

View results

Respondent

154 Anonymous

177:20

Time to complete

1. Country name *

Thailand

Contact information

2. Your name *

Ms. Tipsuda Chodchuen

3. Title *

Researcher

4. Organization *

Digital Government Development Agency (DGA)

5. Email *

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6. Please select whichever applies *

- I am authorized and fully knowledgeable to respond to this questionnaire.
- A group of government agencies responded to the questionnaire collectively.
- I am authorized but I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other

A. Institutional / Organizational Framework

7. What is the official e-government portal at the national level? If more than one exists, please list all. *

Note: E-government and digital government are used interchangeably in this Questionnaire.

1. Biz Portal, one-stop portal for doing business transaction Link: <https://bizportal.go.th>
 2. Citizen Portal, integrating public services into a single portal Link: <https://xn--72cst3czdd.com/> (ทางรัฐ.com)

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

- E-services or similar *

- (1) Biz Portal, one-stop portal for doing business transaction Link: <https://bizportal.go.th> (2) Citizen Portal, integrating public services into a single portal Link: <https://xn--72cst3czdd.com/> (ทางรัฐ.com) (3) <https://citizenservice.dopa.go.th/#/> - Online Services for citizens developed by Department of Provincial Administration

9. - E-participation or similar *

- (1) <https://www.idea4gov.com/> (2) <https://opengovernment.go.th/e-participation/> (3) www.1111.go.th / applications: PSC1111 / ทางรัฐ official LINE ID: @PSC1111 - Office of the Prime Minister portal for informing and complaints (4) www.publicconsultation.opm.go.th - Public e-Participation portal developed by The Office of the Permanent Secretary, The Prime Minister's Office. Citizens can provide recommendation on government projects through this portal. (5) <https://dev.parliament.go.th/einitiative/> - The secretariat of the house of representatives (6) <https://govspending.data.go.th/> - shows budget spending of the government (7) <https://law.go.th/> - Public e-Participation portal for law drafting developed by Office of the Council of State (8) <http://www.damrongdham.moi.go.th/> - web portal of Damrongdham Center, established to be complaints channel for citizens (9) <https://www.krisdika.go.th/draft-law-that-provides-for-hearing> - Office of the Council of State portal to show the details and status of laws which are in the progress of drafting

10. - Open government data

- (1) <https://data.go.th> - provides government data sets in open formats (2) <https://info.go.th> - provides manuals for receiving public services (3) <https://govspending.data.go.th> - shows budget spending of the government

11. - Public procurement

- www.gprocurement.go.th - Thai government procurement portal

12. - Others (if any)

None

13. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. *

Digital Government Development Agency (Public Organization) (DGA)
Link: www.dga.or.th/en/

14. Does your country have a national Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? *

Yes

No

Contact information of national Chief Information Officer (CIO) or equivalent

15. Name *

Government Chief Information Officer Committee

16. Title *

Minister of Digital Economy and Society as the committee president with two committee secretaries from digital government development agency and ministry of digital economy and society

17. Organization *

Ministry of Digital Economy and Society

18. Email *

dgp_division@dga.or.th & pr@mdes.go.th

19. Are there sectoral/line/ministry/local CIOs or equivalent positions across Government agencies/departments/ministries/jurisdictions? *

Yes

No

20. If yes, please provide link(s) and detail(s) on above, including coordination/integration between national and sub-national levels on e-government development.

DCIO's role

acts as the driver that drives the development of department-level digital government by promoting and pressing the change towards public service and administration to be modernized, swift, transparent and connected through internal and external of government sector's network. To develop and deliver public service innovations that came from the true demands of citizen or service receivers. To manage the resource for joint-utilization. To administer technological development including system and data integration within and inter organizations which will result in creative gains, deemed appropriate, standardization, safe and secure and personal-data consideration for the purpose of continuously and sustainably development.

PCIO Committee's role

acts as the facilitator of digital province, smart city and provincial public service development that came from the true demands of citizen or service receivers by implementing the cooperation and raising all sectors participation, collecting citizen true demands, promoting digital technology as well as innovation's application to response the need in the area, provincial and local digital resource management for joint-utilization, provincial data publication that is qualified and ready for public access, sharing and further development. Furthermore, encouraging the preparation and development of digital skill for the personal service receivers in order to readily adapt to the smart province and smart city implementation that will improve the quality of life of the locals sustainably.

GCIO (Government Chief Information Officer) consists of 4 position levels, each with the role to drive the organizational change towards Digital Government as follows:

1. Government Chief Information Officer Committee, aka GCIO Committee, carries the role of "Policy driving and digital government development guideline towards Digital Government execution's advocator".
2. Ministry Chief Information Officer, aka MCIO, carries the role of "Ministry-level digital government development driving organizer/coordinator"
3. Department Chief Information Officer, aka DCIO, carries the role of "Department-Level digital government development propeller/driver".
4. Provincial Chief Information Officer Committee, aka PCIO Committee, carries the role of "Digital province, smart city and customer-driven public services development facilitator".

GCIO Committee's role:

acts as the advocator that drives the policies and digital government development guideline towards the execution by giving the recommendations about the directional target and guideline of creating consistency of policy, operation and government's technological infrastructure, co-sharing resource management as well as solving the problems incurring from digital government changes in order to provide citizen/customer-centric development support, increase economical value, social security and sustainable development.

MCIO's role

acts as the organizer that drives the development of ministry-level digital government by proposing the developmental targets and directions that are apparent, coordinated, cooperated and technological (as well as data) governed within the ministry to be secured, preserved, standardized and personal-data awarded. Moreover, by monitoring all related circumstances aids in improved development efficiency, also principles of good governance are exercised for the purpose of responding to the real demands of the citizen and service receivers of all sectors and continuous and sustainable development.

For more information please visit www.ocsc.go.th/digital_hr/cio (in Thai)

- The Government CIO Registration System
<https://cioregis.onde.go.th/>

Sectoral agencies/departments/ministries

Please provide names and URLs of the government agencies/departments/ministries at the national level in charge of the following

21. Planning/development *

(1) Office of the National Economic and Social Development Council -The National Economic and Social Development Plan Office of the National Economic and Social Development Council (NESDC) has a role as the National Planning Agency which is responsible for formulating development strategies at the national level and other levels, providing recommendations and suggestions to the government, putting policies and strategies of the government into practice, and monitoring and evaluating the government policies. The information is on the URL: <https://www.nesdb.go.th> which provides information in both Thai and English. Link: https://www.nesdc.go.th/nesdb_en/main.php?filename=develop_issue_National_Strategy_Plan13_Final.pdf (nesdc.go.th) (in Thai) (2) Office of Public Development Commission is responsible for formulating public agencies development methods by providing opportunities to citizens to participate in developing public services. Link: www.opdc.go.th/ (3) Office of the National Digital Economy and Society Commission (ONDE) is in charge of formulating Thailand Digital Economy and Society Development Plan. For more information, please visit: <https://www.onde.go.th> (4) Digital Government Development Agency (Public Organization) (DGA) is responsible for formulating Digital Government Development Plan. For more information, please visit: <https://www.dga.or.th/th/index.php> (Thai) <https://www.dga.or.th/en/index.php> (English)

22. Education *

(1) www.moe.go.th - Ministry of Education of Thailand (2) www.ops.moe.go.th - Office of The Permanent Secretary, Ministry of Education (3) www.mhesi.go.th/ - Ministry of Higher Education, Science, Research and Innovation Agencies Web Links : <https://www.mhesi.go.th/index.php/aboutus/weblink.html>

23. Health *

<https://www.moph.go.th> - Ministry of Public Health Agencies Web Links: https://www.moph.go.th/index.php/link_department, <https://ops.moph.go.th> - Office of The Permanent Secretary, Ministry of Public Health - <https://ict.moph.go.th> : ICT support and development for public health personnel operated by MOPH ICT Center, <https://bdh.moph.go.th/site/>: Bureau of Digital Health

24. Social Welfare (social inclusion, social protection, etc.) *

(1) Citizen Portal, integrating public services into a single portal Link: <https://xn--72cst3czdd.com/> (ทางรัฐ.com) – one stop services mobile application which provides numerous public services to citizens (2) Ministry of Social Development and Human Security (MSDHS) - <https://www.m-society.go.th> Provide social welfare services, protect and fulfill fundamental rights, enhance and improve self-potential to target groups such as children and youth, women and families, older persons, persons with disabilities, the destitute, and underprivileged people. (3) www.dep.go.th - Department of Empowerment of Persons with Disabilities (4) www.labour.go.th-Department of Labour Protection and Welfare (5) www.sso.go.th- Social Security Office (6) www.dcy.go.th/ - Department of Children and Youth (7) www.dwf.go.th/ - Department of Women's Affairs and Family Development (8) www.dsdw.go.th/ - Department of Social Development and Welfare (9) www.dop.go.th/ - Department of Older Persons (10) Social welfare database developed by Comptroller General's Department <https://govwelfare.cgd.go.th/welfare/home>

25. Employment and Labour *

(1) www.mol.go.th-Ministry of Labour Provides the following service - Employment: Smart Job Center - To allow people to search and apply for jobs online. - <https://thaimengaantam.doe.go.th/> (2) www.doe.go.th-Department of Employment (3) <https://www.dsd.go.th> - Department of Skill Development Department of Skill Development aim to promote and improve labor skills, as well as the capacity of the labor force and operators to deliver skilled labor that meets worldwide standards. Possess the knowledge and ability to pursue a career that is in line with labor market demand in terms of quantity and quality, improve operator efficiency to compete in the global market, and control supervise occupations that may be dangerous to the public or require knowledgeable personnel.

26. Environment *

(1) www.mnre.go.th - Ministry of Natural Resources and Environment (MNRE) (2) www.onep.go.th - Office of Natural Resources and Environmental Policy and Planning (ONEP) (3) www.pcd.go.th - Pollution Control Department (PCD) (4) www.deqp.go.th - Department of Environmental Quality Promotion (DEQP) (5) portal.dnp.go.th - Department of National Parks, Wildlife and Plant Conservation (DNP) (6) www.forest.go.th - Royal Forest Department (7) www.dmcr.go.th - Department of Marine and Coastal Resources (DMCR) (8) www.dmr.go.th - Department of Mineral Resources (9) www.dwr.go.th - Department of Water Resources (DWR) (10) www.dgr.go.th - Department of Groundwater (11) www.fio.co.th - Forest Industry Organization (12) www.zoothailand.org - The Zoological Park Organization of Thailand (13) www.qsbg.org - The Botanical Garden Organization (14) www.tgo.or.th - Thailand Greenhouse Gas Management Organization (Public Organization) (TGO) (15) www.bedo.or.th - Biodiversity Based Economy Development Office (Public Organization) (BEDO)

27. Justice *

<https://www.moj.go.th/> - Ministry of Justice

28. Economy/finance *

(1) www.mof.go.th- Ministry of Finance Provides the following services 1. Tax Single Sign On (Tax SSO) Services Integration Portal of Three Tax Department (the Revenue Department, the Excise Department and the Customs Department) - <https://etax.mof.go.th> 2. MOF Tax Clinic MOF Tax Adviser Portal - <http://taxclinic.mof.go.th> (2) www.fpo.go.th- Fiscal Policy Office (3) www.rd.go.th - The Revenue Department of Thailand (4) www.excise.go.th - The Excise Department / Excise Smart Service : <https://edcsso.excise.go.th> (5) www.bot.or.th - Bank of Thailand (6) www.set.or.th - Stock Exchange of Thailand (7) www.depa.or.th/en/home - Digital Economy Promotion Agency (8) The Eastern Economic Corridor Office of Thailand (EECO) Link : <https://www.eeco.or.th/en>

29. Industry/trade *

(1) Ministry of Industry www.industry.go.th/en/home <https://i.industry.go.th> (2) <https://bizportal.go.th> - Biz Portal, one-stop portal for doing business transaction – Digital Government Development Agency (3) www.moc.go.th - Ministry of Commerce (4) www.ops.moc.go.th - Office of Permanent Secretary Ministry of Commerce (5) www.dft.go.th - Department of Foreign Trade (DFT) (6) www.dit.go.th - Department of Internal Trade (DIT) (7) www.dtn.go.th - Department of Trade Negotiations (DTN) (8) www.ipthailand.go.th - Department of Intellectual Property (DIP) (9) www.ditp.go.th - Department of International Trade Promotion (DITP) (10) www.dbd.go.th-Department of Business Development (11) www.customs.go.th - Thai Customs (12) www.thainsw.net/INSW/index.jsp - Thai Customs (Thailand National Single Window) (13) www.boi.go.th/en/index/ - Thailand Board of Investment https://www.boi.go.th/un/boi_online_services_form (for submit application of investment) <https://emt.boi.go.th/> (Electronic Machine Tracking System) <https://eservice.ic.or.th/iconline/> (Import raw materials online) <https://swe-expert.boi.go.th/SW-WEB/main.php> (Single Window for Visa and Work permit System) <https://e-promotion-certificate.boi.go.th> (Promotion Certificate System) etc. (14) The Eastern Economic Corridor Office of Thailand (EECO) Link : <https://www.eeco.or.th/en>

30. Sustainable Development Goals (SDGs) [NEW] *

1. www.mnre.go.th - Office of The Permanent Secretary for Ministry of Natural Resources and Environment
SDG 12 :
- Office of Natural Resources and Environmental Policy and Planning (<https://spd.onep.go.th/>)
- Green Public Procurement; GPP (<http://gp.pcd.go.th/>)
(https://www.pcd.go.th/pcd_news/27085)
SDG 13 : Office of Natural Resources and Environmental Policy and Planning (<https://climate.onep.go.th/th/>)
SDG 14 : Department of Marine and Coastal Resources (DMCR) (www.dmcr.go.th)

2. Sustainable Development Goals: SDGs by NESDC (<https://sdgs.nesdc.go.th/>)

31. Climate Change [NEW] *

www.mnre.go.th - Office of The Permanent Secretary for Ministry of Natural Resources and Environment
SDG 15 : Department of National Parks, Wildlife and Plant Conservation (DNP) (portal.dnp.go.th)
Office of Natural Resources and Environmental Policy and Planning (<https://climate.onep.go.th/th/>)

Department of National Parks, Wildlife and Plant Conservation (<http://reddplus.dnp.go.th>)

Climate Change and Waste Management By BCG

Economy Model

(<https://www.pcd.go.th/km/climate-change->

<https://www.pcd.go.th/km/climate-change-%e0%b9%81%e0%b8%a5%e0%b8%b0%e0%b8%81%e0%b8%b2%e0%b8%a3%e0%b8%88%e0%b8%b1%e0%b8%94%e0%b8%81%e0%b8%b2%e0%b8%a3%e0%b8%82%e0%b8%a2%e0%b8%b0%e0%b8%94%e0%b9%89%e0%b8%a7%e0%b8%a2-bcg-economy-model>)

32. Others (Please specify) *

B. Crisis/Emergency Response and Recovery [NEW]

33. Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? [NEW]

*

- Yes
- No
- Other

34. Please provide links and details. *

1. <https://www.nsc.go.th/> - Office of the National Security Council

For more information about The National Security Policy and Plan (2023 – 2027) please visit https://www.nsc.go.th/wp-content/uploads/2023/03/nsc_policy_66-70.pdf

2. E-Health strategy and Digital Health strategy

- <https://ict.moph.go.th/th/extension/956> : MOPH e-Health strategy 2017-2026

- <https://ict.moph.go.th/th/extension/954> : MOPH Digital Health Strategy 2021 – 2025

The health information technology strategy of the Ministry of Public Health (2017-2026) aims to improve healthcare quality and accessibility by utilizing digital technologies. The strategy focuses on four key areas: enhancing healthcare services, strengthening healthcare systems, prompting health information security and privacy, and developing ICT personnel. Specific objectives include implementing electronic medical records, establishing a telemedicine system, and utilizing data analytics to improve health outcomes. The strategy recognizes the importance of collaboration between various stakeholders and emphasizes the need for a strong regulatory framework to ensure data privacy and security.

