

# What kind of complaints and recommendations that you could request?

EGAT Complaint Management Center (CMC)  
Electricity Generating Authority of Thailand.

We are welcome for all complaints and recommendations regarding EGAT officers and workers, as well as related duties in which responsible by EGAT such as:

- Corruption and illegal acts
- Violation of EGAT's code of conduct and regulations
- Violation of ethics and morality
- Procurement/ contract management
- Finance/ Budget
- Subsidy regarding an effect from transmission line
- Undesirable act towards a grid system instability such as building construction: burning sugarcane field, weed, and waste: stealing component parts or equipment: playing kite or paper balloon, etc.
- An effect from a dam, mine, power plant, and high voltage of electricity station.



## Channels for Complaints and Recommendations

### 1 <http://www.1111.go.th>

Complaint management system  
Office of the Permanent Secretary, Prime Minister Office  
Government Hotline: 1111



### 2 <http://www.egat.co.th>

Electricity Generating Authority of Thailand's website

### 3 <http://cmc-center.egat.co.th>

Complaints and Recommendations system

### 4 **Complaint Letter**

Please send directly to Electricity Generating Authority of Thailand  
53 Moo.2 Charansanitwong Rd.  
Bangkruai Nonthaburi 11130



### 5 <http://voc.egat.co.th>

Voices from direct customers of EGAT

### 6 **EGAT Information Center**

EGAT Call Center 1416



# EGAT

## Complaints Management Center



Electricity Generating Authority of Thailand



Compliance Division

# EGAT's complaints and recommendations Management Process

## 1 Receiving complaints/recommendations

EGAT receives complaints/recommendations from a complainant.

## 2 Considering process

EGAT CMC considers and forwards such request to the responsible division.

## 3 Preliminary Feedback

EGAT CMC replies to a complainant within 2 business days.

## 4 Root Cause Analysis

The responsible division analyzes root causes/resolves problems.

## 5 Lead Time Evaluation

The responsible division estimates a lead time and replies to a complainant shortly according to the law.

## 6 Report

The responsible division reports progress to a complainant until the completion of the request.



## Consideration Criteria For complaints and recommendations

1. A complainant needs to inform personal information: First name, last name, personal identification number, address, phone number, and e-mail.
2. Complaints and recommendations should be stated in polite words.
3. Complaints and recommendations must solely relate to the duty performing of EGAT.
4. Please provide documentary evidence, tangible evidence, and witness (if any)
5. Such complaints and recommendations must not come out of viral trends or with an intention to discredit others, but factual basis.
6. Complaints regarding behavior/corruption must be adequately notified the information for further investigation.
7. In case of a false request from a government officer aiming for defamation, such act will be executed based on government agencies' regulations.
8. A complainant might be sued by a respondent due to vague accusation or might be executed regarding the false accusation act.
9. A complainant is willing to provide supportive information.
10. A complainant information regarding complaints/recommendations/and witnesses will be kept, confidentially.
11. EGAT will not consider the following complaints:
  - Complaints related to the King and the royal family.
  - Complaints that have been in a justice process or the court that has been issued a final judgment or order.

