Thai Revenue Department AI Technology Collaboration Agreement

Document Overview

This is an official press release from the Thai Revenue Department (กรมสรรพากร) dated July 29, 2025, announcing a significant trilateral collaboration agreement for AI technology development.

Please note this is an AI-assisted translation of the official Thai Revenue Department press release, which is available here:
https://www.rd.go.th/fileadmin/user_upload/news/2568thai/news31_2568.pdf

Press Release No. ปชส. 31/2568

Date: July 29, 2025

Subject: Revenue Department Collaborates with NSTDA and Krung Thai Bank to Develop AI Technology to Enhance Government Service Capabilities

On July 29, 2025, the Revenue Department, together with the National Science and Technology Development Agency and Krung Thai Bank Public Company Limited, participated in a Memorandum of Understanding signing ceremony for cooperation in developing, advancing, and transferring artificial intelligence technology at the Revenue Department building, Soi Phahon Yothin 7, to develop AI technology aligned with national strategy, support public services, and increase government efficiency.

Director-General's Statement

Mr. Pinsai Suraswadee, Director-General of the Revenue Department, stated: "The Revenue Department is committed to developing service innovations with citizens at the centre. In 2025-2027, we focus on fully applying artificial intelligence (AI) technology to drive the organisation, to increase tax administration efficiency, elevate public services, and 'strengthen a fair, transparent, and auditable tax system.' This cooperation marks an important step in expanding and advancing the collaboration between the Revenue Department, NSTDA through NECTEC, and Krung Thai Bank, jointly bringing AI technology to create innovations aligned with the Revenue Department's mission and elevate the country's tax system, taxpayer services to have competitive potential, and exchange knowledge and experience.

The Revenue Department has prepared clear future plans for short, medium, and long terms, both in increasing tax administration efficiency and digital services for taxpayers and citizens. AI technology will support and prepare data to help analyse and audit taxes more quickly, analyse filing and payment behaviour to design tax services tailored to each individual. Effective AI implementation requires readiness in high-level digital infrastructure, AI technology, AI personnel, and transparent governance according to AI ethics principles. Under AI technology cooperation from NSTDA through NECTEC and high-level digital infrastructure from Krung Thai Bank, we will be able to elevate the tax system to be modern, reliable, have good governance, and truly serve the people with citizens at the center.

NSTDA Director's Statement

Professor Dr. Chookiat Limpijitnong, Director of the National Science and Technology Development Agency (NSTDA) under the Ministry of Higher Education, Science, Research and Innovation, said: "This collaboration with the Revenue Department and Krung Thai Bank is an extension of previous successful cooperation to jointly bring innovation to advance government digital services to the next level. In an era where AI and BIG DATA play crucial roles, NSTDA emphasises the necessity of having the country's AI technology or 'Localise AI', developed to understand Thailand's context, especially in language, culture, and various regulations. This will not only help elevate targeted public services but also create security for government data, preventing important information from leaking abroad, consistent with the intent of the National Artificial Intelligence Action Plan for Thailand's Development".

NSTDA through NECTEC is ready to serve as Thailand's science and technology powerhouse, bringing knowledge and experience to fully support operations, both in technology development and personnel skills, to create AI innovations that belong to Thai people for economic and social security, and create a model for integrating expertise that will drive Thailand into the AI era securely and sustainably.

Krung Thai Bank CEO's Statement

Mr. Payong Srivanich, President and CEO of Krung Thai Bank Public Company Limited, said: "Krung Thai Bank is pleased to cooperate with the Revenue Department and NSTDA through NECTEC to support the development of 'RD Voice Chatbot,' an intelligent conversation assistant system providing tax information services with artificial intelligence (AI) to increase communication efficiency with the public and serve as an important mechanism to elevate government accessibility, expand tax information access to cover all citizen groups equally, modernly, and enhance service transparency".

Throughout the past period, Krung Thai Bank, as a state commercial bank, has been ready to fully support government operations through cooperation in driving infrastructure, which is the heart of digital economy policy. The bank is committed to serving as a "GovTech Enabler" or government partner in innovation and digital technology, adhering to the principle of using technology "responsibly," considering broad impacts on both security and fairness, to elevate government services efficiently.

Key Components of the Collaboration

1. Technology Development Focus

- Development of "RD Voice Chatbot" - an intelligent conversation assistant for tax information services
- Implementation of "Localize AI" - AI technology developed specifically for Thai context
- Integration of AI in government work processes

2. Partnership Structure

- **Revenue Department**: Lead agency for tax system modernization
- **NSTDA/NECTEC**: AI technology development and expertise
- **Krung Thai Bank**: Digital infrastructure and cloud services support

3. Implementation Timeline

- **2025-2027**: Full AI technology implementation period
- **Short-term**: Enhanced tax administration efficiency
- **Medium-term**: Personalized digital services for taxpayers
- **Long-term**: Complete digital government transformation

4. Service Enhancement Goals

- Faster tax analysis and auditing capabilities
- Behavioural analysis for filing and payment patterns
- Personalised tax service design
- Enhanced transparency and accessibility
- Equal access to tax information for all citizen groups

Strategic Significance

This collaboration represents a **major digital transformation initiative** for Thailand's tax administration system. The partnership leverages each organisation's core strengths: the Revenue Department's regulatory expertise, NSTDA's AI research capabilities, and Krung Thai Bank's digital infrastructure.

The emphasis on **"Localise AI"** is particularly significant, as it addresses data sovereignty concerns while ensuring AI systems understand Thai language, culture, and regulatory context. This approach prevents sensitive government data from being processed by foreign systems.
Contact Information

For additional inquiries, citizens can contact any Revenue Department office nationwide or the RD Intelligence Centre at **1161**