Regarding COVID-19 pandemic management, Government agencies' portals provide COVID-19 pandemic information such as situation / comparison / analysis / suggestion / measure / research into information visualization.

- <https://covid19.nrct.go.th/>

- www.moicovid.com/

- <https://covid19.moph.go.th>

- <https://thaiqm.dopa.go.th/app/user/index.php>

3. The Department of Water Resources provides Early Warning System for flood-prone areas – landslides throughout Thailand. The system will use the measured meteorological-hydrological data to analyze and assess the situation with applications developed by the Department of Water Resources, then notify the warning and report the results via the internet for the regional water resources offices and the public to be informed.

Links : <https://www.mnre.go.th/th/about/content/3070>

4. Commission under the Administration Promotion Act Marine and Coastal Resources

www.dmcr.go.th/detailLib/3051

5. There is a Digital Action Plan of Department Groundwater Resources for crisis in Chapter 15.

(By Link [http://www.dgr.go.th/th/download/download?](http://www.dgr.go.th/th/download/download?file=GTMgMTqjP5cAKtpQMgYKqcGTSgnTqHqP1cZ3t5pQAgAUpgGTIgoTqccTMcY3uypTkgnKqzGP9gozq3qTEcY3uxpTSgo3qfGUOgqJpiqUWcM3uxpP9gq3q3GUqgY2qlqTScqati&n=%E0%B8%A3%E0%B8%B2%E0%B8%A2%E0%B8%87%E0%B8%B2%E0%B8%99%E0%B8%89%E0%B8%9A%E0%B8%B1%E0%B8%9A%E0%B8%AA%E0%B8%A1%E0%B8%9A%E0%B8%B9%E0%B8%AA%E0%B8%93%E0%B8%A3%E0%B8%93%E0%B9%8C%20%20%E0%B8%9B%E0%B8%B5&t=GTMgq2qxqS9cMUug&id=MmA0Azx3rQDWewEb3Q&type=view)

[file=GTMgMTqjP5cAKtpQMgYKqcGTSgnTqHqP1cZ3t5pQAgAUpgGTIgoTqccTMcY3uypTkgnKqzGP9gozq3qTEcY3uxpTSgo3qfGUOgqJpiqUWcM3uxpP9gq3q3GUqgY2qlqTScqati&n=%E0%B8%A3%E0%B8%B2%E0%B8%A2%E0%B8%87%E0%B8%B2%E0%B8%99%E0%B8%89%E0%B8%9A%E0%B8%B1%E0%B8%9A%E0%B8%AA%E0%B8%A1%E0%B8%9A%E0%B8%B9%E0%B8%AA%E0%B8%93%E0%B8%A3%E0%B8%93%E0%B9%8C%20%20%E0%B8%9B%E0%B8%B5&t=GTMgq2qxqS9cMUug&id=MmA0Azx3rQDWewEb3Q&type=view](http://www.dgr.go.th/th/download/download?file=GTMgMTqjP5cAKtpQMgYKqcGTSgnTqHqP1cZ3t5pQAgAUpgGTIgoTqccTMcY3uypTkgnKqzGP9gozq3qTEcY3uxpTSgo3qfGUOgqJpiqUWcM3uxpP9gq3q3GUqgY2qlqTScqati&n=%E0%B8%A3%E0%B8%B2%E0%B8%A2%E0%B8%87%E0%B8%B2%E0%B8%99%E0%B8%89%E0%B8%9A%E0%B8%B1%E0%B8%9A%E0%B8%AA%E0%B8%A1%E0%B8%9A%E0%B8%B9%E0%B8%AA%E0%B8%93%E0%B8%A3%E0%B8%93%E0%B9%8C%20%20%E0%B8%9B%E0%B8%B5&t=GTMgq2qxqS9cMUug&id=MmA0Azx3rQDWewEb3Q&type=view)

6. Department of Mineral Resources has Digital action plan for 5 years (2023-2027). It composes of 4 strategies and 18 projects respond the strategies. There are 2 projects related with climate change which are 1) Analytic and forecasting system for risk area of rock fall and landslide and 2) Receive notification and Management System for rock fall and landslide. (For details, please looking at Page 66 and 68)

https://www.dmr.go.th/digital_plan/

35. Is there a specific national portal addressing crisis/emergency? [NEW *

Yes

No

36. If yes, please provide a link and more information about the specific national portal or dedicated section addressing crisis/emergency? [NEW]

1. <https://www.nsc.go.th/> - Office of the National Security Council

2. The National Communicable Disease Committee of Thailand has played a crucial role in managing the COVID-19 pandemic in the country. The committee has been responsible for coordinating the country's response to the pandemic, including developing policies and guidelines for prevention and control of the disease. Some of the key measures that the committee has been implemented to control the spread of COVID-19 in Thailand including;

- Border control: Thailand closed its borders to non-essential travel and implemented strict quarantine measures for incoming travelers to prevent the spread of the virus from other countries.
- Contact tracing: The committee has implemented a robust system for identifying and tracing individuals who may have come into contact with COVID-19 patients, in order to quickly isolate and test potential cases.
- Testing and treatment: Thailand has established a widespread network of testing facilities and treatment centers to identify and treat COVID-19 patients.
- Public awareness campaigns: The committee has implemented public awareness campaigns to educate the public about the importance of social distancing, wearing masks, and other measures to prevent the spread of COVID-19.

Overall, the National Communicable Disease Committee of Thailand has been an instrumental in managing the COVID-19 pandemic in the country, and their efforts have helped to keep the number of cases relatively low compared to other countries around the world.

Link: <https://ddc.moph.go.th/viralpneumonia/eng/index.php>

3. The official national portal for crisis information in Thailand is the website of the Department of Disaster Prevention and Mitigation (DDPM), which is a governmental agency under the Ministry of Interior. The website provides up-to-date information on various types of disasters, including natural disasters such as floods, earthquakes, and droughts, as well as man-made disasters such as industrial accidents and public health emergencies.

In case of a crisis in Thailand, the DDPM website is the primary source of information on the current situation, including warnings, evacuation plans, and emergency response measures. The website also provides contact information for emergency services and other relevant agencies.

Link: <https://www.disaster.go.th/en/>

4. The NHSO portal is a web-based platform that provides information on Thailand's national health security scheme, which aims to provide universal health coverage to all citizens. The portal serves as a central hub for health-related information, including healthcare services, medical facilities, and health insurance.

During the COVID-19 pandemic, the NHSO portal has played a critical role in disseminating information related to the pandemic, such as guidelines for prevention and treatment, as well as the latest updates on the number of cases and vaccination progress.

In summary, the National Portal Crisis by the Department of Disease Control, or more specifically, the NHSO portal, is a key resource for health-related information in Thailand, particularly during times of crisis such as the COVID-19 pandemic.

Link: <https://www.nhso.go.th/eng/>

5. Ministry of Natural Resources and Environment
The Department of Water Resources provide reports on:

- 1.) the situation of flood prone areas,
- 2.) the water situation of the river basin station,
- 3.) CCTV water level report,
- 4.) Surveillance reports, monitoring the situation and informing the warning information,
- 5.) 24-hour water situation monitoring report,

Via the home page of The Department of Water Resources website.
Links : <https://dwr.go.th/index.php>

For Groundwater Management provide on:
www.dgr.go.th/gitc/th/home

For Marine and Coastal Resources provide on:

- DMCR Data Center (<https://datacenter.dmcr.go.th/>)
- Marine and Coastal Resources Situation Reporting System (<https://edailyreport.dmcr.go.th/>)

More Information will be submitted via e-mail.

C. Legal Framework

37. Is there any legislation, law or regulation on access to information such as Freedom of Information Act? *

Yes

No

38. If yes, please provide link and detail.

1. Constitution of the Kingdom of Thailand 2017, Section 35, 36 and 41
- Royal Decree on Principle and Procedure for Good Public Governance, B.E. 2546 (http://thailaws.com/law/t_laws/tlaw17512.pdf)
- Licensing Facilitation Act, B.E. 2558 (https://www.info.go.th/page/document/aboutus/Licensing_Facilitation_Act.pdf)

2. OFFICIAL INFORMATION ACT, B.E. 2540
http://www.oic.go.th/web2017/ACTOfficial_Information.htm http://web.krisdika.go.th/data//document/ext810/810058_0001.pdf

39. Is there any legislation, law or regulation on data privacy and/or protection? *

Yes

No

40. If yes, please provide link and detail.

1. The Section 32 of Constitution of the Kingdom of Thailand 2017 protects the rights of privacy, dignity, reputation, and family. Data protection at the moment is legislatively enabled by statutory laws in some specific areas (For example, telecommunication and finance). The Electronic Transactions Commission also announced Notification of Policy and Procedure on Personal Data Protection for Public Agencies, B.E. 2553 (<http://www.ratchakittha.soc.go.th/DATA/PDF/2553/E/126/31.PDF> (Thai)).

2. Personal Data Protection Act, B.E. 2562 (2019)
<https://www.mdes.go.th/uploads/tinymce/source/%E0%B8%AA%E0%B8%84%E0%B8%AA/Personal%20Data%20Protection%20Act%202019.pdf> (unofficial translation)

