



**Policy and Directive
of the Administrative Court and
the Office of the Administrative Courts
for Fiscal Year 2013**

The Administrative Court has followed the Administrative Court Strategic Plan (No.3) B.E. 2554-2557 (2011-2014) to direct the operations of the Administrative Court and its Office since fiscal year 2011. The operation of the Administrative Court has been affected by rapid changes in both Thailand's domestic circumstances and changes in other countries. Changes in domestic circumstances include amendments to the Constitution of the Kingdom of Thailand, B.E. 2550 (2007), accelerated national development resulting in a deterioration of the ecosystem and environment, readiness preparation for the ASEAN Economic Community in 2015 under the ASEAN framework agreement and the public's trust and confidence in the Administrative Court to remedy their grievances. To resolve administrative disputes, protect the rights and liberties of the people and maintain a balance between public interest and national priorities in a rapid and fair manner, the Administrative Court has declared fiscal year 2013 as **"The Year of Quality Enhancement of Public Services and Public Communication"**. Following, is a summary of the policies and directives of the Administrative Court and the Office of the Administrative Courts for fiscal year 2013.

First, maintaining public trust in administrative justice

The policies and directives of the Administrative Court for fiscal year 2013 aim to speed up the trial and adjudication of administrative cases, provide judgments which are fair and acceptable; facilitate public access to administrative justice, and maintain public trust in administrative justice.

1. Enhancing the efficiency of case management

1.1 The Administrative Court strategic plan (no.3) B.E. 2554-2557 (2011-2014) requires judges of the Supreme Administrative Court to decide 125 administrative cases per year and for judges of the Administrative Court of First Instance, 65 cases per year. Moreover, it has been targeted to reduce the average length of a trial to less than 2 years and for environmental cases, to one year. If cases are to be refused, judges are required to proceed with the refusal of these cases as quickly as possible so as to reduce the number of backlog cases and allow parties to redress grievances without unnecessary delay.

1.2 Speeding up the trial of pending cases which exceed the average length of a trial is specified in the objectives for case management for the year 2013 as follows:

1.2.1 Cases filed with the Supreme Administrative Court in 2007 shall be completely tried and adjudicated in 2013;

1.2.2 Cases filed with the Administrative Court of First Instance in 2010 shall be completely tried and adjudicated in 2013;

1.3 Enhancing the trial process

1.3.1 Presidents of the Central Administrative Court and Regional Administrative Courts shall enhance the efficiency of case management by supervising and emphasizing public grievance redress in a reasonable time;

1.3.2 Judges of the Administrative Court shall conduct meetings via video conference as in preceding years in order to monitor progress of administrative cases in each Administrative Court, individual performance of Administrative Court judges and problems in judicial proceedings. The Commission for Inspection and Development of the Administrative Court Strategic Plan shall meet to monitor progress and expedite resolution of obstacles to the performance of duties according to the Administrative Court Strategic Plan;

1.3.3 The case management system shall be applied by individual judges in order that each judge can plan his/her work and determine the average length of judicial proceedings. Judges, therefore, are informed of the expected length of judicial proceedings of each case or when the case should be completely tried and adjudicated. This system also allows Presidents of Chambers, executives of the Administrative Court and aggrieved parties to keep track of the progress of cases, resulting in the public's trust and confidence in administrative justice. A demonstration of the system shall be given to all Administrative Courts. Data input shall give priority to new cases. Undecided cases; however, shall be entered into the system on an on-going basis. Relevant officials shall be responsible for inputting correct and up-to-date data.

1.4 The objectives of the work system to support judges of the Administrative Court and administrative case officials are:

1.4.1 To classify cases according to necessity and urgency so that remedies can be provided to aggrieved parties within an appropriate time frame;

1.4.2 To develop more appropriate procedures and average length of trials in redressing grievances;

1.4.3 To ensure that written judgments and statements are concise and classified according to case type. Regarding the adjudication, the grounds and the application of law shall be underlined in order that the judge can swiftly prepare a judgment and statement that comply to the same standard;

1.4.4 Case statistics and public information services shall be improved as follows:

1) The bureau responsible for case information and the procedures employed shall be developed in order that administrative case management shall be more integrated and efficient. A standard system of collecting the necessary information for the management of the Administrative Court and its Office shall be created. This system will be used for analyzing and

presenting information which supports the decision-making of executives in policy formulation. This system will also expedite court proceedings and improve make the supervision of case management by executives more efficient;

2) In order to meet the needs of executives, an electronic system to collect and report case statistics shall be established in order to ensure that the statistics are correct, up-to-date and easy to search for. Much of these statistics will also be available for public access.

