# DGA
Digital Government Development Agency

# The Next of Digital Government Service
## for Foreigners Roadmap

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Government Service
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**Digital Government Development Agency (DGA)**

# Introduction

The Digital Government Development Agency, or DGA, is a government agency committed with the legal responsibility of facilitating the integration of digital services provided by government agencies to create a One-Stop Service (OSS) for all Thai residents. According to the Digital Government Development Committee, the DGA has been facilitating business and citizen in Thailand. However, when referring to all residents, it is necessary to include foreigners in Thailand. Currently, it is discovered that each government agency's facilitation or provision of government services to foreigners is distinct; not all services have been consolidated into a single point of contact. As a result, it is necessary to improve foreigner service to make it more convenient, as foreigners are critical to Thailand's economy and capabilities.

The DGA has developed a five-year "The Next of Digital Government Service for Foreigners  Roadmap." To establish guidelines for the development of government services for foreigners by developing a central system for countries to collect data and government services to facilitate foreigners' online transactions. Foreigner expectations analysis and leading practice analysis are used to synthesize Thailand's development guidelines and to collect data on foreigner-related services. Additionally, examine the current situation of the relevant government agencies in order to prioritize delivery of services.

DGA gained valuable insights into this The Next of Digital Government Service for Foreigners Roadmap through the cooperation of relevant agencies in the form of comments and suggestions from discussions, in-depth interviews, focus group, and public hearings. This is believed to assist the country in improving the level of service provided to foreigners by facilitating their access to effective and comprehensive government services. Simultaneously, Thai government agencies integrate data and establish joint management and services for foreigners. This is to create value, experience, and a positive image for foreign visitors, as well as to contribute to Thailand's competitiveness on an equal level with other countries.
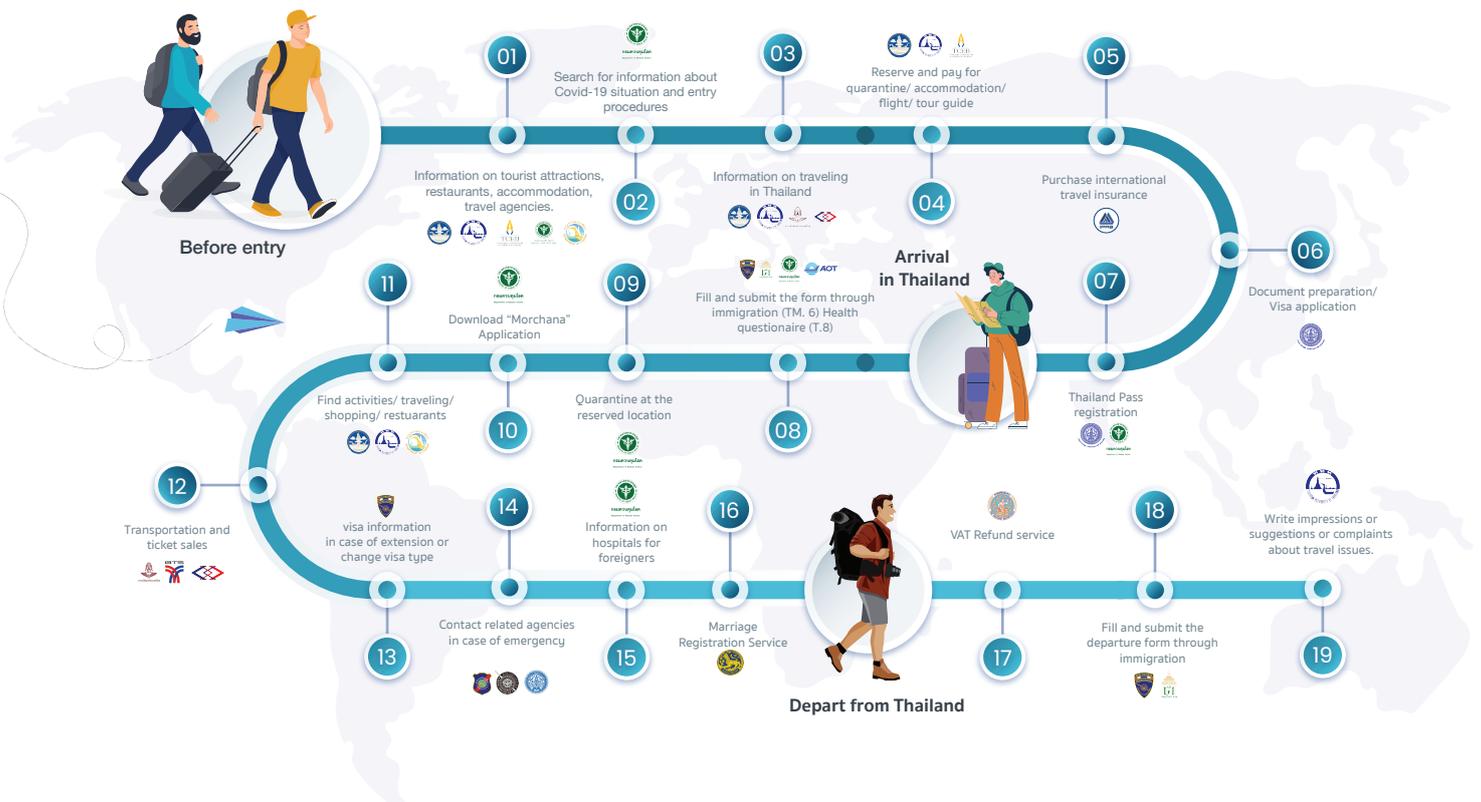
# Foreigners in Thailand

