Thailand’s e-Government

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National Electronics and Computer Technology Center (NECTEC)
National Science and Technology Development Agency (NSTDA)
Ministry of Science Technology and Environment
Contents

- National IT Policy: Past to Present
- Current Development of IT
- e-Government Status
  - e-Government Project in Foreign Country
  - Thailand e-Government Project
National IT Policy: Past to Present

(NITC, IT 2000, IT 2010)
National IT Committee (NITC)

- Founded in March 1992
- Chaired by the Prime Minister
- Comprised of Ministers, Permanent Secretaries, High-level Officers from both Public and Private Sector
- NECTEC is NITC Secretariat

http://www.nitc.go.th
IT 2000 (three pillars)

- The first Thailand National IT Policy: IT 2000 was endorsed by the Cabinet in 1996
IT2000 - National IT Policy

Sustainable economic power in Southeast Asia

Social equity and Prosperity

Environmental-friendly society

IT-ENABLED THAILAND

NATIONAL INFORMATION INFRASTRUCTURE

HUMAN RESOURCE

GOOD GOVERNANCE
Pilot Projects initiated and implemented by NITC to materialize the goal of each Pillar of IT 2000

- **SchoolNet**: a national school informatization action program
- **GINet**: Development of Government Information Network
- **IT Laws**: Development of legal infrastructure to support the application of IT in the country
IT2010 Dimensions

- IT2010 flagships:
  - eSociety
  - eEducation
  - eGovernment
  - eCommerce
  - eIndustry

- IT2010 cross-cutting infrastructure:
  - Innovation
  - Human Resources
  - Information Infrastructure and IT industry
Three specific goals based on Technological and Social Indicators

- Move from “Dynamic Adopters Group” to “Potential Leader Group” by 2010 (classified in “Technological Achievement Index” of UNDP)
- Increase proportion of “Knowledge Workers” from 12% (in 2001) to 30% by 2010
- Increase the share of “Knowledge-Based Industries” to 50% by 2010 (within the overall economy)
Development of IT Master Plan

- IT 2010 was approved as IT Policy Framework by NITC,
- This Framework is now submitting to the Cabinet for approval.
- National ICT Master Plan should be ready by the first quarter of 2002.
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**Timeline for IT2010 and the five-year National ICT Master Plan**

**IT2000**
(1996-2000)

**IT2010 Policy**
(2001-2010)

**National ICT Master Plan**
2001-2006

**Ninth National Economic and Social Development Plan 2001-2006**
eThailand = new implementation mechanism of ICT Master Plan

eThailand

<table>
<thead>
<tr>
<th>eSociety</th>
<th>eGovernment</th>
<th>eCommerce</th>
<th>Liberalization</th>
</tr>
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<tbody>
<tr>
<td></td>
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</table>

Information Infrastructure

IT2010

<table>
<thead>
<tr>
<th>eSociety</th>
<th>eEducation</th>
<th>eGovernment</th>
<th>eCommerce</th>
<th>eIndustry</th>
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eThailand version 2.0
ICT Development Program for 2001-2006

Source: NITC Meeting presentation June 11, 2001

- Economy
  - e-Commerce
    - including industry/services/agriculture/and tourism
  - Information Development
  - Science and Technology Development
  - Telecommunication Infrastructure

- Society
  - e-Government
  - e-Education
    - including Environment

- Quantity
- Quality
Current Development of IT
New Economy

- Significant Productivity Gains
- High Volatility
- High Rate of Innovation in Corporate Structure & Business Models
- Relations between Components of Civil Society (Government, Business, Non-Profit Organizations)
- Role of Information & Knowledge in Wealth & Employment Creation

