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Thailand

**DIGITAL AND SMART GOVERNMENT: INITIATIVES, STRATEGIES,  
APPLICATIONS AND IMPACTS**

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# Digital and Smart Government: Initiatives, Strategies, Applications and Impacts

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# National Economy and Society Development Policy and Plan



*Digital Law and Standard,  
Cybersecurity*

6. Build trust and confidence in the use of digital technology

*High-speed network development*

1. Develop countrywide high-efficiency digital infrastructure



*Digital SMEs, Digital Manufacturing,  
Digital Agriculture, Digital Services,  
Digital Technology and Content Industry*

5. Develop workforce for the age of digital economy and society

*Digital Manpower, Digital Literacy*



**Strategies**

2. Drive the economy with digital technology



*Digital Community, Digital Learning  
and Knowledge, Digital Health*

4. Transform the public sector into a digital government

*Government Transformation*

3. Build an equitable and inclusive society through digital technology



## Strategy 4

# Transforming the government sector into digital government transparent, convenient, fast, and inter-connected



- Government services are provided to the citizens and entrepreneurs in all sectors timely and accurately.

The citizens can access government data conveniently and appropriately, encouraging transparency and citizens' participation.

- The fundamental digital government infrastructure, data storage, and database management are all integrated and not complicated, which can support inter-agency operations and public service provision effectively.



### 4.1

Providing smart services which are citizen-driven

### 4.2

Transforming government operations with digital technologies to ensure effectiveness and good governance

### 4.3

Supporting useful open data and making the citizens participate in the open government process, which leads to Digital Thailand

### 4.4

Developing the Government Service Platform to support application development or new forms of fundamental services of all government agencies

# Thailand Digital Government Development Plan (2023 - 2027)

## “Towards Convenient, Transparent, Resilient and Responsive Public Services”

Vision

Objectives

KPIs

Agile Government

Responsive Government

Enhance Competitiveness

Open Government & Trust

1. People's satisfaction in using government digital services is not less than 85 percent      2. Thailand's EGD I is not lower than 40<sup>th</sup> place

1

Enhancing the digital transformation of the government sector for flexible management and expanding to local government agencies

**Common Services:** Provide government agencies with seamless access to necessary data across government and common services infrastructure

**Foundation:** Improve public workers' digital skills and competencies to enhance the quality and efficiency of service delivery to citizens

2

Making public services more convenient and accessible with digital technologies



**Public Welfare:** Ease access to personalized welfare services via a single integrated platform



**Education:** Enhance learning opportunity via e-Education platform and improve educational services with an integrated student and teacher database



**Public Health:** Improve access to health services and enhance the efficiency of health services delivery via standardized data exchange



**Environment:** Provide convenient access to environmental information and warnings via an integrated environment platform

3

Promoting ease of doing business and value creation with digital technologies



**Agriculture:** Provide farmers with access to productive farm inputs via an agricultural data platform



**SMEs:** Facilitate B2G transactions and SMEs access to comprehensive data to enhance their competitiveness



**Labour:** Equip workers with future-ready skills, improve their wellbeing, and address labour market mismatch via an integrated data and platform



**Tourism:** Provide travel agencies with timely and comprehensive data via an integrated data platform to facilitate upgrading of the tourism sector

4

Facilitating open government through citizen participation and open government data



**Transparency and Public Participation:** Promote citizen engagement via open data and e-participation platform to improve government transparency



**Justice:** Ensure convenient, transparent and equal access to justice procedures through data and communication channels integration

