar G: critical thinking and decision making Seminar H: systemic investigations  <u>Venue:</u> Room A@7 and Room B@7 – 7 <sup>th</sup> Floor
09.30 – 09.45	<b>Morning tea and coffee break</b>
09.45 – 11.05	<b>Small group seminars (parallel session) (E, F, G &amp; H)</b> <u>Venue:</u> Room A@7 and Room B@7 – 7 <sup>th</sup> Floor
11.05 – 12.35	<b>Lunch</b> <u>Venue:</u> Promenade Restaurant 4 <sup>th</sup> Floor
12.35 – 13.55	<b>Small group seminars (parallel session) (E, F, G &amp; H)</b> <u>Venue:</u> Room A@7 and Room B@7 – 7 <sup>th</sup> Floor
13.55 – 15.15	<b>Small group seminars (parallel session) (E, F, G &amp; H)</b> <u>Venue:</u> Room A@7 and Room B@7 – 7 <sup>th</sup> Floor
15.15 – 15.30	<b>Afternoon tea and coffee break</b>
15.30 – 16.00	<b>Close and reflection on learning (plenary session)</b> <u>Venue:</u> Room C@7 – 7 <sup>th</sup> Floor
16.00 – 16.30	<b>Certificate presentation</b>  <b>Closing Ceremony and Speech</b> By <b>Mr. Pravich Rattanapian</b> (Ombudsman)  <u>Venue:</u> Room C@7 – 7 <sup>th</sup> Floor
16.30 – 16.45	<b>Family Photo Session</b>

## Friday 5 April 2013 (Social Programme)

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

Time	Activities
17.00	<b>Farewell Dinner and Cultural Performance</b> <u>Venue:</u> Siam Niramit, Bangkok <u>Note:</u> <ol style="list-style-type: none"><li>1. Meeting point at Lower Lobby (LL) of Amari Watergate Bangkok</li><li>2. Buses leave at 17.00</li></ol>

## Saturday 6 April 2013 (Social Programme)

**Audience:** staff from the AOA and the IOI member institutions and observers from AOA and IOI

Time	Activities
08.30 – 12.30	<b>Half-day cultural study tour in Bangkok</b> <u>Note:</u> <ol style="list-style-type: none"><li>1. Meeting point at Lower Lobby (LL) of Amari Watergate Bangkok</li><li>2. Buses leave at 09.00 am.</li></ol>
13.30 – 14.30	<b>Lunch</b> <u>Venue:</u> Golden Tulip Essential Vasu Hotel
15.30	<b>Participants arrive Amari Watergate Bangkok</b>

### Remark:

- Dress code:  
Training Workshop Sessions - Smart Casual  
Farewell Dinner (Friday 5) - Smart Casual  
Cultural study tour (Saturday 6) - Casual
- Training Workshop's class attendance counter is opened daily in front of Room C@7 – 7<sup>th</sup> Floor:  
Wednesday 3 - 12.40 (registration)  
Thursday 4 - 08.45 and 13.20  
Friday 5 - 07.45 and 12.20