

View results

Respondent

21

Anonymous

22:57

Time to complete

City and Country

1. City name *

Bangkok

2. Country name *

Thailand

I. Institutional Framework

3. What is the official e-government portal of the city/municipality? If more than one exists, please list all. *

E-government or digital government will be used interchangeably in this Survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs).

The official e-government portal of Bangkok is <https://main.bangkok.go.th/coverpage>

4. Please provide link(s) for portal(s) providing following services/features:

E-services or similar

A specific portal where you can see the list of all online services available to the public.

<https://eservice.bangkok.go.th/>

5. E-participation or similar:

E-Participation is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

https://www.traffy.in.th/?page_id=27265

6. Open government data:

Open Government Data allows citizens to monitor data streams and thereby improves the accountability and transparency of government. OGD also allows citizens to be aware of important issues and to be part of the decision-making process to address policy issues (e-participation).

7. Public procurement:

8. Other major portals at the city/municipality level:

9. Does your city/municipality have a Chief Information Officer (CIO) to manage its e-Government programs/strategies? CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

*

 Yes No

Contact information of City/Municipality Chief Information Officer (CIO) or equivalent

10. Name *

11. Title *

12. Organization *

13. Email *

14. Phone *

15. Is the city/municipality CIO linked to any extent to the national CIO or with any government agency/department/ministry at the national level in charge of e-government? (by mandate or other type of relation) *

Yes, CIO of BMA : Management guidelines for high-level information technology executives in Bangkok are in line with the guidelines for managing high-level information technology executives in the public sector of the Office of the Civil Service Commission according to the Cabinet resolutions.

II. Legal Framework

Is there any legislation/regulations on digital government such as law on digital service provision or on access to information or data privacy at the

16. National level?

Yes

No

17. Local level?

Yes

No

18. If you answered yes to any of the above two questions in this section, how do you adopt these legislation/regulation in your organization?

-Digitalization of Public Administration and Services Delivery Act, B.E. 2562
-Act on Electronic Performance of Administrative Functions, B.E. 2565
-Personal Data Protection Act, B.E. 2562
1. For the purpose of ensuring convenience, expedience, and efficiency in public administration and services, as well as their responsiveness in facilitation and provision of services to the people, a State Agency shall procure that there is public administration and provision of public services through Digital means which includes management and integration of governmental data, and [governmental] function in a way that ensures secure mutual compatibility and interconnectivity, under the principle of good governance,
2.To digitalize procedures or operation [plans] for public administration and provision of services to the people. The digitalization of procedures or the operation [plans] shall be mutually compatible to function with one another under the regulations and rules
3. To ensure that there is a personnel development program for government personnel to improve their knowledge and abilities in carrying out their operations on public administration and services delivery through Digital means.

III. Strategy and Implementation

19. Is there a city/municipality e-Government Strategy or equivalent? *

Yes

No

20. Please check whichever applies to the city/municipal e-Government Strategy or equivalent:

- has an implementation plan.
- is aligned with the national development strategy.
- is aligned with the sustainable development goals (SDGs).
- is aligned with national digital development strategy.
- indicates the existence of shared solutions/platforms provided at the national/regional level.
- makes specific reference to e-Participation and/or digital inclusion/engagement.
- makes specific reference to co-creation mechanisms for citizens.
- makes specific reference to social media.
- makes specific reference to a local digital ID.
- makes specific reference to new technologies such as artificial intelligence, blockchain, big data etc.
- provides other specific measures to ensure e-Government is used by the most vulnerable groups (Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people).
- provides other specific measures for ICT training and digital literacy by government officials.
- makes specific reference to cyber security.
- makes specific reference to mobile government.
- makes specific reference to SDG 11
- makes specific reference to the Sendai Framework for Disaster Risk Reduction 2015-2030, holistic disaster risk management at all levels

21. If city/municipality e-Government Strategy or equivalent exists, and if you checked any of the boxes above, please provide further link and/or details.

<https://webportal.bangkok.go.th/sed> and <https://shorturl.asia/CZzuO>

22. Does your city/municipality have a dedicated budget for digital government? Please explain by informing on the percentage compared to the total municipality budget. *

Bangkok has allocated a budget for digital government as an investment in infrastructure. So information system has been prepared for human resource development to support the performance of officials and providing public services in 2023. The total budget of Bangkok is 79,000,000,000 baht, with a budget allocated for digital technology in the amount of 694,636,620 baht, representing 0.879%.

