



**Ministry of  
Social Development  
and Human Security**



## **Preface**

This booklet is an overall information about the Ministry of Social Development and Human Security (MSDHS) and agencies under the Ministry.

The booklet has been divided into three parts. The first part is a background of MSDHS. The second part is its responsibilities, duties and structure. The final part is the directory of MSDHS agencies.

We do hope that this booklet would be a readable introductory guide about our ministry to promote social development and create public equity and social justice.

*Office of the Permanent Secretary*

# Contents

PAGE

## PART I : BACKGROUND, VISION AND STRATEGIES

|            |   |
|------------|---|
| Background | 1 |
| Vision     | 2 |
| Strategies | 2 |

## PART II : RESPONSIBILITIES AND DUTIES

|                                                                                      |    |
|--------------------------------------------------------------------------------------|----|
| Responsibilities                                                                     | 3  |
| Duties and Authorities                                                               | 3  |
| • Office of the Minister                                                             | 3  |
| • Office of the Permanent Secretary                                                  | 4  |
| • Department of Social<br>Development and Welfare                                    | 8  |
| • Office of Women's Affairs and<br>Family Development                                | 11 |
| • Office of Welfare Promotion,<br>Protection and Empowerment<br>of Vulnerable Groups | 14 |
| • National Housing Authority                                                         | 17 |
| • Community Organizations<br>Development Institute                                   | 19 |
| • Public Pawnshop Office                                                             | 21 |
| Organizational Structure of MSDHS                                                    | 22 |

## PART III : DIRECTORY OF MSDHS 23

## PART I :

# BACKGROUND, VISION AND STRATEGIES

### Background

The Government of Thailand reformed the Bureaucratic System and set up the Ministry of Social Development and Human Security (MSDHS) in October 2002 by reorganizing and grouping together agencies according to their aims and characteristics. MSDHS was designed to be a core ministry responsible for social affairs. It was initially established to be the mechanism of the Government in efficiently implementing social policy and promoting potential in social development for the wealth of Thai society and for the competition in the world stage. MSDHS was comprised of governmental agencies, state enterprises as well as public organization as follows ; Department of Public Welfare, National Youth Bureau, Office of the National Commission on Women's Affairs, Department of Community Development (some parts), Department of Accelerated Rural Development (some parts), National Housing Authority, Public Pawnshop Office and Community Organizations Development Institute.

## Vision

“To be a national-level organization and mechanism that facilitates and links all partners involved to ensure that all Thai people are provided with stability, fair, equal and accessible covered protection and welfare services, the ability to develop themselves, their families and communities to be peaceful, pleasant and sustainable societies”

## Strategies

- Development of policies and information system on social development
- Development of pro-active social services
- Creation of security in life
- Development of social capital

## PART II :

# RESPONSIBILITIES AND DUTIES

### Responsibilities

Responsibility of MSDHS is to promote social development and create public equity and social justice. Its operations aim to encourage and develop quality of life, social security, family and community institutes as well as other concerned functions as prescribed by the laws to be the duties and authority of MSDHS or agencies under the Ministry.

### Duties and Authorities

**1. Office of the Minister** has its functions in relation to political matters with a view to support the Minister's conduct of his duties and taking charge of policy coordination with other ministries. It has the following authorities and duties :



- 1.1 Compiling, analyzing data and information as well as proposing recommendations for the Minister's consideration and decision ;
- 1.2 Supporting the Minister's political tasks in relation to other Ministers, the Cabinet, the Parliament and the people ;
- 1.3 Coordinating in replying the inquiries, explanation on motions and on draft Acts and other political issues ;
- 1.4 Considering all the petitions, appeals and requests for assistance to the Minister ;
- 1.5 Performing other functions as prescribed by the laws to be the duties and authority of the Office of the Minister or entrusted by the Minister or by the Cabinet.

