

LIVE

Public Conference

One Platform for Foreigner Roadmap (2023 – 2027)

Tuesday, January 25, 2022

09.00 – 10.30

Live on  DGA Thailand

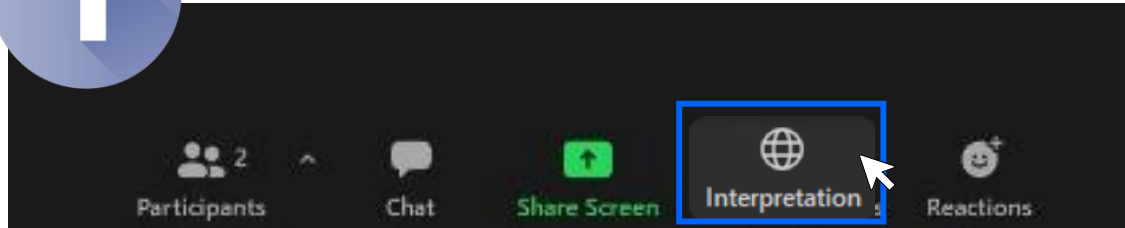
“นำภาครัฐสู่การเป็นรัฐบาลดิจิทัล”
Orchestrating Digital Government Transformation



DGA
Digital Government Development Agency

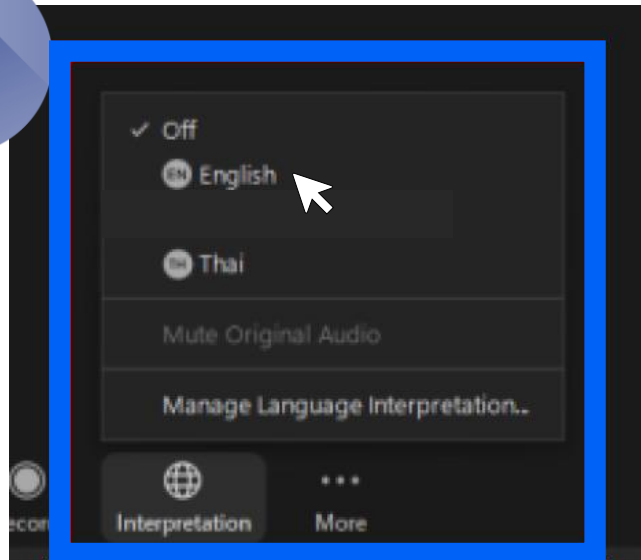
How to use interpretation via 'ZOOM Webinars'

1



Please click 'Interpretation' button (at the tab below the center of the computer screen).

2



Then, there will be options for languages you would like to listen (here is Thai and English).

All the presentation will be held in Thai.
To listen to English (by interpreter), please select English option.

Public Conference Agenda

9.00 – 9.15

Opening speech by **Dr. Supot Tiarawut**,
President of Digital Government
Development Agency

9.15 – 10.10

Presentation of
“One Platform for Foreigner Roadmap”

10.10 – 10.20

Break

10.20 – 11.40

Group hearing about
**“The Direction of Services for Foreigners
Development”**

11.40 – 12.00

Summarize the results of group hearing
and close the meeting

Download Presentation Slides



QR Code Link:
<https://bit.ly/33xq7Jm>

✓ **Thai**
✓ **English**



Public Conference
'One Platform for Foreigner'
(2023 – 2027)

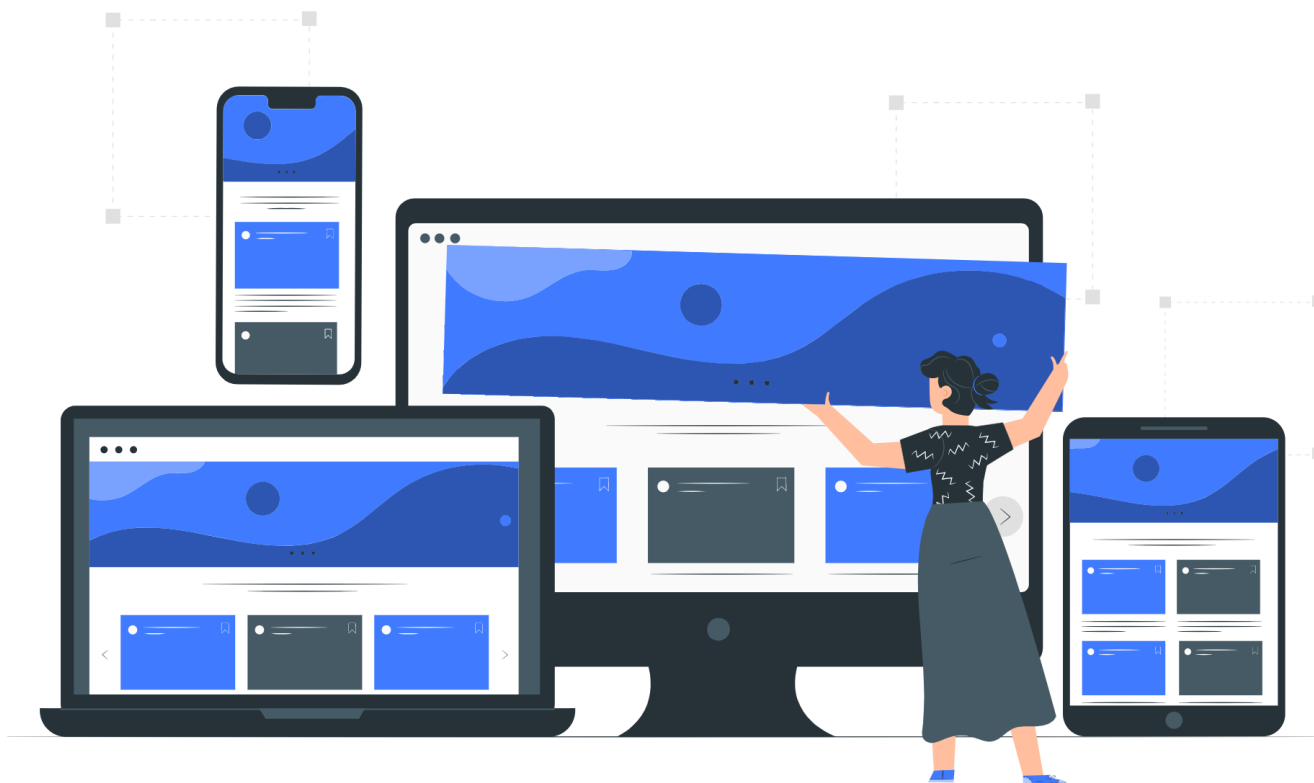
January 25, 2022



Dr. Supot Tiarawut



President & CEO,
Digital Government Development Agency



One Platform for Foreigner

“Gateway for All Official Thai Government’s Foreigner Services”