Source: G8
## Indicators for moving to New Economy

<table>
<thead>
<tr>
<th>Issue:</th>
<th>What used to be:</th>
<th>Will become:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Telecom monopoly</td>
<td>by CAT and TOT</td>
<td>ended since March 2000</td>
</tr>
<tr>
<td>Telephone availability</td>
<td>land line 12.5 lines/100</td>
<td>more available with large percentage</td>
</tr>
<tr>
<td></td>
<td>mobile 4.4 lines/100</td>
<td>as mobile phone penetration is increasing rapidly</td>
</tr>
<tr>
<td>Internet business under restricted growth</td>
<td>30% of CAT golden shares in every ISP</td>
<td>CAT is currently selecting a committee to oversee the process to end this golden share</td>
</tr>
<tr>
<td>E-Commerce Legality</td>
<td>no explicitly supporting laws</td>
<td>electronic transaction will be supported by new acts</td>
</tr>
<tr>
<td>Low cost internet access</td>
<td>hard to find</td>
<td>available nationwide with local call access</td>
</tr>
<tr>
<td>(approx. US$ 0.40/hr)</td>
<td></td>
<td>(now about US$ 0.14/hr)</td>
</tr>
<tr>
<td>Free internet for schools</td>
<td>available for 3,259 schools</td>
<td>available to 5000 schools by 2002</td>
</tr>
<tr>
<td>Free commercial internet</td>
<td>does not exist</td>
<td>(all secondary/many primary)</td>
</tr>
<tr>
<td>Digital Divide</td>
<td>so much</td>
<td>a possible scenario</td>
</tr>
</tbody>
</table>

Dec 6, 2001  
Austrade, Australian Embassy
<table>
<thead>
<tr>
<th>Issue</th>
<th>What used to be</th>
<th>Will become</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer in schools</td>
<td>available but unusable at many schools</td>
<td>will be put in to use with some of the schools connected to SchoolNet</td>
</tr>
<tr>
<td>Price of PC</td>
<td>unaffordable by many, but was lowered due to ITA-1</td>
<td>13 local manufacturers and the low price PC project by NECTEC is currently promoting the low price PC lowered due to competition from PCT and new mobile operator (TOT)</td>
</tr>
<tr>
<td>Price of mobile phone</td>
<td>high for both handsets and air time</td>
<td>they are now supported by Software Park project. New opportunities opened by e-commerce, application service provider markets stopped with legal actions taken by the election committee</td>
</tr>
<tr>
<td>Thai software industry</td>
<td>small, scattered, weak</td>
<td>citizen will be able to access service and interact with Govt. via internet</td>
</tr>
<tr>
<td>Election Frauds</td>
<td>went unstopped</td>
<td></td>
</tr>
<tr>
<td>Corporate Good Governance</td>
<td>did not receive much attention</td>
<td>now become a major issue for all organizations</td>
</tr>
<tr>
<td>Government Good Governance</td>
<td>not many ministries have websites to provide information</td>
<td></td>
</tr>
</tbody>
</table>
Current IT Projects

- IT Project of HRH Princess Maha Chakri Sirindhorn
  - IT for education
  - IT for Disable Persons
  - IT for the Sick Children
  - IT for Cultural Information Dissemination
  - Computer Teaching for In-Mates

- IT Laws
  - Electronics Transaction Bill
    - Electronic Transaction Act
    - Electronic Signature Act
  - Information Infrastructure Bill
  - Data Protection Bill
  - Computer Crime Bill
  - Electronic Funds Transfer law
Current IT Projects (cont’d)

- **Electronic Commerce Initiatives**
  - Prepare human resources for the business, industry and SMEs
  - Organize training courses
  - Internet Information Research provides reports on internet status

- **Internet Policy**
  - Internet users and usage characteristics
  - Standard for Thai domain name
  - Inappropriate use and security of Internet

- **Government CIO/CEO Program**
  - Two-week training courses for CIOs
  - Half-day training courses for CEOs
Current IT Projects (cont’d)

- Government Information Network (GINet)
  - Handle data traffic between Headquarters (government agencies in Bangkok) and their branches in Bangkok and other provinces
  - Directory service to all government agencies
  - Secure electronic mail

