



**The Office of the NHRCT keeps providing public services after an order for its personnel to work from home during a new wave of COVID-19 pandemic:
Complaints of human rights violation can be submitted online and still in person**

On 4 January 2021, Mr. Boongua Somnuk, Secretary-General of the National Human Rights Commission of Thailand reveals that due to the situation of new wave of pandemic of COVID-19 spreading widely in many areas of Thailand, the government has put in place various measures to resolve emergency situations by virtue of the Emergency Decree on Public Administration in Emergency Situations, B.E. 2548 (2005). They include the government's announcement dated on 3 January 2021 declaring Bangkok, vicinity provinces and other provinces, totaling 28 provinces, "the most controlled areas", including other requirements and practices.

The Office of the National Human Rights Commission of Thailand (Office of the NHRCT) with the approval of the Chairperson of the National Human Rights Commission of Thailand, therefore, adopts the urgent measures for the purpose of prevention and control of the disease outbreak, ordering staff members to work from home between 5-31 January 2021. The Office also issues the Announcement No.5 dated 4 January 2021 to maintain public services as follows:

1. Complaints on human rights violation can be submitted through electronic channel via <http://www.nhrc.or.th/Complaints/Online-complaints.aspx>, or people can make a direct phone call to the Director of Complaint Screening and Human Rights Protection Coordination Unit at 061 420 7448. In necessary case, they can also visit the Office of the National Human Rights Commission of Thailand;

2. Administrative works regarding official documents, transaction and procurement are still operated and contacted at the Office of the National Human Rights Commission of Thailand;

3. Human Rights Information Centre service can be reached in the E-book form at <http://library.nhrc.or.th>, LINE application @: <https://lin.ee/xK3jsyP> or Facebook: Human Rights Information Centre.

Office of the National Human Rights Commission of Thailand

4 January 2021