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CONTRIBUTION

By

Ms. Napaporn Jaisujja
Secretary General of the Senate of the Kingdom of Thailand

to the debate on

“The relationship between the administration and parliamentarians”

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The Secretariat of the Senate of Thailand has been recognized its performance according to international quality standard and certified with Quality Management System ISO 9001:2015

The Secretariat of the Senate, as an academic and administrative body, has performed duties to support the missions of the Senate in considering, scrutinizing, controlling the administration of state affairs and promoting and disseminating democracy. It also supports missions of the Senate to be efficiently accomplished while implementing the policy of the President of the Senate to achieve its goals in terms of organization administration, transforming the Secretariat office to be able to address rapid technological changes. The Secretary-General has committed to improving and developing the organization and personnel's competency as well as to maintaining morals, ethics and transparency, reflected evidently through national awards and certificates. In this regard, the Secretariat of the Senate has been certified with ISO 9001:2015 Quality Management System from the Management System Certification Institute (MASCI): Thailand for 11 bureaus (one in 2017, 3 in 2022 and 7 in 2023). The awards and certifications represent honour and value in its performances, which highlight excellence in the management system according to the international standard and operational efficiency within the organization, which develop and pave the path to "SMART SENATE", including Smart Work, Smart People, Smart Academics and Smart Digitalization with work-life balance.

According to the auditors on the ISO 9001:2015 Quality Management System audit results from MASCI in 2023, no defect was detected. On the other hand, the auditor found that the Secretariat of the Senate displayed nine strengths as follows:

1. The Secretary-General, Executive Officers and personnel of the Secretariat of the Senate emphasize the importance of the Quality Management System, devoted to applying Quality Management System in practice and making proper preparations for information and performance presentation as well as acquiring an understanding of operational processes and procedures.

2. The Secretariat of the Senate is a public agency that adapts to modernization in terms of technology, knowledge and administration according to the vision of becoming a smart organization in supporting the mission of the Senate for the benefit of the country and the people.

3. The Secretariat of the Senate applies technology to systematic data and document storage in digital forms in order to provide convenient and quick search and effective and efficient use.

4. Personnel of the Office of the President of the Senate and the Bureau of Committees under the Secretariat of the Senate actively perform duties in SMART manners to respond to SMART Senate policy.

5. The Secretariat of the Senate analyze its contexts, expectations and risk management to respond to the needs of stakeholders effectively.

6. The Secretariat of the Senate assigns quality objectives and KPIs to cover all departments, as well as systematically monitors KPI effectiveness and continuously conducts improvement plans.

7. The Secretariat of the Senate conducts an internal quality audit in a complete and in-depth manner in operational procedures and holds meetings to review the determined plans, presents information according to the meeting agenda and makes a comprehensive conclusion on the result of the meetings.

8. The Secretariat of the Senate sets up operational procedures and work processes and provides a clear functional audit result form.

9. The Secretariat of the Senate conducted surveys and satisfactory evaluations of all related work operations using adequate evaluation from an independent and impartial external organization.

In addition, I would like to share with you some examples of the operations and services to support the missions of senators according to key procedures. Followings are the responsibilities of 10 Bureaus under the Secretariat of the Senate, performing duties according to the Scope of the Quality Management System.

1. The Bureau of Public Relations

- Provides information services at the Call Center service point. Its duties are to disseminate information to mass media
- Controls the audio-vision system in the Sitting of the Senate and publicize news information via social media platforms

- Organizes training and seminars to disseminate duties and powers of the Senate according to the Democratic form of Government with the King as Head of State

2. The Bureau of Central Administration

- Appoints Experts, Specialists, and Assistants attached to the Senator
- Assesses parliamentary officials in order to promote academic positions
- Recommends receipt and provision of royal decorations
- Supervises buildings and venues, operations regarding security system of personnel and building securities
- Distribute news and information of the Secretariat of the Senate

3. The Bureau of Information and Communication Technology

- Provides services and improvement of information technology and communication for the advancement and development of the organization in response to modern digital transformation

4. The Office of the President of the Senate

- Supports the President and Vice – Presidents of the Senate in performing duties as the Presiding Officers in the sitting of the Senate,
- Receives complaints
- Supports consultation sessions requested by senators before proceeding to agendas of the sitting of the Senate

5. The Bureau of Parliamentary Proceedings

- Analyzes, monitors and investigates draft motions, questions, agendas and bills

6. The Bureau of Supervision and Inspection

- Inspects assets and liabilities of the National Anti – Corruption Commissioners
- Selects persons holding positions in the organs as provided in the Constitution and Acts
- Monitors annual reports of independent organs

7. The Bureau of Committees 1, 2, and 3

- Studies, analyzes, compares and collects information, facts and recommendations on academic and legal documents in order to compile information for the meetings of the Committees during the consideration of bills, organic law bills and motions.

8. The Bureau of Legal Affairs

- Prepares legal documents of the laws published in the Government Gazette
- Prepares the supplementary documents for supporting consideration of the organic law bills, bills and draft emergency decrees

In this regard, within 2024, the Secretariat of the Senate is planning to present for the rest of all bureaus to be assessed and evaluated by the Management System Certification Institute: Thailand (MASCI), namely Bureau of Finance and Budget, Bureau of Foreign Affairs, Bureau of Parliamentary Studies, Bureau of Foreign Language, Bureau of Human Resources Development, Bureau of Minutes and Stenography, Bureau of Policy and Planning in order to enhance the Secretariat’s performance to support parliamentarians and people with an international standard.

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