- SchoolNet Expansion Program
  - Accessible from anywhere without long-distance call charge
  - Free of access charge for members of SchoolNet
  - Reach the target of 5,000 schools by 2002
  - SchoolNet Content creation and promotion campaign
Current IT Projects (cont’d)

- **Software Park Thailand**
  - Facility and technology infrastructure support
  - Professional training and technology transfer
  - Business development/funding co-ordination
  - Marketing and public relations

- **Telecom Research**
  - R&D project on wireless local loop
  - 3G mobile phones, Computer-telephone integration and call center

- **Low-cost PC**
  - 13 local manufacturers is promoting the low cost PC; 19,900 Baht

- **Microelectronics**
  - Establishment of Thailand Microelectronic Center
e-Government Status

- Developed Country
- Japan
- Malaysia
- Singapore
<table>
<thead>
<tr>
<th>Country</th>
<th>Service Description</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia</td>
<td>Internet Services from key public agency</td>
<td>2001</td>
</tr>
<tr>
<td>Canada</td>
<td>Online Services from key public agency</td>
<td>2004</td>
</tr>
<tr>
<td>Finland</td>
<td>Electronic Form</td>
<td>2001</td>
</tr>
<tr>
<td>France</td>
<td>Electronic Public Agencies Services</td>
<td>2000</td>
</tr>
<tr>
<td>Singapore</td>
<td>Electronic Counter Services</td>
<td>2001</td>
</tr>
<tr>
<td>Japan</td>
<td>Electronic Filing</td>
<td>2003</td>
</tr>
<tr>
<td>England</td>
<td>All electronics services from Government</td>
<td>2005</td>
</tr>
<tr>
<td>U.S.A</td>
<td>Data Access and Services via Electronic Media</td>
<td>2003</td>
</tr>
</tbody>
</table>
JAPAN
e-Government
There is no

- (official seal / signature).
- (paper).
- (holiday).
- (division/section).
- (boundary of cities).
- (public office, city hall).
Seamless Public administration by Information technology

- Paper based documentation $\Rightarrow$ multi-media $\Rightarrow$ media free $\Rightarrow$ inter-ministerial electronic document exchange

- specified office hour $\Rightarrow$ 24 hour service “non-stop-service”

- designated place for specified service / designated administrative area $\Rightarrow$
  any place/any office for any service $\Rightarrow$
  virtual public office $\Rightarrow$ cyber-government
Specified service ==> access point for many types of services ==> one-stop-service

public service at city halls ==> at home / offices

vertical hierarchy ==> horizontal flat organization

regulation ==> de-regulation / privatization / outsourcing
Indicators of Electronic Government

- interface between computerization of public & private sector
- the benefit for people
- obstacles for social / economic activities
- the benefit for public administration itself
Three Pillars of e-Government in Japan

- e-filing
- e-delivering of gov Doc
- e-office work
**E-filing**

**application, notification and reporting**

- Electronic filing should be available (10,541 types of filing)
  
  - by FY 2001 for 4% of all the procedures
  - by FY 2002 for 50% of all the procedures
  - by FY 2003 for 98% of all the procedures

- Infrastructure for electronic filings with GPKI (Government Public Key Infrastructure) to be fully operational by FY 2002

- Electronic tax declaration and payment to be available from January 2004
The Japanese e-Government portal: launched in April 2001

It will be a one-stop access gateway for online services by FY 2003
The Japanese e-Government portal

Portal Site

Internet

People, Company

A search function for information of all ministries

- Information on homepages
- Information on white papers, reports, etc.
- Information on administrative documents
- Information on application and reporting procedures
- Application form, etc.
- Government database information such as laws, geographic information, etc.
- General information including addresses, contact points, etc.
- Link to homepages of central and local governments

To become a one-stop access gateway for the electronic filings by FY2003

Dec 6, 2001

Austrade, Australian Embassy
MALAYSIA e-Government
Electronic Government - Overview

Government to Citizens/ Business
- Easy access
- New class of quality services
- Multi-channel service delivery