2. Reinforcing efficiency of decision execution

2.1 Continuous training on decision execution for administrative case officials working for the Central Administrative Court and the Regional Administrative Courts shall be provided. This training shall emphasize an action learning program, coaching, a training course, and working methods coupled with operational procedures relating to administrative decision execution. This training is intended to provide officials of the Bureau of Administrative Case Execution of the Office of the Administrative Courts and those of decision execution departments of the Office of the Regional Administrative Courts with knowledge and skill in decision execution so that such duties can be performed in an efficient and systematic manner.

2.2 Summaries shall be prepared of methods of decision execution, example decrees following the judgment and orders of the Administrative Court so that decision execution is clearer, similar and practicable. This method and examples allow for efficient and effective decision execution and the prompt redress of grievance of the parties.

2.3 Knowledge and understanding of decision execution among agencies concerned in order to jointly develop standards of work relating to decision execution shall be enhanced. Furthermore, cooperation among administrative agencies shall be strengthened so that they strictly and promptly comply with judgments or orders of the Administrative Court.

3. Enhancing rapid and complete access to administrative justice

3.1 Construction of the permanent premises of the Administrative Court has been hastened according to the allocated budget and the construction of the permanent premises of 3 Regional Administrative Courts as prescribed in the Act on Establishment of Administrative Courts and Administrative Court Procedure, B.E. 2542 (1999) as well as the construction of the permanent premises of the Supreme Administrative Court. Construction of these premises allows the public to easily access the services of the Administrative Court. Moreover, the personnel of the Administrative Court and the Office of the Administrative Courts will find the performance of their duties more convenient and efficient. Regarding the construction of the residences for judges and personnel of the Administrative Court, a needs survey should be conducted in advance to evaluate if these buildings are necessary and worthwhile. The budget and suitable location are also important considerations.

3.2 An E-Court system using technology appropriate to Administrative Court proceedings is being developed in order to provide more options for access to administrative judicial proceedings for people and parties, as well as to conserve funds that would otherwise be required to construct more Administrative Court buildings.

Second, the working system and personnel of the Administrative Court must be developed and working standards and quality in providing services must be enhanced.

2.1 All bureaus and offices must revise and enhance their own working standards in order to facilitate proactive operation of the Administrative Court and to inform service recipients or people involved in working processes of the said revisions and enhancement.

2.2 The quality of services provided should be improved as follows:

2.2.1 Services should be provided in the form of a one-stop service. Service standards should be improved, and working processes related to providing services and general administration in the Court should be re-engineered in order to accelerate the Administrative Court's service and proceedings;

2.2.2 A procedure of citizen feedback should be applied so that people are allowed to express their opinions and make complaints to the Administrative Court as well as evaluate the quality of service provided;

2.2.3 The efficiency of officials, especially those directly in contact with the public as well as security personnel, must be increased by providing these people with relevant knowledge and task-related skills training. Also, the attitude of "service mind" should be encouraged in their dealings with the public and all recipients of the services of the Administrative Court.

2.3 In relation to human resources management, the following actions should be taken:

2.3.1 Capability, skills, and task-related expertise of administrative case officials and officials responsible for other tasks supporting the Court's missions are subject to further development through work integrated learning (WIL). All personnel should receive in-service training at least once a year. Furthermore, capable and experienced administrative case officials should be assigned to work in various and appropriate bureaus and offices in the Administrative Court. Team work should be emphasized more. Administrative case officials in Expert and Senior Professional Levels should be designated as team leaders in charge of studying and analyzing details of administrative cases that the Court accepts to try and adjudicate. Systematic work plans should be determined in advance. All information input into a case management program by each responsible official must be accurate, complete, and up-to-date so that administrative case proceedings will be carried out speedily and injured parties will be provided with remedies within an appropriate time frame.

2.3.2 Personnel databases and personnel development tracking systems should be improved and made appropriate to the current situation and the needs of the Administrative Court. Databases and tracking systems should show both quantitative and qualitative data on personnel development of each individual.