41. Is there any legislation, law or regulation on cybersecurity or similar? *

Yes

No

42. If yes, please provide link and detail.

1. Cybersecurity Act B.E. 2562 (2019)
<https://drive.nca.or.th/s/7zAHoc8kYBkneSd> (Thai)
<https://drive.nca.or.th/s/mNwztGP58w98S6n> (English)
2. COMPUTER-RELATED CRIME ACT B.E. 2550 (2007)
<https://www.mdes.go.th/law/detail/3618-COMPUTER-RELATED-CRIME-ACT-B-E--2550--2007-> (English)
3. ACT ON COMMISSION OF OFFENCES RELATING TO COMPUTER, B.E. 2550 (2007)
http://www.moi.go.th/image/rule_computer/law-comter1.pdf (Thai)
http://web.krisdika.go.th/data/document/ext809/809768_0001.pdf (English)
4. COMMISSION OF COMPUTER-RELATED OFFENCES ACT (NO.2), B.E.2560(2017)
http://www.moi.go.th/pls/portal/docs/PAGE/MOI_2555/MOI/FIRST_PAGE/COMPUTER_2550/LAW-PRB.PDF (Thai)
http://web.krisdika.go.th/data/document/ext809/809777_0001.pdf (English)
5. Electronic Transactions Act
 Electronic Transactions Act B.E. 2544 (2001)
https://www.bot.or.th/English/PaymentSystems/OversightOfEmoney/RelatedLaw/Documents/et_act_2544_Eng.pdf (English)
<https://www.nbtc.go.th/getattachment/c3a52c29-62a7-4fc9-af0d-03ad65d6bd0b/%E0%B8%9E%E0%B8%A3%E0%B8%B0%E0%B8%A3%E0%B8%B2%E0%B8%8A%E0%B8%9A%E0%B8%B1%E0%B8%8D%E0%B8%8D%E0%B8%B1%E0%B8%95%E0%B8%B4%E0%B8%A7%E0%B9%88%E0%B8%B2%E0%B8%94%E0%B9%89%E0%B8%A7%E0%B8%A2%E0%B8%98%E0%B8%B8%E0%B8%A3%E0%B8%81%E0%B8%A3%E0%B8%A3%E0%B8%A1%E0%B8%97%E0%B8%B2%E0%B8%87%E0%B8%AD%E0%B8%B4%E0%B9%80%E0%B8%A5%E0%B9%87%E0%B8%81%E0%B8%97%E0%B8%A3%E0%B8%AD%E0%B8%99%E0%B8%B4%E0%B8%81%E0%B8%AA%E0%B9%8C%20%E0%B8%9E.%E0%B8%A8.%202544%20%20%E0%B9%81%E0%B8%81%E0%B9%89%E0%B9%84%E0%B8%82%E0%B9%80%E0%B8%A5%E0%B9%87%E0%B8%81%E0%B8%B4%E0%B9%88%E0%B8%A1%E0%B9%80%E0%B8%95%E0%B8%B4%E0%B8%A1%20%E0%B8%9E.%E0%B8%A8.%202551.aspx> (Thai)
6. Electronic Transactions Act (No.2) B.E. 2551 (2008)
[https://www.nbtc.go.th/getattachment/f36c9c1e-5d31-4ceb-90af-1f7eb2126129/%E0%B8%9E%E0%B8%A3%E0%B8%B0%E0%B8%A3%E0%B8%B2%E0%B8%8A%E0%B8%9A%E0%B8%B1%E0%B8%8D%E0%B8%8D%E0%B8%B1%E0%B8%95%E0%B8%B4%E0%B8%A7%E0%B9%88%E0%B8%B2%E0%B8%94%E0%B9%89%E0%B8%A7%E0%B8%A2%E0%B8%98%E0%B8%B8%E0%B8%A3%E0%B8%81%E0%B8%A3%E0%B8%A3%E0%B8%A1%E0%B8%97%E0%B8%B2%E0%B8%87%E0%B8%AD%E0%B8%B4%E0%B9%80%E0%B8%A5%E0%B9%87%E0%B8%81%E0%B8%97%E0%B8%A3%E0%B8%AD%E0%B8%99%E0%B8%B4%E0%B8%81%E0%B8%AA%E0%B9%8C%20\(%E0%B8%89%E0%B8%9A%E0%B8%B1%E0%B8%9A%E0%B8%97%E0%B8%B5%E0%B9%88%202\).aspx](https://www.nbtc.go.th/getattachment/f36c9c1e-5d31-4ceb-90af-1f7eb2126129/%E0%B8%9E%E0%B8%A3%E0%B8%B0%E0%B8%A3%E0%B8%B2%E0%B8%8A%E0%B8%9A%E0%B8%B1%E0%B8%8D%E0%B8%8D%E0%B8%B1%E0%B8%95%E0%B8%B4%E0%B8%A7%E0%B9%88%E0%B8%B2%E0%B8%94%E0%B9%89%E0%B8%A7%E0%B8%A2%E0%B8%98%E0%B8%B8%E0%B8%A3%E0%B8%81%E0%B8%A3%E0%B8%A3%E0%B8%A1%E0%B8%97%E0%B8%B2%E0%B8%87%E0%B8%AD%E0%B8%B4%E0%B9%80%E0%B8%A5%E0%B9%87%E0%B8%81%E0%B8%97%E0%B8%A3%E0%B8%AD%E0%B8%99%E0%B8%B4%E0%B8%81%E0%B8%AA%E0%B9%8C%20(%E0%B8%89%E0%B8%9A%E0%B8%B1%E0%B8%9A%E0%B8%97%E0%B8%B5%E0%B9%88%202).aspx) (Thai)
7. Electronic Transactions Act (No.3) B.E. 2562 (2019)
[https://www.nbtc.go.th/getattachment/f5d40f84-662d-49ae-b4d4-35f8db6d056b/%E0%B8%9E%E0%B8%A3%E0%B8%B0%E0%B8%A3%E0%B8%B2%E0%B8%8A%E0%B8%9A%E0%B8%B1%E0%B8%8D%E0%B8%8D%E0%B8%B1%E0%B8%95%E0%B8%B4%E0%B8%A7%E0%B9%88%E0%B8%B2%E0%B8%94%E0%B9%89%E0%B8%A7%E0%B8%A2%E0%B8%98%E0%B8%B8%E0%B8%A3%E0%B8%81%E0%B8%A3%E0%B8%A3%E0%B8%A1%E0%B8%97%E0%B8%B2%E0%B8%87%E0%B8%AD%E0%B8%B4%E0%B9%80%E0%B8%A5%E0%B9%87%E0%B8%81%E0%B8%97%E0%B8%A3%E0%B8%AD%E0%B8%99%E0%B8%B4%E0%B8%81%E0%B8%AA%E0%B9%8C%20\(%E0%B8%89%E0%B8%9A%E0%B8%B1%E0%B8%9A%E0%B8%97%E0%B8%B5%E0%B9%88%203\)%20%E0%B8%9E.%E0%B8%A8.%202562.aspx](https://www.nbtc.go.th/getattachment/f5d40f84-662d-49ae-b4d4-35f8db6d056b/%E0%B8%9E%E0%B8%A3%E0%B8%B0%E0%B8%A3%E0%B8%B2%E0%B8%8A%E0%B8%9A%E0%B8%B1%E0%B8%8D%E0%B8%8D%E0%B8%B1%E0%B8%95%E0%B8%B4%E0%B8%A7%E0%B9%88%E0%B8%B2%E0%B8%94%E0%B9%89%E0%B8%A7%E0%B8%A2%E0%B8%98%E0%B8%B8%E0%B8%A3%E0%B8%81%E0%B8%A3%E0%B8%A3%E0%B8%A1%E0%B8%97%E0%B8%B2%E0%B8%87%E0%B8%AD%E0%B8%B4%E0%B9%80%E0%B8%A5%E0%B9%87%E0%B8%81%E0%B8%97%E0%B8%A3%E0%B8%AD%E0%B8%99%E0%B8%B4%E0%B8%81%E0%B8%AA%E0%B9%8C%20(%E0%B8%89%E0%B8%9A%E0%B8%B1%E0%B8%9A%E0%B8%97%E0%B8%B5%E0%B9%88%203)%20%E0%B8%9E.%E0%B8%A8.%202562.aspx) (Thai)
8. Electronic Transactions Act (No.4) B.E. 2562 (2019)
https://www.krisdika.go.th/data/document/ext876/876362_0001.pdf (English)
9. Others
 - <https://ictlawcenter.eta.or.th/laws/> - portal which gathers laws that are related to ICT
 - <https://www.thaicert.or.th/about-us/> - Government agency responsible for cybersecurity in practice

43. Is there any legislation, law or regulation on digital identity? *

Yes

No

44. If yes, please provide link and detail.

1. [ETDA] Royal Decree on the Supervision of Regulated Digital Identification Authentication and Verification Service Businesses B.E. 2565 (2022) <https://www.etda.or.th/getattachment/Regulator/DigitalID/law/%E0%B8%9E%E0%B8%A3%E0%B8%8E-Digital-ID-2565.pdf.aspx?lang=th-TH> 2565 (2022) (the "Royal Decree"), aimed at regulating business operators that provide digital identity authentication and verification services ("Digital ID Services"). The Royal Decree was published in The Government Gazette in December 2022 and will take effect 180 days from the publication date, on June 21, 2023.
2. The Electronic Transactions Act of 2001 https://www.bot.or.th/English/PaymentSystems/OversightOfEmoney/RelatedLaw/Documents/et_act_2544_Eng.pdf
3. Electronic Transactions Act (No.2) B.E. 2551 (2008) [https://www.nbtc.go.th/getattachment/f36c9c1e-5d31-4ceb-90af-1f7eb2126129/%E0%B8%9E%E0%B8%A3%E0%B8%B0%E0%B8%A3%E0%B8%B2%E0%B8%8A%E0%B8%9A%E0%B8%B1%E0%B8%8D%E0%B8%8D%E0%B8%B1%E0%B8%95%E0%B8%B4%E0%B8%A7%E0%B9%88%E0%B8%B2%E0%B8%94%E0%B9%89%E0%B8%A7%E0%B8%A2%E0%B8%98%E0%B8%B8%E0%B8%A3%E0%B8%81%E0%B8%A3%E0%B8%A3%E0%B8%A1%E0%B8%97%E0%B8%B2%E0%B8%87%E0%B8%AD%E0%B8%B4%E0%B9%80%E0%B8%A5%E0%B9%87%E0%B8%81%E0%B8%97%E0%B8%A3%E0%B8%AD%E0%B8%99%E0%B8%B4%E0%B8%81%E0%B8%AA%E0%B9%8C%20\(%E0%B8%89%E0%B8%9A%E0%B8%B1%E0%B8%9A%E0%B8%97%E0%B8%B5%E0%B9%88%202\).aspx](https://www.nbtc.go.th/getattachment/f36c9c1e-5d31-4ceb-90af-1f7eb2126129/%E0%B8%9E%E0%B8%A3%E0%B8%B0%E0%B8%A3%E0%B8%B2%E0%B8%8A%E0%B8%9A%E0%B8%B1%E0%B8%8D%E0%B8%8D%E0%B8%B1%E0%B8%95%E0%B8%B4%E0%B8%A7%E0%B9%88%E0%B8%B2%E0%B8%94%E0%B9%89%E0%B8%A7%E0%B8%A2%E0%B8%98%E0%B8%B8%E0%B8%A3%E0%B8%81%E0%B8%A3%E0%B8%A3%E0%B8%A1%E0%B8%97%E0%B8%B2%E0%B8%87%E0%B8%AD%E0%B8%B4%E0%B9%80%E0%B8%A5%E0%B9%87%E0%B8%81%E0%B8%97%E0%B8%A3%E0%B8%AD%E0%B8%99%E0%B8%B4%E0%B8%81%E0%B8%AA%E0%B9%8C%20(%E0%B8%89%E0%B8%9A%E0%B8%B1%E0%B8%9A%E0%B8%97%E0%B8%B5%E0%B9%88%202).aspx) (Thai)
4. Electronic Transactions Act (No.3) B.E. 2562 (2019) [https://www.nbtc.go.th/getattachment/f5d40f84-662d-49ae-b4d4-35f8db6d056b/%E0%B8%9E%E0%B8%A3%E0%B8%B0%E0%B8%A3%E0%B8%B2%E0%B8%8A%E0%B8%9A%E0%B8%B1%E0%B8%8D%E0%B8%8D%E0%B8%B1%E0%B8%95%E0%B8%B4%E0%B8%A7%E0%B9%88%E0%B8%B2%E0%B8%94%E0%B9%89%E0%B8%A7%E0%B8%A2%E0%B8%98%E0%B8%B8%E0%B8%A3%E0%B8%81%E0%B8%A3%E0%B8%A3%E0%B8%A1%E0%B8%97%E0%B8%B2%E0%B8%87%E0%B8%AD%E0%B8%B4%E0%B9%80%E0%B8%A5%E0%B9%87%E0%B8%81%E0%B8%97%E0%B8%A3%E0%B8%AD%E0%B8%99%E0%B8%B4%E0%B8%81%E0%B8%AA%E0%B9%8C%20\(%E0%B8%89%E0%B8%9A%E0%B8%B1%E0%B8%9A%E0%B8%97%E0%B8%B5%E0%B9%88%203\)%20%E0%B8%9E.%E0%B8%A8.%202562.aspx](https://www.nbtc.go.th/getattachment/f5d40f84-662d-49ae-b4d4-35f8db6d056b/%E0%B8%9E%E0%B8%A3%E0%B8%B0%E0%B8%A3%E0%B8%B2%E0%B8%8A%E0%B8%9A%E0%B8%B1%E0%B8%8D%E0%B8%8D%E0%B8%B1%E0%B8%95%E0%B8%B4%E0%B8%A7%E0%B9%88%E0%B8%B2%E0%B8%94%E0%B9%89%E0%B8%A7%E0%B8%A2%E0%B8%98%E0%B8%B8%E0%B8%A3%E0%B8%81%E0%B8%A3%E0%B8%A3%E0%B8%A1%E0%B8%97%E0%B8%B2%E0%B8%87%E0%B8%AD%E0%B8%B4%E0%B9%80%E0%B8%A5%E0%B9%87%E0%B8%81%E0%B8%97%E0%B8%A3%E0%B8%AD%E0%B8%99%E0%B8%B4%E0%B8%81%E0%B8%AA%E0%B9%8C%20(%E0%B8%89%E0%B8%9A%E0%B8%B1%E0%B8%9A%E0%B8%97%E0%B8%B5%E0%B9%88%203)%20%E0%B8%9E.%E0%B8%A8.%202562.aspx) (Thai)
5. Electronic Transactions Act (No.4) B.E. 2562 (2019) https://www.krisdika.go.th/data//document/ext876/876362_0001.pdf (English) [https://www.nbtc.go.th/getattachment/4f0b6441-61be-4380-83c4-15430063f54b/%E0%B8%9E%E0%B8%A3%E0%B8%B0%E0%B8%A3%E0%B8%B2%E0%B8%8A%E0%B8%9A%E0%B8%B1%E0%B8%8D%E0%B8%8D%E0%B8%B1%E0%B8%95%E0%B8%B4%E0%B8%A7%E0%B9%88%E0%B8%B2%E0%B8%94%E0%B9%89%E0%B8%A7%E0%B8%A2%E0%B8%98%E0%B8%B8%E0%B8%A3%E0%B8%81%E0%B8%A3%E0%B8%A3%E0%B8%A1%E0%B8%97%E0%B8%B2%E0%B8%87%E0%B8%AD%E0%B8%B4%E0%B9%80%E0%B8%A5%E0%B9%87%E0%B8%81%E0%B8%97%E0%B8%A3%E0%B8%AD%E0%B8%99%E0%B8%B4%E0%B8%81%E0%B8%AA%E0%B9%8C%20\(%E0%B8%89%E0%B8%9A%E0%B8%B1%E0%B8%9A%E0%B8%97%E0%B8%B5%E0%B9%88%204\)%20%E0%B8%9E.%E0%B8%A8.%202562.aspx](https://www.nbtc.go.th/getattachment/4f0b6441-61be-4380-83c4-15430063f54b/%E0%B8%9E%E0%B8%A3%E0%B8%B0%E0%B8%A3%E0%B8%B2%E0%B8%8A%E0%B8%9A%E0%B8%B1%E0%B8%8D%E0%B8%8D%E0%B8%B1%E0%B8%95%E0%B8%B4%E0%B8%A7%E0%B9%88%E0%B8%B2%E0%B8%94%E0%B9%89%E0%B8%A7%E0%B8%A2%E0%B8%98%E0%B8%B8%E0%B8%A3%E0%B8%81%E0%B8%A3%E0%B8%A3%E0%B8%A1%E0%B8%97%E0%B8%B2%E0%B8%87%E0%B8%AD%E0%B8%B4%E0%B9%80%E0%B8%A5%E0%B9%87%E0%B8%81%E0%B8%97%E0%B8%A3%E0%B8%AD%E0%B8%99%E0%B8%B4%E0%B8%81%E0%B8%AA%E0%B9%8C%20(%E0%B8%89%E0%B8%9A%E0%B8%B1%E0%B8%9A%E0%B8%97%E0%B8%B5%E0%B9%88%204)%20%E0%B8%9E.%E0%B8%A8.%202562.aspx) (Thai)
6. Digital Government Development commission announced Digital ID Standard <https://www.dga.or.th/policy-standard/standard/dga-005/54152-2/>

45. Is there any legislation, law or regulation on digital signature? *

Yes

No

46. If yes, please provide link and detail.

- Electronic Transactions Act B.E. 2544 (2001) (Amendment) [https://www.etda.or.th/getattachment/534770e3-1873-430a-8a12-95180258739a/Electronic-Transactions-Act-B-E-2544-\(Amendment\).aspx](https://www.etda.or.th/getattachment/534770e3-1873-430a-8a12-95180258739a/Electronic-Transactions-Act-B-E-2544-(Amendment).aspx)
- ETDA Recommendation No. 23-2563 (Electronic Signature Guideline) [https://www.etda.or.th/getattachment/ad080a01-03a9-4bcd-adbc-b650efcd3eb5/%E0%B8%82%E0%B8%A1%E0%B8%98%E0%B8%AD-23-2563-\(1\).aspx](https://www.etda.or.th/getattachment/ad080a01-03a9-4bcd-adbc-b650efcd3eb5/%E0%B8%82%E0%B8%A1%E0%B8%98%E0%B8%AD-23-2563-(1).aspx)

47. Is there any legislation, law or regulation on e-procurement? *

Yes

No

48. If yes, please provide link and detail.

PUBLIC PROCUREMENT AND SUPPLIES ADMINISTRATION ACT, B.E.2560 (2017)

http://www.gprocurement.go.th/wps/portal/egp/Regulation/tut/p/z1/04_Sj9CPykyssy0xPLMnMz0vMAfjjo8zifQ3djQydnQ18_T3dzA0czU0NfANMLQ1MPIz1w8EKDHAARwP9KGL041EQhd_4cP0oNCvCjM2AJgT4OvsHehgYOBtCFeAxoyA3NMIg01ERAHhSDzy!/dz/d5/L0IDUmITUSEhL3dHa0FKRnNBLzROV3FpQSEhL3Ro/ (English and Thai)

49. Is there any legislation, law or regulation on digitally publishing government expenditure? *

Note: This is related to SDG Indicator 16.6.1

Yes

No

50. If yes, please provide link and detail.

1. BUDGETARY PROCEDURES ACT, B.E. 2561 (2018)

<http://www.ratchakitcha.soc.go.th/DATA/PDF/2561/A/092/1.PDF> (Thai)

http://web.krisdika.go.th/data/document/ext839/839542_0001.pdf (English)

2. Official Information Act, B.E. 2540 (1997) (http://www.ocpb.go.th/download/pdf/act_eng_40.pdf) Section 9, states that state agencies shall make available annual expenditure for public inspection. In addition, the Cabinet resolution at 3rd March 2010 states that all information under Section 9 of Official Information Act, B.E. 2540 (1997) shall be published on the agency's websites.