**2. Office of the Permanent Secretary** has its functions in relation to the development of strategies, the translation of MSDHS policies into action plans, the allocation of resources, the development of information and communication technology with a view to reach the goals and achieve results effectively. It has the following authorities and duties :



- 2.1 Developing MSDHS administrative strategies ;
- 2.2 Translating policies into guidelines and action plans ;
- 2.3 Economically allocating and administrating all MSDHS resources for the best benefit ;
- 2.4 Coordinating, monitoring, accelerating and evaluating the operation and implementation of agencies under MSDHS ;
- 2.5 Developing information and communications technology systems for serving the administrative work and services of agencies under of the MSDHS ;

- 2.6 Coordinating and exchanging international cooperations and mutual assistance as well as integrating policies of social development, social welfare, and human security in relevance to the international declarations and conventions ;
- 2.7 Setting standards for social development, social welfare and rights protection ;
- 2.8 Studying and analyzing social situation, conducting researches on social development and human security issues as well as social warning systems, social treatment and protection ;
- 2.9 Supporting the enactment and amendment of the Ministry's laws and regulations and others concerned ;
- 2.10 Promoting and developing the cooperative networks from all sectors for social development, social welfare and rights protection ;
- 2.11 Administrating Social Development and Human Security Fund ;
- 2.12 Compiling and analyzing information as well as disseminating and publicizing activities and accomplishments of MSDHS;

2.13 Performing other functions as prescribed by the laws to be duties and authority of the Office of the Permanent Secretary or entrusted by the Minister or by the Cabinet.

Under the auspices of the Office of the Permanent Secretary, there are agencies under its central and provincial administrations. As for provincial administration, it has a Provincial Social Development and Welfare Offices (PSDWO) in each of the 75 provinces. PSDWO has the duties and authority as follows :

- 1) Studying, analyzing and reporting social and economic situations for provincial policy formulation as well as proposing recommendations and solutions ;
- 2) Coordinating in making provincial plans, projects and activities on social development and human security issues to be in line with the policies of the Ministry ;
- 3) Promoting and coordinating on the operation and activities provision according to the goals and tasks of the Ministry ;
- 4) Enhancing cooperation with GOs and NGOs networks at provincial level ;

5) Promoting and coordinating the provision of services and assistance to people with social problems as well as the referral system to concerned and authorized GOs and NGOs on social welfare ;

6) Being provincial information center for social development and human security ;

7) Publicizing, disseminating and campaigning for social development and human security activities, MSDHS accomplishments and progress of concerned academic information and data ;

8) Cooperating and supporting other concerned agencies or performing functions as entrusted by the Ministry.

**3. Department of Social Development and Welfare (DSDW)** has its functions in relation to providing social welfare services and assistance for vulnerable people, needy people, the destitute, people with social problems. Services provided are in forms of remedial, rehabilitative and developmental models. Additionally, institutional care, communities organization promotion and referral to other concerned agencies are also provided with regards to encouraging target groups to have self-reliance and dignity. DSDW has the following authorities and duties :



3.1 Developing and standardizing models and methods of providing social work and welfare services for various target groups ;

3.2 Supporting academic and technological information, giving consultation as well as monitoring and evaluating on social development and social welfare provision for concerned agencies and local organizations ;

3.3 Providing social welfare services, assistance and prevention for socially distressed people in all target groups and coordinating appropriate agencies for referring ;

3.4 Promoting and coordinating the operation of social welfare services networks of each target group and each operational area ;



3.5 Promoting and arranging activities according to various special projects, the Royal Initiative Projects and the international cooperative agreements and commitments ;

3.6 Performing other functions as prescribed by the laws to be the duties and authorities of the Department of Social Development and Welfare or entrusted by the Minister or by the Cabinet.

DSDW also has 12 Technical Promotion and Support Offices (TPSO) in 12 regions under its administration. It has the following authorities and duties :

1) Analyzing and formulating plans for providing services in relation to the target groups and operational areas. Monitoring and Evaluating the operational agencies are also included ;

2) Supporting technical knowledge and giving consultation to operational agencies, providing welfare services to all target groups as well as coordinating with local organizations, concerned agencies, NGOs and communities for organizing social development and welfare systems which aim to promote quality of life and sustained self-reliance ;

3) Promoting and setting networks system for coordination in operational areas ;

4) Cooperating and supporting other concerned agencies or performing functions as entrusted by DSDW.