One Platform for Foreigner is one of the main factors that contribute to the digital government service development

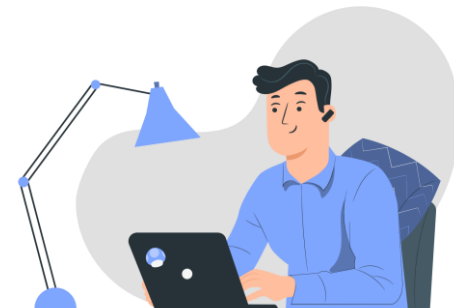


**Total Foreigner
45.8 million people**



Tourist

39.92m or 90.33% of total foreigners generate revenue of 17% of Thai GDP

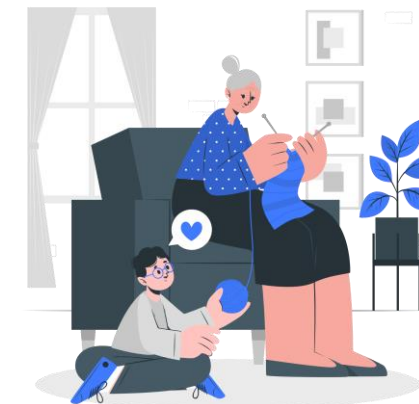


Labor

2.96m or 6.69% of total foreigners generate 7.87% of total Thai labor force

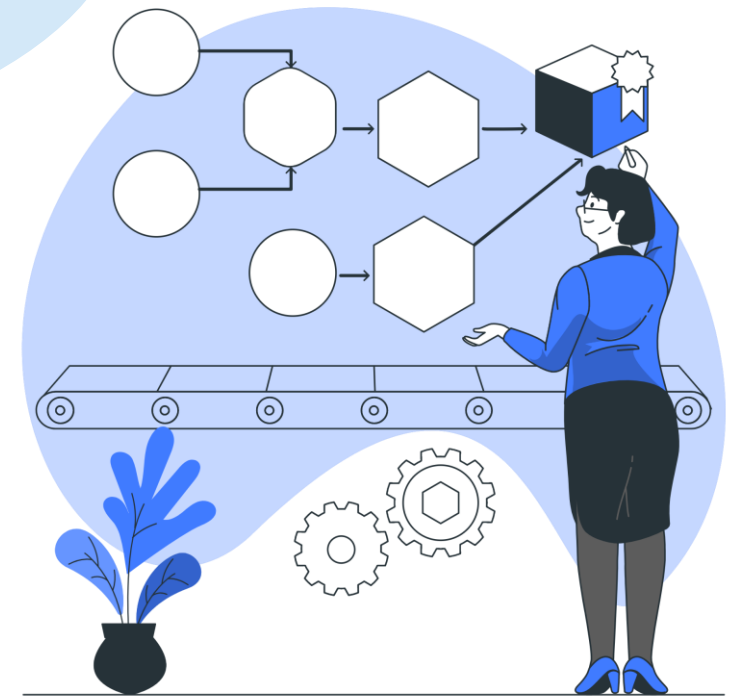
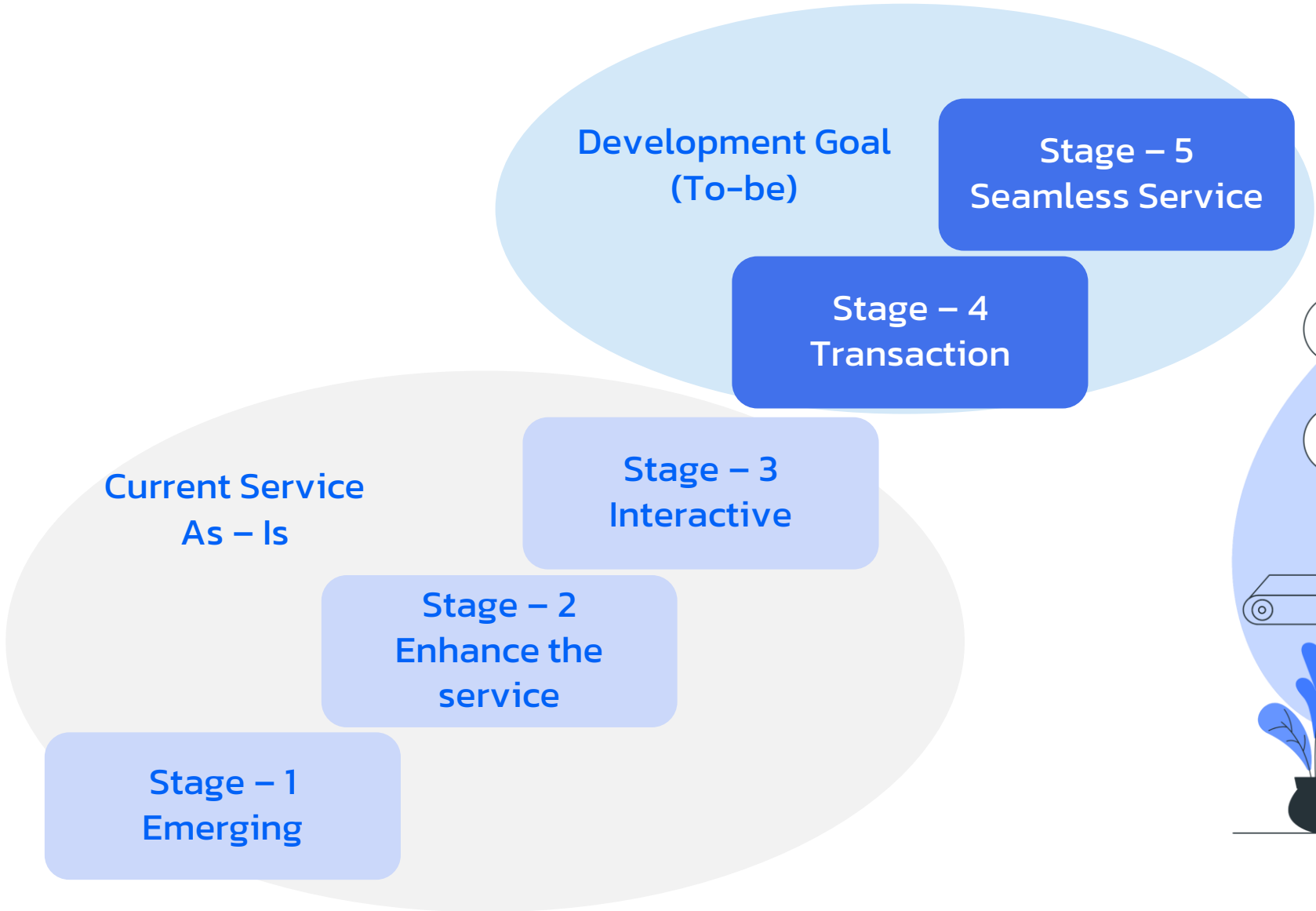