Foreigners in Thailand are classified into five distinct segments: visitors, labors, business people and investors, long-term residents, and students. All foreigners are significant individuals who, like Thai citizens or businesses in Thailand, require convenient access to and utilization of government services.



Tourist

Labor

Business People /Investors

Student

long-term residence

From the point of entering, throughout the trip, while living in the country, and until they depart Thailand, foreigners in all groups seek a variety of services from a variety of government agencies, as well as information, consultation, and access to online government services.



**Before entry**

01 Search for information about Covid-19 situation and entry procedures

02 Information on tourist attractions, restaurants, accommodation, travel agencies.

03 Information on traveling in Thailand

04 Reserve and pay for quarantine/ accommodation/ flight/ tour guide

05 Purchase international travel insurance

**Arrival in Thailand**

06 Document preparation/ Visa application

07 Thailand Pass registration

08 Fill and submit the form through immigration (TM. 6) Health questionaire (T.8)

09 Quarantine at the reserved location

10 Download "Morchana" Application

11 Find activities/ traveling/ shopping/ restuarants

12 Transportation and ticket sales

13 visa information in case of extension or change visa type

14 Contact related agencies in case of emergency

15 Information on hospitals for foreigners

16 Marriage Registration Service

**Depart from Thailand**

17 VAT Refund service

18 Fill and submit the departure form through immigration

19 Write impressions or suggestions or complaints about travel issues.

# Foreigners' expectations and demands

With the changing global situation and context, it is possible to see that foreigners have increased expectations and demands for government online services in the digital age and the "New Normal". Specifically services related to visas, healthcare, and security, as well as tourism. These are services related to entry into Thailand, such as visa application, travel procedures during the Covid-19 pandemic, a list of Thai government-designated quarantine sites, and emergency contact information.

## Services with high demand
### from foreigners according to the survey

**01 VISA Segment**
- Online services on visa application via e-visa
- Online service for visa extension
- Online Notification of staying in the kingdom over 90 days service
- Website to register for Thailand Pass QR code
- TM.6 form (Arrival/Departure Card) service

**02 Healthcare Segment**
- Information about COVID-19 cases in Thailand
- Information about Alternative State Quarantine (ASQ) accommodations
- Information about the healthcare accreditation institute accredited hospitals

**03 Security Segment**
- Contact information for government departments, each country's embassy, and agencies in case of emergency
- Information about hospital for foreigners in case of emergency

**04 Other Segments**
- Information on the entry procedures into Thailand during COVID-19 pandemic
- VAT Refund service
- Information about VAT Refund

Thailand's government agencies are also expected to accelerate the development and resolution of services that only support documents in the Thai language and lack clarity regarding the procedures and documents used in the transaction. Additionally, a central platform/portal will be developed that is a one-stop for services, has a clear service classification, and a single sign-on system.

