

Public Service Delivery in Thailand

Office of the Civil Service Commission

The Royal Government of Thailand



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I. Introduction of PSD in Thailand

Good quality public services is essential function of government

Collaborating with governments in improving & delivering public services and achieving better outcome.

Maintain trust of the citizens in government

Aims at improving PSD

- More access to public services
- Unitary decentralized form of government
- Establishing national service standards and publish them in terms of report

II. PSD Related Legal Framework

Legal framework

1

**Royal Decree on
Criteria and
Procedures for
Good Governance,
B.E. 2546 (2003)**

2

**Thai Public Sector
Development Plan**

3

**The Licensing
Facilitation Act
(The LFA)
B.E. 2558 (2015)**

II. PSD Related Legal Framework

Royal Decree on Criteria and Procedures for Good Governance, B.E. 2546 (2003)

Determines criteria & procedures in performing governmental tasks to achieve the good governance. The government can create the most efficient PSD within this law.

Government agency practices

1. Mission shall make the delight & good living conditions of people and maintain public order and safety

2. Mission shall be carried out in good faith, transparency and response to public need

3. Government agency shall study impact and steps of works before starting the mission

4. An official shall heard about public and customer opinion.

II. PSD Related Legal Framework

Royal Decree on Criteria and Procedures for Good Governance, B.E. 2546 (2003)

The government agency shall empower an official to make convenient & quick public service.

The government agency shall make work flow chart showing all steps of work.

The Permanent Secretary of each Ministry shall establish One-Stop Service Center (OSSC) to facilitate people in complying with laws or rules.

II. PSD Related Legal Framework

Thai Public Sector Development Plan

OPDC has set up the key strategies & objectives to support Thailand's National Strategy (2017 – 2036)

The 1st strategy focused on

- **The development of government agencies' service to promote & public services**
- **Easy access to efficiency service & innovation**
- **Private sector participation**

II. PSD Related Legal Framework

The Licensing Facilitation Act (The LFA) B.E. 2558 (A.D. 2015)