3. State Fiscal and Financial Disciplines Act, B.E. 2561 (2018)

https://www.krisdika.go.th/data/document/ext838/838222_0001.pdf (tentative translation)

51. Is there any legislation, law or regulation on **national data governance**, including data sharing/exchange/interoperability across government agencies? *

Yes

No

52. If yes, please provide link and detail.

1. Digitalization of Public Administration and Service Delivery Act, B.E. 2562 (2019)

<https://www.dga.or.th/wp-content/uploads/2021/02/6.pdf>

<https://www.dga.or.th/policy-standard/standard/dga-005/dga-006/> - Data Governance for Government

2. Electronic Performance of Administrative Functions Act B.E. 2565 (2022)

Link: <https://www.opdc.go.th/content/NzgzMA>

<https://www.soc.go.th/?p=15425> (Draft English version)

Section 6. For efficient implementation of this Act, the Council of Ministers shall specify electronic method including information and communication technology standards which state agencies must use and implement consistently and connectedly.

Section 19. The proposal under paragraph one shall take into consideration the issues of connectivity, utilisation of existing information and equipment, and easy access by the general public.

3. OFFICIAL INFORMATION ACT, B.E. 2540

http://web.krisdika.go.th/data//document/ext810/810058_0001.pdf

4. CUSTOMS ACT B.E. 2560 (2017)

Link : https://www.customs.go.th/data_files/9b58e9c383e05163c0223e8e2e7e6991.pdf

Section 11 A Customs-related proceeding conducted in an electronic data format shall be deemed as legitimate as that conducted in a document format. A use of an electronic data in a customs-related proceeding shall be in accordance with the law on electronic transaction.

Section 12 Any proceeding conducted in a document format which this Act defines as an offence with a penalty; if such proceeding is conducted in an electronic data format, it shall also be deemed an offence with an equivalent penalty as that conducted in the document format.

53. Is there any legislation, law or regulation on open government data? *

Yes

No

54. If yes, please provide link and detail.

1. Constitution of the Kingdom of Thailand B.E. 2560 (2017)

Link: https://www.krisdika.go.th/documents/67673/181643/837163_0001.pdf/3d0aab10-e61f-03a4-136a-75003ce4c625

Section 59. The State shall disclose any public data or information in the possession of a State agency, which is not related to the security of the State or government confidentiality as provided by law, and shall ensure that the public can conveniently access such data or information.

2. Digitalization of Public Administration and Service Delivery Act, B.E. 2562 (2019)

<https://www.dga.or.th/wp-content/uploads/2021/02/6.pdf>

Open data guideline and standard

<https://www.dga.or.th/policy-standard/standard/dga-005/54063-2/>

3. Electronic Performance of Administrative Functions Act B.E. 2565 (2022)

Link: <https://www.opdc.go.th/content/NzgzMA>

<https://www.soc.go.th/?p=15425> (Draft English version)

Section 21. State agencies shall disclose information relating to licensing via electronic channel and announce electronic method for displaying license under Section 13 without delay.

4. OFFICIAL INFORMATION ACT, B.E. 2540

http://web.krisdika.go.th/data//document/ext810/810058_0001.pdf

5. Thailand has regulations on monitoring, inspecting, and evaluating the implementation of national strategies and reform plans in 2019, which state that all government agencies must input their projects, plans, progress, and results into the open government data platform. This regulation led to the implementation of the Electronic Monitoring and Evaluation System of National Strategy and Country Reform system (eMENSCR) to serve as the crucial open government data platform which can be used as monitoring and evaluating tool for the progress of Thailand's government plans and projects. Furthermore, all the data in eMENSCR will be published quarterly in JSON format, except for the personal information of users corresponding to the open government rules in the regulations.

Link:

<http://nscr.nesdc.go.th/wp-content/uploads/2019/05/%E0%B8%A3%E0%B8%B0%E0%B9%80%E0%B8%9A%E0%B8%B5%E0%B8%A2%E0%B8%9A%E0%B8%95%E0%B8%B4%E0%B8%94%E0%B8%95%E0%B8%B2%E0%B8%A1%E0%B8%AF.pdf>

(Regulations)

55. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes

No

56. If yes, please provide link(s) and detail(s).

1. <https://pub.nstda.or.th/gov-dx/wp-content/uploads/2022/12/20220726-AI.pdf> - Thailand National AI Strategy and Action Plan (2022-2027)
2. www.onde.go.th/assets/portals/1/files/5G%20Policy%20Action%20Plan%20Eng%20Version.pdf – 5G Policy Actionplan
3. www.mdes.go.th (legislation & regulation on the use of new technologies are in Thai and in progress)
4. Office of The National Broadcasting and Telecommunications Commission (NBTC)
 1. Telecommunications Master Plan No. 2 B.E. 2562 - 2566 (2019 - 2023). This Master Plan is aimed to
 - 1) Developing Telecommunications and Promoting Free and Fair Competition
 - 2) Providing Universal Basic Telecommunications and Social Services
 - 3) Supporting Digital Development for Economic and Society
 - 4) Driving 5G technology of the country to support digital economy and society development plan and policy"https://www.itu.int/en/ITU-D/Regional-Presence/AsiaPacific/SiteAssets/Pages/Events/2019/RRITP2019/ASP/Telecom%20Master%20Plan_%20ITP.PDF
 2. Notification of The NBTC on the Second Broadcasting Master Plan B.E. 2563 – 2568 (2020 - 2025). It's the National Policy and Plan on Digital Development for Economy and Society, and Spectrum Management Master Plan to be used as guidelines for the five-year implementation
 <https://www.nbtc.go.th/getattachment/dff612b2-acf5-481c-94a6-e5a3a09f76de/Broadcasting-Master-Plan-No-2.pdf.aspx?lang=th-TH&ext=.pdf>
 3. Notification of NBTC on Criteria and Procedure on granting permit for utilization of frequencies for innovation and development of digital technology testing in the sandbox, and ensuring the compliance of all activities undertaken in the sandbox under the specified conditions.
 https://infocenter.nbtc.go.th/storage/files/_contentSource_20200128_100305_1580180585966.PDF
 4. Criteria and Procedure for granting permit for utilization of frequencies for innovation and development of digital technology testing in the sandbox, and ensuring the compliance of all activities undertaken in the sandbox under the specified conditions.
 http://www.nbtc.go.th/getattachment/spectrum_management/38995/02-%E0%B8%84%E0%B8%B9%E0%B9%88%E0%B8%A1%E0%B8%B7%E0%B8%AD-%E0%B8%81%E0%B8%B2%E0%B8%A3%E0%B8%9B%E0%B8%8F%E0%B8%B4%E0%B8%9A%E0%B8%B1%E0%B8%95%E0%B8%B4%E0%B8%95%E0%B8%B2%E0%B8%A1%E0%B8%9B%E0%B8%A3%E0%B8%B0%E0%B8%81%E0%B8%B2%E0%B8%A8-Sandbox.pdf.aspx
 5. Notification of NBTC on Assignment of Telecommunication Numbering. (Regulations on assignment of numbering usage for IoT connectivity and identifications)
 https://infocenter.nbtc.go.th/storage/files/_contentSource_20200128_100305_1580180585966.PDF
 6. Criteria and Procedure of Numbering usage for IoT
 <http://numbering.nbtc.go.th/getattachment/Announcement/Announcement-manual/535/%E0%B8%AB%E0%B8%A5%E0%B8%B1%E0%B8%81%E0%B9%80%E0%B8%81%E0%B8%93%E0%B8%91%E0%B9%8C-IOT-final.pdf.aspx>
 7. Notification of NBTC Criteria and Procedure on granting a permit to use for 920-925 MHz (Notification for granting permit for unlicensed band for IoT utilization)
 <http://www.ratchakitcha.soc.go.th/DATA/PDF/2560/E/289/47.PDF>
 8. Notification of NBTC on Technical Standard telecommunication equipment for Non-RIFD (including IoT)
 <http://www.ratchakitcha.soc.go.th/DATA/PDF/2560/E/289/51.PDF>
 9. Notification of NBTC on Technical Standards Telecommunication equipment for -RIFD devices
 10. Notification of NBTC on Spectrum Class Assignment for utility network.
 <http://www.ratchakitcha.soc.go.th/DATA/PDF/2560/E/289/51.PDF>
 10. Notification of NBTC on Spectrum Class Assignment for utility network.
 <https://www.nbtc.go.th/getattachment/3d4378be-a9c3-4d5a-b9e2-12e026f45d44/%E0%B8%9B%E0%B8%A3%E0%B8%B0%E0%B8%81%E0%B8%B2%E0%B8%A8%E0%B8%AF.pdf.aspx?lang=th-TH&ext=.pdf>

57. Is there any legislation, law or regulation on the ethical/responsible use of AI in public administration?
[NEW]

Yes

No

58. If yes, please provide link and detail.

1. Thailand AI Ethics Guidelines

Detail :

Thailand AI Ethics Guidelines consist of :

1) AI Ethic Principles

1.1) Competitiveness and Sustainability Development

1.2) Laws Ethics and International Standards

1.3) Transparency and Accountability

1.4) Security and Privacy

1.5) Fairness

1.6) Reliability

2) AI Ethics Case Study

3) AI Ethics Framework

Link :

- <https://drive.google.com/drive/folders/13iRZvVdZe9ea1AN3qgXesomLuGWOw-y1>

- <http://dmsic.moph.go.th/index/detail/8513>

-

- https://www.onde.go.th/view/1/%E0%B8%A0%E0%B8%B8%E0%B8%8A%E0%B8%9E%E0%B8%87%E0%B8%84%E0%B9%8C_%E0%B9%82%E0%B8%99%E0%B8%94%E0%B9%84%E0%B8%98%E0%B8%AA%E0%B8%87/%E0%B8%82%E0%B9%88%E0%B8%B2%E0%B8%A7%E0%B8%AA%E0%B8%94%E0%B8%8A./1920/TH-TH

-

- https://www.onde.go.th/view/1/%E0%B8%A0%E0%B8%B8%E0%B8%8A%E0%B8%9E%E0%B8%87%E0%B8%84%E0%B9%8C_%E0%B9%82%E0%B8%99%E0%B8%94%E0%B9%84%E0%B8%98%E0%B8%AA%E0%B8%87/%E0%B8%82%E0%B9%88%E0%B8%B2%E0%B8%A7%E0%B8%AA%E0%B8%94%E0%B8%8A./1967/TH-TH

D. Strategy and Implementation

59. Is there a national e-government strategy or equivalent? *

Yes

No

Please provide information where relevant:

60. How long is the period/cycle of the national e-government strategy or equivalent? *

Two-year

Three-year

Five-year

Ten-year

Other

61. **Is there a dedicated budget for digital government development? Please explain by informing on the percentage compared to national government expenditure. [NEW]**

*

Yes

No

62. **If yes, please provide link and detail.**

Dedicated budget for digital government development have 29,971.8716 million baht from 3.185 Trillion baht in 2023 accounted for 0.94 percent
Dedicated budget for digital government development have 30,963.4136 million baht from 3.35 Trillion baht in 2024 accounted for 0.92 percent (informal)

Moreover, DE Fund dedicated budget for digital government about 5.524 million Baht for year 2024 compared to national government expenditure of 3.55 trillion baht (million million in baht).

DE Fund

In the year 2023, the Fund has a policy framework to support funding in 4 aspects as follows:

Area 1 Digital Manpower

Area 2 Digital Agriculture

Area 3 Digital Technology

Area 4 Digital Government

<https://defund.onde.go.th/th/page/item/index/id/9>

63. **Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail **including specific reference to an implementation roadmap.** ***

Yes

No

64. Please provide link and detail.

The national e-government strategy, Digital Government Development Plan A.D. 2023-2027, is aligned with the National Strategy, the Master plans under the National Strategy, National Reform Plans, National Economic and Social Development Plans as well as other action plans.

1. The 20th Master Plan Under the 20-Year National Strategy on public service and government efficiency includes a sub-plan goal that aimed for increasing the digitalization of government services. The 13th milestone of National Economic and Social Development Plan, emphasizes that Thailand must have modern and effective government capable of responding to citizen's needs, refers to the transformation of the public sector into a digital government that uses data to manage national development. Furthermore, the National Security Policy and Plan (2023-2027) includes the 10th policy, which focuses on Strengthening cybersecurity prevention and remediation. This plan emphasizes enhancing Thailand's efficiency in preventing and managing cybercrime and risks, elevating the standard of cybersecurity prevention practices, reducing cybercrimes, and developing infrastructure, mechanisms, measures, and guidelines for preventing and combating cybercrimes. Accordingly, all of mentioned plans are aligned with Thailand's 20-Year National Strategy that mentioned about modernizing the public sector in the Public Sector Rebalancing and Development strategy section.