## Example
## Main pain points encountered by every group of foreigners

### Support only document in Thai

Document to apply for the permission
Need to use the original document to verity the identity

> ### Amend the regulations to support other languages
> - Get rid of difficulty in translation
> - Save the document translation cost
> - Improve the experience of foreigners

### Unclear required document and transaction procedures

Standard of permission application in each agencies should be identical

> ### Amend the regulations/ standards/ guidelines in doing transaction to be clearer
> - Create the alignment in transaction
> - Reduce the transaction time
> - Improve the experience of foreigners

# Relevant agencies and current services

## for foreigners in Thailand

Currently, Thailand has **31 primary agencies** that assist foreigners in entering, residing in, and departing the country

### Preparation

#### Provide information and issue traveling document
MFA | Consular | Embassy | Royal consulate

#### Information about working
DOE | EEC | BOI | SSO

#### Information about business and investment
DBD | BOI | EEC

#### Information about education
MOE | MHESI

### Entry

### During the stay

#### Check and allow people to enter Thailand
Immigration | AOT | Customs

#### Screening and quarantining according to COVID-19 measures
DDC | MOTS | TAT

#### Support tourism
MOTS | TAT | TCEB | HSS | DOT

#### Other service & information
DOPA | DOL

#### Information and service on business and investment
DBD | BOI | EEC

#### Information and service on work
DOE | EEC | BOI | SSO

#### Information and service on status of residence and emergencies
Immigration | Tourist Police | Police

#### Information and service on finance and insurance
BOT | TGIA

#### Information and service on transportation
DLT | PORT | Railway | MRT | AOT

#### Education Certificate
MOE | METSI

**Information Center for Iterative State Quarantine Facilities for Foreigners (ASQ Paradise)**
Supports searching for accommodation information classified as alternative quarantine facilities

**Thai E-Visa**
To facilitate those who wish to enter Thailand to obtain a visa online.

**Thailand VRT Application**
VAT Refund Application

### Departure

#### VAT refund
RD

#### Immigration
Immigration | AOT | Customs

**Online services through the website and Immigration smartphone application**
To provide online services to foreigners during their stay in Thailand including the operators or other parties

**THAILAND PASS**
CAAT | DGA

**Thailand Pass Platform**
Collect travel and health information in one place

## Examples of digital platforms/ portals of government agencies

# Readiness and difficulties

However, it was found that facilitation or provision of government services to each segment of foreigners is distinct, not all services have been consolidated into a one-stop service. Additionally, it was discovered that Thailand faced difficulties in cooperating among government agencies, legal constraints and laws on the interchange of government information, government services are not yet integrated, and the digital service development process is still in its early stages. This results in government services for foreigners that has not yet met the expectations and needs of foreigners as it should be.

## Pain Points
## of Thai Government Services

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

**02** Limitation in Laws and Regulations in information exchange between agencies

**03** Some government services are not fully digitized

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

# Case study of Leading countries

Based on a study of leading countries in online government services as well as countries with a comparable level of development to Thailand, it was discovered that each country takes a different strategy to improving public sector services. However, the primary drivers remain the same: the centralization of government service centers into a single point of contact to facilitate people.
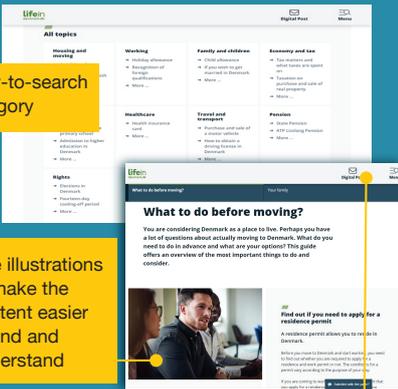
## Denmark

There are several central portal for foreigners in Denmark. Each portal has different responsible agency, and different objective and target group.