Business and Investors generate FDI accounted for 5% of Thai GDP



Student and long-term residence increase domestic consumption

Stages of E-Government Model

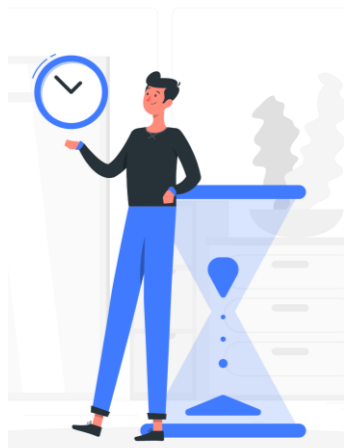


Advantages perceived by foreigners and government agencies from the 'One Portal for Foreigners Roadmap' (2023–2027)

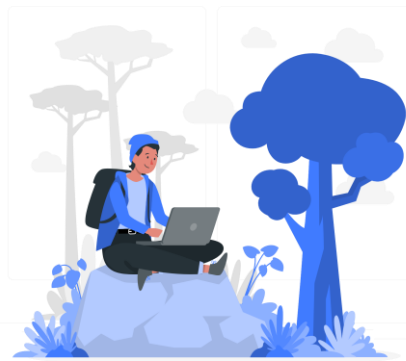
What will foreigners get?



Ease of using government services through digital platforms



Save time and cost



Be able to access services at anytime

What will government agencies get?



Standardize digital service development



Reduce redundancy in the working process



Increase service accessibility

Meeting Objectives



To **present and discuss** about the roadmap with related agencies



To get **comments and feedbacks** toward the roadmap

Issues for Discussion



System capability



Service linkage direction



Issues that need support from DGA/government agencies

1

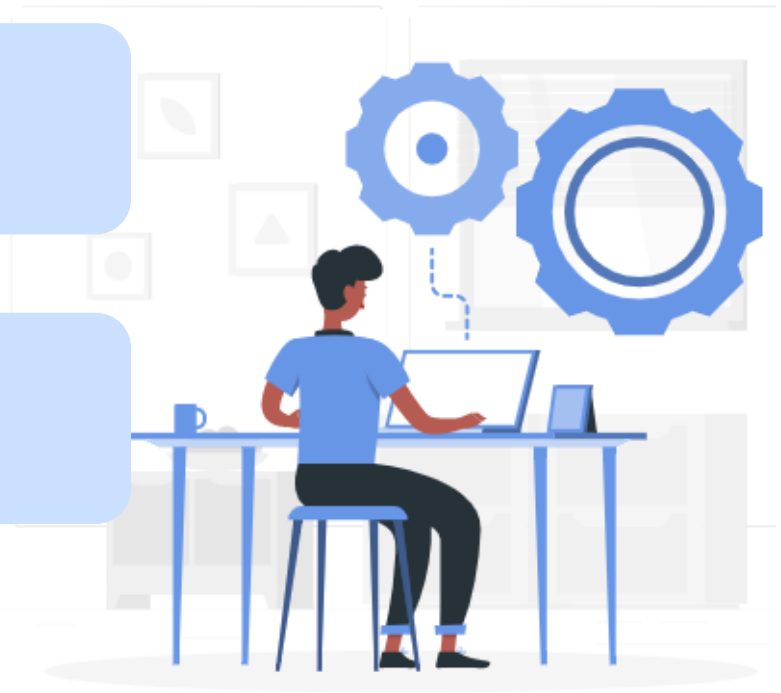
Pain point of government services and foreigners' service expectations (**Gain Point**)

2

Example of the **digital platform development** in other countries

3

One Platform for Foreigners Roadmap
(2023 – 2027)



The purpose of the online survey, interviews and focus groups is to gather information about Thai government service for foreigners.



Overview of Online Survey

Respondents
2,139 people



Every **age group**



Online Survey
Service pain points and expectations of 2,139 foreigners



Every **travel propose**



Respondents from **63 nationalities**

Government agency interview
Gather the information and interview 31 government agencies

Focus group
Meeting with government agencies, private agencies, and foreigners in a total of 200s people



Currently, foreigners encounter various pain points in Thai government services.

“What document is required for the entry?...”

“ Have to take the day off to get the work permit renewal...”

“What document is required to get the permits?...”

“What document is required to renew the retirement visa?...”

“Don’t know where to search for information...”

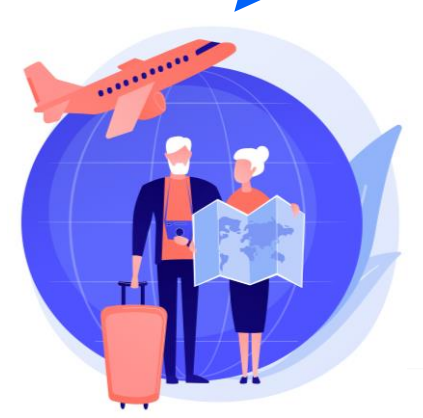
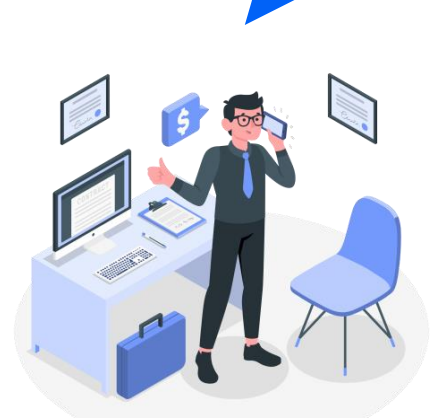
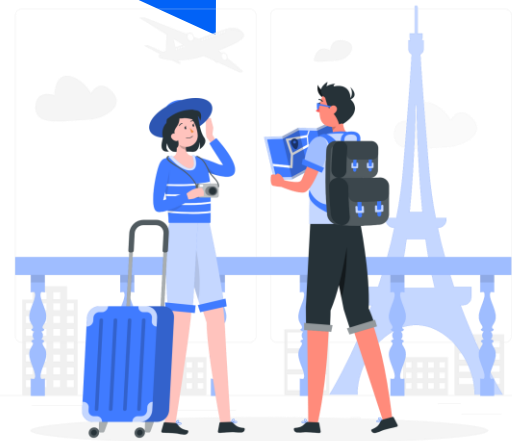
Need a clear detail in entry procedures to Thailand

Need government services to be online

Need clear information on permit application procedures

Need a clearer information about retirement visa renewal

Need an accurate and sufficient information



Tourist

Labor

Business and Investor

Long-term resident

Student

From the study on current government services for foreigners in Thailand, there are 4 main pain points and 4 gain points.

