CURRENT STATUS AND ISSUES OF E-GOVERNMENT IN THAILAND

Kamonwan CHAMLERTWAT
Standards officer
THAI INDUSTRIAL STANDARDS INSTITUTE
monwan@tisi.go.th

This report presents the current overview status of e-Government in Thailand. It will address 3 aspects in the context which are e-Government, IT standards of Thailand and e-Documentation.

**e-Government**

Thailand has realized the importance and necessity of e-Government and believes that it will play a significant role in the future. Since 1994 National Information Technology Committee (NITC) has launched a number of programs in order to push e-Government such as the computer training program for the government officers, the establishment of Chief Information Officer (CIO) of public sector and the establishment of information technology master plan for each ministry, department as well as all the provinces throughout Thailand.

From the 5 requirements of the E-ASEAN framework agreement, one of them is that each country shall develop its own e-Government. In addition, Thailand herself needs to improve public services provided by the government and give assurance that all Thai people can access to the public services at all time throughout Thailand. Therefore, the government of Thailand considered e-Government seriously. At the beginning stage of e-Government it was necessary to specify the clear technical strategy of e-Government in accordance with the status and condition of the country. In March 2001, the 2 years period e-Government project was established by NITC. The objectives and the procedure of the project are as follows;

1. To develop the clear country workplan in line with E-ASEAN framework agreement emphasizing on public services, government administration as well as communication and coordination among the government authorities.
2. To specify the implementation of workplan.
3. To develop and evaluate the successfulness of the project benchmark.
4. To bring and analyze the results obtained in the project for improving the next e-Government project.

It is expected that at the end of this project in March 2003 the development of e-Government of Thailand will be recognized.
IT Standards of Thailand

The Thai Industrial Standards Institute (TISI), recognized as a National Standards Body, has developed the national standards for supporting the e-Government policy since 1998. Up to now a number of standards relevant to e-Government have been developed as follows;
1. Identification cards standards.
   20 relevant standards were developed.
2. Electronic Data Interchange (EDI).
   9 relevant standards were developed.

The GIS standards are undertook by the technical committee no.904. The technical committee no.904 was formed by TISI to be responsible for developing Thai GIS standards, and working related to ISO/TC211 Geographic information/Geomatics.

e-Documentation

Refer to above context, it could be claimed that Thailand status of e-Government is at preliminary stage. Although e-Documentation was considered as a part of e-Government, the consideration of e-Documentation issue has not been done. However it is appeared that there are a document format requirements for the government documents such as the general documents(government announcement, governmental letter, governmental order, etc.), the documents issued by authorized governmental body(governmental license, the income tax claim form, etc.), and Act. All those format of documents have been used for a period of time. The review of the documents also have been undertaken regularly. The author has the view that the initial preparation of the E-document should not be absolutely different from the original format.

For the ASEAN unity in e-documentation, It is believed that each member have its own document format. To accelerate the process, the working group comprising of representatives from each country should be formed to study on the feasibility of the project.