Enhance the transparency & accountability of the government procedures

Boost Thailand's competitiveness & investor's confidence

To facilitate the public in seeking the licenses from the government offices

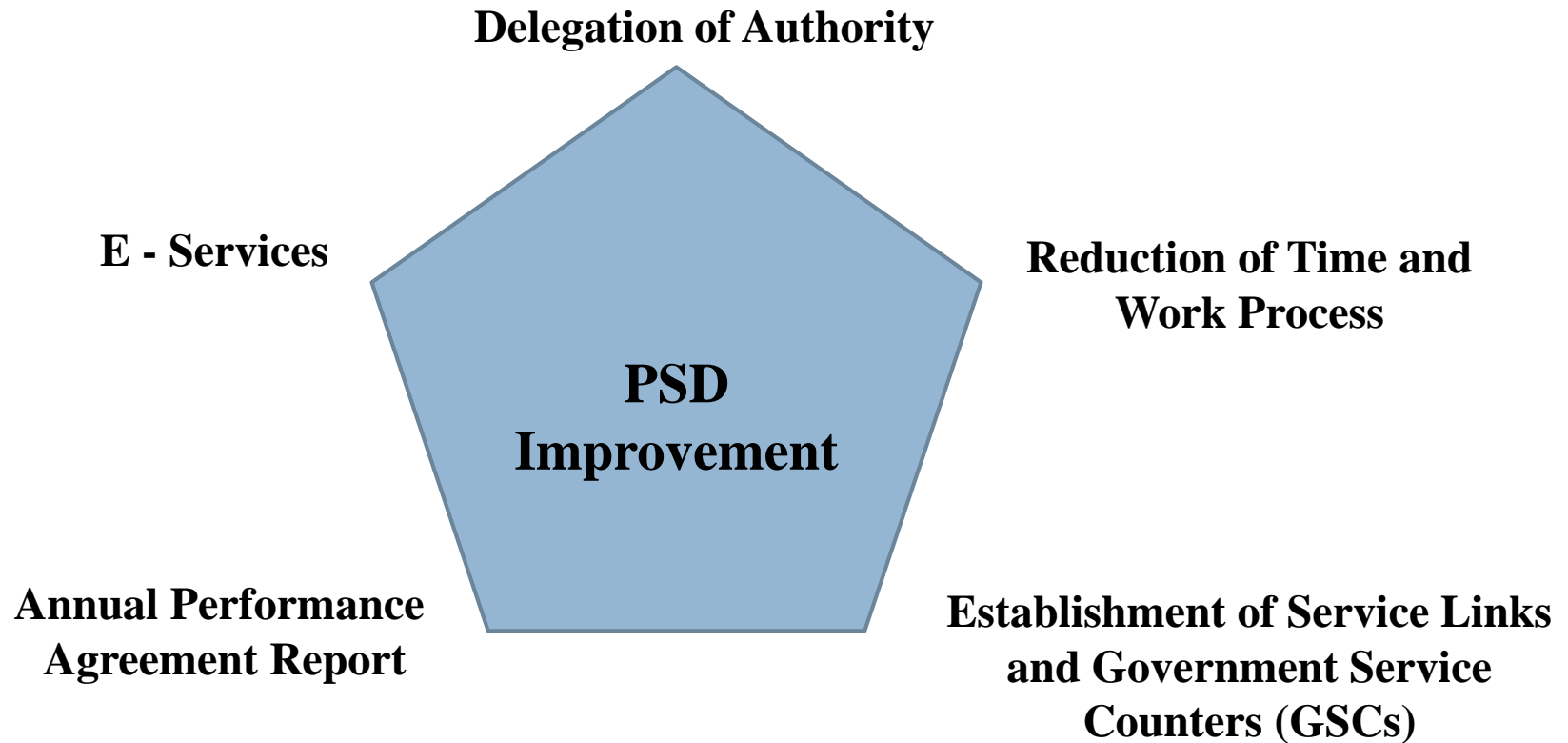


Government office prepare a licensing manual that consists of rules, procedures and requirements for submission

The licensing manual must be placed at the relevant government office & made available to the public

III. PSD Improvement

Government agencies improve the quality and effectiveness of their services :



III. PSD Improvement

Delegation of Authority

- **Better facilitate the interests and needs of the people**
- **Enhance effectiveness & efficiency services**
- **Ensure the proper delegation of decision making authority & accountability**
- **Reduce time & process in the exercise of power**

Reduction of Time and Work Process

- **Key performance indicators of all government agencies**
- **All government agencies specify core work processes & standardize service times for their completion**

Establishment of Service Links and Government Service Counters (GSCs)

- **Develop new service delivery models via mobile units**
- **Establishment of Service Links and Government Service Counters**

III. PSD Improvement

E - Services



made available through the Public Sector Information and Technology Networks System

- ✓ Thai citizens have faster & more channels to access public services
- ✓ Service mode enables single-point access to services from various government through the Public Sector Service Center
- ✓ E-Service are bringing easier , faster and cheaper transactions

For Example : e-Citizen, e-Revenue, e-Custom

The Government Contact Center (GCC) provides 24-hour access to information and facilitate the verification of personal information.

III. PSD Improvement

Annual Performance Agreement Report

The government agencies must do the Self-Assessment Report (SAR) and the Annual Performance Agreement Report that is the work effectiveness evaluation.

Effectiveness : working plan and mission achievement of government agencies

The public interest

Efficiency : budget administration, enhancement of work process and energy saving

The improvement of work process

Quality of services : satisfactory of customers, participatory level of citizens and transparency of procedures

Service facilitation & response to the needs of people

Organizational development : improvement of managerial systems, law and regulation