Link:

<http://nscr.nesdc.go.th/wp-content/uploads/2019/10/National-Strategy-Eng-Final-25-OCT-2019.pdf>

(page 66)

http://nscr.nesdc.go.th/wp-content/uploads/2023/03/masterplan_updated2023_080363.pdf

(page 228)

<http://nscr.nesdc.go.th/wp-content/uploads/2022/11/plan13-rkt-011165.pdf>

(page 142)

<http://nscr.nesdc.go.th/wp-content/uploads/2023/03/ns-p2sp-rkt.pdf>

(page 11, 73-75)

2. We have 20 year-National Master Plan for Digital Development (2018-2037), and Thailand Strategic Digital Plan for Economic and Social Development, MDES (2020-2024).

Regarding 20 year-National Master Plan for Digital Development (2018-2037), there are four goals, including (1) increasing the country's competitiveness; (2) equalling opportunity; all Thais will have access to broadband internet, as a basic utility; (3) human capital; all Thais will be digital literate; (4) government reform.

DE-EN BOOK FINAL (onde.go.th) or <https://www.onde.go.th/assets/portals/1/files/DE-EN%20BOOK%20FINAL.pdf>

3. Thailand Digital Government Development Plan 2023 – 2027 aligned with 20 year-National Master Plan for Digital Development (2018-2037), the 13th National Economic and Social Development Plan, Thailand Strategic Digital Plan for Economic and Social Development, MDES (2020-2024) and also other national plans, for example; national master plan etc.

Link:

<https://www.dga.or.th/policy-standard/policy-regulation/dga-019/dga-027/dg-plan-2566-2570/> (page 7)

65. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? *

Yes

No

66. Please provide link and detail.

The national e-government strategy, Digital Government Development Plan A.D. 2023-2027, is aligned with the Sustainable Development Goals (SDGs).

1. The 20th Master Plan under the 20-Year National Strategy on Public Service and Government Efficiency, sub-plan goal (200101), aims to increase the digitalization of government services, which is directly aligned with SDG target 16.10 - ensuring public access to information and protecting fundamental freedoms. Additionally, SDG target 5.b - enhancing the use of enabling technologies, particularly ICT, to promote women's empowerment, and target 16.6 - developing effective, accountable, and transparent institutions at all levels, are further descriptions that align with sub-plan goal 200101.

Link: <http://nscr.nesdc.go.th/y1-sdgs/> (page 46)

2. Thailand Digital Government Development Plan 2023 – 2027 aligned with SDGs (16) in the concept of public institutes to support the development of digital government, digital services, open data for public, etc. to make sure that Thai government is an effective, and inclusive institutions for all, following the digital government strategies that take accountability to all types of citizen, business organization, government agency and also technology infrastructure.

Link:

<https://www.dga.or.th/policy-standard/policy-regulation/dga-019/dga-027/dg-plan-2566-2570/> (page 7, 28)

67. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? *

Yes

No

68. Please provide link and detail.

The national e-government strategy, Digital Government Development Plan A.D. 2023-2027, makes specific reference to local e-government development strategy.

1. According to the 20th Master Plan under the 20-Year National Strategy on Public Service and Government Efficiency, and Milestone 13 of the 13th NESDP, which aims to make Thailand's public sector modern, efficient and responsive, all government offices, including local ones, will need to review and formulate operational plans, measures, and projects that contribute towards achieving the Master Plan and 13th NESDP's goals.

Link:

http://nscr.nesdc.go.th/wp-content/uploads/2023/03/masterplan_updated2023_080363.pdf
(Page 279 – 297)

<http://nscr.nesdc.go.th/wp-content/uploads/2022/11/plan13-rkt-011165.pdf> (Page 138-144)

2. Thailand Digital Government Development Plan 2023 – 2027 consists of 4 strategies in which Strategy 1 focus on local e-government development. The Strategy 1 is to enhance digital transformation in government to build resilience and agility, and expand digital transformation support to local government agencies.

Link:

<https://www.dga.or.th/policy-standard/policy-regulation/dga-019/dga-027/dg-plan-2566-2570/> (page 73)

69. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? *

Yes

No

70. Please provide link and detail.

1. According to the 20th Master Plan under the 20-Year National Strategy on Public Service and Government Efficiency, which includes an open government plan, there are instances of e-participation and engagement for every Thai citizen. This means that the digital inclusion group is also included.

Link:

http://nscr.nesdc.go.th/wp-content/uploads/2023/03/masterplan_updated2023_080363.pdf
(Page 291 – 293)

2. One of the goals under Strategy 4: Transform the public sector into a digital government is to ensure that people will be able to access public sector information conveniently and sufficiently to ensure transparency and civic participation.

Link: <https://www.onde.go.th/assets/portals/1/files/DE-EN%20BOOK%20FINAL.pdf> (page 45 – 47)

3. The Thailand Digital Government Development Plan 2023 – 2027 contains 4 strategies in which one of them make specific reference to e-participations, Strategy 4: Facilitating open government through citizen participation and open government data The Strategy 4 aims to create transparency and accountability by a central portal that allows citizens to access information and participate in expressing their opinions.

Link:

<https://www.dga.or.th/policy-standard/policy-regulation/dga-019/dga-027/dg-plan-2566-2570/>
(page 86)

4. Strategic Plan of the Public Sector Development B.E. 2566 – 2570 (2023-2027) (draft)

Strategy 2: "Reduce the role of government and open up participation with other sectors"

Revise the roles and duties of government agencies, reduce the role of central government, decentralize the public administration, and open up participation with other sectors. An Open Government ecosystem must be created by adopting open data, Active Citizen and Problem-based Approaches.

OPDC in cooperation with UNDP is responsible to create a public participation platform for Citizens called "Bok Rao Thueng Rat" (บอกเรา ถึงรัฐ) (www.idea4gov.com) as a channel to engage citizens, youth, and new generations in proposing ideas and creative concept in solving the country's major problems. It is also a tool to mobilize "Creative Ideas" that will lead to the design of "Creative Projects" for government agencies.

OPDC created "MY BETTER COUNTRY HACKATHON" activities annually to promote the citizen participation. In 2022, OPDC set up "12th MY BETTER COUNTRY HACKATHON" with all relevant stakeholders sharing ideas via face-to-face and virtual meeting. (<https://bit.ly/42DVUBi>)

71. Does the national e-government strategy make specific reference to a national data governance framework or similar? *

Yes

No

72. Please provide link and detail.

1. According to the 20th Master Plan under the 20-Year National Strategy on Public Service and Government Efficiency, which stated to develop a modern and efficient public administration system, national data governance takes center stage as a crucial element for progress and development in the current era of technological advancements and innovations. The plan emphasizes the use of digital technology, big data, and digitalized work processes aligned with Thailand 4.0, with a strong focus on establishing effective national data governance. This includes fostering a unified entity that operates seamlessly, integrating large-scale databases and ensuring flexibility, diversity, and effective linkage between data, processes, and organizations. To achieve this, public sector organizations must prioritize digital literacy and skills among their personnel, enabling them to adapt to and utilize various technologies for service innovation and effective governance. By creating a transparent and agile government, involving various stakeholders in public service development, the aim is to establish a robust national data governance framework that enhances the well-being of the public, enables better citizen services, and promotes public-private collaboration for inclusive and sustainable development.

Link:

http://nscr.nesdc.go.th/wp-content/uploads/2023/03/masterplan_updated2023_080363.pdf

(Page 281 – 297)

2. According to the first strategy of the Thailand Digital Government Development Plan 2023 – 2027, Strategy 1 : “Enhancing digital transformation in government to build resilience and agility, and expand digital transformation support to local government agencies” employs the National Data Governance Framework (http://www.ratchakitcha.soc.go.th/DATA/PDF/2563/E/074/T_0047.PDF) in order to enhance digitization, data integration and exchange, as well as open data across government agency.

There is a flagship project related to national data governance and conducted by Digital Government Development Agency. The project aims to organise and standardise government data for every government agency.

Link:

<https://www.dga.or.th/policy-standard/policy-regulation/dga-019/dga-027/dg-plan-2566-2570/>

(page 78)

73. Does the national e-government strategy make specific reference to national digital identity? *

Yes

No

74. Please provide link and detail.

1. According to the 20th Master Plan under the 20-Year National Strategy on Public Service and Government Efficiency, which stated to develop a modern and efficient public administration system, data identity emerges as a primary focus for progress and development in the current era of technological advancements and innovations. The plan recognizes the importance of establishing a robust data identity framework, enabling individuals to have secure and portable digital identities that can be used across various sectors and services. This framework ensures the protection of personal information, promotes data privacy, and facilitates seamless data sharing and interoperability among government agencies and stakeholders. By prioritizing data identity, the plan aims to enhance digital trust, empower citizens with greater control over their data, and enable the delivery of personalized and efficient public services. The development of a comprehensive data identity infrastructure, combined with strong data protection measures and collaborative partnerships, seeks to establish a reliable and inclusive digital ecosystem that benefits both individuals and society as a whole.

Link:

http://nscr.nesdc.go.th/wp-content/uploads/2023/03/masterplan_updated2023_080363.pdf
(Page 281 – 297)

2. According to the first strategy of the Thailand Digital Government Development Plan 2023 – 2027, Strategy 1 : Enhancing digital transformation in government to build resilience and agility, and expand digital transformation support to local government agencies, there is a flagship project related to Digital ID and conducted by Digital Government Development Agency. The Strategy 1 evolves with the development of digital authentication and authentication (Digital ID & signature) and related systems.

Link:

<https://www.dga.or.th/policy-standard/policy-regulation/dga-019/dga-027/dg-plan-2566-2570/>
(page 78, 107)

3. The development of a Thailand Digital ID Framework by ETDA, to drive the provision and verification of digital identity services in Thailand. The aim is to establish policy-oriented strategies and propose operational plans for relevant agencies to promote the development of digital identity verification services in Thailand, creating a distinctive digital identity landscape. Each set of digital identities must be specific to the context of the respective transactional services, without the need for specificity across all transactional services.

Thailand Digital ID Framework Phase 1 (2022 – 2024), focuses on promoting individuals, legal entities, and foreigners in Thailand to possess and utilize digital identities for electronic transactions. The objective is to encourage the adoption and usage of digital identities as a means of conducting electronic transactions among various stakeholders, fostering a more efficient and secure digital ecosystem in the country. --
https://www.eta.or.th/getattachment/c2fe3cd0-a27f-4e30-9b32-5c7921fee32d/16-20220916_TH_Digital_ID_Framework_v08-19.pdf.aspx

75. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? *

Yes

No

76. Please provide link and detail.

1. Regarding to the Thailand Digital Government Development Plan 2023 – 2027, the first strategy is an important tool to support government agencies to operate a digital services by using a digital-by-design principle, called Shared Digital Government Tools and Services and developed by Digital Government Development Agency.

<https://standard.dga.or.th/digital4citizen/> - Electronic Performance of Administrative Functions Act B.E. 2565 (2022)

2. the relevant agencies promote digitalized in government service, As you see from the linkage between e-Service and digital ecosystem such as NDID NDTP NSW Biz portal and Citizen portal

National Digital ID: <https://www.ndid.co.th/>

National Digital Trade Platform: <https://www.opdc.go.th/content/Njg1Mw>

National Sigle Window: <https://www.thainsw.net/INSW/index.jsp>

Biz Portal: <https://bizportal.go.th/>

Citizen Portal: <https://www.dga.or.th/our-services/one-stop-service/citizenportal/>

77. Does the national e-government strategy make specific reference to data-once-only principle, **single-source-of-truth (SSoT)**, or similar? *

- Yes
- No

78. Please provide link and detail.

According to the Thailand Digital Government Development Plan 2023 – 2027, the first strategy adopts data-once-only principle as one important guiding principle to ensure that citizens and businesses supply the same information only once to a public administration in order to access government digital services.

Link:

<https://www.dga.or.th/policy-standard/policy-regulation/dga-019/dga-027/dg-plan-2566-2570/>
(page 78)

- Data-once-only principle in practice

The single form and single sign-on are available on Biz portal Citizen portal NSW and Government Data Exchange: GDX

Link: <https://www.dga.or.th/our-services/digital-platform-services/dga-gdx/>

79. **Does the national e-government strategy make specific reference to a life-cycle approach? Please provide link and detail. [NEW]**

- Yes
- No

80. **Please provide link and detail.**

1. Following the Thailand Digital Government Development Plan 2023 – 2027, the first strategy is an important tool to support government agencies to operate digital services by using a life-cycle approach, called Shared Digital Government Tools and Services, and a prototype project of digital services that set a standard of digital services for others agency.

Link:

<https://www.dga.or.th/policy-standard/policy-regulation/dga-019/dga-027/dg-plan-2566-2570/>
(page 78)

- Biz Portal, one-stop portal for doing business transaction Link: <https://bizportal.go.th>

- Citizen Portal, integrating public services into a single portal Link: <https://xn--72cst3czdd.com/> (ทางรัฐ.com)

2. The national e-government strategy, the Digital Government Development Plan 2023-2027, is aligned (a life-cycle approach) with the 5-year strategic plan (2023 - 2027), Office of National Higher Education Science Research and Innovation Policy Council, example.

School age/Youth

- Higher education sandbox.
- University transformation.
- Lifelong Education.

Working Age

- Development platform Upskill/Reskill/New skill for workforces in collaboration with enterprises and higher education institutions in the area.
- Talent Thailand Platform.
- TheSTEMPlus information system to be a medium to connect needs between entrepreneurs who are graduate users, students, and general people who are interested in developing skills and performance in the targeted industries (Future Skills Set) and benefits related to personal development.
- Capacity Building Platform Network & Innovation Ecosystem.