**4. Office of Women's Affairs and Family Development** has its functions in relation to development of women potential, promotion of gender equality, empowerment of family institution as well as establishment of social equity and justice. It is in charge of formulating policy and measures to enhance social security for women as well as setting up mechanisms for promoting coordination among concerned GOs and NGOs. It has the following authorities and duties :

4.1 Developing and suggesting guidelines to promote women potential, gender equality and security of family institution ;

- 4.2 Establishing and developing measures and mechanisms to promote women potential, gender equality and security of family institution ;
- 4.3 Enhancing technical knowledge and supporting various resources to carry out the operations of networks which aim to promote women potential, gender equality and security of family institution ;
- 4.4 Promoting cooperation in relevance to the international agreements and commitments ;
- 4.5 Promoting coordination for women rights protection according to the laws.





4.6 Conducting researches to develop body of knowledge for promoting women potential, gender equality and security of family institution ;

4.7 Establishing standards, monitoring and evaluating the implementation according to policies and measures ;

4.8 Coordinating information systems for the promotion of women potential, gender equality and security of family institution ;

4.9 Performing other functions as prescribed by the laws to be duties and authorities of the Office of Women's Affairs and Family Development or entrusted by the Minister or by the Cabinet.



## 5. Office of Welfare Promotion, Protection and

**Empowerment of Vulnerable Groups** has its functions in relation to protecting rights and promoting potential of various target groups. It is in charge of formulating policy, measures and mechanisms for developing security and quality of life of the target groups as well as supporting coordination among concerned GOs and NGOs. It has the following authorities and duties ;

- 5.1 Suggesting guidelines for protecting rights and promoting potential of children, youth, vulnerable people, persons with disabilities and older persons ;

- 5.2 Establishing and developing measures and mechanisms for protecting rights and promoting potential of children, youth, vulnerable people, persons with disabilities and older persons ;
- 5.3 Enhancing technical knowledge and supporting various resources for the operations of networks which aim to legally protect rights and promote potential of the target groups ;
- 5.4 Establishing and developing standards to protect rights and promote potential of children, youth, vulnerable people, persons with disabilities and older persons as well as enhancing international cooperation in relevance to the world changes, the international agreements and commitments ;



- 5.5 Promoting activities to develop potential and social roles of children, youth, vulnerable people, persons with disabilities and older persons ;
- 5.6 Developing body of knowledge for protecting rights and promoting potential of children, youth, vulnerable people, persons with disabilities and older persons ;
- 5.7 Coordinating and supporting information and data for protecting rights and promoting potential of children, youth, vulnerable people, persons with disabilities and older persons ;
- 5.8 Performing other functions as prescribed by the laws to be duties and authorities of the Office of Welfare Promotion, Protection and Empowerment of Vulnerable Groups or entrusted by the Minister or by the Cabinet.



**6. National Housing Authority** has its functions in relation to provide housing for vulnerable people and the low-income people including low-level civil servants and other state staff members to afford hire-purchase of housing units of their owns. The total units are 600,000 for 5 years (2003-2007). It has set its policy emphasizing : 1) the facilitation and coordination to bring about the efficient future social development, 2) responsible for developing housing security and urban development to improve living quality to ensure a balanced, strong, livable and sustainable society. It has the following authorities and duties :

- 6.1 Providing residential units for the low-income people engaged in every sector, as well as, low-level civil servants, state enterprise personnel, labor and individuals ;



6.2 Being responsible for housing development planning in the city and town level throughout the country ;

6.3 Setting the policy and planning strategy emphasizing the prevention and slum solving for the nation to serve the strategy of “City Without Slums” of UNCHS (United National Center for Human Settlements/HABITAT) ;

6.4 Being the centre of “Housing Technical Development Studies” and be the main mechanism to support the national housing policy formulation ;

6.5 Encouraging the establishment of the “National Housing and Urban Development Board”;

- 6.6 Encouraging the urban community development and housing estates development ;
- 6.7 Providing housing projects for public agencies or various institutions both welfare projects and hire-purchase or rental projects including housing projects according to the government housing policy ;
- 6.8 Encouraging the establishment of the “National Urban Development Organization” in charge of various urban development types i.e. New Town Development and Urban Renewal.

