

2025 's Framework and process for managing complaints/criticisms/suggestions of the CPPE

1. Principles and reasons

This framework is designed to be a guideline for managing complaints that the Centre for Project and Programme Evaluation, CPPE, Office of Agricultural Economics, OAE receives complaints/criticism/suggestions from staff within the OAE or external individuals who complaints through various channels of the CPPE or complaints through external complaint centers. In this regard, the management of complaints/criticism/suggestions until they are concluded and lead to the improvement of operations to be fast and efficient in order to meet the needs and expectations of service recipients, it is necessary to have clear and standardized procedures/processes and guidelines for operations.

2. Objective

1. For ensure that the management of complaints/criticisms/suggestions of the CPP,OAE has the same standard procedures/processes and guidelines for operations.

2. For ensure that the regulations and criteria for complaints/comments/suggestions management are consistently and effectively complied with.

3. Definition

Complaints/Criticisms/Suggestions means issues, objections, criticisms, suggestions that the complainant has reported through various specified channels due to not receiving fairness from work performance or suffering damage or distress due to the work performance of the CPPE staff, which was improper or inappropriate, or suffering from the management of the supervisor in the agency, including criticisms to encourage work performance and suggestions for improving work performance.

Complainant/Criticism/Suggestion means officials of relevant agencies both inside and outside the agency, the public, farmers and stakeholders who come to contact the government or use the services of the CPPE through various channels.

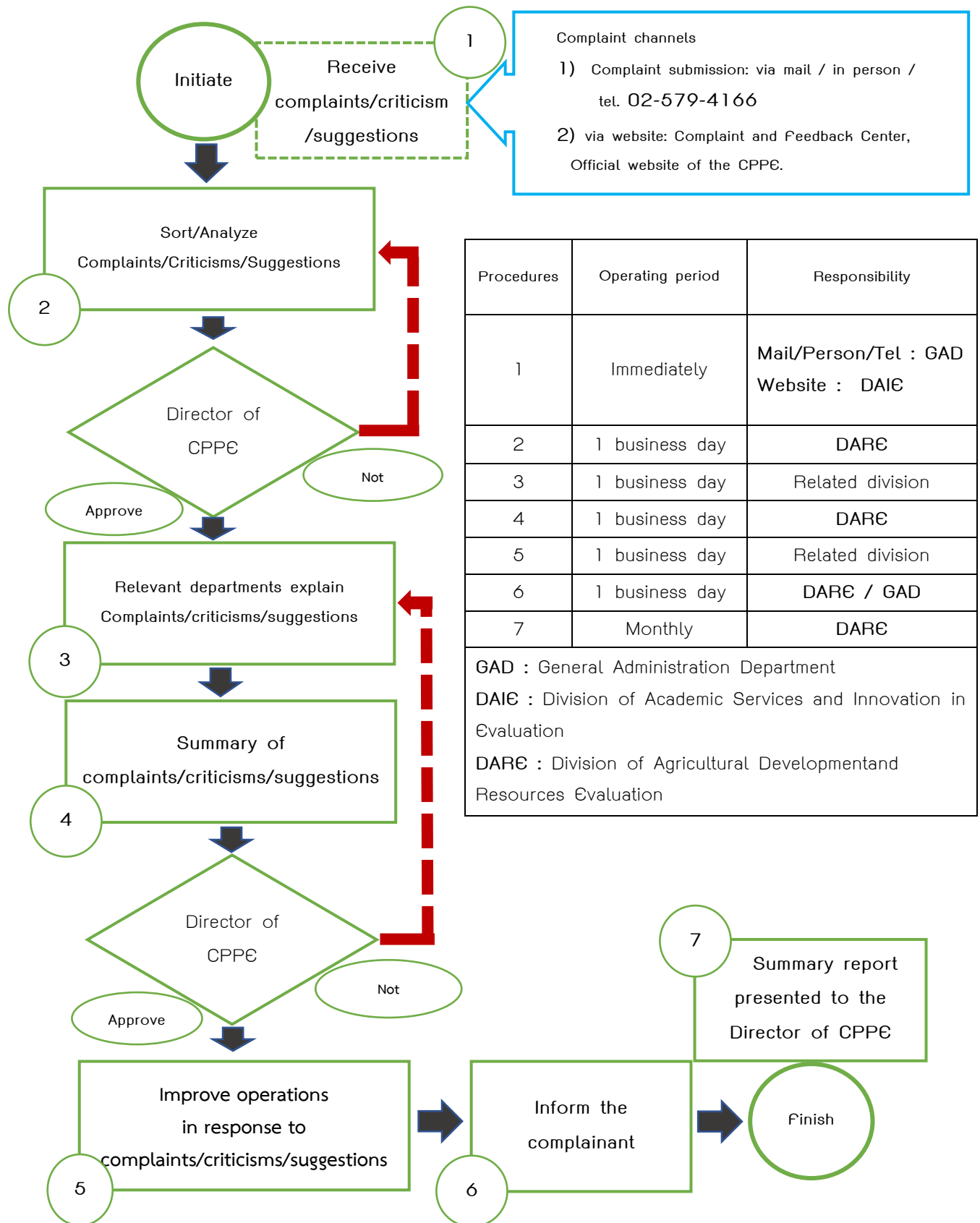
4. Channels

4.1 Complaint submission via mail ,self submission or call #02-579-4166

4.2 Website: Complaint and Opinion Center on CPPE 's Official website



5. Complaint management procedures of the CPPE



6. Type of complaint

6.1 Complaints/criticisms/suggestions related to dissatisfaction with the operations, standards or quality of services of the CPPC, such as academic operation, delayed service, damaged or affected service, officers using impolite words and gestures, etc.

6.2 Complaints/criticisms/suggestions that affect the CPPC, such as complaint about the inconvenience in service, administrative operations or field operations of the CPPC, etc.

7. Monitoring on resolving complaints/criticisms/suggestions

7.1 The relevant agencies must clarify the facts within 1 business day so that the Division of Agricultural Development and Resources Evaluation, DARE, can report to the Director of the CPPC and notify the relevant departments to make improvements according to the complaints/criticisms/suggestions.

7.2 Collect and report a summary of complaints/comments/suggestions management after the end of the fiscal year to analyze the overall complaint management to be used as a guideline for resolving, improving, and developing the performance of the CPPC.

8. Response to complaints/criticisms/suggestions

When receiving a complaint, the DARE will investigate and forward the matter to the relevant department to clarify the facts within 1 business day, and the action to resolve the complaint/criticism/suggestion must be completed within the specified time period of 5 business days or may take longer, depending on the complexity of the issue being complained about/criticized/suggested.

9. Monitoring on complaint resolution

The DARE is responsible for monitoring results, summarizing the results of responses, recording data, processing, and analyzing complaints/criticisms/suggestions received in the fiscal year 2025 and present to the CPPC 's meeting or the Director of the CPPC to acknowledge and use for reviewing and amending the operations in order to respond to complaints/criticisms/suggestions
