

**OFFICE OF THE OMBUDSMAN
CODE OF ETHICS FOR OMBUDSMAN
AND OMBUDSMAN'S PERSONNEL
A.C. 2004**

Mr. Poonsup Piya-Anant

OCCASIONAL PAPER #81

ISSN 7116349

International Ombudsman Institute
Room 238 Weir Library, Faculty of Law
University of Alberta, Edmonton, Alberta, T6G 2H5, Canada.

**OFFICE OF THE OMBUDSMAN
CODE OF ETHICS FOR OMBUDSMAN
AND OMBUDSMAN'S PERSONNEL
A.C. 2004**

Mr. Poonsup Piya-Anant*

Whereas section 77 of the Constitution of the Kingdom of Thailand A.C. 1997 stipulating that the State shall provide a political development plan, systematise integrity and ethical standards of political figures, bureaucrats, and officials or civil servants. The underlying principle is devised not only to prevent corruption and malpractice but also to promote work efficiency. Hence, to adhere to such stipulation, the Office of the Ombudsman, by virtue of section 41 of the Organic Law on Ombudsman, A.C. 1999, has laid down a guiding code as below.

1. This code is given the title of "Code of Ethics for Ombudsman and Ombudsman's Personnel A.C. 2004."
2. This code shall come into force from the day following the date announced.
3. In this code
 - a. "The Ombudsman" refers to the Ombudsmen
 - b. "The Personnel" refer to the officers and employees of the Office of the Ombudsman
 - c. "The Office" refers to the Office of the Ombudsman
4. The Ombudsman shall have the charge and control of the execution of this code.

Section 1—Integrity and Ethics of Ombudsman and Ombudsman's Personnel

5. The Ombudsman and personnel shall pledge allegiance to the Nation, religion, and the King. They shall uphold the democratic regime of government with the King as Head of State.
6. The Ombudsman and personnel shall be virtuous role models in maintaining and conforming to all intents and principles of the Constitution of the Kingdom of Thailand.
7. The Ombudsman and personnel shall be respectable models as citizens in observing and obeying the law in an absolute manner.
8. The Ombudsman and personnel shall perform duties to render utmost benefits to the

* Ombudsman, Thailand. This code was announced on the 16th day of April 2004.

Nation and its citizens, with responsiveness, honesty, standardisation, impartiality, fairness, transparency, and accountability.

9. The Ombudsman and personnel shall behave themselves under integrity, ethical, and moral standards, regardless of private lives and responsibility to the public. They shall be free from all mischievous actions.
10. The Ombudsman and personnel shall deem benefit of the Nation and public as their prime priority and immune from conflict of interest that would have an adverse effect on the integrity of the Office. They shall uphold fairness and treat the general public equally without prejudice.
11. The Ombudsman and personnel shall determine to redress the public's grievances with prompt and fair service. They shall establish a good understanding between state agencies and people.
12. The Ombudsman and personnel shall put great efforts into their jobs with devotion, intellectual, and knowledge to accomplish the assigned task as efficiently as possible.
13. The Ombudsman and personnel shall improve empowerment to build up knowledge, skill, creativity, vision, as well as be open to varying perspectives.
14. The Ombudsman and personnel shall retain and promote unity with their colleagues and be supportive to each other.
15. The Ombudsman and personnel shall behave under the set of discipline, be punctual and consistently self-monitor to correct personal weaknesses for better work and efficiency.
16. The Ombudsman and personnel shall treat state officers, complainants, and people with respect, politeness, and good manners.
17. The Ombudsman and personnel shall treat subordinates with compassion and justice. They should be well taken care of through empowerment and training. They shall also strictly adhere to accountability, work fulfilment, and moral system to enhance the capacity and prospect of the Office.
18. The Personnel shall be receptive and conform to their supervisors' orders, and follow the line of command.
19. The Personnel shall adapt themselves to be able to work with colleagues with politeness, kindness, and friendliness. They should not conceal necessary information from colleagues as well as claim others' work as their own achievement.

20. The Ombudsman and personnel shall not exercise their power or authority to reap benefits for themselves or others improperly, notwithstanding gifts or else.
21. The Ombudsman and personnel shall not allow spouses, relatives, family members or acquaintances to interfere with their work or others' directly or indirectly. They also shall not be open to abusive power.
22. The Ombudsman and personnel shall be held accountable, as deemed appropriate, for deficient conduct or severe error.
23. The Ombudsman and personnel shall preserve the Office's assets and economically utilise them for working purposes.
24. The Ombudsman and personnel shall not employ and/or distort the Office's information with the intention to mislead others or the general public, or take advantage for themselves or others.
25. The Ombudsman and personnel shall not behave in a manner that shall undermine the integrity of the Office.
26. The Ombudsman and personnel shall not cooperate with persons or organisations in seeking benefits conflicting with their duties and responsibility.
27. The Ombudsman and personnel shall not demand gifts, gratuity, or any form of remuneration from a person as a privileged work. It is important to ensure that their spouses, relatives, and family members also fulfil this requirement.

Section 2—Ensuring Integrity and Ethics

28. The Ombudsman and personnel shall behave and conduct themselves in manners of integrity and morals, and that they are perceived as role models and deserve the public's recognition.
29. The Ombudsman shall be held responsible in monitoring that the personnel's conduct conforms to this code. In case of misbehaviour, the Ombudsman shall take due measures to ensure that action complying with the code is maintained.