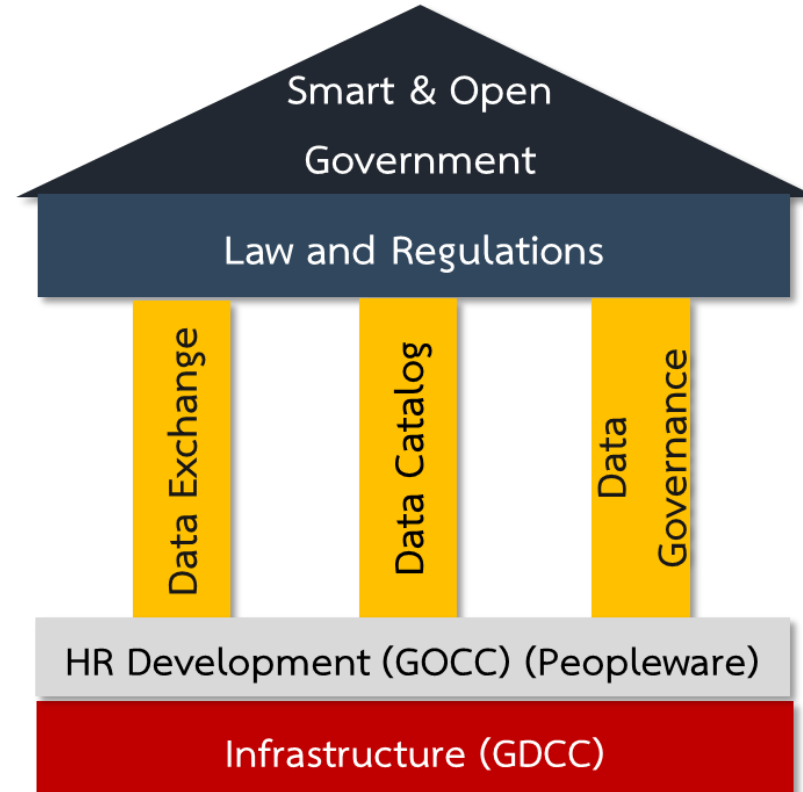
Strategies

# Achievements



ThaiID application

Data Sharing + Open Data + Big Data



Government Data Center and Cloud Service

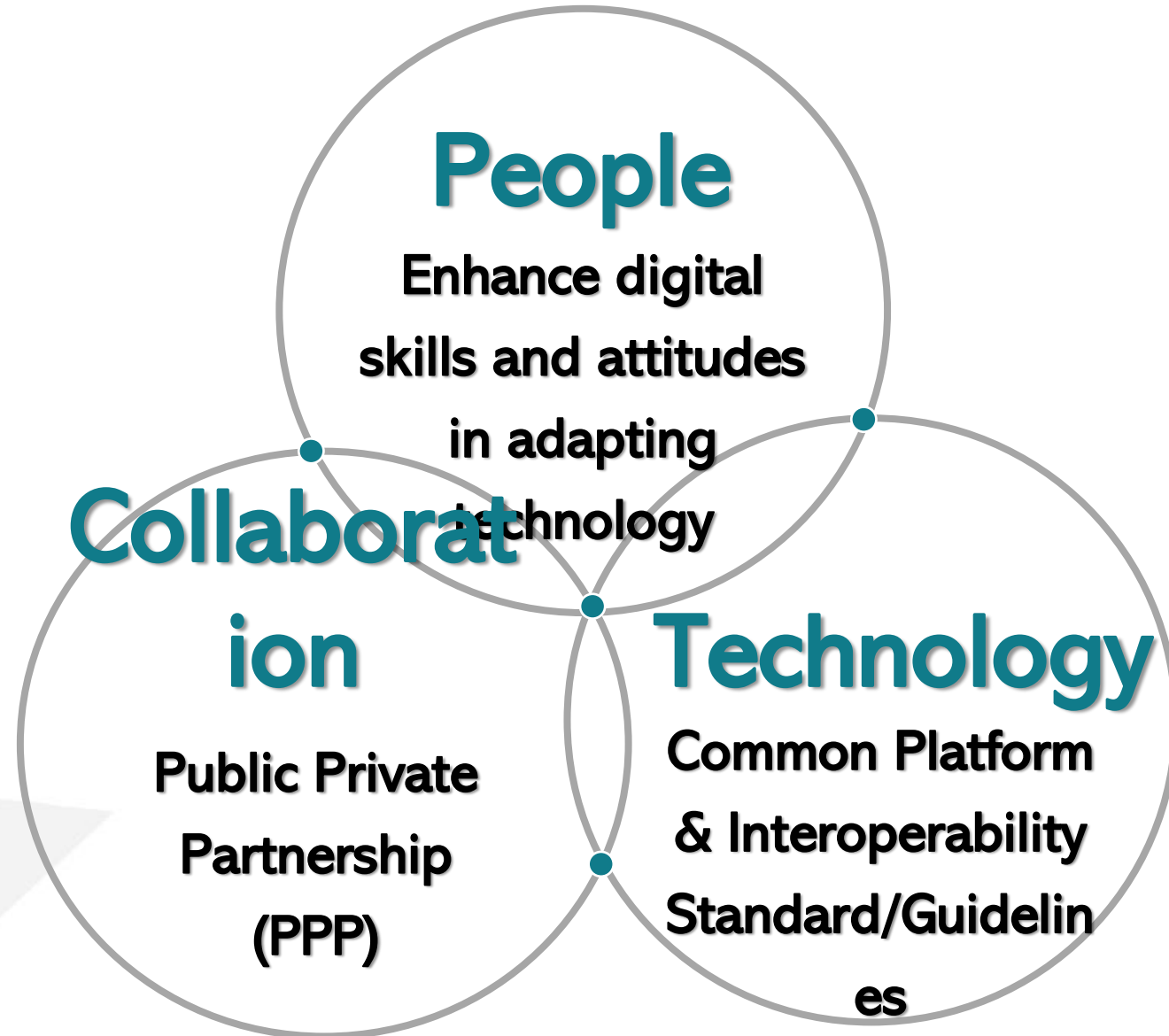


Government Big Data Institute



ThailandPlus application

# Key Success Factors





**THANK YOU**