**Inspection and Grievances Division**

| **Topics** | **Information** |
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| 1. **About us** |  |
| * History and background | The Inspection and Grievances Division was established under Order No. 713/2556 dated 26 July B.E. 2556 of the Department of Provincial Administration on the internal structure and authority of the central administration. The former name of this division was the Office of the General Inspectors. This Division has internal administrative status. |
| * Vision and Missions | **Vision**: Enhancing effective achievement of provincial operations under the policies of the Department of Provincial Administration.  **Missions:**   1. Inspect and suggest how provincial policies should be implemented by local agencies and personnel. Follow-up on progress, successes, obstacles and acknowledge any suggestions given to ensure successful outcomes of various action plans and projects. Monitor the quality of practices by agencies and officials. 2. Conduct local visits to get feedback, listen to complaints and give suggestions, clarification and support as required while improving official morale to enhance effective responsibility. 3. Study, analyze and evaluate certain situations to provide possible suggestions to the DOPA Director for further consideration on worthwhile improvements. |
| * Related laws | Regulations of the Ministry of Interior on Inspection by General Inspectors B.E. 2546 |
| * Internal agencies | - |
| 1. **Organization Structure** |  |
| * Organization Structure | **Inspection and Grievances Division**  This Division has authority to analyze data and information while preparing inspection plans and facilitating the performance of functions carried out by General Inspectors. It shall then evaluate and report on the outcomes of inspection, preparing quarterly and annual reports accordingly. It shall accompany the General Inspectors and follow-up on progress in response to complaints and grievances submitted by provincial executives to ensure implementation of suggestions. Prior to final investigation to report on updated outcomes, it shall examine the primary situations of complaints and grievances under the supervision of the General Inspector jointly with related authorities. This is to enhance the effectiveness of regional inspection and handling plans for grievances. Efforts made towards research and development of the inspection system are to ensure the required policy implementation is made by DOPA and the Ministry of Interior. Moreover it shall support or carry out assignments jointly with other relevant agencies. Its internal structure comprises one Section and two subgroups as follows.   1. **General Administration Section:**   Responsible for overseeing administrative and clerical work, documentation and letter circulation; maintenance of vehicles, premises and supplies; finances and budgeting; preparation of inspection plans, required legal procedures, meetings and other assignments.   1. **Petition Section**: responsible for handling, screening, analyzing and advising on how to process submitted petitions; supervise E-Inspection for grievances procedure; oversee production process of annual reports on administration inspection and grievances handling manuals while ensuring timeliness of the overall outcomes for systemic improvement; carry out other duties as assigned. 2. **Administration Inspection Section:** Responsiblefor acquiringimportantinformation to develop required inspection plans through coordination with other relevant agencies; prepare inspection plans for General Inspectors based on analysis to enhance implementation of public policies issued by Department, the Ministry of Interior and the government. It shall also observe the annual certified department indicators for relevancy while enhancing possible solutions based on reliable analysis for handling submitted complaints by provincial executives. In the case that the General Inspector has been assigned to investigate or provide a required solution for either a central or provincial petition or grievance, the Section shall fully support him. It shall oversee the petition procedure under the E-Inspection system while cooperating with or supporting other agencies with their missions or as assigned.   **General Inspector of the Department of Provincial Administration**  The Regulation of the Ministry of Interior on Inspection by General Inspectors B.E. 2546 prescribes:   1. Appointment of a General Inspector responsible for a specific inspection jurisdiction by the Permanent Secretary of Interior as proposed by the General Director of the Department of Provincial Administration. 2. The appointed General Inspector of any specific region shall observe this Regulation. 3. In the case of the appropriate requirements by the Minister of Interior, the General Secretary or his Deputy or the Director of the Provincial Administration Department may assign special duties outside of the authorized region to a specific General Inspector. 4. 3. The Director of the Provincial Administration Department shall propose the appointment of a Chief General Inspector and a Deputy Chief as well as setting up an official hierarchy of seniority.   4. The Chief General Inspector shall appoint an assistant from one of the officials in the supporting agency. |