Links: <https://www.nxpo.or.th/en/higher-education-science-research-and-innovation-policy/>

[In Thai] https://www.nxpo.or.th/th/wp-content/uploads/2022/04/04_%E0%B9%81%E0%B8%9C%E0%B8%99%E0%B8%81%E0%B8%B2%E0%B8%A3%E0%B8%94%E0%B8%B3%E0%B9%80%E0%B8%99%E0%B8%B4%E0%B8%99%E0%B8%87%E0%B8%B2%E0%B8%99%E0%B8%95%E0%B8%B2%E0%B8%A1-Super-KPI_%E0%B8%9C%E0%B9%88%E0%B8%B2%E0%B8%99%E0%B8%84%E0%B8%A7%E0%B8%B2%E0%B8%A1%E0%B9%80%E0%B8%AB%E0%B9%87%E0%B8%99%E0%B8%8A%E0%B8%AD%E0%B8%9A-%E0%B8%81.pdf

[TheSTEMPlus] <https://www.stemplus.or.th/>

81. **Does the national e-government strategy make specific reference to inclusion-by-default, inclusion-by-design or similar? [NEW]**

Yes

Maybe

82. Please provide link and detail.

1. According to the 17th Master Plan Under the 20-Year National Strategy on Equity and Social Protection which aims to achieve regional equity and ensure social security. This masterplan includes plan for developing and equipping data and technology to support people in every group which includes inclusion-by-default, inclusion-by-design, and people with disability.

Link:

http://nscr.nesdc.go.th/wp-content/uploads/2023/03/masterplan_updated2023_080363.pdf
(page 246)

2. Strategy 3 Goals Build an equitable and inclusive society through digital technology (page 41- 44)

Link :

DE-EN BOOK FINAL (onde.go.th) or <https://www.onde.go.th/assets/portals/1/files/DE-EN%20BOOK%20FINAL.pdf>

3. By following the Thailand Digital Government Development Plan 2023 – 2027, the first strategy is Enhancing digital transformation in government to build resilience and agility, and expand digital transformation support to local government agencies and there is an important tool to support government agencies to operate digital services by using a inclusion-by-default principle, called Shared Digital Government Tools and Services and Digital Service Phototype project that in charged by Digital Government Development Agency to support the inclusive strategy for government agencies.

Link:

<https://www.dga.or.th/policy-standard/policy-regulation/dga-019/dga-027/dg-plan-2566-2570/>
(page 78)

83. Does the national e-government strategy make specific reference to digitalizing a specific percentage of public services? [NEW]

Yes

No

84. Please provide link and detail.

1. According to the 20th Master Plan Under the 20-Year National Strategy on Public Services and Government Efficiency includes a sub-plan goal that aims to increase the digitalization of government public services in Thailand. The indicator for this sub-plan goal is the ratio of government public services that can be digitalized out of all digitizable government public services. The targets for this sub-plan goal for the following period are as follows: 60% by 2023-2027, 80% by 2028-2032, and the digitalization of all digitizable government public services. These goals and targets demonstrate Thailand's commitment to enhancing the efficiency and accessibility of government services for its citizens through the use of digital technology.

Link:

http://nscr.nesdc.go.th/wp-content/uploads/2023/03/masterplan_updated2023_080363.pdf
(Page 279 – 288)

2. Thailand's Digital Government Readiness Survey 2022, a national survey covering 262 departments, focuses on just only a service agency from all central government agency. The survey identifies the percentage of digital government public services compared with traditional public services. The result of this issue is 3,550 as digital services out of 4,882 services, accounting for 72.71% of all services.

Moreover, the Thailand Digital Government Development Plan 2023 – 2027 consists of 2 strategies that directly support digitalizing public services as follows

Strategy 1: "Enhance the government digital transformation for resilience and agility, and scale up at a local level"

Strategy 2: "Making public services more convenient and accessible"

Link: <https://www.dga.or.th/policy-standard/policy-regulation/dga-019/dga-027/dg-plan-2566-2570/>

85. Does the national e-government strategy make specific reference to the use of new/emerging technologies/practices such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT), **anticipatory, proactive services?**

Artificial intelligence (AI) - please provide link and detail:

1. Thailand AI Ethics Guideline (White paper) Edit Version.pdf (onde.go.th)

Link : [https://www.onde.go.th/assets/portals/1/files/Thailand%20AI%20Ethics%20Guideline%20\(White%20paper\)%20Edit%20Version.pdf](https://www.onde.go.th/assets/portals/1/files/Thailand%20AI%20Ethics%20Guideline%20(White%20paper)%20Edit%20Version.pdf)

2. Strategy 4 "Facilitating open government through citizen participation and open government data" under Digital Government Development Plan A.D. 2023-2027 has the aim to ensure convenient, transparent and equal access to justice procedures through Big Data, AI and communication channels integration.

Link: <https://www.dga.or.th/policy-standard/policy-regulation/dga-019/dga-027/dg-plan-2566-2570/> (Page 88 and 141 as the flagship project "Big Data and AI Analytics for Crime Prevention")

3. As a national policy agency, NXPO implements a number of actions on issues concerning ELSI of science and technology. The office currently serves as the secretariat of the National Committee on Ethics of Science and Technology which is the main mechanism at the national level to deal with ethical issues of science and technology (S&T), promote ethics in the scientific community and raise awareness of S&T ethics in the society. In addition, five technical working groups have been established to explore ethical issues in five areas: i) genetic engineering and technology; ii) artificial intelligence, robotics and big data; iii) climate change and environment; iv) research ethics; and v) communications and youth engagement in STI policy development.

Link: <https://www.nxpo.or.th/th/en/ethics-of-st/>

NXPO in partnership with the United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP), the Association of Pacific Rim Universities (APRU), Google.org, Australian National University (ANU) and alliances in the Asia-Pacific region, organized a country workshop for "AI for Social Good: Strengthening Capabilities and Governance Frameworks in Asia and the Pacific" project.

Link: <https://www.nxpo.or.th/th/en/16429/>

4. AI in practice

Thai People Map and Analytics Platform

Link: <https://www.tpmmap.in.th/>

86. Robotics - please provide link and detail:

(Robotics in practice) Roboc-assisted da Vinci surgery "da Vinci Robot" that nicknamed of Robotic surgery, or robot-assisted surgery in Thailand, allows doctors to perform many types of complex procedures with more precision, flexibility and control than is possible with conventional techniques. Robotic surgery is usually associated with minimally invasive surgery — procedures performed through tiny incisions. It is also sometimes used in certain traditional open surgical procedures. Link: <https://www.siphospital.com/th/news/article/share/robotic-assisted-da-vinci-surgery>

87. Blockchains - please provide link and detail:

1. Announcement of The Revenue Department: Methodology to send receive and store electronic tax invoice using Blockchain system

https://www.rd.go.th/fileadmin/user_upload/kormor/newlaw/dgg30.pdf

2. Blockchains in practice

Comptroller General's Department

The Comptroller General's Department launched the e-LG (Electronic Letter Guarantee) for bidding via blockchain technology with 16-Banks since 14-Dec-2020 to provide the service speed within only 10-minutes for transparency and reducing the carbon footprint under the standard of cybersecurity

Link: <https://youtu.be/DkfW8FhnMtU>

88. 5G - please provide link and detail:

5G Policy Action Plan Eng Version.pdf (onde.go.th) or

Link : <https://www.onde.go.th/assets/portals/1/files/5G%20Policy%20Action%20Plan%20Eng%20Version.pdf>

(Draft) Guidelines for promoting the utilization of 5G technology in Thailand in 2021

Link: <https://www.onde.go.th/assets/portals/1/files/5G%20Policy%20Action%20Plan%20Eng%20Version.pdf>

89. Internet of Things (IoT) - please provide link and detail:

None

90. **Invisible/anticipatory/proactive/seamless services [NEW]:**

Biz Portal, one-stop portal for doing business transaction
Link: <https://bizportal.go.th>

91. Others - please provide link and detail:

1. Metaverse

Strategy 3 "Promoting ease of doing business and value creation with digital technologies" under Digital Government Development Plan A.D. 2023-2027 has the aim to provide travel agencies with timely and comprehensive data via an integrated data platform to facilitate upgrading of the tourism sector by using emerging technology such as Metaverse.

Link: <https://www.dga.or.th/policy-standard/policy-regulation/dga-019/dga-027/dg-plan-2566-2570/> (Page 85 and 133 as the flagship project "Thailand Tourism Metaverse")

2. Big Data in practice

big data community to drive big data usage

<https://bigdata.go.th/>

Sample projects

<https://bigdata.go.th/showroom/>

92. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? *

Yes

No

93. Please provide link and detail.

1. The national e-government strategy, Digital Government Development Plan A.D. 2023-2027, aligned to global guidelines including United Nations and OECD.

Thailand's Digital Government Development Plan has been developed by employing the OECD Digital Government Framework to transform the government to Digital government. As clearly stated in its vision, Towards Convenient, Transparent, Resilient and Responsive Public Services, the Digital Government Development Plan utilizes open and user-driven approaches, process, and operational transformation to drive the digital government as suggested by international guidelines.

Link:

<https://www.dga.or.th/policy-standard/policy-regulation/dga-019/dga-027/dg-plan-2566-2570/>
(page 7, 30, 39, 71, 90)

In addition, the six dimensions of the OECD framework are applied. For example, several online public services have been developed by using digital technologies such as Tang Rat, an application that brings various government services (e.g. credit bureau checking, health insurance, water and electricity bills that can be paid via QR Code, etc.) into one application (Digital by design), while all government agencies are encouraged to publish their data via Data.go.th for further use (Open by default).

References:

Tang Rat application: <https://www.dga.or.th/our-services/one-stop-service/citizenportal/>

Data.go.th: <https://data.go.th/>

2. OPDC with UNDP Thailand has developed a "Bok Rao Thueng Rat" (บอกเรา ถึงรัฐ) platform (www.idea4gov.com) as a channel to engage citizens, youth, and new generations in proposing ideas and creative concept in solving the country's major problems. It is also a tool to mobilize "Creative Ideas" that will lead to the design of "Creative Projects" for government agencies.

94. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? *

- Yes
- No

95. Please provide link and detail.

1. Thailand's Digital Government Development Plan (A.D. 2023-2027) employed brainstorming technique for visioning the future of digital government. Two types of workshops were arranged including workshop for government agency as well as workshop for private and public sectors in order to get feedback, comments, and suggestions from the key stakeholders. The result of the workshops used for developing the digital government development roadmap and its action plan.

Link:

<https://www.dga.or.th/policy-standard/policy-regulation/dga-019/dga-027/focus-group/>

2. Scenario Foresight Project for Thailand's Digital Economy

Detail :

Scenario planning is a future research methodology commonly used today. It constructs foresight based on the assumption of what the future will be like. Several foresights may be constructed,

depending on the trends, conditions and the driving forces of technology, society, politics, culture, etc.

As an agency with an important mission to determine digital development directions and strategies for Thai economy and society, the Office of the National Digital Economy and Society

Commission, ONDE, is imperatively implementing such a scenario foresight focusing on digital development for the country's economy and society to prepare for forthcoming situations. Consequently,

ONDE has been collaborating with Chula Unisearch, Chulalongkorn University in conducting a study on a scenario foresight project to surmise the country's digital economy.

Link :

[https://www.onde.go.th/assets/portals/1/files/ScenarioForesightFinal\(1\).pdf](https://www.onde.go.th/assets/portals/1/files/ScenarioForesightFinal(1).pdf)

(Executive summary (English) page 8-12)

3. ETDA Foresight Center, a group within ETDA (Electronic Transactions Development Agency) that functions as a think tank focused on monitoring signals and trends related to electronic transactions. The goal of the Foresight Center is to identify the drivers of change and develop scenarios to guide policy recommendations. The Center covers everything from tool and database development to case studies, with the aim of providing useful information for strategic planning and visioning. ETDA hopes that both government and private sector organizations, as well as the public, will use the information generated by the Foresight Center to better prepare for future changes in the electronic transaction landscape. Currently, ETDA is expanding its collaboration in foresight work with key sectors such as the health sector, specifically focusing on mental health, and the tourism sector. By application of Strategic Foresight, ETDA as a secretariat of Electronic Transactions Committee has also drafted the Electronic Transactions Strategic Plan of Thailand towards digital economy of Thailand in 5 to 10 years ahead. With the future scenario in 5 to 10 years, we have drawn and planed the futures of Thailand in several scenarios and gathered inputs from the stakeholders both public and private sectors to design the future of digital economy. -- <https://www.eta.or.th/th/Our-Service/ForesightCenter.aspx>

4. Strategic Plan of the Public Sector Development B.E. 2566 – 2570 (2023-2027) (draft) was set up by government foresight analysis. The foresight scenarios of the government are responsive & innovative state, and also inclusive political economy. The government in the future should be digital, innovative, networked, and open. The ultimate goal of public reform is to be a credible government. There are three strategies as follows.

Strategy 1: "enhance public services by citizen-centric approach"

Strategy 2: "Reduce the role of government and open up participation with other sectors"

Strategy 3: "Drive the national productivity by innovation and digitalization"

96. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? *

- Yes
- No

97. Please provide link and detail.

1. Office of the National Digital Economy and Society Commission (ONDE)

The national 5G committee agreed to conduct a pilot service for people with 5G technology

1) 5G District Project in Chiang Mai Province

2) 5G Use Case Project , a screening and notification system for Phuket Sandbox to prepare for the opening of tourism in Phuket.

Link :

•

<https://www.onde.go.th/view/1/%E0%B8%A3%E0%B8%B2%E0%B8%A2%E0%B8%A5%E0%B8%B0%E0%B9%80%E0%B8%AD%E0%B8%B5%E0%B8%A2%E0%B8%94%E0%B8%82%E0%B9%88%E0%B8%B2%E0%B8%A7/%E0%B8%82%E0%B9%88%E0%B8%B2%E0%B8%A7/1396/TH-TH>

<https://thainews.prd.go.th/en/news/detail/TCATG200815143355345>

2. The Thailand Constitution of B.E. 2560 (2017), section 258 (4), chapter 16 concerns national reform, prescribes the public administration to improve and develop the public workforce to be creative and innovative officials to work effectively in the administration. Thailand 4.0 scheme is also designed to promote and support innovation, creativity, research and development, higher technologies and green technologies.

OPDC set up the project called "Government Innovation Labs (Gov Lab)" in 2017 to tackle various challenges according to their social and economic context. The Design Thinking concept was applied to the project i.e. 1) empathize 2) define 3) ideate 4) prototype 5) test. Gov Lab was conducted by employing the design thinking process and using innovation in public services and process to solve the challenges in Thailand. There are more than 30 prototypes of public services from the Gov Lab project. The examples of Gov Lab prototypes are as follows.