VISION:
To transform service delivery through the use of IT and multimedia

STANDARDS
- Intra Agency
  - Business process improvements
  - Human resource development

SECURITY
- Inter Agency
  - Smooth information flow
  - Best practice database
  - Enhanced capability for information analysis

LEGISLATION
Seven Flagship Applications Of MSC

2. Multipurpose Smart Card

3. R&D Cluster

4. Electronic Government

5. Worldwide Manufacturing Web

6. Borderless Marketing Center

7. Telehealth

Smart Schools

E-Commerce

Connection
Optical
Magnetic
Contact
Contactless
Chinese
Bahasa
English
Japanese
Electronic Government Pilot Projects

**Public/Business to Government**
- E Services
- Electronic Procurement
- Electronic Labour Exchange (ELX)

**Intra-Agency**
- Generic Office Environment (GOE)

**Inter-Agency**
- Project Monitoring System (PMS)
- Human Resource Management Info System (HRMIS)

VISION
This project aims to give the public easier access when transacting with the Government and utility companies.

Comprises of Driver & Vehicle Registration and Licensing, Summons, Utility Payments and Ministry of Health Information.

Includes the renewal of licenses and electricity bill payment through kiosks in shopping malls or PCs at home.
**E-Services**

Road & Transport Dept. (JPJ)
- Driver & Vehicle Registration, Licensing and Summons Services (including Test Scheduling & Test Taking)

Tenaga Nasional Berhad (TNB)

Ministry of Health (MOH)
- MOH On-line Information

Telekom Malaysia Berhad (TM)
- Utility Bill Payment

Electronic Delivery of Driver & Vehicle Registration, Licensing and Summons Services, Utility Payments, Ministry of Health On-Line Information
E-Services – Other Potential Services

- Registration of birth
- Registration for school
- Issuance of ID card
- Issuance of driver’s license
- Filing of tax returns
- Registration of marriage
- Issuance of home-building license & CF
- Transaction of SOCSO & Pension payments
- Death Certificate

Other Potential Services

- Kiosk
- Internet
- Telephone
SINGAPORE

e-Government
To be a leading e-Government to better serve the nation in the Digital Economy
E-Govt Strategic Framework

Government to Employees (G2E)

Government to Citizens (G2C)

Government to Businesses (G2B)
E-Govt Strategic Framework

Governance & Management
- IM & eGPC
- ICT Funding

Government & Citizens
- eCitizen Centre
- Facilitated Access

Government & Employees
- G-E Portal
- ICT EDU Seminars, CIO workshops
- KM Experimentation Prog.

ACE
- Govt Data Centre
- PS-Online Infra.

Government & Businesses
- GeBIZ
- G-B Portal

Dec 6, 2001
Austrade, Australian Embassy
WHERE WE ARE NOW

eCitizen Centre

A first-stop, Government e-service portal

Launched in May 99

11 Towns

Over 330 e-services

A life journey concept
Examples of eServices

eServices:
- Renewal of Driver’s Licence
- Online booking of Sports Facilities
- Booking of Marriage Registration Date
- Open COE bidding
- Immediate Future
  - Renewal of Road Tax by Individuals
  - Application for Employment Pass

Service Packages:
- Start a Business
- One-Stop Public Entertainment Licensing Centre
- Search for Jobs
- Get Married
- Buying a property
WHERE WE ARE NOW

G-B

GeBiz (Government Electronic Business Centre) - implemented Dec 2000

An integrated, end-to-end, web-based system for online procurement & revenue tender activities
WHERE WE ARE NOW

A full suite of integrated information & services

Presentation in terms of a business life cycle

10-step guide for budding entrepreneur

Business Town
WHERE WE ARE NOW

Enabling Systems

Anywhere Computing Environment

G2E Portal

Infocomm Education Program

Knowledge Management Experimentation Program
Till 6:00 p.m. 24 to 31 °C
PSI: 44
Asia Pacific Weather
Europe, Africa & Middle
East Cities’ Forecast

What's New?

