Bridging Climate and Digital Policy: Building Resilient Services through Public Infrastructure

28 May 2025

NATIONAL CLIMATE ADAPTATION POLICY GOALS

Short-term goals
(2023-2027)

- Raise climate awareness.
- Build a basis and instruments for policymaking and mainstreaming.
- Establish data and knowledge infrastructure to support decision-making.

Medium-term goals
(2028-2032)

- Strengthen policy instruments and mainstreaming across the priority sectors.
- Enhance the implementation capacities.
- Enhance data and knowledge capacities to measure progress and support decision-making.

Long-term and continuous goals
(2033-2037)

- Ensure climate resilience in the country's development actions.
- Ensure continuity of climate awareness, data and knowledge capacities.
- Ensure regular monitoring of progress and updating of the relevant policies and plans.

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Specific sectoral goals for the NAP

Water resources management	Increased water security and decreased losses and damage from water-related disasters.
Agriculture and food security	Productivity and food security maintained amidst climate risks and impacts.
Tourism	Strengthened capacity of the tourism sector toward climate-resilience and sustainable development.
Public health	Established effective public health systems to manage risks and reduce impacts from climate change.
Natural resources management	Sustainable management of biodiversity resources to respond to climate impacts.
Human settlements and security	Enhanced capacity of Individuals, communities, and cities to adapt to climate change impacts appropriately according to the local context.

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ESSENTIAL SERVICES FOR CLIMATE RESILIENCE & RESPONSIBLE AGENCIES

Climate Resilience Sectors & Services

- National Framework → information, monitoring, modelling for decisions
- Water → Early warning, risk maps, service continuity
- Agriculture → Risk alerts, data, financial support
- Health → Public info, service continuity, data systems
- Tourism → Alerts, education, NbS
- Natural Resources → NbS, public engagement
- Human Settlements → Maps, warnings, support

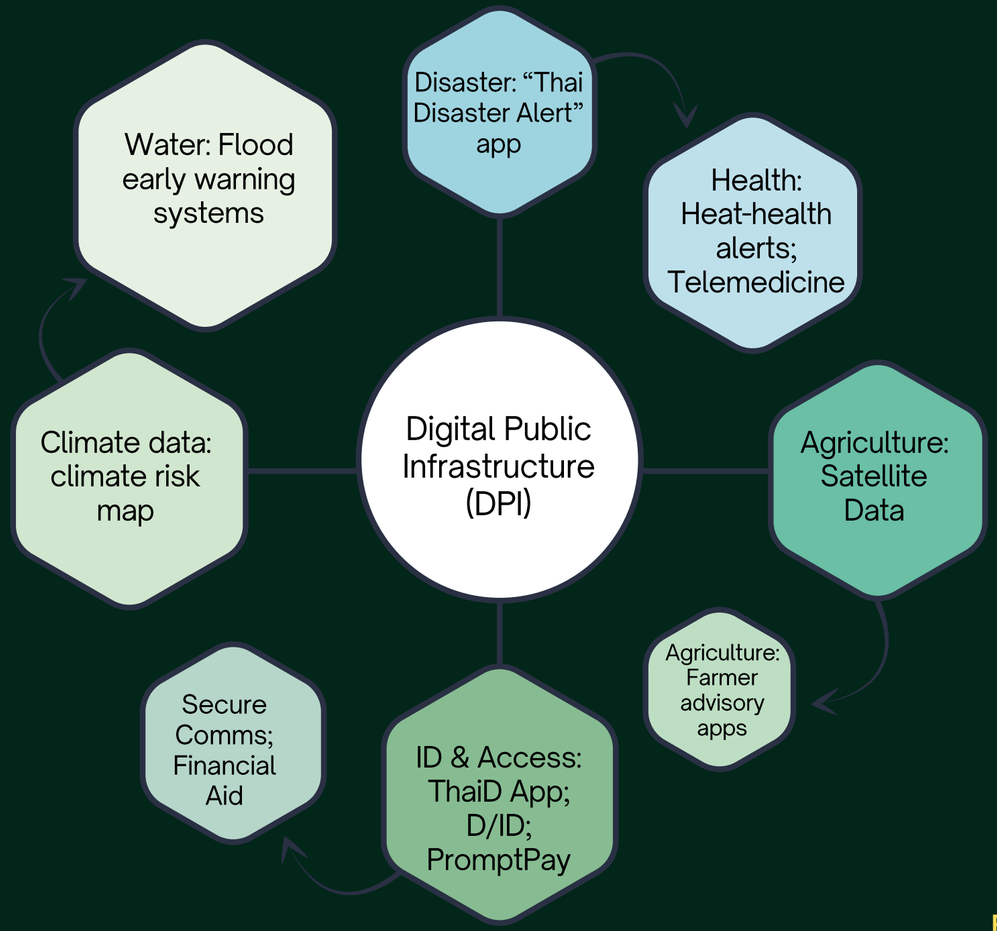
Responsible Lead Agencies

- TMD (Thai Meteorological Department)
- ONWR (Office of National Water Resources)
- MOAC/OAE (Agriculture)
- MOPH/DOH (Public Health)
- MNRE/DCCE, ONEP (Natural Resources)
- MOTS/DOT (Tourism)
- DDPM & DPT (Human Settlements/Disaster)

Example of Shared Service Categories

Climate Data & Risk Mapping | Public Information & Awareness | Service Continuity in Crises | Access to Relief & Recovery Support