Pain Points of Thai Government Services

1



Difficulties in **Collaboration of government agencies** to link services

2



Limitation in Laws and Regulations in information exchange between agencies

3



Some government services are **not fully digitized**

4



Digital service development still **lacks continuity in development**

Gain Points Expected by Foreigners

1



One-Stop Service

2



Having the services to **provide convenience in doing transaction**

3



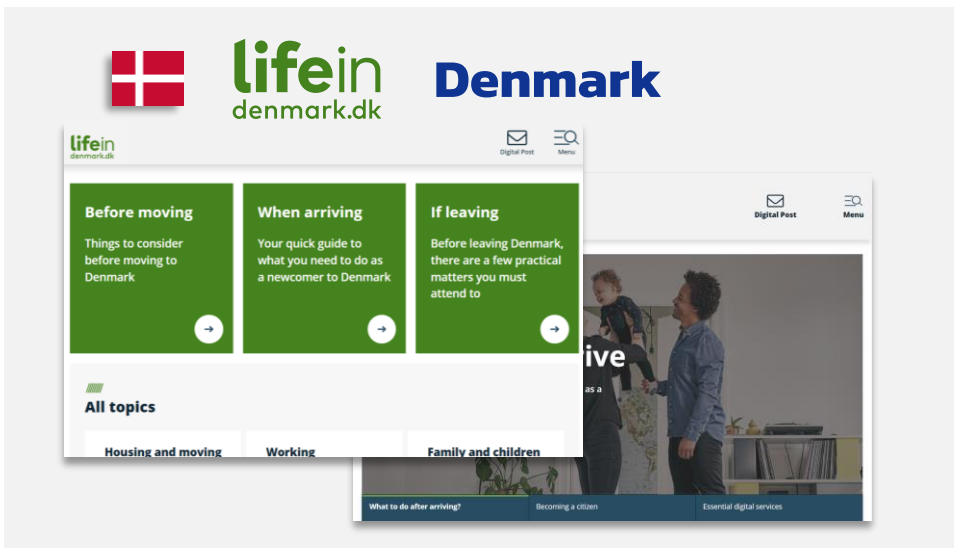
Systematic data collection

4



Convenient identity verification

Leaders in digital government have developed the central portal to gather information and services for foreigners within the same place



Website lifeindenmark.borger.dk categorizes services according to journey stages, making it easier to find information

- ✓ Categorize services to make finding information easier
- ✓ Group services in the form of a guide to living in Denmark
- ✓ Direct marketing to a target group of foreigners



Website newzealandnow.govt.nz categorizes services according to the type of stay, making it easier to find information

- ✓ Categorize services to make finding information easier
- ✓ Direct marketing to a target group of foreigners
- ✓ Provide personalized newsletter service for foreigners

Denmark's central portal for foreigners stands out because of its easy-to-search service categorization and webpage display



All topics

| | | | |
|---|---|---|---|
| Housing and moving → Conditions for foreign citizens' acquisition of Danish citizenship → More ... | Working → Holiday allowance → Recognition of foreign qualifications → More ... | Family and children → Child allowance → If you wish to get married in Denmark → More ... | Economy and tax → Tax matters and what taxes are spent on → Taxation on purchase and sale of real property → More ... |
| School and education → Framework for the primary school → Admission to higher education in Denmark → More ... | Healthcare → Health insurance card → More ... | Travel and transport → Purchase and sale of a motor vehicle → How to obtain a driving license in Denmark → More ... | Pension → State Pension → ATP Livslang Pension → More ... |
| Rights → Elections in Denmark → Fourteen-day cooling-off period → More ... | Leisure and networking → Facts about Denmark → Top 25 Dictionary of official terms → More ... | Digital services → NemID → Digital Post → More ... | |

Easy-to-search category

What to do before moving?

You are considering Denmark as a place to live. Perhaps you have a lot of questions about actually moving to Denmark. What do you need to do in advance and what are your options? This guide offers an overview of the most important things to do and consider.

Find out if you need to apply for a residence permit

A residence permit allows you to reside in Denmark.

Before you move to Denmark and start working, you need to find out whether you are required to apply for a residence and work permit or not. The conditions for a permit vary according to the purpose of your stay.

If you are coming to work in Denmark, you need to find out what you need to do before you apply for a residence permit. It is important to know what you need to do before you apply for a residence permit. It is important to know what you need to do before you apply for a residence permit.

Display the page title so that users know what they are reading at the moment

Set topics as a guide of living in Denmark, allowing users to know what services they need

Use illustrations to make the content easier to find and understand

New Zealand's central portal for foreigners stands out because of its easy accessibility and good service categorization, media, and marketing

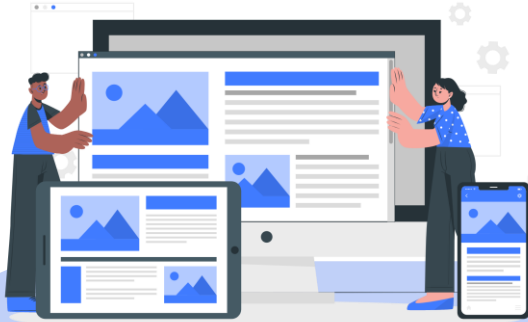


Categorize services according to purpose of stay, making it easier to access services

Using articles and videos to reach out to foreigners

Provide newsletter service, allowing users to get up-to-date information

One Platform for Foreigner Roadmap (2023– 2027)



Foreigners

Website/ Platform/ Application of each service provider

Service channel: Desktop Mobile / Tablet

One Platform for Foreigner

Quick Win and the Phase 1 "End-to-End Digital Journey" (2022-2023)

Quick Win 2022

Discuss the operational guideline among the agencies

Phase 1 2023

Enhance, develop, or link services to provide **tourists** with an end-to-end digital journey experience

