



Land Management towards Digital System in Thailand

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Distinguished Members, Speakers and Participants Ladies and Gentlemen

I am honored and pleased to be honored to attend this event on behalf of Department of Lands, Thailand. Nowadays, the government sector is facing a new challenge in the context of a changing world, especially in the face of digital disruption. Therefore, the government has formulated a policy to transform government agencies or bureaucracy in accordance with the national strategy and support the development model of Thailand 4.0 based on principles of good governance to bring the benefit to people. An important government policy is to make doing business easier.

Department of Lands aims to develop management and services by using digital technology as a guideline to improve and develop service systems to keep up with the changing situation. One of the policies that has been emphasized and given great importance is “People Centric”. Our land services must have responded to the people by credible land knowledge, our officials must provide people with correct advice and friendly services for decreasing in officials’ workflow and makes people feel comfortable about doing land transaction. In each year, there are about 13 millions people coming in land office to do transactions and consult us about their land around 30,000 times per year. Therefore, Department of Lands aims to continually improve our services by using digital technology as a tool to make it easier for people to access information and services.

Department of Lands has developed a mobile application called “SmartLands” an application that compiles access channels to all the land information and services in DOL Portal, by combining 18 vital land services in one application in order to be ready to satisfy the requirements of people comprehensively. Starting from booking a queue, submitting a land registration or cadastral survey services in advance via e-Qlands which is available for 24 hours a day, through the SmartLands App including the searching of land parcels through LandsMaps, being used to verify the land location and parcels, checking land valuation, calculating tax rates and stamp duty fees for juristic acts at Land Office, searching for e-Lands announcements, and checking the costs of surveying. These lead to preserve the land rights of people via Internet.

Another important project is “Bok Din” project, which allows people to participate in the inspection and management of their own land by informing location of land that does not have a title deed through a smartphone. Department of Lands has determined the policy for land adjudication and issuing title deeds to people by surveying innovations with a kinetic satellite network system (RTK GNSS Network) that is a high precision and reducing disputes between state and people. From the aforementioned, Department of Lands continually intent to develop SmartLands App as One App to make it convenient, fast, time-saving and cost effective for people. Most importantly, it can also respond to new lifestyles according to guidelines of the New Normal.

Department of Lands is ongoing to use information technology in its operations to make performance and service people more efficient. Currently, Department of Lands has been developing the land offices into “Electronic Land Offices” all over the country, where people can register their rights and juristic acts in the various offices via the internet, without having to travel to the land office where the land is located. People can register their rights and juristic acts at the land office near their home. It is convenient, fast and reduces travel expenses. Moreover, online land registration is also an upgrade in the Ease of Doing Business ranking. As a result, the country will benefit in terms of increasing international confidence in investing in the country.

Under these digital developments, Department of Lands considers that it will benefit the Valuers Association of Thailand and believe that it will be a lesson for the Valuers Association in other countries for bringing the lesson learned to develop their own organization in the future.

Thank you.