### Managed by a central digital agency (similar to DGA)

**lifein** denmark.dk | **AGENCY FOR DIGITISATION** MINISTRY OF FINANCE

It is a central portal that focuses on **providing information about living in Denmark**. The main target audience is foreigners working in Denmark.
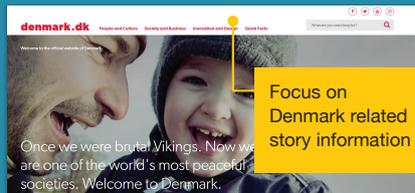


Easy-to-search category

Use illustrations to make the content easier to find and understand

### 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.

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

### Developed by Ministry of Foreign Affairs

**.dk** | **MINISTRY OF FOREIGN AFFAIRS OF DENMARK**

It is a central portal that focuses on providing a wide range of information and stories about Denmark, culture, society, well-being and citizens. There is a division of portal for each group of foreigners to search for further information.



Focus on Denmark related story information

Once we were brutal Vikings. Now we are one of the world's most peaceful societies. Welcome to Denmark.

Portals are divided to serve specifically each group of foreigner

Investing in Denmark | Studying in Denmark
Visiting in Denmark | Working in Denmark

STUDY IN DENMARK
Danish Agency for Higher Education and Science

WORK IN DENMARK
Danish Agency for Labour Migration and Recruitment

VisitDenmark

### Developed by Immigration Bureau

new to denmark | The Danish Immigration Service
The Danish Agency for International Recruitment and Integration (SIRI)
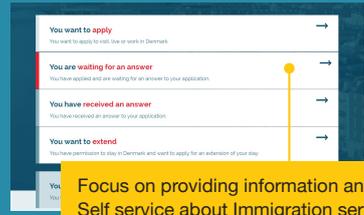
It is a **platform that focuses on providing information and self-service** through digital channels related to the Immigration, such as requesting or extension of the residence permit.



You want to apply
You want to apply to visit, live or work in Denmark.

You are waiting for an answer
You have applied and are waiting for an answer to your application

You have received an answer
You have received an answer to your application

You want to extend
You have permission to stay in Denmark and want to apply for an extension of your stay.

Focus on providing information and Self service about Immigration service



Login via NEMID (Digital ID) to check the status of various transactions.

## New Zealand

Categorize services according to purpose of stay, making it easier to access services
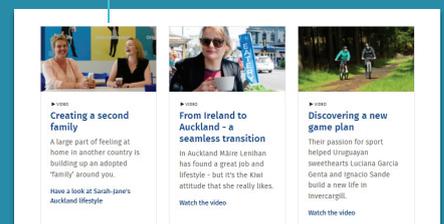
### New Zealand NOW

• The New Zealand government created the New Zealand NOW website to provide vital information for all foreign visitors.

• New Zealand NOW has been publicizing in order to keep people aware about New Zealand's lives, well-being, and environment. This will be available in the form of articles, videos, and other forms of media.



Your guide to living, working & moving to New Zealand

This New Zealand Government immigration website is packed with useful, reliable information to help you make the move of a lifetime.

COVID-19
Information for travellers, student visa holders, and migrant workers.

Why New Zealand?
Explore the new life that you and your family could enjoy in New Zealand.



Register your interest here

Make sure to register your interest; It's free and without obligation and ensures you don't miss out on valuable information about living in New Zealand.

What best describes your situation?
I want to... *

You will receive helpful and relevant information about:

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

Using articles and videos to reach out to foreigners



Creating a second family

From Ireland to Auckland – a seamless transition

Discovering a new game plan

# Implementation for Thailand from case studies

The leading countries in online service, as measured by the Online Service Index (OSI), have developed a platform or central portal dedicated to serving foreigners. This is distinct from citizen or business service, as foreigners have unique demands and expectations for government services.