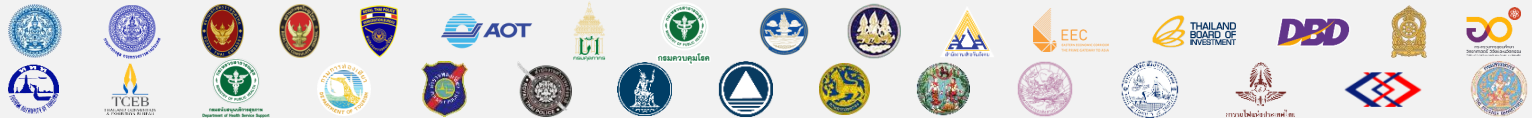
Phase 2 "Foreigner Platform" (2024 – 2025)

- **Develop the digital platform** to connect service data with government agencies
- **Co-develop new services**
- Enhance, develop, or link services to provide **labors, businesspeople and investors** with an end-to-end digital journey experience

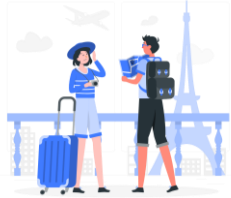
Phase 3 "One-Stop Service Platform" (2026- 2027)

- Continue developing digital platform to provide **One-Stop Service**
- **Co-develop new services**
- Enhance, develop, or link services to provide **students and long-term residents** with an end-to-end digital journey experience
- **Digital ID** for foreigners development

Connect with 31 service provider agencies



Features of One Platform for Foreigner



Tourist



Labor



Businessperson and investor



Long-term resident



Student

Service Channel



Desktop



Mobile / Tablet

One Platform for Foreigner

One Stop Service

Personalization

Functionality



Request/apply for permits



Online booking



Eligibility checking



Payment



Report/Complain



Q&A and consultation



Information searching



Single sign on



Service status tracking



Language availability

Link data among the government agencies to provide service for foreigners

Service providers

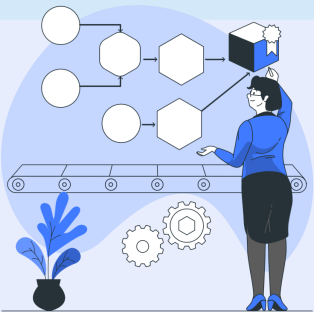


Important outcome of each phase in One Platform for Foreigner Roadmap

One Platform for Foreigner

Quick Win and the 1st phase "End-to-End Digital Journey" (2022-2023)

- Services for **tourists** are available in English
- **Reprocess** government services for digitization
- Publish **guideline/standard** for service interoperability
- Start to develop **Single Sign-On**



2nd phase "Foreigner Platform" (2024 – 2025)

- Develop **central platform**
- Develop new digital services for **labor, businessperson, and investor**
- **Link data** between platform and related agencies
- Develop **Single Sign-On**



3rd phase "One-Stop Service Platform" (2026– 2027)

- Continue to develop the platform with additional **services for every foreigner**
- Develop new digital services for **students and long-term residents**
- Develop foreigners' **Digital ID**



11 categories of government service related to foreigners



Visa



Traveling



Labor



Business



Education



Healthcare




Finance and Tax



Residence



Family



Transportation



Security

Selected key government services to be developed on the digital platform, 'One Platform for Foreigner'

Phase 1

Quick win*

- Information about traveling to Thailand during COVID-19
- Information and notifications about COVID-19 infection
- State quarantine information and reservation

VISA

- Visa application
- Thailand Pass
- T.8 form (Health Declaration Form)

Tourism

- Thailand travel information
- Travel agency license check
- Q&A to assist tourists

Healthcare

- Information about hospitals in Thailand

Finance and Tax

- Information about exchange rate and living cost
- VAT refund

Quick win : Co-develop with 3 agencies
Phase 1 : Co-develop with 12 agencies



Phase 2

VISA

- Visa extension and extension request
- Notifying of staying in the Kingdom for more than 90 days
- Travel document for aliens / emergency certificate issuance

Business

- Investment information in Thailand
- Investment promotion application
- Requesting/checking certificates in English

Labor

- Employment information and recruitment
- Applying for/Renewing Work Permits
- Changes in license entries

Security

- Information and purchasing insurance

Phase 2 : Co-develop with 11 agencies



Phase 3

Transportation

- Issue and renew your driver's license.
- Permission to bring foreign cars to use in the country
- Domestic transport information

Family

- Registration of marriage
- Naturalization
- Notification of relocation of domicile

Accommodation

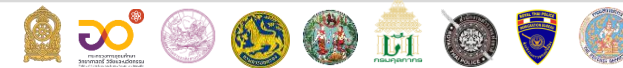
- Information on the ownership of the alien's suit and land
- Rent/buy accommodation

Education

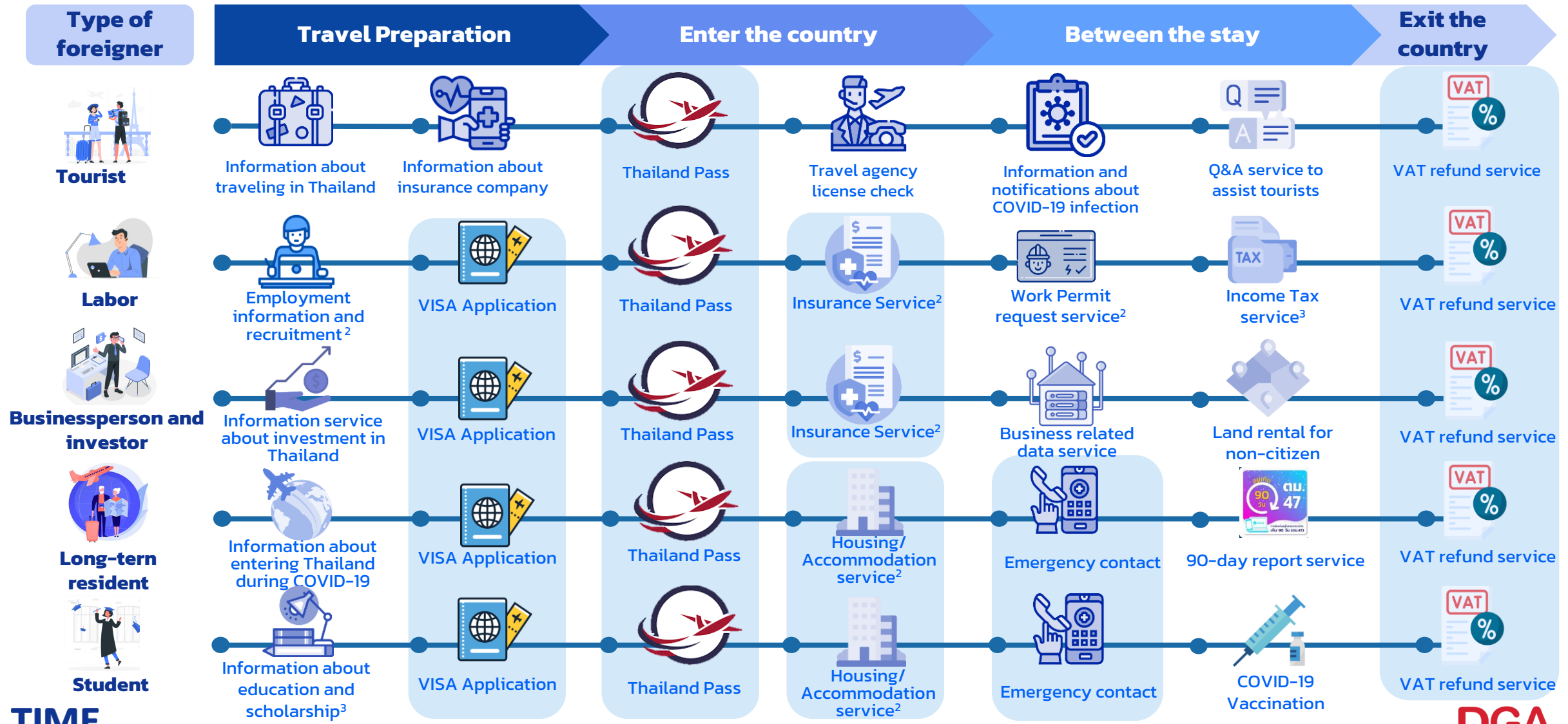
- Education and scholarship information
- Degree equivalency assessment application