The improvement of Competency, integrity & morality of government officials

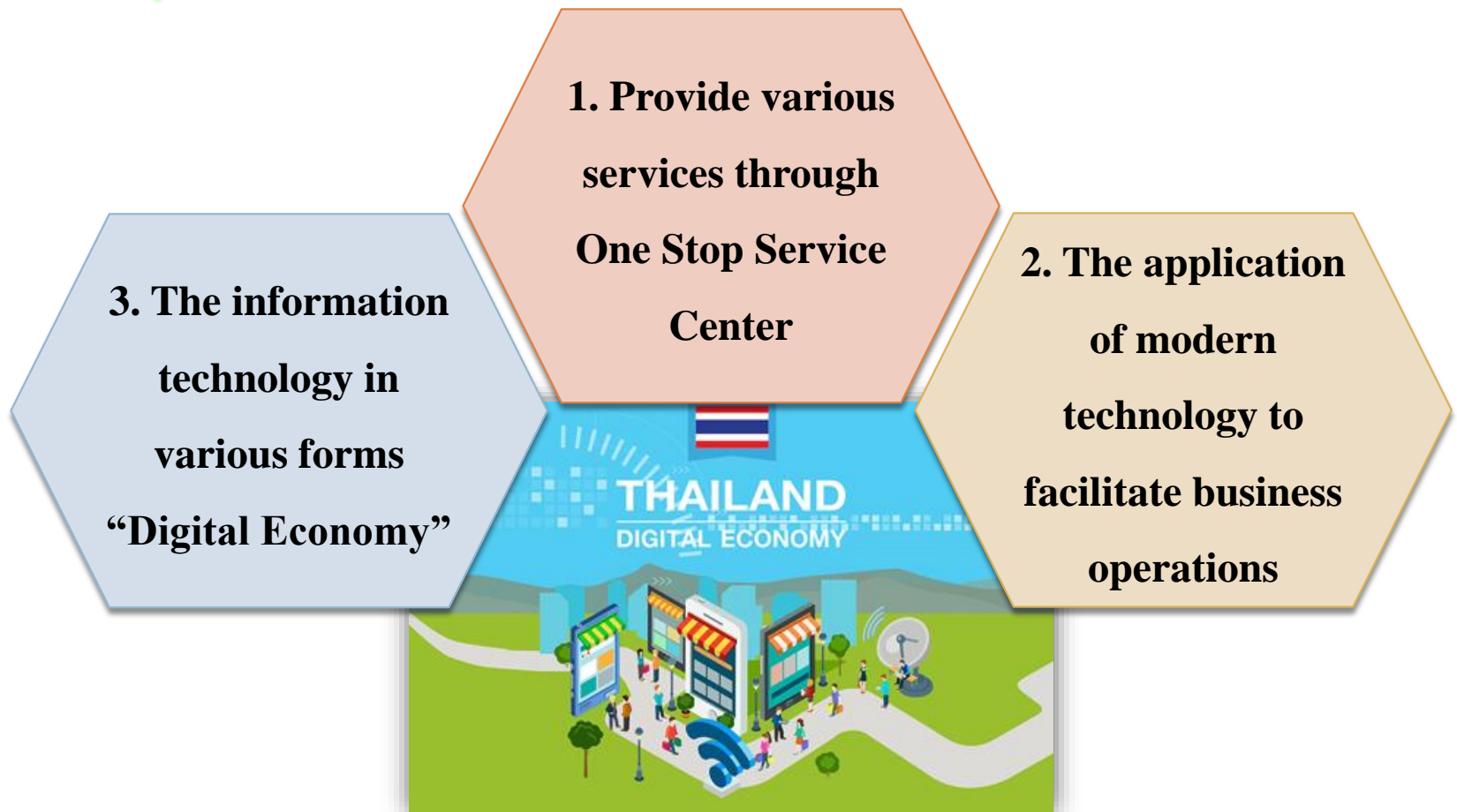
IV. PSD Current Challenges

Key focus areas of PSD challenges

- 1) Increasing efficiency in use of public finances, improving management of contingent liabilities and enhancing fiscal transparency.**
- 2) Increase public participation in decision making at the local level to improve social & economic outcomes for citizens through local economic development.**
- 3) Thailand's economic reform that the government agencies must improve their service to facilitate the operations of investors.**
- 4) The new economy model "Thailand 4.0" help Thailand become a high-value economy & regional hub.**

IV. PSD Current Challenges

3 major areas which help shorten procedures and reduce costs



Q & A



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Thank You !