| - Authority and Function | **Administration Inspection Objectives**   1. Policy dissemination while enhancing internal coordination to achieve strategic ministerial goals under government policies through implementation of comprehensive action plans designed by the Department of Provincial Administration. 2. Follow-up on outcomes of action plans to acknowledge achievements, obstacles, and possible impacts so that proper suggestions are introduced. 3. Collaboration for moving ahead through problem solving towards goals that serve public interests; quality monitoring of official practices to enhance effectiveness of both agencies and personnel in response to public needs. 4. Field visits are required for observational witness of public well-being, problems and feedback. Consultation helps to improve service and capacity building among provincial staff. 5. Field visits serve as an opportunity for 6. communication between agencies, staff and the public.   6. Fact finding, investigation and hearings to recognize what has happened and is currently occurring in that specific locality which can lead to improvements and fair practices for all.  7. Suggestions based on studies and assessments of situations that will be submitted to the Minister of Interior, General Secretary, Deputy General Secretary and Director General of the Department of Provincial Administration depending on the specific case for further decision to correct and improve undesired situations which are beneficial for both the agency and personnel administration. |
|  | **Administration inspection comprises two categories as follows:**   1. Regular administration inspection is based on action plans and policies set up by the government, Ministry of Interior and Department of Provincial Administration, selected agencies with inspection plans will be determined in advance annually.   Regarding follow-up on action plans, important policies issued by the government and Ministry of Interior, the DOPA General Inspector shall work jointly with the Ministry Inspector and other related department inspectors as required.   1. Special administration inspection consists of any extra inspection assigned by the supervisor as follows: 2. In the case that it is requested by the agency for support or coordination to facilitate on-going inspection if the regular procedure has been obstructed and assistance from higher level offices is required; 3. In the case there is a request for fair practice assistance or help submitted by people with problems or troubleshooting; 4. In the case the government and public agencies must help solve emergency situations or public crises in a timely manner. 5. Other assigned cases.   **Authority and function of General Inspectors of the Department of Provincial Administration**  1. Inspect, suggest and explain how agencies and officials should perform their functions. Follow-up on progress, achievements, problems and obstacles while recognizing how policies, action plans and projects have been implemented, including their possible impacts. Examine quality of work and performance of agencies and staff. |
|  | 2. Issue written orders to those under inspection to work or not to work on any projects during the inspection process in case it might cause serious damages to the public sector or the public at large. Having issued such orders the General Inspector shall promptly report to the supervisor for consideration.  In the case where those who are subject to inspection cannot follow such orders they shall give reasons for non-compliance to the General Inspector who shall further report to the supervisor for due consideration and order.   1. Give orders for submission of explanations, documents and evidence of their work from those agencies and staff. 2. Investigate for fact finding and listen to feedback when receiving orders or petitions, or where it is justified through coordination with other inspection authorities to solve public problems. 3. Visit and listen to opinions and feedback; provide suggestions, explanations and assistance to encourage officials in effective outcomes; process those achievements with recommendations for consideration by supervisors on duty and personnel administration. 4. Study, process, analyze, evaluate and submit recommendations to the Director General of the Department of Provincial Administration that improve working procedures as appropriate to benefit the public administration. 5. Investigate for fact finding and disciplinary action or act as criminal case investigator as assigned by the supervisor. |
|  | 1. Provide recommendations to the Director General of the Department of Provincial Administration for determination of merits or disciplinary action and personal information covering officials from the c.8 level and higher of provincial administration offices in the responsible region for further appointment as General Inspector. 2. Carry out other duties as assigned by the supervisor. |