23. Do you publish the city/municipality budget online on the portal? Please explain further and provide links. *

Bangkok has an annual expenditure budget for fiscal year 2023, classified by plan structure, which Bangkok's expenditure budget that is a regular expenditure and expenditures of Bangkok's commerce. So, the overview of the expenditure budget for the fiscal year 2023 in the amount of 79,719,012,050 baht, classified into part which are plan, productivity, work and project.
<https://official.bangkok.go.th/page/93> (Page 4)

24. Are there any digital initiatives in place in your city/municipality focused on sustainability issues and/or a green economy? Please explain further and provide links. *

Social Development Office of Bangkok have the welfare and assistance system (E-Case) which is the system for people to use for checking the subsidy status of the allowance for the elderly and the allowance for the disabled. Also, having a center to promote family savings management and solving debt problems in Bangkok to advise people to know how to manage their own income and family income. The promotion of saving discipline is provided to increase the value of savings and provide financial health checks to advice citizens on income-expense accounting, spending planning, and savings discipline.
<https://webportal.bangkok.go.th/social>

25. Are there any digital initiatives in place in your city/municipality focused on affordable, accessible and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links. *

Traffic and Transportation Department of Bangkok is responsible for developing traffic and safety information technology, such as research, survey, gather information on traffic and transport and analyze the cause and provide the solution for traffic issues. Also develop the main and supplementary mass transit system projects. Also, the department provides design and analyze the feasibility of the road network to develop and solve traffic issues. Another work is proposing policies on the safety development and implementation plan in Bangkok area. In addition, the department is responsible for maintenance of traffic signs, traffic engineering equipment, traffic lights and safety equipment. Apart from those jobs they also provide the facility to help the disabled and elderly, also, provide bicycle lanes and bicycle parking spots for bangkok people. The center of control in this department developed the optical fiber communication network. Closed-circuit television (CCTV), traffic and transportation system, Intelligent Transport System (ITS), and Digital Trunked Radio System of Bangkok.
<https://office2.bangkok.go.th/dotat/> <http://www.bmatraffic.com/index.aspx>

26. Are there any digital initiatives in place in your city/municipality focused on affordable housing and basic services to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links. *

The Office of Housing Development of Bangkok, that providing services are as follows: 1. Assist people and employees of Bangkok who are the low income earners, also help them about housing development and housing management. 2. Engage in the business of housing development and housing management 3. Coordinate cooperation with government agencies, Government agencies, state enterprises, local government other state organizations Private and non-governmental organizations for housing development and housing management. Also, the housing development office has the authority to manage money and properties of the Housing Development Office in accordance with its objectives. Another function are Carry out housing development and housing management. This department can also assign or hire domestic or foreign financial institutions to manage money in the amount specified by the committee. for housing development and housing management <http://office.bangkok.go.th/housing/>

27. Are there any digital initiatives in place in your city/municipality focused on universal access to safe, inclusive and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities? Please explain further and provide links. *

Environment Department of Bangkok is responsible for the planning and development of green spaces in Bangkok maintenance of trees lawns in parks, gardens, central islands, sidewalks in major roads and places that need special care of trimming, digging, moving or tree surgery. propagation tree decoration city decoration Set guidelines for planning to increase green areas. Park Administration Adding various services in the park is a center for knowledge of agriculture, botanical education and agricultural subjects for other government agencies youth and the general public. Culture Sports and Tourism Department of Bangkok is responsible for promoting and supporting the service and organizing of music activities. recreational sports, libraries for the good quality of life of the people. Including the Bangkok City Library which are learning library for Bangkok citizens. Furthermore of responsibility are Children's Museum, sports field, sports center, youth center and tourist attractions in the historical district. <https://webportal.bangkok.go.th/environmentbma> <https://webportal.bangkok.go.th/cstdprakard>

28. Does your city/municipality include partnerships with other national or international cities and/or private sector, civil society? Please explain further and provide links. *

International Affairs Office of the Bangkok Permanent Secretary is responsible for the ceremony of handing over the keys to the royal guests of His Majesty the King and the country's leaders. Also, The International Cooperation Exchange Program serves in the secretariat at international conferences. Summary of meetings, translating documents, articles, letters, news, videos, translating books, interpreting contracts, correspondence, being a secretary in traveling abroad. Another are Liaise About scholarships, training and study abroad Including projects to coordinate cooperation with foreign countries with the relationship of BMA sister cities such as Seoul, Busan, Daegu : Korea, Chengdu, Shenzhen, Wuhan, Shandong, Tianjin : People's Republic of China, Seville Raj Kingdom of Spain, Lisbon, Portuguese Republic, Lausanne, Swiss Confederation, Washington, DC, USA, etc.
<https://iao.bangkok.go.th/content-list/137>

IV. Usage of online services

29. What is the percentage of city/municipality services offered online (municipality website)? Please explain and provide links.