## Most countries has separated non-citizen section while the leading countries usually select separated non-citizen portal.

**Blended with Citizen Portal**

**Separated Non-citizen Section**

**Separated Non-citizen Portal**

**15** leading countries in online service:

**60%** developed foreign service on separated non-citizen portal

Thailand can apply four major development principles learned from leading countries' experience with online government services to the construction of central platforms/portals for foreigners in Thailand.

**1 One Stop Service**

Provide essential, important, and complete information services, as well as transaction.

**2 Reliable login and authentication**

Develop single sign on and digital ID systems with linking and integrating data between agencies.

**3 Separated Non-citizen portal**

The service categorizes by foreign group. Tourist, labor, business and investment, long-term residents, and student.

**4 Additional functionality**

Optional features in addition to the primary service to provide spot on services that is more convenient and faster, such as language support. Quick link, Q&A service.

# Overview of The Next of Digital Government Service Roadmap

Divided into 4 main portals.

## 1 Portal for tourists
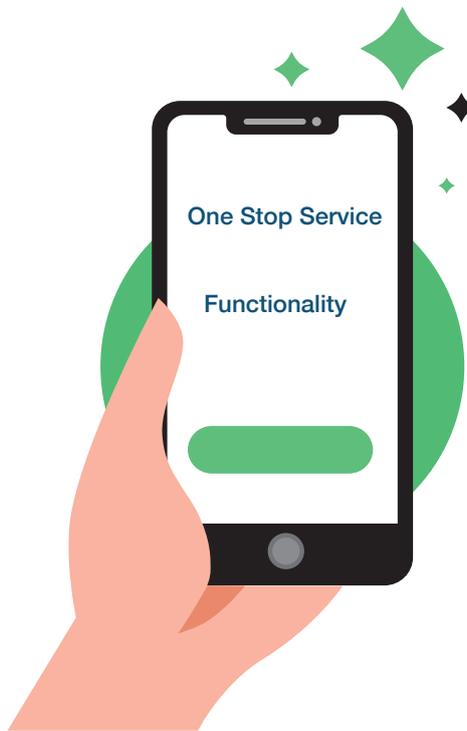
## 2 Portal for business people and investors

## 3 Portal for labors

## 4 Information portal for all foreigners

**One Stop Service**

**Functionality**

- Request/apply for permits
- Q&A and consultation
- Online booking
- Information searching
- Eligibility checking
- Single Sign-On
- Payment
- Service status tracking
- Report/Complain
- Language availability

# Framework for the development of important government services on
## The Next of Digital Government Service for Foreigners

**Quick Win and Phase 1 services** that will occur at an early stage include 55 services.

## 19 SERVICES — Enhance
## Improve existing services

### VISA
- Visa application service via e-Visa
- Online Visa application status tracking
- Thailand Pass QR code
- Health Declaration Form (T.8) via Application AOT
- T.6 form service before traveling in/out Thailand

### Tourism
- Traveling in Thailand Application
- Travel agency's license verification service
- Tourist Assistance
- Channel services to write impressions or suggestions or complaints about tourism.

### Public Health
- Covid-19 cases within Thailand
- Hotline when finding covid-19 outbreak
- The system to track and evaluate people with the risk of COVID-19 infection.
- Accredited Hospital Information
- Book a quarantine facility as specified by the government.
- COVID-19 test report service via "Morchana" application

### Safety
- Insurance purchase service for foreigners

### Finance & Taxes
- VAT Refund

### Business
- English Juristic Person Certificate Request Service
- Land leasing information for foreigners for commercial and industrial purposes

## 36 SERVICES — Information
## Gather information and services on the portal

### VISA
- Visa Application Document Details
- Registration system for certificate of entry to Thailand (by air)
- Smart visa application document detail
- SMART visa qualification filing service via web smart visa BOI