| **3. Our Services and Portfolio** | |
| - Achievement Highlights | **1. Follow up implementation of policies given by the government, Ministry of Interior and Department of Provincial Administration in important action plans and projects as follows:**  1.1 Monitoring provincial and district learning centers of the Royal Development Project to enhance the  achievement of goals set up by the Department of Provincial Administration;  1.2 Monitoring how drug addiction prevention projects have been carried out by giving suggestions to provincial and district offices which include:  - Village/community development projects to fight against drug addiction.  - Capacity enhancement projects of Tambon operation teams to prevent and solve drug addiction problems.  - Looking for drug users/addicts and taking them to treatment programs.  - Taking drug addicts for rehabilitation at the Wiwat Ponlamueang School project (Department of Provincial Administration).  - Social integration enhancement project.  **2. Special assignment**  DOPA General Inspectors have been assigned for extra missions as follows:   1. To act as Chairman of the Selection Committee for Diamond Ring District Officers B.E. 2557 2. To serve as Sub-committee members to identify Gold Ring Assistant District Officers B.E. 2557 3. To act as Chairman of the Evaluation Committee for Distinguished Village Committee B.E. 2557 (Banchan Mee-dee) 4. Acting as Representative of the Ministry of Interior as Sub-committee on Compensation and Remedy for Criminal Defendants under the Department of Rights and Liberties Protection. 6. **3. Support 14 tasks of the Provincial Administration Department to enhance the policies of the National Council of Peace and Order.** 7. (1) DOPA General Inspectors were appointed by the Ministry of Interior by Ministerial Order No. 309/2557 dated 12 June B.E. 2557 as a working committee to monitor the implementation of orders, announcements and policies issued by the National Council of Peace and Order. 8. (2) DOPA General Inspectors were assigned by the Permanent Secretary of Interior to serve as the working committee and secretary of the Rice Inspection Committee to support the Sub-committee on Inspection of Quantity and Quality of Rice for the remaining government stock of 202 storage units in 12 provinces. This assignment was completed. |
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| * Address/contact information/Location map/ Google map |

**Sitemap Structure**

**Agency Name: Inspection and Grievances**

| **Topics** | **Information** |
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| **5. Our Services and Portfolio** | |
| * Achievement information/services by all offices/sub-divisions | Conclusion of important achievements rendered by DOPA General Inspector  1. Follow-up implementation of policies given by the government, Ministry of Interior and Department of Provincial Administration on important action plans and projects as follows:  1.1 Monitoring provincial and district learning centers of the Royal Development Project to enhancethe achievement of goals set up by the Department of Provincial Administration;  1.2 Monitoring how drug addiction prevention projects have been carried out by giving suggestions to provincial and district offices which include:  - Village/community development projects to fight against drug addiction  - Capacity enhancement projects of Tambon operation teams to prevent and solve drug addiction problems.  - Looking for drug users/addicts and taking them to treatment programs.  - Taking drug addicts for rehabilitation at Wiwat Ponlamueang School project (Department of Provincial Administration).  - Social integration enhancement projects.  2. Follow-upon submitted petitions and grievances as assigned  by the Director of the Provincial Administration Department on fact finding in the case that they are made against DOPA officials.  3. Special assignment.  DOPA General Inspectors have been assigned for extra missions as follows:   1. To be Chairman of the Selection Committee for Diamond Ring District Officers B.E. 2557   (2) To be Chairman of the Evaluation Committee for Distinguished Village Committee B.E. 2557 (Banchan Mee-dee)  (3) To be a Representative of the Ministry of Interior Sub-committee on Compensation and Remedy for Criminal Defendants under the Department of Rights and Liberties Protection.   1. (4) Support 14 tasks of the Provincial Administration Department to enhance the policies of the National Council of Peace and Order.   (4.1) DOPA General Inspectors were appointed by the Ministry of Interior by Ministerial Order No. 309/2557 dated 12 June B.E. 2557 as a working committee to monitor implementation of orders, announcements and policies issued by the National Council of Peace and Order.  (4.2) DOPA General Inspectors were assigned by the Permanent Secretary of Interior to serve as the working committee and secretary of the Rice Inspection Committee to support the Sub-committee on Inspection of Quantity and Quality of Rice in the remaining government stock of 202 storage units in 12 provinces. This assignment was completed. |
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