The agencies under the Bangkok Metropolis provide information services on the agency's website through the BMA Portal at <https://main.bangkok.go.th/>. This is representing 100 percent online service information for such as a mobile toilet reservation system of environment bureau in Bangkok <http://203.155.220.174/MobileToilet/index.php>. Also checking the rain situation is <https://weather.bangkok.go.th/radar/RadarNongkam.aspx>. Last, Bangkok Authorization Application Center is <https://eservice.bangkok.go.th/index>

30. What is the percentage of city/municipality services offered through dedicated mobile means (mobile applications)? Please explain and provide links. *

Bangkok has 10 mobile applications to provide services to the public as follows:
 BMAQ : Timely Service, Timely Appointment". Reserve a queue in advance. Via mobile application
 BMA Traffic : Show traffic conditions, The main routes with in the inner Ring Road of the city
 BMA E-learning : Training Management and develop a knowledge management system (Learning Management System: LMS) with Internet channels through documents and electronic learning media (Multimedia)For personnel of Bangkok and people who are interested in learning courses. able to register for training. To enhance digital skills, potential, knowledge, abilities in person
 BMA GI Service : BMA GI Service is provided by the Bureau of Urban Planning and Development. To provide geo-informatics data services to various departments including Bangkok Metropolitan Administration Other government agencies, government educational institutions, state enterprises, and general private sector agencies
 Air BKK : Air quality in Bangkok
 หมอ ทอม : An application for service users of hospitals affiliated with the Medical Office of Bangkok
 BMA Service : CMA service for reporting city issues via mobile app The project is divided into two menus:
 1. Report city issues/complaints: You can file a complaint in the following ways: Garbage, annoyance, flooding, trees, and materials thrown on the road The Covid-19 Virus's Spread and Harm to Others (Other issues can be reported using the hotline 1555, the BMA complaint website, or Facebook.)
 2. Complaints should be followed up on: Capable of following up on the status of resolution of complaints reported to the inquiry management system and being notified of problems.
 มานะ กรุงเทพ : Support BMA Shuttle Bus
 Checkผังเมืองกทม. : Check Bangkok City Planning is a geo-informatics system on a network to check the ministerial regulations to enforce the overall city planning. Bangkok Metropolitan Administration, the current edition and the Bangkok ordinances. Ministerial Regulations enforcing the Bangkok City Planning, consisting of: Map of land use requirements.

31. Do you collect usage statistics of e-Government services? *

- Yes
- No

32. If yes, do you publish the results online and share those with the public institutions concerned?

Bangkok publishes data through the Bangkok Open Data Center system website (BMA Open Data : <http://data.bangkok.go.th/>) and the Open Government Data of Thailand website (<https://data.go.th/>)

V. User Satisfacton

33. Do you measure the satisfaction of citizens with the e-Government services provided? *

- Yes
- No
- Other

34. If yes, do you publish the results online and share those with the public institutions concerned? Please explain further. *

Bangkok publishes data through the Bangkok Open Data Center system website (BMA Open Data : <http://data.bangkok.go.th/>) and the Open Government Data of Thailand website (<https://data.go.th/>)

35. What is the percentage of the population satisfied with their last experience of online public services? Please explain further.

VI. Social Media

36. Do you use social media at the city/municipality level to interact with and engage people in e-government activities? Please explain further.

public relations Facebook : กรุงเทพมหานคร, Instagram : prbangkok, twitter : pr_bangkok and tiktok : prbangkok By The Public Relations Office of Bangkok receive complaints. Line official : Traffy Fondue : Office of the Secretary to the Governor of Bangkok

VII. Crisis/Emergency Response and Recovery

37. Is there a specific local government portal or a dedicated section of the city/municipality portal addressing crisis/emergency situations (e.g. natural disasters, pandemics and similar? Please explain further and provide links.

Erawan Center of Medical Service Department is a leading organization in the management of emergency medical services with standard quality. <https://www.bangkokems.bangkok.go.th/> Twitter : [@Bangkokems](https://twitter.com/Bangkokems) Amarin Center, Communication Center, Bangkok Twitter : [@amarin_bkk](https://twitter.com/amarin_bkk) face book : อัมรินทร์ ศูนย์สื่อสารกรุงเทพมหานคร

VIII. Smart City and New Technologies

38. Do you have a specific city/municipality strategy on new technologies? (e.g. Artificial Intelligence, IoT, Blockchain, Smart City, 5G, Virtual/Augmented Reality, Robotics, 3D Printing) If yes, please explain further and provide links.

Bangkok has air quality measurements (PM2.5) <https://bangkokairquality.com/bma/?lang=en>

IX. Contact information

39. Your name *

Mr. Nitikan Ngamwong

40. Title *

Director of Geographic Information Division

41. Email *

ncomnit@gmail.com

42. Organization *

Geographic Information Division, Strategy and Evaluation Department of Bangkok

43. Submission Date *

31/05/2023



44. Please select whichever applies *

- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other

THANK YOU

Thank you for taking the time to fill out the Local Government Questionnaire (LGQ) 2022. We appreciate your participation.