## **7. Community Organizations Development Institute**

has its functions in relation to promote the development of community organizations and civil society by coordinating the efforts of stakeholders involved in community development. It has the following authorities and duties :





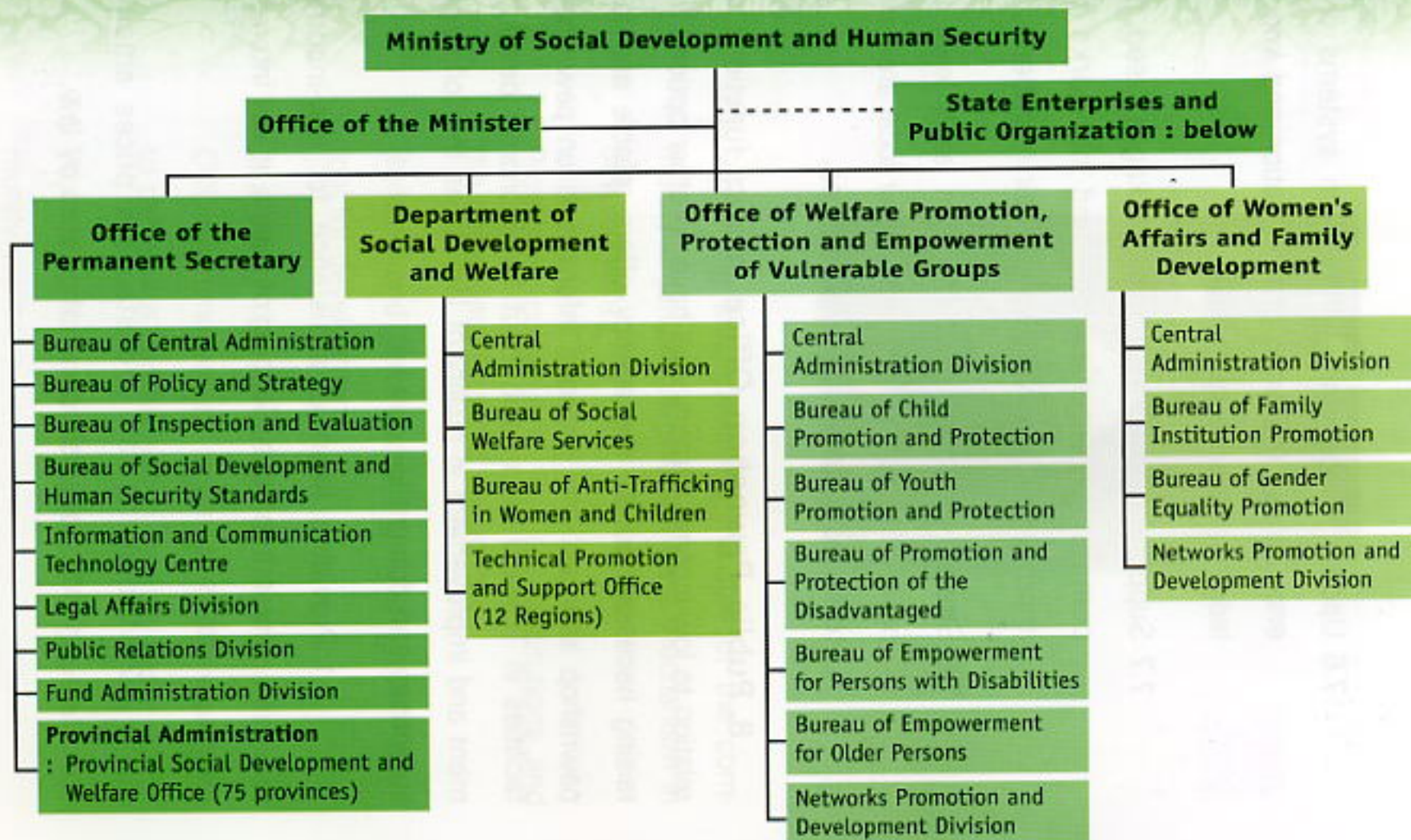
- 7.1 Supporting and enhancing the role of the community organizations and the local mechanism in development ;
- 7.2 Promoting community financial institutions and the community-oriented economy ;
- 7.3 Building and developing the loan system as a tool for development ;
- 7.4 Improving the efficiency and transparency of CODI's management systems to allow partners to participate and engage in its activities ;
- 7.5 Promoting savings activities and general community welfare ;

- 7.6 Updating community information systems and encourage the sharing of information and knowledge between communities ;
- 7.7 Supporting integrated loan packages used by community organizations and networks to improve the quality of life of their members ;
- 7.8 Strengthening civil society from each level to have more power to develop their local area and to support community organizations.