### Tourism
- Information on Traveling to Thailand
- Information about the language and culture of the Kingdom of Thailand
- Information on weather in Thailand
- Thailand travel attractions & experience review information
- Provide information about Thai public holidays
- Information and how to sign up for free wireless internet access in Thailand, including Wifi spot
- Information on the procedures for traveling to Thailand during the Covid-19 pandemic
- Steps and advice on traveling in and out of Thailand
- Providing information about products/services exhibition

### Public Health
- COVID-19 Vaccination Registration Information
- COVID-19 Vaccination Registration Service
- Quarantine location information

### Safety
- Contact information for emergency
- Information about hospitals for foreigners requiring emergency treatment
- Information on calling the ambulance in emergency
- Embassy listings and websites
- COVID-19 Insurance Information

### Finance & Taxes
- Currency Exchange Information
- Currency and cost of living information
- Information about VAT refund
- Information on Tax Refund service point at International Airport

### Business
- Investment Information in Thailand
- Investment information in the EEC
- Licensing information for foreigners to do business
- Investment/Business Procedure Information in Thailand
- Business Data Warehouse System Services
- English Certificate Inspection Service
- Submit an investment promotion request
- Submit an acceptance form for investment promotion resolutions
- Get a promotion card
- Appointment system for BOI consultation
- EEC One Stop Service: EEC-OSS

# Framework for the development of important government services on

## The Next of Digital Government Service for Foreigners

**The 2nd phase of service** that will occur at an early stage consists of 44 services.

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### 5 SERVICES — Enhance
### Improve existing services

**VISA**
- Download the application form for permission to stay in the Kingdom temporarily (TM.7)
- Notification service of staying in the Kingdom for more than 90 days (TM.47)

**Labor**
- Information on procedure and location for applying the work permit
- Electronic Alien Work Authorization System (3 Nationalities)

**Public Health**
- Treatment program according to the hospital

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### 7 SERVICES — Link Services and Information

**VISA**
- Information about document required for VISA type changing
- Information about the stay extension request
- Information about document required for requesting and renewing of alien identification document
- Detail of information about, qualification, fees, application location and supporting documents for alien travel document
- Detail of information about, qualification, fees, application location and supporting documents for emergency travel application
- Information on resident's visa in Thailand
- Download service for Visa requests

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### 20 SERVICES — Newly developed service

**VISA**
- Online service on Visa extension
- Online Passport Application Service
- Online Emergency Travel Documents Request Service
- Online passport book change service
- List of countries that require a visa to enter the Kingdom of Thailand, and specific details of each country.
- Information and benefits of each visa type in each language
- Help and Q&A Services about applying for visa permission online

**Public Health**
- Covid-19 alert via online channels

**Tourism**
- Legally licensed accommodation booking services
- Government-approved health travel agency information
- Book a certified travel agency
- Tax-free goods purchasing location
- Government-certified health agencies or consultants information
- Q&A channels for international tourists

**Labor**
- Job Matching Service
- Online Work Permit Application Service
- Book a work permit related service
- Online service on work permit for alterations
- Online work permit renewal service
- Book a health check-up for migrants online

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### 12 SERVICES — Information
### Gather information and services

**Tourism**
- Accommodation Information
- Travel Agency Information

**Safety**
- Licensed Insurance Company Information
- Health insurance company information for temporary residents

**Labor**
- Job information for foreigners in Thailand
- Job Posting Information Service
- Volunteer Work Information
- Foreign worker import company Information
- Work permit application information
- Alien work permit application download Service (in case of paper filing)

**Public Health**
- Hospital Treatment Program Information
- Health Tourism Package Information

# Framework for the development of important government services on

## The Next of Digital Government Service for Foreigners

**The 3rd phase of service** that will occur at an early stage consists of 39 services.

## Phase 3

### 14 SERVICES — Enhance Improve existing services

#### Education
- Providing information about list of accredited Thai higher education institutions
- Equivalent qualification application form downloading service

#### Family
- Information about marriage registration
- Online marriage registration reservation system
- Naturalization to Thai Information
- Domiciliation Notification Information
- Booking service for domiciliation notifications via online channels

