

**The 12<sup>th</sup> International Workshop  
for Information Policy and Management  
in the Public Sector**

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**COUNTRY REPORT  
THAILAND**

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# The 12<sup>th</sup> International Workshop for Information Policy and Management in the Public Sector

## Country Paper The Kingdom of Thailand

### 1. Characteristics Information

Thailand, a member of ASEAN (Association of South East Asian Nations), is a developing country with population of around 61 millions and surface area of 199 thousand square miles. The country is located in the tropical climate zone of southeast Asia and the country's economy in the rural area which accounts for more than 70 % of its population is agricultural based. From the last decade the Thai economy has been shifted to export oriented industry dominant, which is accounted for around 50 % of the country's GDP. Prominent export products in the current years are ranging from agro-based industries such as frozen food, canned food and poultry to high technology industries such as IC chip/board, computer peripherals and personal computer. The Thai government is constitutional monarchy type under the present King Bhumipol the Great.

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### 2. Thailand Economic Outlook 2000-2001

|                                      | preliminary | estimate                  | estimate                  | Forecast               |
|--------------------------------------|-------------|---------------------------|---------------------------|------------------------|
|                                      |             | (as of<br>18 Sep<br>2000) | (as of<br>18 Dec<br>2000) | (as of<br>18 Dec 2000) |
|                                      | 1999        | 2000                      | 2000                      | 2001                   |
| GDP<br>(current price: billion bath) | 4,710       | 5,040                     | 5,016                     | 5,362                  |
| Growth rate (1988 price,%)           | 4.2         | 5                         | 4.5                       | 4.0-4.5                |
| Investment (1988 price, %)           | -4.8        | 3.3                       | 4                         | 5.6                    |
| Consumption (1988 price,%)           | 2.9         | 5.4                       | 4.8                       | 4                      |
| Export value (billion US\$)          | 56.8        | 64.8                      | 68.2                      | 74.3-75.7              |
| Growth rate (%)                      | 7.4         | 14.3                      | 20                        | 9.0-11.0               |

|                             | preliminary | estimate                  | estimate                  | Forecast               |
|-----------------------------|-------------|---------------------------|---------------------------|------------------------|
|                             |             | (as of<br>18 Sep<br>2000) | (as of<br>18 Dec<br>2000) | (as of<br>18 Dec 2000) |
|                             | 1999        | 2000                      | 2000                      | 2001                   |
| Import value (billion US\$) | 47.8        | 58.8                      | 63                        | 70.9-72.5              |
| Growth rate (%)             | 17.7        | 23                        | 31.8                      | 12.5-15.0              |
| Current account/GDP (%)     | 9.1         | 6.4                       | 6.7                       | 4.0-4.2                |
| Inflation (%)               | 0.6         | -                         | -                         | 1.7                    |
| Consumer price index        | 0.3         | 2                         | 1.7                       | 2.6                    |
| GDP Deflator                | -2.6        | 2                         | 2                         | 3                      |

Source: National Economic & Social Development Board, Thailand (NESDB)

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### 3. IT development indicators of the country

Followings are IT development Indicators of Thailand both in overall and in specific public sector as of the end of the year 2000 or otherwise specified.

#### Overall figures:

|   | Ratio / Amount |
|---|----------------|
| PC penetration in number of PC's /population                                    | 1.9 : 100      |
| Internet penetration in number of internet access /population                   | 3.6 : 100      |
| Total telephone lines available for services /population                        | 12.3 : 100     |
| Telephone penetration in number of users of telephone services /population      | 8.4 : 100      |
| Total mobile telephone lines available for services/population                  | 4.1 : 100      |
| Mobile Telephones penetration in number of users of mobile telephone/population | 1.0 : 100      |
| Number of Thai Domain name registered (.th) (Dec 2000)                          | 6,515          |
| Number of computers under Thai domain name connected to Internet (May 2000)     | 71,995         |
| Number of ISP in services, Jan 2001   | 18             |
| Number of MBPS of international bandwidths (inbound), Jan 2001                  | 316.375        |
| Number of MBPS of international bandwidths (outbound), Jan 2001                 | 215.437        |