1) 90-Day Online Report of alien workers staying in the Kingdom in 2019

2) Data collection for water management in 2020

3) Community enterprise registration system in 2020

4) Custom declaration system and online tax payment in 2020

5) Pension dashboard prototype in 2021

6) Online donation system prototype in 2022

(https://www.undp.org/sites/g/files/zskgke326/files/migration/th/UNDP_TH_Ebook-Gov-Lab.pdf)

3. MY BETTER COUNTRY HACKATHON

OPDC created hackathon activities annually to promote the citizen participation. In 2022, OPDC set up "12th MY BETTER COUNTRY HACKATHON" with all relevant stakeholders sharing ideas via face-to-face and virtual meeting. (<https://bit.ly/42DVUBi>) or Open Government Partnership Thailand

4. Digital Service Sandbox is developed in order to support the development of innovations and e-services such as infrastructures and common standards, by providing the actual service under a limited environment.

<https://www.etda.or.th/Our-Service/Digital-Service-Sandbox.aspx> (Thai)

98. Does the Government have any official tool/mechanism to monitor the progress of the implementation of its e-government strategies? [NEW]

Yes

No

99. Please provide link and/or details.**1. KPIs**

OPDC set up KPIs as a tool to encourage all government agencies to implement effectively. The digital government transformation is one of the key issues that would be monitored and evaluated. In 2023, the government agencies are mandated to develop e-services, digitize data, open data, and digitalize process.

2. PMQA 4.0

The government agencies were urged to use digital technologies for public services, under the scheme called 'Government 4.0'. OPDC set up PMQA 4.0 as a tool to encourage all government agencies to transform their public services in accordance with the Government 4.0 and all national strategies.

3. Digital Government Development Commission

4. Thailand has implemented the Electronic Monitoring and Evaluation System of National Strategy and Country Reform (eMENSCR), which serves as the primary information system for monitoring and evaluating the progress of all government agencies in driving the 20-Year National Strategy and related plans. This platform collects data from all government projects in Thailand and integrates it with data from other databases, such as statistics and research. Therefore, eMENSCR is a crucial tool for monitoring and evaluating the progress of Thailand's e-government plans and projects. Additionally, all project data, excluding personal information, is publicly published quarterly in JSON format and made available to all internet users.

Link:

<http://nscr.nesdc.go.th/emenscr-main/>

<https://emenscr.nesdc.go.th/status/>

<https://opendata.nesdc.go.th/dataset/emenscr-project> (data from eMENSCR)

<http://thaim.nesdc.go.th/>

5. Following the Thailand Digital Government Development Plan 2023 - 2027, there is a digital government ecosystem as a mechanism to monitor the progress of the implementation that identifies the whole principle of digital government including national committee, sub-committee, Assessment (eMENSER), central & local government, key partner, key focus agency, etc.

Link:

<https://www.dga.or.th/policy-standard/policy-regulation/dga-019/dga-027/dg-plan-2566-2570/> (page 90)

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

100. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind? *

Yes

No

101. If yes, please provide link and detail.

1. The 17th Master Plan under the 20-Year National Strategy on Equity and Social Protection which aims to achieve regional equity and ensure social security. The sub-plan outlines specific measures aimed at solving the problems of disadvantaged groups who lack equal access to digital resources and are left behind. The sub-plan goal is to establish a system and mechanism to provide special assistance to the target groups, covering them more comprehensively, through the development of measures and support mechanisms to help vulnerable populations at high risk and with low adaptive capacity. This will increase the efficiency of using government resources to solve problems that align with the needs of these groups, providing them with genuine and appropriate support. The development approach includes promoting and providing suitable infrastructure for various groups, especially children, youth, women, persons with disabilities, the elderly, and socially disadvantaged people, to ensure equal access to government services and social opportunities.

Link:

http://nscr.nesdc.go.th/wp-content/uploads/2023/03/masterplan_updated2023_080363.pdf
(page 246)

2. MDES is in the development progress for the project of "Towards ASEAN regional analysis: Developing MODEST Model for measuring Digital Impacts on Economic Growth & Digital Divide and Policy suggestions" with ASEAN for measuring the digital inclusion

Link: www.onde.go.th

3. The 13th National Economic and Social Development Plan (draft) 4 development areas and 13 milestones of the draft 13th National Economic and Social Development Plan (NESDP) supports Thailand's BCG Economy Model to ensure the country builds back better and stronger from the COVID-19 pandemic, while adhering to the principle of "leaving no one behind."

Strategic Plan of the Public Sector Development B.E. 2566 – 2570 (2023-2027) (draft)

Strategy 1: "enhance public services by citizen-centric approach"

Strategy 2: "Reduce the role of government and open up participation with other sectors"

Strategy 3: "Drive the national productivity by innovation and digitalization"

National Digital Economy and Society Development Plan and Policy

Link: <https://onde.go.th/assets/portals/1/files/DE-EN%20BOOK%20FINAL.pdf>

Strategy 3: "Build an equitable and inclusive society through digital technology"

4. Following the Thailand Digital Government Development Plan 2023-2027, the second strategy "Making public services more convenient and accessible" is an important tool to enhance citizen's quality of life by providing appropriate assistance to meet the individual needs (including women, older people, youth, people with disabilities), called Public Welfare Data Integration and Analytics and Public Welfare Portal that run by Ministry of Social Development and Human Security Cooperating agencies include Office of the Public Sector Development Commission, Digital Government Agency, Ministry of Labour, Ministry of Finance, Ministry of Interior, Ministry of Transport, Ministry of Commerce, Ministry of Digital Economy and Society, Ministry of Justice, Ministry of Public Health, and Ministry of Agriculture and Cooperatives.

Link:

<https://www.dga.or.th/policy-standard/policy-regulation/dga-019/dga-027/dg-plan-2566-2570/>

Government services with digital innovations for people with disabilities, the elderly and people in the low-income group, etc.

Link: <https://www.dga.or.th/our-services/one-stop-service/citizenportal/>

5. Digital Economy Promotion Master Plan

<https://www.depa.or.th/th/master-plan-digital-economy/master-plan-for-digital-economy-66-67>

102. Is there a national e-participation policy/strategy or similar? *

Yes

No

103. If yes, please provide link and detail.

1. According to the 20th Master Plan under the 20-Year National Strategy on Public Service and Government Efficiency, which stated to develop e-participation, the plan emphasizes fostering active engagement and collaboration of all sectors in e-government services and digital public activities.

It calls for establishing partnerships, defining roles, and aligning government missions with national strategies to create a participatory environment. The plan emphasizes effective policy formulation, decision-making, and development guidelines, and highlights the importance of monitoring implementation, eliminating duplications, and ensuring adherence to international standards and human/state security. Supporting various sectors in their participation, enhancing the government's role as a facilitator, and implementing regulations that promote business operations while aligning with long-term development goals are also key aspects of the plan. Overall, the 20th Master Plan aims to advance e-participation, improve digital public services, and enhance government efficiency.

Link:

http://nscr.nesdc.go.th/wp-content/uploads/2023/03/masterplan_updated2023_080363.pdf

(Page 281 – 297)

2. Strategic Plan of the Public Sector Development B.E. 2566 – 2570 (2023-2027) (draft)

Strategy 2: "Reduce the role of government and open up participation with other sectors" An Open Government ecosystem must be created by adopting open data, Active Citizen and Problem-based Approaches.

1) OpenGov e-Participation

OPDC in cooperation with Konrad-Adenauer-Stiftung Thailand encouraged Thai citizens to join an e-Participation Project called "OpenGov e-Participation" (www.opengovernment.go.th/e-participation).

2) MY BETTER COUNTRY HACKATHON

OPDC created hackathon activities annually to promote the citizen participation. In 2022, OPDC set up "12th MY BETTER COUNTRY HACKATHON" with all relevant stakeholders sharing ideas via face-to-face and virtual meeting. (<https://bit.ly/42DVUBi>)

3) OpenGov Space

OPDC created open government activities called "OpenGov Space", driving the development of public sector work at the regional level to be effective and fair.

Khon Kaew Province: <https://bit.ly/42omfUw>

Nakhon Sawan Province: <https://bit.ly/3M7PBk7>

3. Regarding the Cabinet meeting on 3 August 2021, the Cabinet approved the Public Sector Development Commission's proposal: Public Services Driven by e-Service. The Office of the Permanent Secretary, the Office of the Prime Minister (OPM) has been assigned as the main government authority to drive the One-Stop Public Service Center. The objective is to provide government agencies to connect their complaint management information system with the OPM's PSC1111 complaint database to be the Big Data complaint database. Regardless of time and place, people can fill in the complaints and trace the status. Therefore, people can know the time length of their complaint to be solved. This project is by the 4th strategy: promote public participation and disclose Open Government Data of Thailand Digital Government Development Plan, B.E. 2566 – 2570 (2023 – 2027).

4. Following the Thailand Digital Government Development Plan 2023-2027, the fourth strategy, Facilitating open government through citizen participation and open government data, focus on integrating government data and enhancing government transparency through open government data and public participation platform. This helps building public engagement, transparency and trust, as well as enhances on transparency and fairness of government operations which lead to an ideal digital government called GovSpending, Open Data.go.th, and Complaint Management System.

Link:

<https://www.dga.or.th/policy-standard/policy-regulation/dga-019/dga-027/dg-plan-2566-2570/>

(page 86)

5. Citizen Engagement & Empowerment Platform

www.traffy.in.th

6. e-Initiative – the submission of a petition for introducing a bill or a draft Constitution Amendment

<https://dev.parliament.go.th/einitiative/>

104. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and/or other vulnerable groups? *

Yes

No

105. If yes, please provide link and detail.

1. Department of Older Persons has formulated the 6-year action plan on digital (2022-2027). (Link : <https://www.dop.go.th/th/know/7/1036>) The visions are to be the digital organization serving the elderly for their quality of life, security and be power to the society. In the strategy 2: to increase news and information awareness and to enhance internal and external performance by using technology and digital, it aims to 1) spread news and information wider and more reliable, and 2) provide convenient, fast, and accurate service to people.

2. Identity Card issuing on-site service for elderly and people with disabilities
<https://multi.dopa.go.th/secofdopa/news/cate10/view183> (Thai)

3. Digital Economy and Society Development Plan

One of the goals under Strategy 3 : Build an equitable and inclusive society through digital technology is to ensure that People of all groups, especially those living in remote areas, the elderly and the disabled, will be able to access and make use of digital technology. More specifically, the goal is to make people of all groups (especially the underprivileged in terms of geographic and physical limitations) can have access to public services without geographic, time, and language constraints.

(<https://www.onde.go.th/assets/portals/1/files/DE-EN%20BOOK%20FINAL.pdf>)

• Office of the National Digital Economy and Society Commission (ONDE)

ICT equipment and tools management system for disabilities such as

Software (Duxbery Braille Translation Program , Thai Braille Translation , etc)

Hardware (Head Mouse Smart Nav , Humming Pointer , etc)

Link :

<https://pwds.onde.go.th>

4. Department of Children and Youth

- Measures of the Department of Children and Youth to help vulnerable groups access services through the e-services system.

1) The development welfare of Child Support Grant Project through digital systems

Link: <https://csgcheck.dcy.go.th>

2) Child Protection Information System Project

Link: <https://cpis.dcy.go.th>

106. Does the Government provide any specific e-service(s) for women and/or other vulnerable groups? *

Yes

No

107. If yes, please provide link and detail.

1. Office of the National Digital Economy and Society Commission (ONDE)
ICT equipment and tools management system for disabilities such as
 - Software (Duxbery Braille Translation Program , Thai Braille Translation , etc)
 - Hardware (Head Mouse Smart Nav , Humming Pointer , etc)
 Link :
<https://pwds.onde.go.th> is the service system concerning ict devices for vulnerable

2. Department of Older Persons has an electronic channel for requesting or contacting according to the Electronic Government Service Act B.E. 2565 (2022). It facilitates citizen and increase governmental performance. The channel is on the website.
 (https://www.dop.go.th/thai/service_information/1/15)
 Department of Older Person has many e-services which are;
 - (1) Request an occupational loan via <https://olderfund.dop.go.th> or Web App. : odf.dop.go.th, or Mobile Application "Gold By Dop".
 - (2) Request a financial support for the project from the Elderly Fund via <https://olderfund.dop.go.th> or Web App. : project.dop.go.th, or Mobile Application "Gold By Dop".
 - (3) Request a support for the traditional funeral via Mobile Application "Gold By Dop" except who are in Bangkok, they have to use the channel as Bangkok Metropolitan Administration announced.
 - (4) Request a financial support for whoever in difficult condition via Mobile Application "Gold By Dop".
 - (5) Request an environmental adjustment and facilitators for the elderly via Mobile Application "Gold By Dop".
 - (6) Request to enter the Social Welfare Development Center via Mobile Application "Gold By Dop".
 - (7) Request to take an online 18-hour Beginner Aged Care course via www.thaielderlycare.org, and Mobile Application "Gold By Dop".
 - (8) Ask for permission to use the Learning and Training Center for Older Persons via <https://ltc-older.dop.go.th/th>.
 - (9) File complaints, grievances and appeals via <https://www.dop.go.th/th/formcomplaint>, and saraban@dop.mail.go.th.
 - (10) Other matters via saraban@dop.mail.go.th.
 Moreover, Department of Older Persons has digital services on ageing in the mobile application called " Gold Application." It includes all e-services for the elderly and linked people. It has a lot of useful news, articles and entertainment. It also includes a channel to access rights and online services to facilitates the elderly.

3. Damrongdham's webservice and mobile application: <https://damrongdham.moi.go.th>

4. Provides the following services
 Family Development and End of Domestic Violence
 - www.เพื่อนครอบครัว.com
 - Line official: @linefamily
 - stat.thaifamily.in.th

5. This website aims to provide the recruitment services for job seekers, people with disabilities, and elderly people such as job application, job vacancies, recruitment, and training via online channel.
 Link: www.ไทยมีงานทำ.com

6. The Empowerment of Persons with Disabilities Act, B.E. 2550 (2007), and its amendment (Vol. 2) B.E. 2556 (2013),
 Section 35. In the event that any State Agency does not wish to employ Persons with Disabilities for work under section 33 or any employer or owner of the establishment does not employ Persons with Disabilities for work under section 33 and does not wish to send money to the Fund under section 34, the said State Agency, employer or owner of the establishment may grant concessions, arrange places for distributing products or services, hire subcontract employees or hire employment services by special means, provide apprenticeship or equipment or facilities and sign language interpreter or other assistance to Persons with Disabilities or caregiver of Persons with Disabilities based on the criteria, procedures and conditions as prescribed by the Committee in the Rules.
 Link: <https://section35.doe.go.th>
 More Information will be submitted via e-mail.

