MEMORANDUM OF UNDERSTANDING
ON COOPERATION BETWEEN
THE OMBUDSMAN OF THE KINGDOM OF THAILAND
AND
THE OMBUDSMAN OF THE REPUBLIC OF INDONESIA

The Ombudsman of the Kingdom of Thailand and
The Ombudsman of Republic of Indonesia (hereinafter referred to as "the Parties");

Desiring to cooperate in order to develop their systems for handling complaints; intending to actively resolve difficulties and inconveniences encountered by their nationals (including businesses) in the other country; seeking to collaborate in areas of common interest to promote the rights of their nationals; and acting in accordance with the prevailing laws and regulations of their respective countries; have reached the following understanding:

Paragraph 1 Objective

The objective of this Memorandum of Understanding (MOU) is to establish and strenghten cooperation between the Parties in order to improve their systems of handling complaints, exchange experiences, seek to collaborate in areas of common interest, and resolve the maladministration of the public services practice encountered by the other country's overseas nationals in their lives, in the territory of the other Party.

Paragraph 2 Principles

The Parties will communicate and cooperate to share experiences. The Parties may request information on a specific practice or procedure or hold joint workshop for capacity building.

Paragraph 3 Areas of Cooperation

1. The areas of cooperation under this MOU may include, subject to the availability of financial and human resources of each Party, the following:
   a. sharing their practices, systems and procedures;
   b. opening and promoting a complaints window exclusively for the overseas nationals of the other country;
   c. exchanging complaint-related policies and experiences, as well as human resources;
   d. organizing bilateral workshops or seminars; and
   e. other areas of cooperation as may be jointly decided upon by each Party.

2. The Parties will actively promote the current status and achievements of collaborative activities under this MOU when they are pursuing cooperation with international ombudsman organizations, academic institutions and private organizations.

Paragraph 4 Implementation Mechanism

The Parties will hold high-level ombudsman policy meetings at least once a year to share their practices and procedures, to evaluate their performances in resolving the difficulties and inconveniences of the other country's overseas nationals, and to discuss other cooperation issues. Each Party will assign their respective liaison officer to serve as the contact point to facilitate the communication between the two Parties.

Paragraph 5 Expenses

The Parties will bear its own costs of cooperation under this MOU, unless otherwise jointly decided in advance by the Parties.

Paragraph 6 General Provisions

1. Cooperative activities under this MOU will be conducted by the Parties in accordance with the respective laws and regulations of the two countries.
2. This MOU does not create any legally binding rights and obligations.
3. The Parties will not transmit information obtained from the other Party under this MOU to a third party without the prior written consent of the other Party.

Paragraph 7 Entering into Effect, Duration, Termination and Amendment

1. This MOU will come into effect on the date of their signature.
2. This MOU shall remain in effect for a period of five (5) years. The validity of this MOU may be extended for the successive periods of five (5) years upon the mutual written consent of each party.
3 Either Party may terminate this MOU at any time by informing the other Party, in writing, of its intention to terminate the MOU. The MOU will be terminated six (6) months after the receipt of such notification.
4. This MOU may be amended by mutual written consent of the Parties.

Paragraph 8 Language

This MOU is written in English, Bahasa Indonesia and Thai, each text being equally valid. In the case of divergence of interpretation the English text shall prevail.

Paragraph 9 Effective Date and Signature

This MOU will become effective on the date of the last signature.

FOR THE OMBUDSMAN OF THE KINGDOM OF THAILAND	FOR THE OMBUDSMAN OF THE REPUBLIC OF INDONESIA
Gen. Vidhu Rajth (Ret.)	
DATE 10 OCTOBER 2018	DATE 10 OCTOBER 2018

ANNEX A
TO THE MOU BETWEEN
THE OMBUDSMAN OF THE KINGDOM OF THAILAND
AND
OMBUDSMAN OF THE REPUBLIC OF INDONESIA

The following are identified points of contact for queries regarding the activity on this MOU:

FOR OMBUDSMAN OF THE KINGDOM OF THAILAND:
International Affairs Bureau
Office of the Ombudsman
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FOR OMBUDSMAN OF THE REPUBLIC OF INDONESIA:
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