#### Transportation
- Information about purchasing/car registration/car tax payment
- Information on locations to pay fine for breaching of traffic rules in Thailand
- Traffic rules information
- Traffic violation information in Thailand
- Online public vehicle complaint service and hotline

#### Finance & Taxes
- Income tax filing service for foreigners

### 6 SERVICES — Newly developed service

#### Education
- Information about studying in Thailand includes a list of institutions, websites, and scholarship information for each international school and university.
- Information on job opportunities in Thailand after graduation
- Q&A Service about Studying in Thailand
- Information on job opportunities in Thailand after graduation

#### Residence
- State-approved housing data

#### Transportation
- Online queue service for driving license application
- Online queue service for driving license extension

### 16 SERVICES — Link Services and Information

#### Education
- Course information and how to apply
- Information about scholarships in Thailand

#### Residence
- Information about foreigners' title on Holding Ownership in Condominium of Alien
- Information on the acquisition of land for residential purpose by aliens

#### Transportation
- Driver's license information
- Information on the adoption of private cars from abroad
- Requesting to bring foreign vehicle to use in Thailand
- Transport infrastructure and traffic information
- Transportation and vehicle information
- Transportation and ticket sales
- BTS Station Information
- Ticket and fare information of the railways
- Ticket and fare information of MRTA

#### Safety
- Information about the prohibited and restricted goods
- Information about items to be declared at the inbound passengers baggage screening
- Penalty information for importing prohibited items

### 2 SERVICES — Information Gather information and services

#### Finance & Taxes
- Tax filing information for foreigners
- Information on paying income tax in Thailand

# Benefit from portals

The central portals for foreigners will benefit all sectors including foreigners who are users, government agencies as service providers.

## Benefits to foreigners

### Ease of using government services through digital platforms

The central portal for foreigners facilitates foreigners from the integration of data centers and services.

### Save time and cost

reduce redundancy processes from reprocessing, resulting in time and cost savings.

### Be able to access services at anytime

creating digital services will help increase access to information and services from anywhere and at any time.

## Benefits to government agencies

### Standardize digital service development

government organizations adhere to standards that guide the effective development of services and increase the international reliability of users.

### Reduce redundancy in the working process

government agencies can reinvest the resources in developing agencies or providing services in other areas.

### Increase service accessibility

lowering the cost of privatizing digital services and system development, increasing access to agency data and services, and alleviating the load on agencies to answer inquiries or provide redundant information.

# Critical Key Success Factors
## of The Next of Digital Government Service for Foreigners

### 1 Cooperation with related agencies
**Discuss and plan in phase 1**

- Collaborate a meeting to discuss ways to develop and connect services to the Portal with government service for foreigners' providers, and to establish frameworks or procedures for information sharing prior to the start of operations.
- Hold regular meetings with agencies to monitor their efforts on service enhancements, including legislative revisions.

### 2 Personnel and budget
**Improve digital skill and set up plan for budget**

- Promote the development of digital skills for relevant personnel of various agencies.
- Request for annual budget allocation to develop the central portal and service system.

### 3 Linkage standard
**Set up standard for linkage and authentication**

- Set standards for linking information between the service system and the central portal.
- Set standards for verifying foreign identity

### 4 Legal, regulatory restrictions on the information exchange
**Gathering and rectify law and regulation**

- Compile laws and regulations that obstruct the appropriate authorities for amending them, beginning with the quick win phase and phase 1 preparations for amending relevant laws and regulations.
- Take into account privacy policies, such as system designs that are consistent with the policy, and clarify the privacy policy/information storage purpose by obtaining permission from users to collect information/cookies.

### 5 Digital ID
**Set up standard for Digital ID**

- Digital ID standards have been established, with all agencies adhering to the same set of guidelines.
- User database systems, as well as log-in and digital ID systems, have been developed for platforms.

### 6 Raising the awareness of the users
**Public relations through various media both online and offline to increase the nuber of users**