

1.5 Business Ethics

Complaint Mechanism

EGAT places great importance on receiving feedback, complaints, and suggestions from all stakeholder groups to improve operations and address both direct and indirect impacts arising from its mission, in line with good governance principles. The EGAT Feedback Management Center serves as the central unit for handling complaints. EGAT has also appointed the Complaint and Anonymous Letter Review Committee to manage cases involving corruption, serious disciplinary violations, and anonymous reports. Additionally, the EGAT Anti-corruption Operations Center supports, promotes, and monitors compliance with EGAT's complaint and anti-corruption management processes.

EGAT provides 6 official channels for receiving complaints and suggestions from stakeholders:

- (1) letters submitted to EGAT
- (2) the Government Complaint Management System (Hotline 1111)
- (3) the EGAT website
- (4) the Feedback and Complaint Management System
- (5) the Customer Voice System, and
- (6) the EGAT Information Service Center (Call Center 1416)

In addition, stakeholders may access an independent third-party reporting channel through the Office of the Permanent Secretary, Office of the Prime Minister (OPM), which receives and manages complaints through its own grievance mechanisms, including the Government Complaint Management System (Hotline 1111) and other official channels.

Upon receiving a complaint, EGAT provides an initial response to the complainant via email or letter to confirm receipt and inform them that the matter is being coordinated with the relevant department. If the issue is unrelated to EGAT or its personnel, the EGAT Feedback Management Center forwards the case to the appropriate agency. Stakeholders can track progress through EGAT's Feedback and Complaint Management System until resolution, with formal notifications issued upon closure.

In cases involving corruption, serious disciplinary violations, or anonymous reports, the Secretary of the Complaint and Anonymous Letter Review Committee forwards the matter to the responsible unit for fact-finding. A fact-finding committee is appointed and the results are reported back to the Secretary.

If the complaint is found to be unsubstantiated, the unit is instructed to resolve the issue appropriately to foster understanding among staff and close the case. If a complaint is found to have merit involving disciplinary misconduct, the supervisor of the accused employee appoints a committee to investigate minor disciplinary violations. If misconduct is confirmed, the supervisor issues a disciplinary order, with penalties ranging from a warning, salary deduction or reduction, dismissal (for permanent staff), termination (for contract staff), to removal, depending on the severity and impact of the violation. For complaints not involving disciplinary misconduct, the responsible unit must resolve the issue appropriately. To ensure transparency, fairness and credibility, EGAT reports the outcomes of complaint management to senior executives, the Anti-Corruption Operations Center and the Governance and Social Responsibility Committee.

Sustainability Performance Information

EGAT ensures the protection of the rights of complainants, whistleblowers, and witnesses who submit information through the EGAT Feedback Management Center, the Complaint and Anonymous Letter Review Committee, or related complaint channels. All personal data and identifying information are kept strictly confidential and disclosed only when necessary for complaint resolution. Individuals who do not wish to disclose their identity may submit anonymous complaints in accordance with EGAT Regulation No. 480, and such cases are reviewed through established governance processes, including fact-finding investigations and determination of appropriate resolutions. Responsible personnel are required to sign confidentiality agreements related to the complaint management system. These commitments are further supported by the *Common_1.5.4 Guidelines for Managing Feedback and Anonymous Complaints (Revised Edition, 2025)*, which establishes the Complaint and Anonymous Report Consideration Committee (CPRC - EGAT), sets out measures to protect complainants, feedback providers, and witnesses, and defines the operational procedures for complaint handling and case management.

Stakeholders may also submit anonymous complaints through representatives or third parties. If the identity of the complainant cannot be verified, the complaint is treated as anonymous and processed under the procedures of the EGAT Feedback Management Center or via the Complaint and Anonymous Letter Review Committee. Where complaints are submitted directly to OPM and anonymity is requested, the complaint may be managed independently by OPM without disclosure to EGAT.

EGAT conducts annual satisfaction surveys among users of its complaint management system and holds regular meetings with system administrators to identify challenges and areas for improvement. These insights are used to continuously enhance the system.

Sustainability Performance Information

Beyond complaint mechanisms, EGAT also engages in proactive efforts to minimize actual and potential impacts, such as communicating with communities to build understanding about EGAT's operations and listening to their concerns for further improvement. EGAT also provides training and communication to employees on the use of its reporting channels through various formats, including training sessions, awareness materials, and guidance documents (e.g., training materials, infographic posters, videos, and manuals). These resources cover procedures for submitting complaints, available channels, and timelines for case handling, aiming to ensure employees understand and effectively utilize the reporting mechanisms

Reporting on Breach

Reporting areas	Number of breaches in FY 2025
Corruption or Bribery	3
Discrimination or Harassment	0
Customer Privacy Data	0
Conflicts of Interest	0
Money Laundering or Insider trading	0

In 2025, No fines or convictions related to corruption and bribery case occurred.