## Public sector figures

|   |              |
|---|--------------|
| Number of schools connected to Internet via SchoolNet<br>(Jan 2001) | 2,184 (5.8%) |
| Number of universities connected to Internet<br>(Jun 2000)          | 82 (100 %)   |
| Number of web sites of ministries connected to Internet             | 19 (100 %)   |
| Number of web sites of departments connected to Internet            | 158 (100 %)  |

## Figures of Internet Users Survey (in the year 2000)

### Diffusion of the Internet in Thailand

| Area                | Percent |
|---------------------|---------|
| Bangkok             | 55.2    |
| Suburban Areas      | 14.4    |
| Central Region      | 10.9    |
| Northern Region     | 8       |
| Northeastern Region | 5.7     |
| Southern Region     | 4.7     |
| Abroad              | 1.2     |

### Gender

| Year | Male (%) | Female (%) |
|------|----------|------------|
| 2000 | 50.8     | 49.2       |
| 1999 | 65.1     | 34.9       |

### Age

| Age   | Percent |
|-------|---------|
| <10   | 0.7     |
| 10-19 | 5.6     |
| 20-29 | 50.3    |
| 30-39 | 23.2    |
| 40-49 | 7.6     |
| 50-59 | 1.3     |
| 60-69 | 1.1     |
| 70+   | 0.1     |

## Level of Education

| Level                 | Percent |
|-----------------------|---------|
| Less than high school | 6.3     |
| High school           | 8.9     |
| Lower vocational      | 3.3     |
| Upper vocational      | 9.3     |
| Bachelor              | 57.2    |
| Master                | 14.5    |
| Doctorate             | 0.5     |

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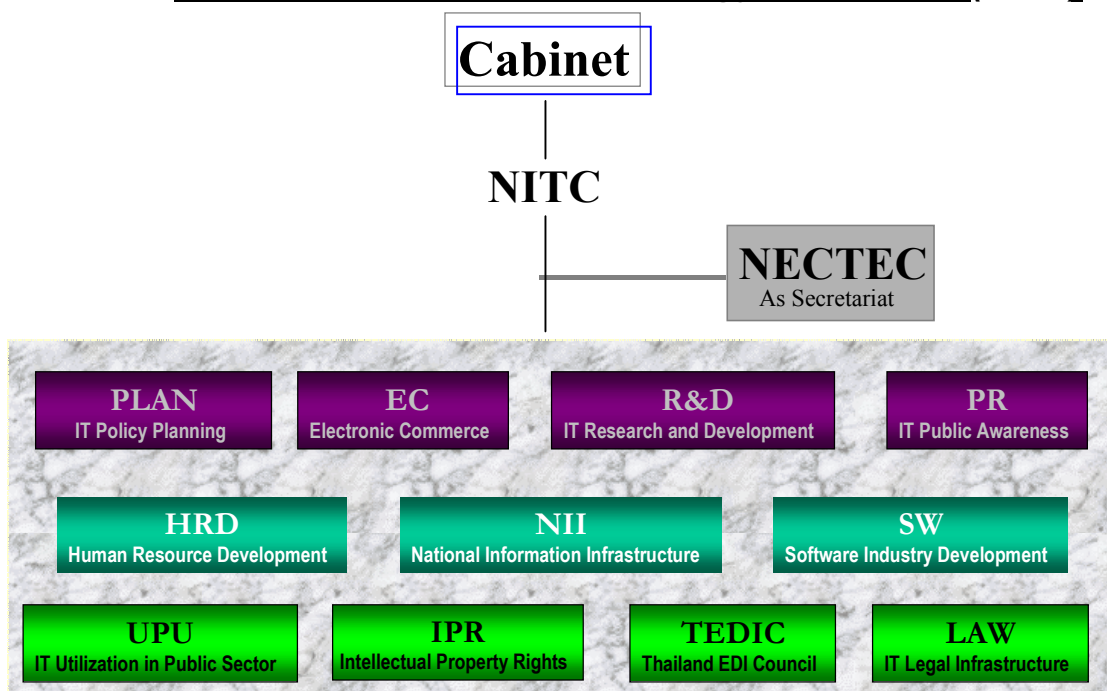
## 4. Thailand's Plan on IT development prior the e-Government Project

Major activities and milestones are as follows:

