



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 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 – 6th 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	Welcome Remarks by Mrs. Panit Nitithanprapas (Chief Ombudsman and President of the AOA)
	10.00 – 10.25	Opening Ceremony and Statement by General Prem Tinsulanonda (President of the Privy Council of Thailand and Statesman)
	10.25 – 10.35	VIP Photo Session
	10.35 – 10.50	Morning tea and coffee break
	10.50 – 11.25	Keynote Speech, “Tangible Justice and the Ombudsman Process” by Dame Beverley Wakem, DNZM, CBE (Chief Ombudsman of New Zealand and President of the IOI)
	11.25 – 12.00	Keynote Speech, “Ombudsman: Tangible Justice” by Mr. Alan N. Lai (Hong Kong Ombudsman, Treasurer of the IOI, and Secretary of the AOA)
	12.00 – 12.15	Closing Ceremony of the Seminar
	12.15 – 13.00	Lunch <u>Venue:</u> - VIP: Banglumpoo – 6 th Floor - Guests: Promenade Restaurant - 4 th 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
13.00 – 13.15	Registration
13.15 – 14.00	Welcome Speech By Prof. Siracha Charoenpanij (Ombudsman) Dr. Peter Kostelka (Austrian Ombudsman and Secretary-General of the IOI) Introduction and Course Purpose Queen Margaret University <u>Venue:</u> Room C@7 – 7 th Floor
14.00 – 15.00	The developing role of the Ombudsman (plenary lecture) <u>Venue:</u> Room C@7 – 7 th Floor
15.00 – 15.15	Afternoon tea and coffee break
15.15 – 16.45	The developing role of the Ombudsman (small group seminar) <u>Venue:</u> Room A@7 and Room B@7 – 7 th Floor
16.45 – 18.00	Question time panel (plenary lecture) Panelist: <ol style="list-style-type: none"> Dame Beverley Wakem , DNZM, CBE (Chief Ombudsman of New Zealand and President of the IOI) Dr. Peter Kostelka (Austrian Ombudsman and Secretary-General of the IOI) Mr. Alan N. Lai (Hong Kong Ombudsman, Treasurer of the IOI, and Secretary of the AOA) Prof. Siracha Charoenpanij (Ombudsman) <u>Venue:</u> Room C@7 – 7 th Floor

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	Introduction to Day 2 (plenary lecture) <u>Venue:</u> Room C@7 – 7 th Floor
09.10 – 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 investigation <u>Venue:</u> Room A@7 and Room B@7 – 7 th Floor
10.30 – 10.45	Morning tea and coffee break
10.45 – 12.05	Small group seminars (parallel session) (A, B, C & D) <u>Venue:</u> Room A@7 and Room B@7 – 7 th Floor
12.05 – 13.35	Lunch <u>Venue:</u> Room A@7 and Room B@7 – 7 th Floor
13.35 – 14.55	Small group seminars (parallel session) (A, B, C & D) <u>Venue:</u> Room A@7 and Room B@7 – 7 th Floor
14.55 – 15.10	Afternoon tea and coffee break
15.10 – 16.30	Small group seminars (parallel session) (A, B, C & D) <u>Venue:</u> Room A@7 and Room B@7 – 7 th Floor
16.30 – 17.00	Problem solving - posters and prize giving (plenary session) <u>Venue:</u> Room C@7 – 7 th 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	Introduction to Day 3 (plenary session) <u>Venue:</u> Room C@7 – 7 th Floor
08.10 – 09.30	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 <u>Venue:</u> Room A@7 and Room B@7 – 7 th Floor
09.30 – 09.45	Morning tea and coffee break
09.45 – 11.05	Small group seminars (parallel session) (E, F, G & H) <u>Venue:</u> Room A@7 and Room B@7 – 7 th Floor
11.05 – 12.35	Lunch <u>Venue:</u> Promenade Restaurant 4 th Floor
12.35 – 13.55	Small group seminars (parallel session) (E, F, G & H) <u>Venue:</u> Room A@7 and Room B@7 – 7 th Floor
13.55 – 15.15	Small group seminars (parallel session) (E, F, G & H) <u>Venue:</u> Room A@7 and Room B@7 – 7 th Floor
15.15 – 15.30	Afternoon tea and coffee break
15.30 – 16.00	Close and reflection on learning (plenary session) <u>Venue:</u> Room C@7 – 7 th Floor
16.00 – 16.30	Certificate presentation Closing Ceremony and Speech By Mr. Pravich Rattanapian (Ombudsman) <u>Venue:</u> Room C@7 – 7 th Floor
16.30 – 16.45	Family Photo Session

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	Farewell Dinner and Cultural Performance <u>Venue:</u> Siam Niramit, Bangkok <u>Note:</u> <ol style="list-style-type: none">1. Meeting point at Lower Lobby (LL) of Amari Watergate Bangkok2. Buses leave at 17.00

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	Half-day cultural study tour in Bangkok <u>Note:</u> <ol style="list-style-type: none">1. Meeting point at Lower Lobby (LL) of Amari Watergate Bangkok2. Buses leave at 09.00 am.
13.30 – 14.30	Lunch <u>Venue:</u> Golden Tulip Essential Vasu Hotel
15.30	Participants arrive Amari Watergate Bangkok

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 – 7th Floor:
Wednesday 3 - 12.40 (registration)
Thursday 4 - 08.45 and 13.20
Friday 5 - 07.45 and 12.20