*Other additional services

Phase 3 : Co-develop with 9 agencies



The selected services cover the entire travel journey of foreigners, providing an end-to-end digital experience while using services



² service in the 2nd stage

³ service in the 3rd stage

Phase 1 (2022 – 2023) : Enhance the service with high readiness and enhance quick win service to support the tourists

“Enhance the service with high readiness, and resolve service pain for foreign tourists”

Tourist

- In 2019, there were 39.92 million tourists in Thailand which account for 90.33% of total foreigners.

Readiness of service provider

- The service providers have the highest readiness to service the tourist.

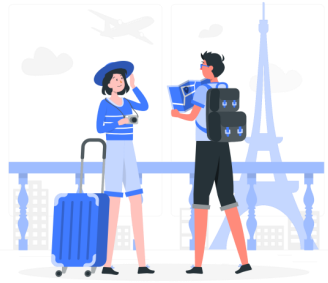
Foreigners’ pain points

- Unclear entry to Thailand procedures

Phase 1 (2022 – 2023)



- Enhance 13 existing services to help resolve service pain point
- Preparation for developing 7 new services for tourists and link 25 services



Selected key government services to be developed in Phase 1

Enhance existing services

13 services

VISA

- E-Visa application
- Visa application status tracking
- Thailand Pass QR code

Tourism

- Amazing Thailand Application
- Travel agency license check
- Aid service for tourists
- Review, suggest, or complain service about tourism

Healthcare

- Information and notifications about COVID-19 infection
- Emergency contact for COVID-19 cases
- COVID-19 risk monitoring and assessment
- Information about accredited hospitals
- Alternative state quarantine reservation
- Inform COVID-19 test results via MorChana application

Cooperate with 7 agencies



Link services and information

Example

25 services

VISA

- Information about visa application
- Download visa application form
- COE (Certification of Entry)
- T.8 (Health Declaration Form)

Tourism

- Information about traveling in Thailand
- Information about attractions and traveling experiences
- Information about convention and exhibition in Thailand
- Information about procedures of entering Thailand during COVID-19

สาธารณสุข

- Registration for COVID-19 vaccination
- Information about state quarantine

Security

- Emergency contacts
- Foreign consular/embassy in Thailand name list

Finance and Tax

- VAT Refund
- Exchange rate information

Cooperate with 10 agencies



Newly developed services

7 services

VISA

- Information about eligible countries for Thai visa exemption
- Visa types and characteristics
- Q&A service about visa application

Tourism

- Information about tax-free products and places
- Information about accredited health agencies
- Q&A for foreign tourist

Healthcare

- Thailand's COVID-19 alert notification service

Cooperate with 3 agencies



Phase 2 (2024-2025): Develop new online service for labor and investors

“Develop services for labors and investors on the Platform”



Labor

- In 2019, Thailand has 2.96 million foreign workers, accounting for 6.69% of the total foreigners
- Because most government services are available offline, a new online solution is required.



Investors

- In 2019, foreign investors account for 5% of total investment in Thailand
- Majority of government services are available online, while others are currently being developed

Phase 2 (2024-2025)



- Develop 13 new online services for laborers, businesses, and investors
- Enhance 8 existing services
- Link 33 services to the platform

Selected key government services to be developed in Phase 2

Enhance existing services

8 services

VISA

- Download TM7 form to extend one’s stay in Thailand
- Notification of staying in the Kingdom over 90 days

Labor

- Procedures and places to apply for work permits
- E-work permit system for CLM workers

Business

- Juristic person certification in English request service
- Foreigner’s commercial land lease Information and industry

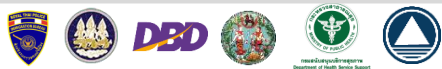
Healthcare

- Treatment services according to the programs provided by hospitals

Security

- Insurance purchase service for foreigners

Cooperate with 6 agencies



Link services and information

Example

33 services

VISA

- Information about changing a type of visa
- Information on requesting and renewing an alien identification certificate
- Information for filing an alien travel document

Labor

- Information about recruitment
- Information about work permit application
- Download work permit form

Business

- Information about investment in Thailand
- Appointment service to receive BOI’s advisory
- EEC – One Stop Service platform
- License inspection service in English
- Investor promotion application

Healthcare

- Information about hospitals’ treatment programs
- Health tourism package information

Security

- Information about health insurance for long-stay visa

Cooperate with 10 agencies



Newly developed services

13 services

VISA

- Online service for visa extension
- Passport application service
- Issuing emergency travel document online
- Online passport Change request Service

Labor

- Job matching for foreign workers
- E-work permit application for foreigners
- Booking service for work permit application
- Online service on work permit for alterations
- Online service on work permit for extension
- Booking service for foreign worker’s health checkup

Tourism

- Information about accredited health tourism companies
- Reservation for licensed travel agencies

Cooperate with 4 agencies



Phase 3 (2026–2027) : Develops services for student and long-term resident

“Develop services for student and long-term resident”

Main foreigner group

- Students and long-term residents stay in Thailand for long periods of time, contributing to the Thai economy through consumption

Readiness of service provider

- Less information and service collected or updated.
- Legislation issue for developing online services