1. Establishing of NITC (National Information Technology Committee) in March 1992, the committee is chaired by the Prime Minister, members comprise of Ministers, Permanent Secretaries, high level officers from both public and private sector ([www.nitc.go.th](http://www.nitc.go.th)), see its framework structure in Fig. 1 National Information Technology Committee
2. Establishing of UPU (sub-committee of Utilization of information technology in Public organization), as an essential item of NITC for promotion of IT in public organization
3. Ministry standard minimum requirement of IT equipment in public organization in 1996,
4. Mandating certain training courses for civil servant at level PC 5-6 (PC: Position Classification), the pre-defined courses include MS-Windows, MS-Words and MS-Excel.
5. Launching School-Net Project in 1997 (SchoolNet Thailand:- Computer Network for all school in Thailand.
  - Provisions of information exchange infrastructure for Thai schools
  - Bridge the information gap between students in the urban and rural areas using Information Technology
  - Provision of international gateway to the global learning network via the Internet

6. Regulating IT master plan for each public organization
7. Launching CIO program
8. Implementing pilot project of 'IT Model Office'
9. Conducting a research study on 'Government Data Structure : GDI'
10. Endorsing 'Public Data and Information Law , 1997'
11. Drafting of Electronics Commerce Laws
12. Launching Public Sector Administration Reform Plan
13. Endorsing Prime Minister Office Regulation on Services of Public Organization Services
14. Launching Regulation on Document Tracking System
15. Establishing Government Information Technology Services Office (GITS)
16. Establishing Electronic Commerce Resource Center (ECRC)
17. Establishing and Implementing Software Park Project

**National Information Technology Committee (NITC)**



**Fig. 1  
National Information Technology Committee framework structure**

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## 5. National IT Policy

In February 1996, the Thai government approved the first National Information Technology Policy in Thailand, namely IT2000. IT2000 was initiated and developed by the National Information Technology Committee (NITC) Secretariat, National Electronics and Computer Technology Center (NECTEC).

IT2000 identifies three key areas for IT development in Thailand:

1. National Information infrastructure: invest in an equitable information infrastructure;
2. Human Resource Development: invest in people; and
3. Good governance: invest in enhancement of government services.

From the basis of framework and recommendations put forward in IT2000, NITC secretariat and NECTEC have initiated and carried out a number of projects to accomplish the goal of IT2000. To name a few of those initiatives, they are:

- Schoolnet, a national school information action program;
- The development of Government Information Network (GINet);
- Development of legal infrastructure to support the application of IT in the countries. NITS is responsible for developing and drafting 6 IT-related laws.

Currently, the draft of Electronic Transaction Bill already has the approval of cabinet, House of Representatives and the senate. It will be launched around 6 months later.

IT2000 has provided the framework and guideline for IT policies and initiatives for the past five years. Since then, information technology has rapidly, in term of technological advancement, as well as widespread application of IT.

Meanwhile, the Thai economy and society have evolved enormously, particularly as the result of financial crisis in the year 1997. The changes in international arena such as globalization, international trade and agreement also affect the country. Though the principle of IT2000 still prevails to certain extent, NECTEC realizes that there is the need of a second phase of national IT policy, to move Thailand into the future.



As a result, NECTEC through NITC secretariat is carrying out a project on the formulation of national IT policy for the next ten years (2001-2009), viz. IT-2010 is to serve as a blueprint for the country as it is entering the so-called 'knowledge-based economy' of the 21<sup>st</sup> century:

IT-2010 is expected to cover, but not limited to the followings:

- Overview of development from the global perspective
- The vision of Thailand in the next 10 years
- The current position of Thailand, what has been achieved, what remains to be done
- Recommendation for policies, measures, and strategies that the benefits of IT are realized among all sectors in the country

The IT-2010 research project includes the assessment of IT2000 (its impacts and lessons), the analysis of current situations in both IT production (IT industry) and IT consumption in various sectors; and the review of policy development in the countries.

In order to complete the study, we enlist the help of Policy Innovation Center, King Mongkut's University of Technology, Thonburi.

IT-2010 is not developed in isolation. IT Policy needs to take into consideration the development in the sphere of technology, economy and society.