2.3.3 Performance agreements with each official should be consistent with the actual amount of work carried out to support the Administrative Court's proactive operation. Also, performance agreements with each individual team member should be consistent so as to create a positive atmosphere favorable to team work and to enhancing the effectiveness and efficiency in work performance. Sharing work-related experience should be encouraged among officials from all bureaus and offices in the Administrative Court. This will support good

relationships among the officials and good understanding favorable to collaboration within the Court.

2.3.4 The Administrative Court judges and officials should be encouraged to prepare for, and adjust themselves to, the impact of global changes in the present and future. For example, they should be provided with knowledge concerning the ASEAN Community or training in English and/or the languages of neighboring countries.

Third, communicating with the public and providing all social sectors with updated information will promote a better understanding of the role of the Administrative Court.

3.1 Proactive public relations must be implemented for promoting good understanding of the Administrative Court's major role in rendering administrative justice in society. For example, nuisances that occurred to injured persons, decisions of cases, and the results of remedies provided for injured persons should be systematically disseminated in form of storytelling through mass media. New communication channels and technology, electronic media and animations, documentaries and films, and an electronic museum of the Administrative Court should be utilized in a manner consistent with the interests of people in each target group.

3.2 Projects and activities should be launched to encourage understanding and help build the Administrative Court's networks of cooperation with public and private agencies, NGOs, community leaders, and other sectors in society. For example, the Administrative Court could organize activities such as meetings with the people, meetings with the press, exhibitions, administrative case-related counseling services in collaboration with other central and regional agencies, and/or administrative case-related knowledge dissemination through radio broadcasts. The public and people from various sectors could be asked to join the activities to learn about and gain a better understanding of the Administrative Court's mission and its performance of tasks.

3.3 Access to information provided for the general public should be enhanced and developed with linkages between information technologies and up-to-date innovations. Effective access allows people and parties to cases to conveniently and quickly obtain accurate information. A case tracking system allows parties in each case to know the status of their case through the Internet. They can log in to check the progress of each case using a case-specific password provided by the Administrative Court.

Fourth, the Office of the Administrative Courts must support the operation of the Administrative Court as follows:

4.1 The development of knowledge. The Office of the Administrative Courts should encourage research studies and the development of the administrative justice system in a manner consistent with the current situation. Also, the Office should systematically manage a body of technical and research-related knowledge gained from both domestic and foreign sources. This body of knowledge should be convenient to search and well-organized in order to support the needs of administrative case-related tasks of the Administrative Court judges and

administrative case officials in each chamber in the Court. Administrative case officials in other technical bureaus have to learn about administrative case procedure from this body of knowledge as well. It should function as the linkage between theory and practical application which would be very useful for them when they have to rotate to different bureaus or offices.

4.2 Information technology and communication. The following actions must be taken immediately:

4.2.1 Improve and develop the effectiveness and accessibility of the administrative case management system. This is a tool that allows executives of the Administrative Court, Administrative Court judges, and administrative case officials to manage and track cases under their responsibility more easily. An effective and accessible administrative case management system will result in speedy processing of case-related tasks and facilitate administrative case services provided to people and parties to cases.

4.2.2 Improve the internal high-speed communication network's coverage of the Administrative Court Building and its temporary office at Central Plaza Chaengwattana. The coverage provides fast and convenient communication that can support and facilitate the performance of tasks of the Administrative Court judges and personnel working at both places. Additionally, it provides the Administrative Court personnel with Intranet and high-speed Internet services to perform tasks of the Administrative Court.

4.2.3 All bureaus and offices must maintain complete and updated information and databases. Such information and databases must be connectable and usable for all. This is to facilitate the performance of tasks of all bureaus and offices within the Administrative Court, allow internal exchange of information, and encourage knowledge and experience sharing in the Court.

4.3 The development of relevant laws, regulations, and rules. Laws, rules, and regulations that the Administrative Court and the Office of the Administrative Courts currently apply need to be revised and reviewed. Amendments must be made in a manner consistent with actual problems or the current situation. Also, amendments of relevant laws should support the Administrative Court's mission when the AEC becomes active in 2015.

4.4 Expenditures. Expenditures for personnel management and the performance of tasks in the Administrative Court must be balanced so as to encourage and ensure financial and treasury discipline; prioritize the allocation of budget in a manner consistent with urgent necessity; and ensure careful, correct, transparent, and verifiable use of budget resources.

4.5 The Administrative Court should organize and support activities that promote morality and ethics, unity, team work, and mutual respect. Administrative Court personnel should be encouraged to dedicate their efforts to their tasks.