Foreigners’ pain points

- Insufficient data connectivity
- English and Chinese are not supported
- Not share the same standard for providing service throughout

Phase 3 (2026–2027)



- Develop the platform to become a ‘One-stop service’
- Develop Digital ID for foreigners
- Develop 6 new services
- Enhance 15 existing services
- Link 18 services to the platform



กรอบแนวทางบริการภาครัฐสำคัญที่บนพอร์ทัลกลางเพื่อชาวต่างชาติ ในระยะที่ 3

Enhance existing services

15 services

VISA

- Download TM6 form for entry/exit Thailand

Education

- Information about higher education institutions
- Download Degree equivalency assessment form

Family

- Booking service for marriage registration
- Naturalization
- Booking service to notify change of domicile

Transportation

- Information about car purchasing/registration and car tax payment
- Paying fine for traffic violations
- Procedures about paying fine for traffic violations
- Information about traffic rules in Thailand
- Information about traffic violations in Thailand

Finance and Tax

- Personal income tax filing

Cooperate with 7 agencies



Link services and information

Example

18 services

Education

- Information about curriculum in Thailand
- Information about educational scholarship

Housing

- Information on alien ownership of condominium units and land

Transportation

- Information about driving license application
- Services regarding the use of foreign cars
- Transport and Traffic Infrastructure information
- Train station information
- Ticket information and fares

Security

- Information about prohibited and restricted goods
- Information about items to be declared at the baggage screening
- Information about prohibited and restricted goods penalties

Finance and Tax

- Information about filing tax for foreigners
- Information about personal income tax in Thailand

Cooperate with 9 agencies



Newly developed services

6 services

Education

- Information about studying in Thailand
- Information about career opportunities in Thailand after graduation
- Q&A about education in Thailand

Housing

- Information about accredited accommodations

Transportation

- Booking service for foreigner's driving license application

Cooperate with 4 agencies



Group Hearing



The focus group is divided into 5 groups as follow:

Group 1
Visa, Healthcare, and Security

9 Public Agencies
Immigration / Consular / MFA / HSS MOPH / DDC / Tourist Police / Royal Thai Police / AOT / Customs

3 Private Agencies
TGIA / The Private Hospital Association / BDMA Wellness Clinic

Group 2
Transportation and Tourism

9 Public Agencies
MOTS / TAT / TCEB / DLT / DOT / BKK / MRTA / Railway / Port

9 Private Agencies
TEA / TTAHA / Other associations

Group 3
Finance and Tax, Business, Labor, Family, and Accommodation

10 Public Agencies
EEC / BOI / DOE / DOL / DOPA / SSO / RD / DBD / BOT

4 Private Agencies
TBA / TCC

Group 4
Education and Digital

8 Public Agencies
MOE / MHESI / MDES / ETDA / NCSA / PDPA / DEPA / DCT

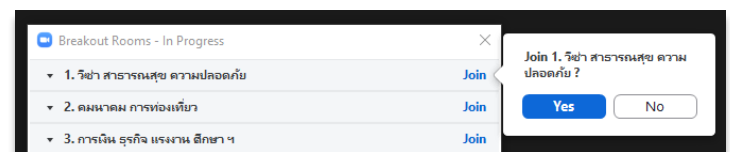
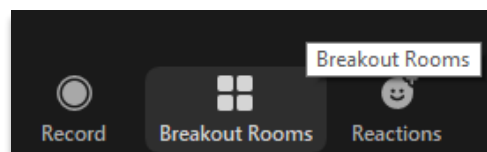
10 universities
Public and private universities

Group 5
Foreigners

31 Private Agencies
Foreign Chamber of Commerce / International Organization / Language School / Foreign representatives e.g. International student, foreign workers, tourists

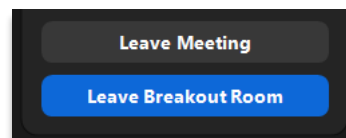
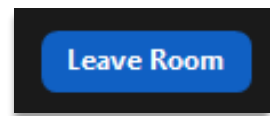
How to enter Breakout Rooms

1. Click "Breakout Rooms"
2. Select the related room ,click "Join" and "Yes"



How to exit the Breakout Rooms (to main room)

1. Click "Leave Room"
2. Click "Leave Breakout Room"



One Platform for Foreigner Roadmap (2023– 2027)



Foreigners

Website/ Platform/ Application of each service provider

Service channel: Desktop Mobile / Tablet

One Platform for Foreigner

Quick Win and the Phase 1 "End-to-End Digital Journey" (2022-2023)

Quick Win 2022

Discuss the operational guideline among the agencies

Phase 1 2023

Enhance, develop, or link services to provide **tourists** with an end-to-end digital journey experience

Phase 2 "Foreigner Platform" (2024 – 2025)

- **Develop the digital platform** to connect service data with government agencies
- **Co-develop new services**
- Enhance, develop, or link services to provide **labors, businesspeople and investors** with an end-to-end digital journey experience

Phase 3 "One-Stop Service Platform" (2026- 2027)

- Continue developing digital platform to provide **One-Stop Service**
- **Co-develop new services**
- Enhance, develop, or link services to provide **students and long-term residents** with an end-to-end digital journey experience
- **Digital ID** for foreigners development

Connect with 31 service provider agencies



Phase 1 (2022 – 2023) : Enhance the service with high readiness and enhance quick win service to support the tourists

“Enhance the service with high readiness, and resolve service pain for foreign tourists”

Tourist

- In 2019, there were 39.92 million tourists in Thailand which account for 90.33% of total foreigners.

Readiness of service provider

- The service providers have the highest readiness to service the tourist.

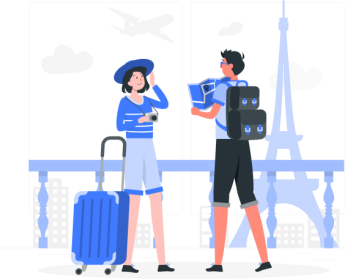
Foreigners' pain points

- Unclear entry to Thailand procedures

Phase 1 (2022 – 2023)



- Enhance 13 existing services to help resolve service pain point
- Preparation for developing 7 new services for tourists and link 25 services



Phase 1 focuses on the services for tourists covering the entire journey



Phase 2 (2024-2025): Develop new online service for labor and investors

“Develop services for labors and investors on the Platform”

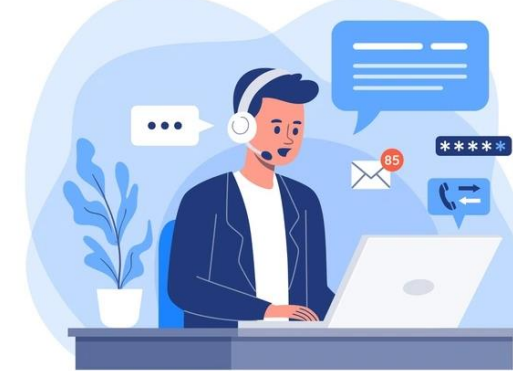
Labor

- In 2019, Thailand has 2.96 million foreign workers, accounting for 6.69% of the total foreigners
- Because most government services are available offline, a new online solution is required.