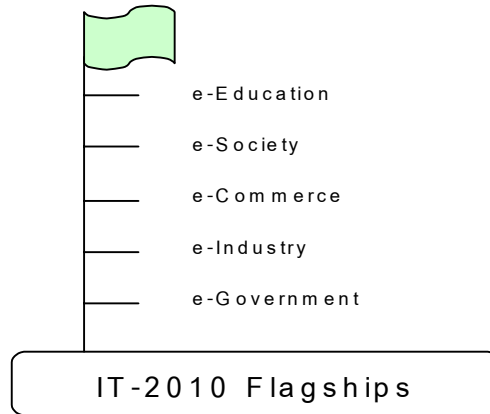
By and large, the future development of the country, as will be specified in the 9<sup>th</sup> Nation Economic and Social Development Plan, is taken into account. The recent development of 'e-Thailand' initiative is also of particular interest.

As present, the core of IT-2010 is arranged into 5 specific areas (Flagships):- (See Fig. 2, 3)

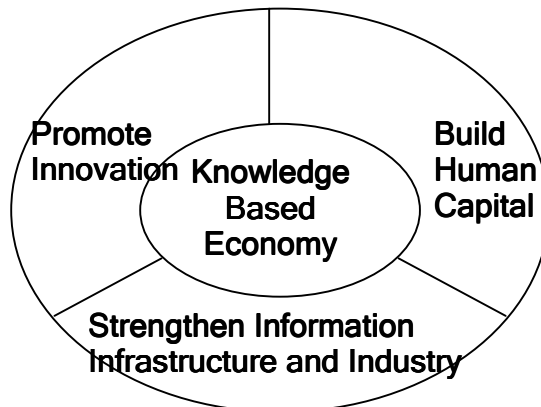
1. **e-Society**, covering issues such as digital divide, quality of life, culture, health, public participation.
2. **e-Government**, including public service public service via electronic service delivery, employment, legal infrastructure.
3. **e-Commerce**, with special focus on 'e-services' including finance, tourism and IT services, but also includes other industries.
4. **e-Industry**, focusing on e-manufacturing and IT-related industries, plus issue such as standardization.

5. **e-Education**, includes issues of life long learning, computer literacy, human resource development, virtual education.

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**Fig. 2**  
**IT -2010 Flagships**



**Fig. 3**  
**IT Policy Framework: towards the Knowledge-Based Economy**

## 6. IT Law Development

Development of legal infrastructure to support the application of IT in the countries. NITS is responsible for developing and drafting 6 IT-related laws.

- 1) Electronic Transactions Bill
- 2) Electronic Signature Bill
- 3) Private Data Protection Law
- 4) Computer Crime Law