- You can now check Names of Electors
- New Internet Site - HealthToday
- New Internet Site - VIRGIN.NET

Polling
How often do you think we should change the look and feel of the Government Intranet portal:
- Quarterly
- Bi-yearly
- Yearly

Internet Resources

- News Stand
  - Business Times
  - Channel NewsAsia
URL's

- **Singapore**
  - www.egov.gov.sg
  - www.ec.gov.sg
  - www.ecitizen.gov.sg
  - www.ida.go.sg

- **Malaysia**
  - www.mdc.com.my
  - www.mampu.gov.my
  - www.epu.jpm.my

- **Japan**
  - www.kantei.go.jp/foreign/index-e.html
  - clearing.e-gov.go.jp/cgi-bin/HpSchSearch.cgi?LANG=1 (English)
  - www.e-gov.go.jp (Japanese)
Thailand e-Government Project
The e-Thailand Initiative

It is the e-ASEAN Initiative as committed by The Royal Thai Government.

e-Thailand functional components:

- e-Society
- e-Government
- International Trade Policy
- Liberalization
- e-Commerce Facilitation
- Information Infrastructure
The e-Thailand Initiative

e-ASEAN initiative & e-Thailand

- e-Society
- e-Government
- Liberalization
- E-C Facilitation
- Information Infrastructure

- e-Parliament
- e-Audit

- National ID Card
- Gov. common information infrastructure

- e-Revenue
- e-Investment & Industry

- Government Certification Authority
e-Government Project
(A Multi-Agency Project)

- **NECTEC** -- Core Implementing/coordinating Agency
- **Bank of Thailand** -- Project Sponsor (Governor) and contributor of some project team members.
- **CEOs of key related public agencies** -- Co-Sponsors, and contributor of some project team members.
  - Office of the Civil Service commission
  - Bureau of Budget
  - National Economic and Social Development Board
  - Office of the Prime Minister
- **Project Duration** -- March 2001 - March 2003
Project Scope

To coordinate, facilitate and drive for the following achievements/provisions:

- Master Plan, Action Plan, and Strategic Framework for implementing the e-Government program
- Electronic services in public agencies
- Implementation of key pilot projects
- Suggestions and Practical Guidelines for reorganization and reengineering of the new services.
- Standards, Guidelines and Manuals for public agencies in implementing the e-Government program
The main tracks of e-Government Services

Four main tracks of electronic services in the public agencies:

Track 1: Online Information Services: (G2G) (G2C) (G2B)

Track 2: Simple Transaction Services: (G2C) (G2B)

Track 3: Payment Gateway: (B2G) (C2G) (Electronic Funds Transfer)

Track 4: e-Procurement: (G2B)
Pilot Projects

Track 1. Online Information Services:
(G2G) (G2C) (G2B)

- Online Financial Information
  (Implemented by Bank of Thailand)
- Online Information for Investment and Industrial Linkages (e-Investment & Industry)
  (Implemented by Office of the Board of Investment)
- National Statistical Information (e-NSO)
  (Implemented by National Statistical Office)
- e-Parliament
  (Implemented by the Secretariat of the House of Representatives)
Track 2. Simple Transaction Services:
(G2C) (G2B)

- Online Company Registration
  (Implemented by Dept. of Commercial Registration)

- Electronic-Counter Service
  (Implemented by Communications Authority of Thailand)
Pilot Projects (cont’d)

Track 3. Payment Gateway: (B2G) (C2G)
Secure funds transfer methods to Government treasury

• Payment of VAT return,
• Income Tax filing,

• Key Agency
• Revenue Department
Pilot Projects (cont’d)

Track 4. e-Procurement: (G2B)

- Provision of online information on procurements by public agencies
- Government participating in the e-Commerce activities (including auctions, reverse auctions, market exchanges)

Key Agency
- Office of the Prime Minister
- Office of the Auditor General
Thank you for your attention.

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