DIGITAL INFRASTRUCTURE SUPPORTING CLIMATE RESILIENCE



Examples of DPIs Building Blocks and Services

Cloud | Data Sharing Systems | Digital ID System | Digital Payment System | E-Services

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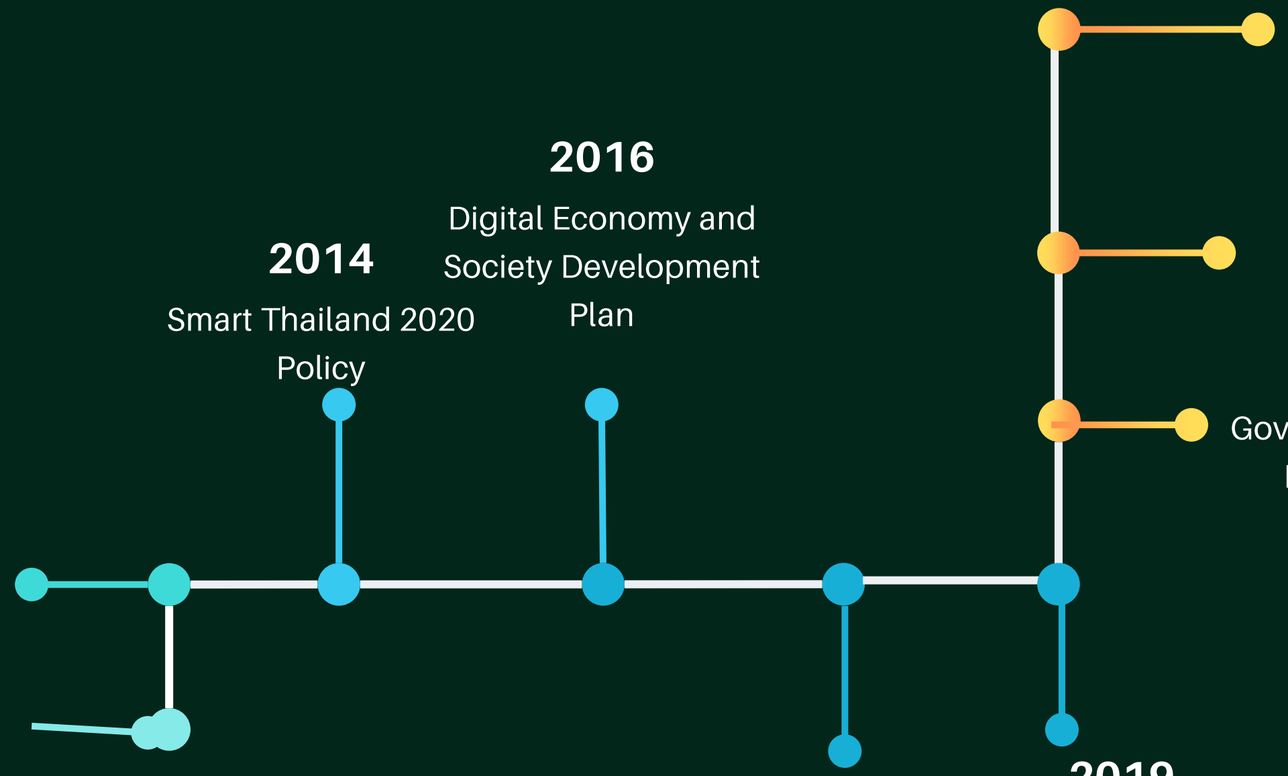
DIGITAL TRANSFORMATION POLICIES AND INITIATIVES

Some highlights



2002
National ICT Master Plan

1995
SchoolNet Project

2014
Smart Thailand 2020 Policy

2016
Digital Economy and Society Development Plan

2017
Digital Government Development Plan

2019
Digital Public Services Act , PDPA, Cybersecurity Act

2020
Government Cloud, NDID, ThaID

2023
Digital Government Development (2023-2027)

2025
Digital Platform Economy Act (Draft)

Thailand Digital Government Development Plan (2023 - 2027)

Vision

"Towards Convenient, Transparent, Resilient and Responsive Public Services"

Objectives

Agile Government	Responsive Government	Enhance Competitiveness	Open Government & Trust

KPIs

1. People's satisfaction in using government digital services is not less than 85 percent
2. Thailand's EGDI is not lower than 40th place

Strategies

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

DELIVERING CLIMATE RESILIENCE SERVICES

Remaining Gaps

Last-mile delivery of secure communication

“Flood forecasts are only 33% accurate a day in advance, leaving communities vulnerable and unprepared. In many areas, warnings fail to reach residents because the SMS alert system is underdeveloped, and nearly half of the communication equipment doesn’t work.”

Localized inputs and outputs

“The warning system is also unreliable. It lacks critical data on topography and land use, which are essential for flood prevention. Nearly half of the weather monitoring equipment fails to function consistently …”

Financing and Insurance Access

“Although Thailand introduced affordable insurance products for the poor and vulnerable groups or microinsurance, it represents less than 1% of the overall insurance policies with an annual premium of 0.2% (without crop insurance) of the overall market premium. In addition, these microinsurance products have mostly been sold only seasonally..”

Can the Post Network Help Fill the Gap?

- Why is the Post uniquely positioned to lead? (*It combines physical reach, digital infrastructure, and public trust in one network.*)

- What narrative can shape smarter policy? (*The postal network is a platform for inclusion and a ready-made channel for delivering digital public goods and climate resilience.*)

- How can this be financially sustainable? (*By treating climate resilience as a combined logistics and data market—not just a cost center.*)