5) Electronic Funds Transfer Law

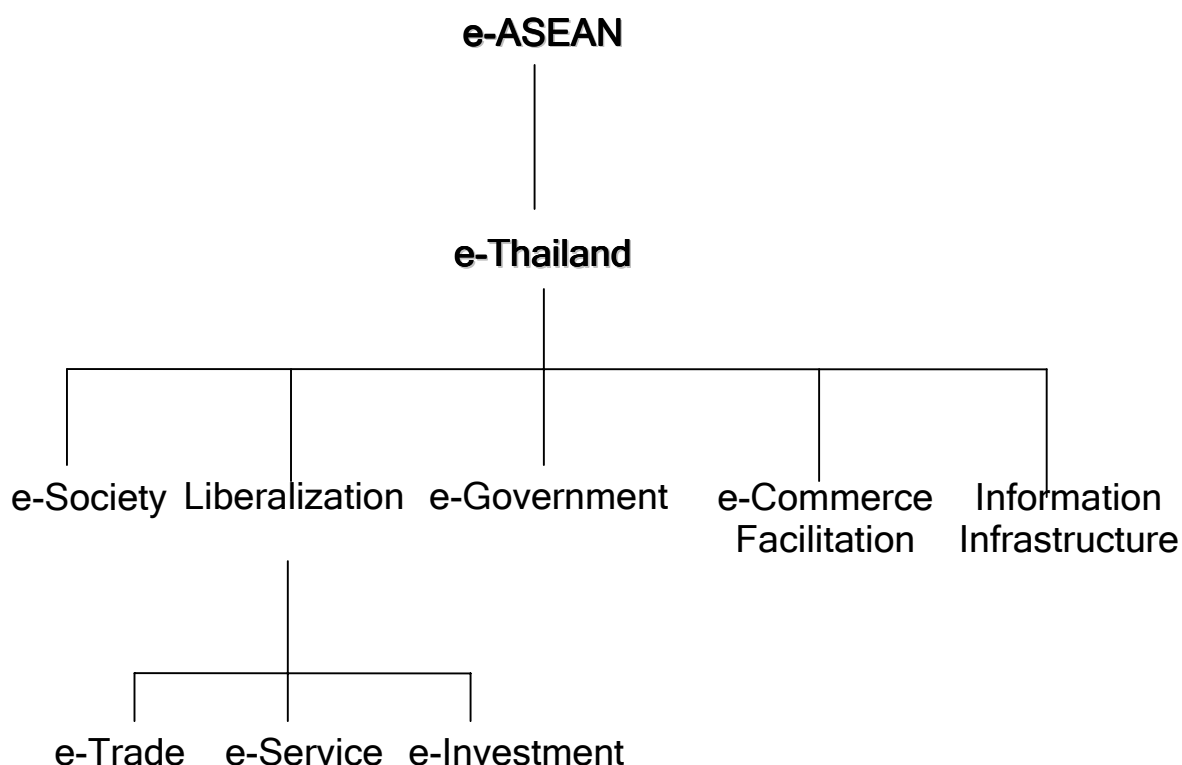
6) Universal Access Law

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## 7. Thailand e-Government

e-ASEAN initiative has been encouraging the Thai government to establish e-Thailand initiative which establishes five-leg framework for electronic driven development towards information and services improvement of the country. The e-Government is an inevitably important leg which the Thai government believe that this will lead to the promotion of good governance and at the same time will create transparency throughout the whole process of public services to the Thai citizens.

See its framework structure in Fig. 4 e-Thailand Organization chart



**Fig. 4**  
**e-Thailand Organization chart**

## Thailand e-Government Project at a glance

### A Multi-Agency Project

- NITC/UPU : IT Policy Body
- NECTEC : Core Implementation Agency
- Bank of Thailand : Project Sponsor (Governor)  
: Project Team
- Other related public agencies : Co-Sponsors, Project Team
- Project Duration : March 2001 - March 2003
- Project Budget : ฿2,080,000

### Project Scope

- To coordinate, to facilitate and to drive for the following Achievements/provisions:
- Master Plan, Action Plan, and Strategic Framework for implementing the e-Government program
- Electronic Services in public agencies
- Pilot projects implementation
- Suggestions and Practical Guidelines for reorganization upon construction of the e-Government
- Standards, Guidelines and Manuals for public agencies in implementing the e-Government program

### 4 Tracks of e-Services

4-target tracks of electronic services in public agencies :

- Online Information Services : (G2G) (G2C) (G2B)
- Simple Transaction Services : (G2C) (G2B)
- Payment Gateway : (B2G) (C2G)  
(Fund Transfer)
- e-Procurement : (G2B)  
(Limited extent)

## Pilot Projects

Sample Pilot projects in accordance with 4-target tracks of electronic services in public agencies :

- 1) Online Information Services : (G2G) (G2C) (G2B)
  1. Online Financial Information
  2. Online Social and Economic Information
  3. Online Information for Investment and Industrial linkages
- 2) Online Simple Transaction Services: (G2C) (G2B)
  1. Company Registration Certification
  2. Electronic Business Balance Sheet
  3. Electronic ID Card (Single ID Card)
  4. Electronic Counter Service
- 3) Payment Gateway : (B2G) (C2G)

Government Gateway for Fund/Money Transfer from business/citizen to related government agencies upon the context of

  - Taxation Revenue : VAT, Income Tax, Custom Duties
  - Inter-Bank Financial Related Transactions
- 4) e-Procurement : (G2B)
  - Provision of online information regarding across the board annual procurement in public agencies
  - The whole process purchase via internet within limited authorized budget (to be finalized by related authorities)

## Project Deliverables

- First lot pilot project launching : May 01
- Master Plan and Strategic Framework : Sept. 01
- Pilot project whole lot : Aug. 01
- Standards, Guidelines and Manual for implementing e-Government Program : Sept. 01
- Draft Action Plan of Government Department : Feb 02
- Action Plan of Government Department : July 02
- List of e-Government projects to be implemented in the whole public organization : Sept 02