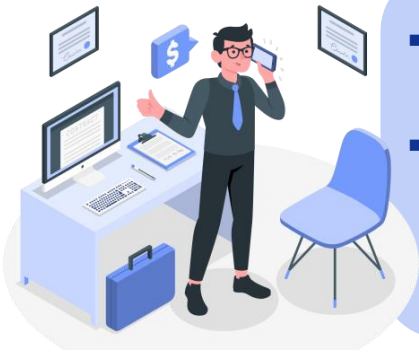
Investors

- In 2019, foreign investors account for 5% of total investment in Thailand
- Majority of government services are available online, while others are currently being developed

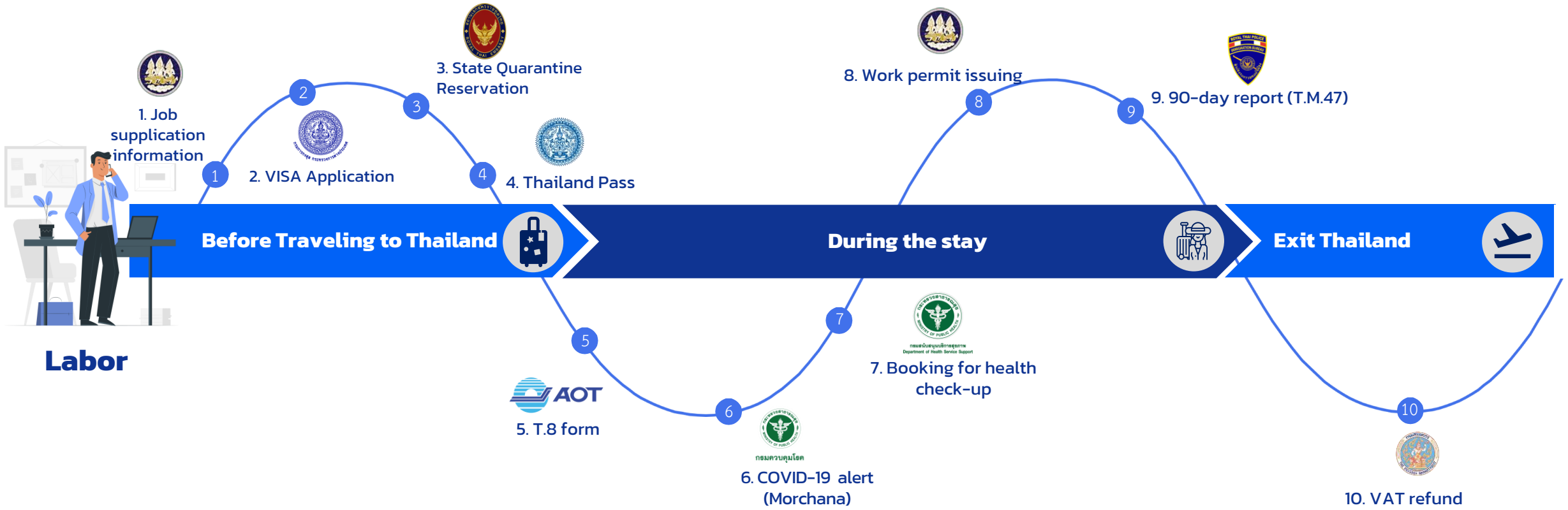
Phase 2 (2024-2025)



- Develop 13 new online services for laborers, businesses, and investors
- Enhance 8 existing services
- Link 33 services to the platform



Phase 2 develops new services for labor and investors covering the entire journey



Labor

Additional service

- Insurance Service
- Accommodation rental service
- Information and reservation for tour guide
- Healthcare service

- Change VISA type
- Extend the stay and VISA
- Change passport book
- Issue and renewal of identity document
- Permanent Residency Request
- Information about land rental for commercial and industrial purpose
- Issue emergency passport
- Issue alien passport

- VAT refund

Phase 2 develops new services for labor and investors covering the entire journey

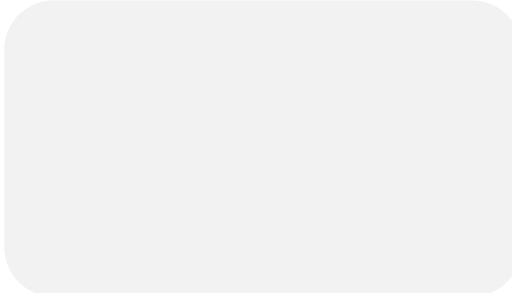


Additional service

- Insurance Service
- Accommodation rental service
- Information and reservation for tour guide
- Healthcare service

- Change VISA type
- Extend the stay and VISA
- Change passport book
- Issue and renewal of identity document
- Permanent Residency Request

- Information about land rental for commercial and industrial purpose
- Issue emergency passport
- Issue alien passport
- One-Stop e-Port Service



Phase 3 (2026–2027) : Develops services for student and long-term resident

“Develop services for student and long-term resident”

Main foreigner group

- Students and long-term residents stay in Thailand for long periods of time, contributing to the Thai economy through consumption

Readiness of service provider

- Less information and service collected or updated.
- Legislation issue for developing online services

Foreigners’ pain points

- Insufficient data connectivity
- English and Chinese are not supported
- Not share the same standard for providing service throughout

Phase 3 (2026–2027)

- Develop the platform to become a ‘One-stop service’
- Develop Digital ID for foreigners
- Develop 6 new services
- Enhance 15 existing services
- Link 18 services to the platform



Phase 3 develops new services for students and long-term residents covering the entire journey



Phase 3 develops new services for students and long-term residents covering the entire journey



Copyright © 2021 TIME Consulting Co., Ltd., Strictly Confidential.

Public Conference

One Platform for Foreigner Roadmap (2023 – 2027)

Share your opinions & suggestions



QR Code Link: <https://bit.ly/3ApyUch>

or send additional questions/issues:

✉ dga.survey@timeconsulting.co.th

“นำภาครัฐสู่การเป็นรัฐบาลดิจิทัล”
Orchestrating Digital Government Transformation



DGA
Digital Government Development Agency