108. Does the Government provide any specific e-participation measure(s) for women and/or other vulnerable groups? *

Yes

No

109. If yes, please provide link and detail.

1. <https://pwds.onde.go.th/> also provides e-participation measure for vulnerable
2. Department of Older Persons has provided opportunities to the elderly and people to share opinions or make useful suggestions on the website such as commenting on policies, main document, the 2023 draft resolution for aged society of the National Assembly of the Elderly (<https://www.dop.go.th/th/news/1/4329>), and a survey on readiness of becoming aged society.
3. Inclusive e-participation of Thai women living aboard
Link: yingthai.dwf.go.th
- www.facebook.com/yingthainetwork
4. This link / website is an online channel for giving opinions on legislative drafting of the Department of Labour Protection and Welfare
Link: <https://www.labour.go.th/index.php/law-comment>
5. Measures of the Department of Children and Youth to promote participation of children and youth through e-participation is the Children and Youth Information System Development Project which develops the channel for the target group to provide comments on the website of the Department of Children and Youth including disseminate materials, press release and other services.
Link: www.dcy.go.th
6. Communication channel for PWDs to send comments/complaints/recommendations regarding the services and operations of the department in order to strengthen the voice of the PWDs and encourage anti-corruption system.
Link: https://smart.dep.go.th/dep_eof/web_request
National Committee for Empowerment of Persons with Disabilities
Link: https://smart.dep.go.th/dep_eof/web_request

110. Does the Government provide any specific measure(s) to build digital literacy/skills for women and/or other vulnerable groups? *

Yes

No

111. If yes, please provide link and detail.

1. <https://pwdsonde.go.th/> , generally, builds digital literacy for vulnerable
2. Department of Older Persons has the Action Plan for the Elderly, Phase 3 (2023-2037) including points to create knowledge and digital literacy which are;
Sub-measure 1: Prepare the pre-ageing populations.
Measure 3: Promote to develop knowledge and capacity continuously and know and use information and technology smartly. Item 3. 2 Promote on spreading digital literacy and skills and using information and technology creatively. Practice: upskilling work-force age in media analysis and taking advantages. The main responsible organizations are Ministry of Digital Economy and Society, and Ministry of Culture.
Sub-measure 2: Inclusive and equitably promote the elderly's quality of life all dimensions.
Measure 3: Enhance the elderly's quality of life in social aspect. Item 3. 2 Promote information for the elderly. Practice: 1) Promote on produce creative media which response to older persons, 2) Create smart knowledge for the elderly, and 3) Promote capacity of the communities to produce creative media for developing the elderly's and people in communities' quality of lives and also set up a group to address misinformation for older adults. The main organizations are Ministry of Social Development and Human Security, The National Broadcasting and Telecommunication Commission, and Thai Media Fund.
3. ETDA aims to promote "creative and secure internet usage" by emphasizing digital security while providing educational materials. To achieve this goal, ETDA works in collaboration with public and private sector partners. In 2021, ETDA has expanded its ETDA Digital Citizen (EDC) curriculum in the Thai context. The EDC has five sections that cater to different age groups, including teenagers, the elderly, and the public interested in learning to keep up with the digital society in the digital age. - <https://www.etcha.or.th/th/Our-Service/edc.aspx>
4. Department of Women's Affairs and Family Development
Provides the following services
Online Vocational Trainings and Learning Centers
- Youtube: DWF. Channel
5. The source of E-learning for the target groups, e.g., children and youth, PWDs, women. Mostly the e-learning is conducted via YouTube and it also focuses on the use of computer program and other digital literacy.
Link: https://www.m-society.go.th/news_view.php?nid=29475
6. Online courses for PWDs which focus on vocational training by using the technology
Link: <https://dep.go.th/th/news/dep-online-course>

112. Does the Government use any social media platform(s)? *

Yes

No

113. If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

1. e-information as for covid-19 and anti fake news through line and facebook <https://www.facebook.com/AntiFakeNewsCenter>
2. <https://www.facebook.com/OPDCThailand/>
<https://info.go.th>
<https://www.idea4gov.com/>
<https://opengovernment.go.th/>
3. Office of The Permanent Secretary for The Ministry of Commerce Facebook social media : <https://www.facebook.com/OPS.MOC/>
4. <https://www.youtube.com/@DGAThailand>
<https://www.facebook.com/DGAThailand/>
<https://twitter.com/DGAThailand/>
5. "Nong Sitti" is used for e-information and e-consultation
"Nong Sitti" is a chatbot on Application LINE providing the information on rights & benefits for Thai workers working abroad. To apply it, the workers need to do as follows;
(1) Click the Add friend icon
(2) Search for friend.
(3) Choose ID "@sitti" and Click add
6. <https://www.facebook.com/NESDCfan/>
7. <https://www.facebook.com/NCSA.Thailand/>

114. If yes, please include any guidelines for government officials/institutions on the use of social media.

1. Policy recommendation on Social Media utilization
https://www.parliament.go.th/ewtadmin/ewt/parliament_parcy/download/usergroup_disaster/9-11.pdf
2. Office of the National Digital Economy and Society Commission (ONDE)
 - Social Media Policy
 Link :
<https://drive.google.com/drive/folders/1x9erWDFYxbG7CUvKcs32isN7m15w7pas>
(Social Media Policy page 64)

115. Does the Government publish information on how people's voices, including those among women and/or the vulnerable groups, are included in policy decision-making? *

- Yes
- No

116. If yes, please provide link (URL) and detail.

1. Department of Older Persons has invited individuals, public sectors, private sectors, and civil societies to comment on main document and the 2023 draft resolution for an aged society of the National Assembly of the Elderly on the website (<https://www.dop.go.th/th/news/1/4329>) and hold the 2023 National Assembly of the Elderly <https://www.dop.go.th/th/gallery/1/6999> under the theme "Effective integration for an aged society." This event aims to promote integrational implementation in the policy level, area level, and action level to be successful with same direction, and to widen participation to all provinces.
2. The complainant submits a complaint through the channel 1111.
 - 1) When people use service channels to file complaints/complaints/whistleblowers, comments, and opinions. The system saves all of the stories. "Responding to complaints."
 - 2) Records are kept in a database maintained by the government. (The Office of the Permanent Secretary, the Prime Minister's Office)
 - 3) The information will be transmitted to the appropriate agency as soon as possible.
 - 4) The agency resolved the issue and informed the complainant of the outcome of the activity.

F. Usage, User Satisfaction and Evaluation

117. Does the Government monitor/collect usage statistics of e-government services? *

Yes

No

118. If yes, please provide link and detail.

1. eService Portal
1) Biz Portal
The usage statistics: 1,800 persons 2,958 transactions (in 2022)
2) Citizen Portal
The usage statistics: 175,000 persons
Total number of app downloads: 397,980 times
Link:
https://drive.google.com/drive/folders/1A7Bu19DK2-g0B6JsagLGJZdcQdpLztrw?usp=drive_link

2. ETDA collect usage statistics for the 4 services listed below,
- e-Tax Invoice by Email (<https://www.etda.or.th/Our-Service/Digital-Trusted-services-Infrastructure/TEDA/ETAX.aspx>)
- e-Timestamping (<https://www.etda.or.th/Our-Service/Digital-Trusted-services-Infrastructure/TEDA/e-Timestamping.aspx>)
- e-Document Validation (or Web Validation) (<https://www.etda.or.th/Our-Service/Digital-Trusted-services-Infrastructure/TEDA/Web-Validation.aspx>)
- Online Fraud and Complaint Center (<https://1212etda.com/Home/Index>)

119. Does the Government collect usage data with dis-aggregation by gender? *

1. www.nso.go.th for the statistics about ict usage by gender

2. The gender-disaggregated statistics were collected in the system but not available publicly.
Link:
https://drive.google.com/drive/folders/1A7Bu19DK2-g0B6JsagLGJZdcQdpLztrw?usp=drive_link

3. Results and Establishment of Thailand's Digital Development Indicators 2022
(Thailand Digital Outlook 2022)
Link :
01-Infographic-EN-Infographic_TIME-202155_V2-2.pdf (onde.go.th) page 5
Link : https://www.onde.go.th/assets/portals/1/files/01-Infographic-EN-Infographic_TIME-202155_V2-2.pdf

120. Does the Government measure user satisfaction of e-government services? *

Yes

No

121. If yes, please provide link and detail.

1. Survey of public services customer satisfaction by OPDC

The Survey of public services customer satisfaction 2022 revealed that Thai citizens were satisfied with public services for 81.69%.

Link:

https://drive.google.com/drive/folders/1A7Bu19DK2-g0B6JsagLGJZdcQdpLztrw?usp=drive_link

2. An annual survey on user satisfaction with ETDA's services is conducted by a professional third party. The latest scope in Yr2022 included:

- e-Meeting IT Auditing service
- e-Tax Service Provider IT Auditing service
- Print-out IT Auditing service
- e-Timestamping service

Link

www.etda.or.th/getattachment/78750426-4a58-4c36-85d3-d1c11c3db1f3/IUB-65-Final.pdf.aspx

3. Attitudes towards the Government's Digital Policies page 25

Link :

[01-AnnualReport-EN_TIME-202155_V4-1.pdf](https://www.onde.go.th/assets/portals/1/files/01-AnnualReport-EN_TIME-202155_V4-1.pdf) (onde.go.th) or https://www.onde.go.th/assets/portals/1/files/01-AnnualReport-EN_TIME-202155_V4-1.pdf

122. Does the Government collect user satisfaction data with dis-aggregation by gender? *

The satisfaction of male users is 83.39% and 80.45% for female users.

Link:

https://drive.google.com/drive/folders/1A7Bu19DK2-g0B6JsagLGJZdcQdpLztrw?usp=drive_link

G. Partnership and International Cooperation [NEW]

123. Please provide information about any ongoing global/regional partnership and/or digital cooperation, with United Nations (such as UNDESA, Regional commissions, UNDP, UNICEF ...) focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) * [NEW] *

1. Ministry of Digital Economy and Society has co-operated with ITU ESCAP UNESCO UNDP UNFPA

2. Office of the National Digital Economy and Society Commission (ONDE)

- Organization for Economic Co-operation and Development (OECD)
- Thailand Digital Outlook Project

01-AnnualReport-EN_TIME-202155_V4-1.pdf (onde.go.th) or https://www.onde.go.th/assets/portals/1/files/01-AnnualReport-EN_TIME-202155_V4-1.pdf

3. OPDC with UNDP Thailand has developed a "Bok Rao Thueng Rat" (บอกเรา ถึงรัฐ) platform (www.idea4gov.com) as a channel to engage citizens, youth, and new generations in proposing ideas and creative concept in solving the country's major problems. It is also a tool to mobilize "Creative Ideas" that will lead to the design of "Creative Projects" for government agencies.

4. The Office of the National Economic and Social Development Council has collaborated with UNICEF in developing the dashboard for the Thai Poverty Map and Analytical Platform (TPMAP). TPMAP is a system that aims to target poor people who are struggling with deprivation in various dimensions, classified by a multidimensional poverty index (health, living standards, public services, education, and income) and geographical area. This website serves as a data source for authorities to identify the valid target population of poor people and their specific needs in order to eradicate poverty and promote sustainable development across the population.

Link:

<https://www.ungm.org/Public/Notice/186916>

5. In the light of Open Data collaboration and partnership, DGA is a member of Asian Open Data Partnership (AODP), an open data aggregator and exchange hosted in Taiwan. AODP members are public and private agencies mostly from ASEAN countries and Japan, India, South Korea, and Taiwan.

Link: <https://www.dga.or.th/document-sharing/dga-news/93036/>

124. Please provide information about any other ongoing global/regional partnership and/or digital cooperation, with other non UN-bodies. [NEW] *

1. Ministry of Digital Economy and Society has co-operated with World Bank, OECD, APT, and ASEAN regarding the data governance and measurement of digital economy.

2. Partnership with Organisation for Economic Co-operation and Development: OECD

On 17 March 2023, the OECD and Thailand renewed the Thailand Country Programme for a second phase, inaugurating a new milestone in the OECD and Thailand's long-standing co-operation. The Thailand Country Programme Phase 2 will be implemented 2023-25, and aims to support Thailand's domestic reforms and bring the country closer to OECD standards. Phase 2 is made up of 20 projects organised under four key pillars: 1) good governance, 2) business climate and competitiveness, 3) social inclusion and human capital development, and 4) green recovery.

THANK YOU

125. Please provide any other information that will help us in understanding e-government development in your country. [NEW] *

Office of the National Digital Economy and Society Commission (ONDE)

1. Government Data Center and Cloud Service (GDCC)

- Responding to the national strategic plan for balancing and developing government management system.
- Creating a central system for providing Cloud Service to government agencies.
- Enabling Government agencies to access computer resources quickly and thoroughly in order to support Digital Government Transformation.
- Supporting big data analytics and utilization.
- Developing government officers with Digital skills.

Link :

- <https://gdcc.onde.go.th>
- <https://drive.google.com/drive/folders/13iRZvVdZe9ea1AN3qgXesomLuGWOw-y1>

2. Data Catalog

Detail :

Data Catalog is a collection of metadata, combined with data management and search tools, that helps analysts and other data users to find the data that they need, serves as an inventory of available data.

Link :

<https://datacatalog.onde.go.th>

3. Digital Community Center

Detail :

“Community ICT Learning Center”, an important project used by the Ministry of Digital economy and society (MDES) as an important tool for reducing digital inequality. It has been in operation since 2007 with the aim of giving people communities in remote areas across the country have the opportunity to access and take advantage of computers and the Internet to improve the quality of life for themselves, their families, rural communities and remote areas by creating channels for accessing information, markets and connecting the world with computer equipment. Also, high speed internet and satellite internet that was not very fast in many areas ten years ago to promote informal learning and lifelong learning. Most of the Digital Community ICT learning centers are located in places where the community can easily access such as temples, mosques, village offices, cooperatives, local administrative organizations, schools, libraries, military barracks, etc. Community ICT Learning Center is a center for providing ICT services, knowledge and skills development for people in all groups of communities, such as community leaders, the elderly, youth, occupational groups, farmers' groups, informal workers, groups with disabilities, and the general public. It is a tool to improve the quality of life of all groups of people in order to have access to public services of the state thoroughly and equally. To develop Thailand into a society of wisdom and learning.
[https://dcc.onde.go.th/home#googtrans\(th|en\)](https://dcc.onde.go.th/home#googtrans(th|en))

126. Consent to publish this Questionnaire

I/We authorize UN DESA to publish my/our responses as deemed necessary. *

Yes

No

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.