## Project Work Forces

- NECTEC
- Related Government Agencies
- Consultants

## Ongoing Projects/Deliverables related to the e-Government

- Government Data Infrastructure
- GINET (Government Information Network)
- GITS (Government Information Technology Services)
- Laws related to electronic commerce : Electronic Signature Law and Electronic Transaction Law
- Related electronic service project: Post office Counter Automation Project and Public Internet Project, etc.
- IT Master Plan Project , Office of the Board of Public Information
- Public Procurement Center Project

## Project Office address

e-Government Project

National Electronic and Computer Technology Center

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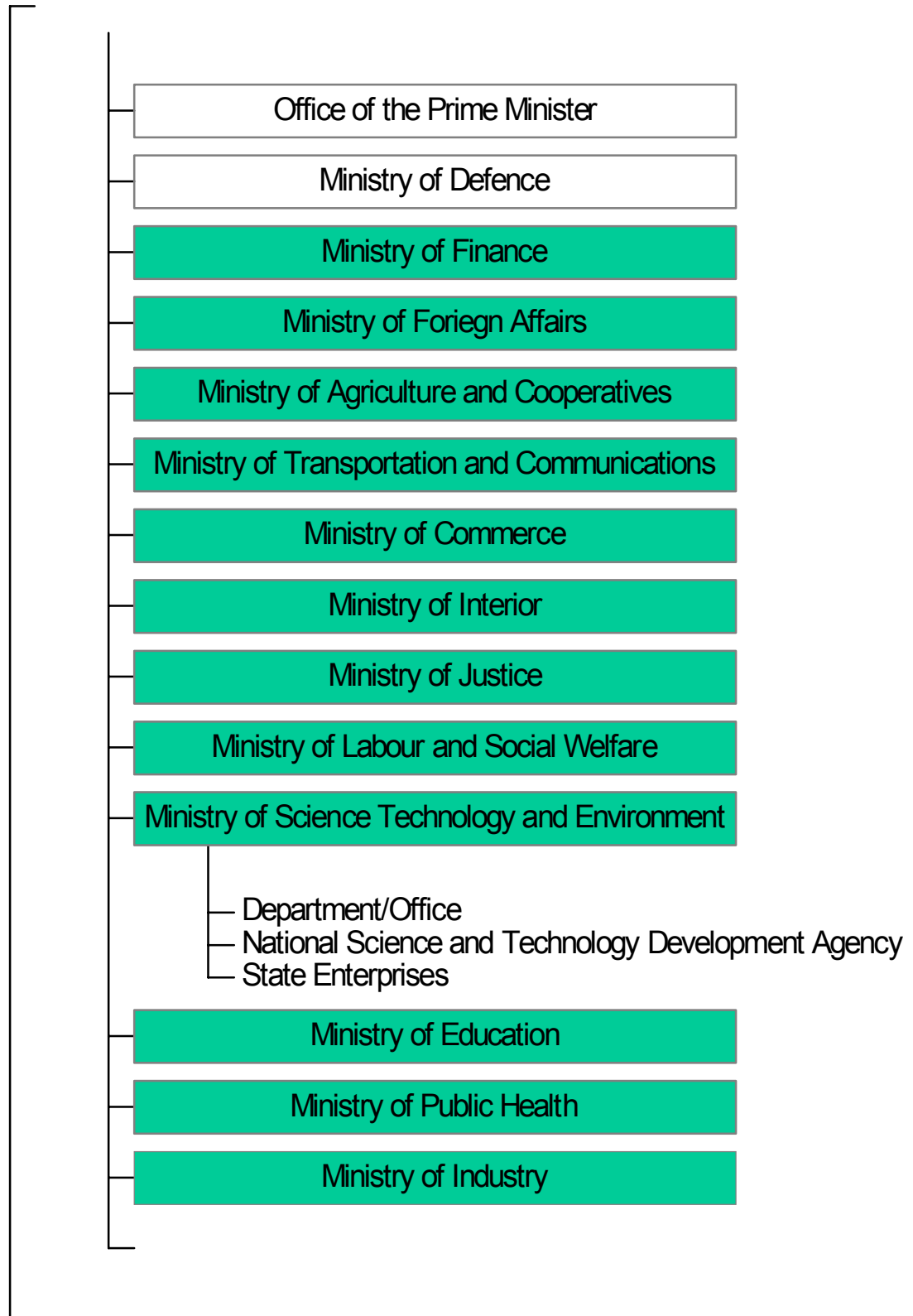
**Appendix**  
**Organization Chart**

