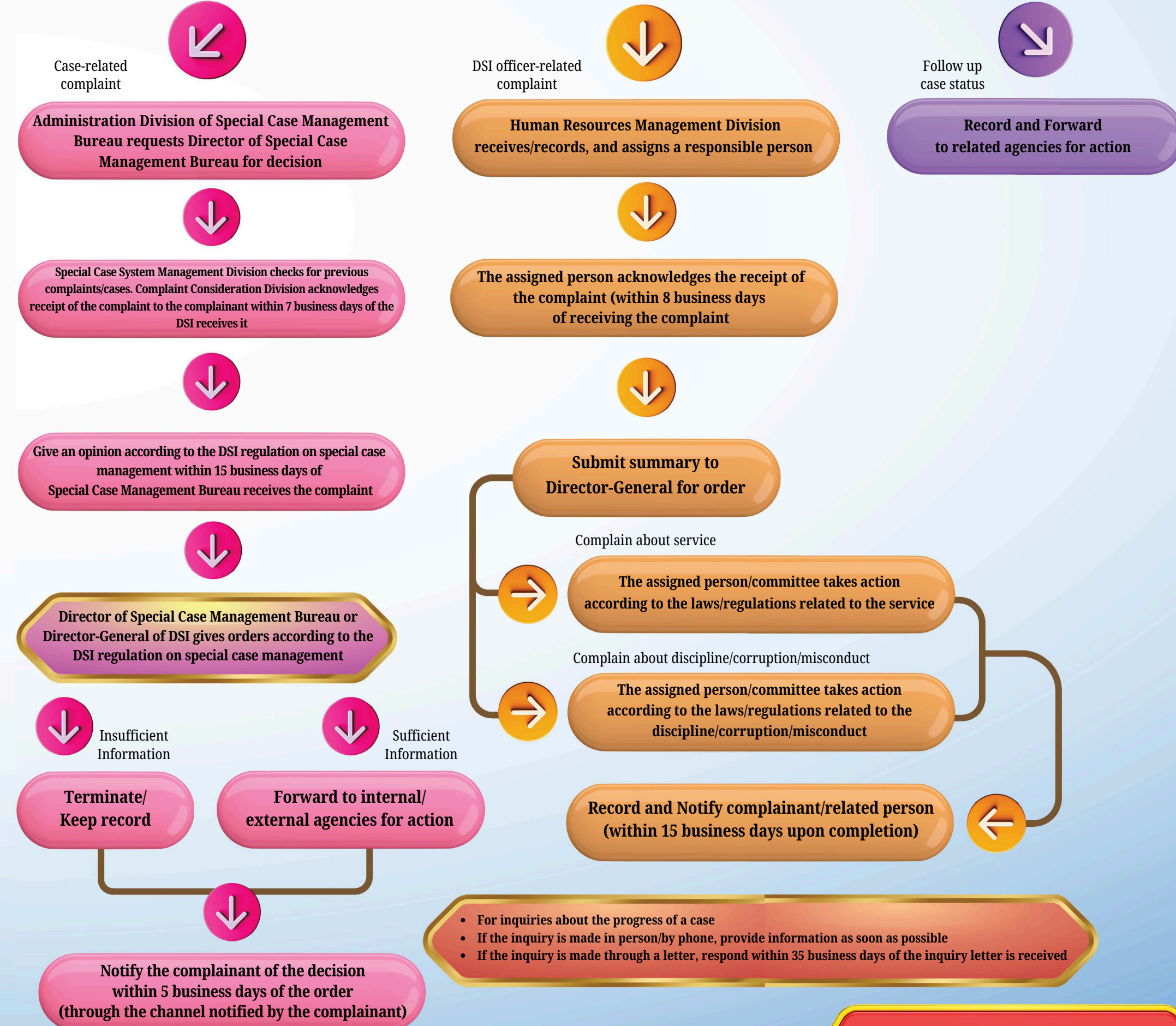
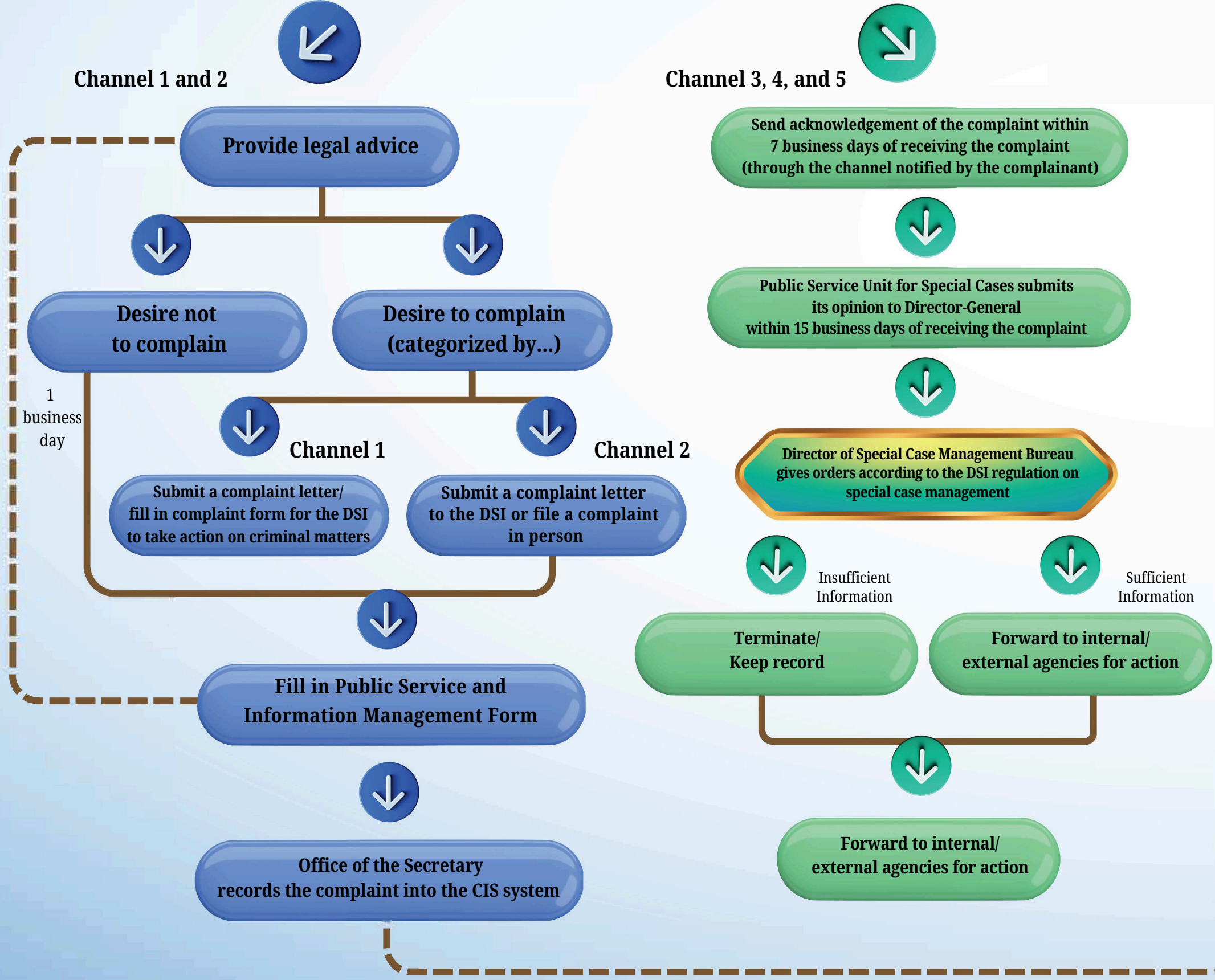


DSI'S COMPLAINT ACCEPTANCE PROCESS



Public Service Unit for Special Cases, Bureau of Special Case Management, Ground Floor, DSI Building, receives, processes, and screens the complaint

Office of the Secretary, Ground Floor, DSI Building, receives, processes, screens, and records the complaint into the CIS system



- For inquiries about the progress of a case
- If the inquiry is made in person/by phone, provide information as soon as possible
- If the inquiry is made through a letter, respond within 35 business days of the inquiry letter is received

FREE OF CHARGE

The procedures are carried out in accordance with:

- DSI Regulation on Special Case Management
- Notification of the Department of Special Investigation Prescribing Time Limits for Justice Process of the DSI, B.E. 2566 (2023)
- Public Service Manual for Special Cases