Appendix A. Royal Thai Government

Appendix B. NSTDA

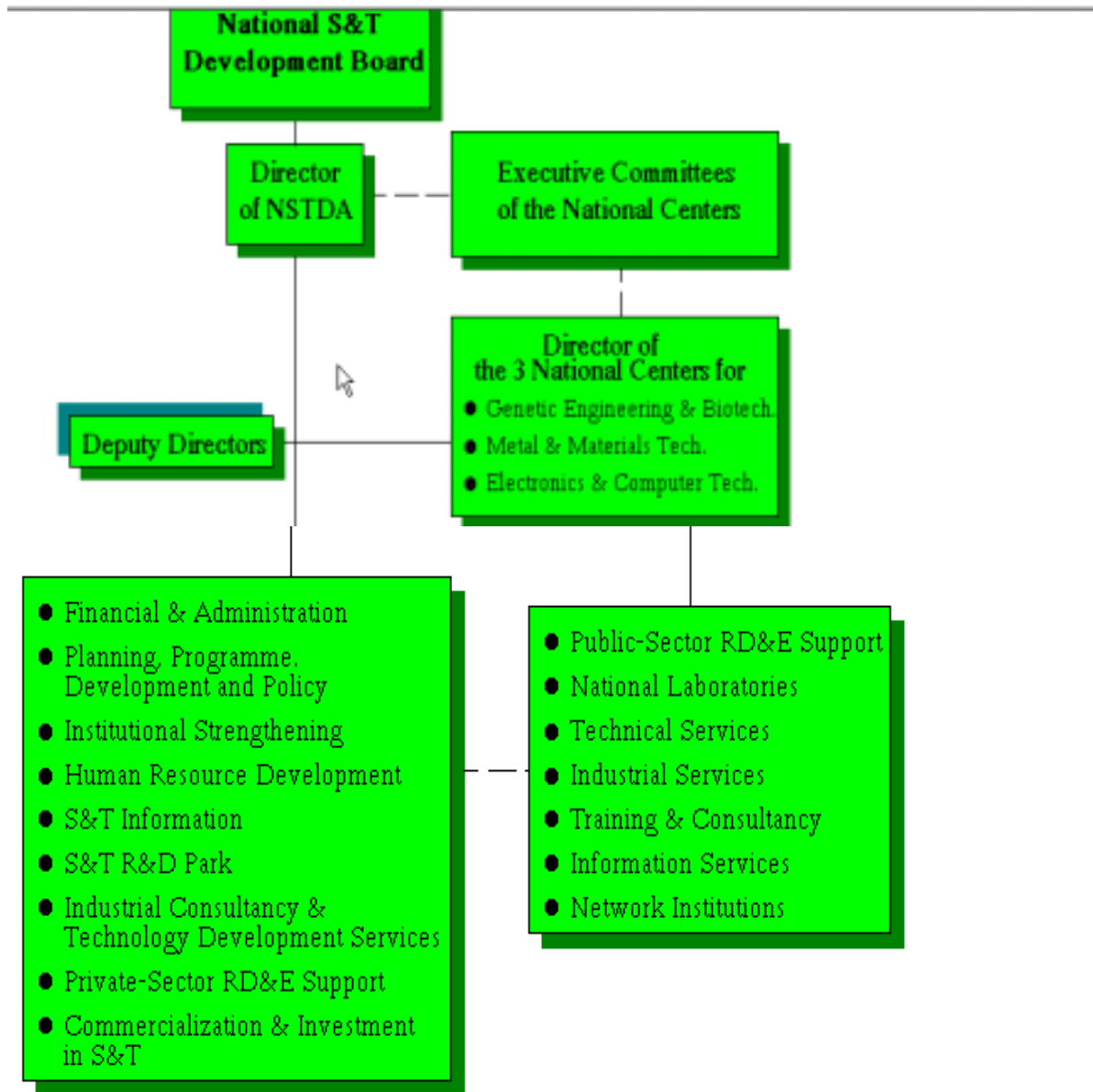
Appendix C. NECTEC

**Appendix A. Organization Chart, Royal Thai Government**





**Appendix B. NSTDA**



Appendix C. NECTEC