**8. Public Pawnshop Office** has its functions in relation to low-income earners who have no other options for raising necessary funds, the agency offers reliable and fair pawnshop services, and provides information on pawnshop facilities in Thailand as a basic input for economic development and improvement in quality of life. It has the following authorities and duties :

- 8.1 Providing financial assistance for low-income earners through pledging of assets at low interest rates ;
- 8.2 Maintaining fair and standard prices among private pawnshops as stipulated by law.

# Organizational Structure of MSDHS



**State Enterprises** : National Housing Authority and Public Pawnshop Office  
**Public Organization** : Community Organizations Development Institute

## PART III : DIRECTORY OF MSDHS

| Name List                                                                                                                                                                                                 | Telephone Number                                  | Fax Number                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|----------------------------|
| Ministry of Social Development and Human Security*<br>123 Sun Towers Bldg.,<br>Vibhavadi-Rangsit Rd.,<br>Chatuchak, Bangkok 10900.<br><a href="http://www.m-society.go.th">http://www.m-society.go.th</a> |                                                   |                            |
| Office of the Minister                                                                                                                                                                                    | 0 2612 8340<br>0 2612 8951-2<br>0 2612 8955, 8961 | 0 2612 8950                |
| Office of the Permanent Secretary                                                                                                                                                                         | 0 2612 8648 - 50                                  | 0 2617 3885<br>0 2612 8663 |
| • Bureau of Central Administration                                                                                                                                                                        | 0 2612 8679                                       | 0 2617 8333                |
| • Bureau of Policy and Strategy                                                                                                                                                                           | 0 2612 8724                                       | 0 2612 8718                |
| • Bureau of Inspection and Evaluation                                                                                                                                                                     | 0 2612 8713 - 15                                  | 0 2612 8712                |
| • Bureau of Social Development and Human Security Standard                                                                                                                                                | 0 2612 8726 - 32                                  | 0 2612 8863                |
| • Information and Communications Technology Centre                                                                                                                                                        | 0 2612 8706 - 9                                   | 0 2612 8843                |
| • Legal Affairs Division                                                                                                                                                                                  | 0 2612 8690 - 3                                   | 0 2612 8689                |
| • Public Relations Division                                                                                                                                                                               | 0 2612 8701 - 4<br>0 2612 8852 - 7                | 0 2612 8854                |
| • Fund Administration Division                                                                                                                                                                            | 0 2612 8695 - 6                                   | 0 2612 8695                |
| Provincial Administration<br>Provincial Social Development and Welfare Office<br>(75 provinces)                                                                                                           |                                                   |                            |

| Name List                                                                                               | Telephone Number  | Fax Number  |
|---------------------------------------------------------------------------------------------------------|-------------------|-------------|
| <b>Department of Social Development and Welfare</b><br>1034 Krung Kasem Rd.,<br>Pomprab, Bangkok 10100. | 0 2281 3199       | 0 2281 5021 |
| • Central Administration Division                                                                       | 0 2281 7877       | 0 2282 1580 |
| • Bureau of Social Welfare Services                                                                     | 0 2659 6267 - 9   | 0 2281 5407 |
| • Bureau of Anti-Trafficking in Women and Children                                                      | 0 2659 6281, 6285 | 0 2281 0969 |
| • Technical Promotion and Support Office (12 Regions)                                                   |                   |             |
| <b>Office of Women's Affairs and Family Development*</b>                                                |                   |             |
| • Central Administration Division                                                                       | 0 2612 8745 - 6   | 0 2612 8781 |
| • Bureau of Family Institution Promotion                                                                | 0 2612 8770 - 4   | 0 2612 8783 |
| • Bureau of Gender Equality Promotion                                                                   | 0 2612 8764 - 7   | 0 2612 8753 |
| • Networks Promotion and Development Division                                                           | 0 2612 8757 - 61  | 0 2612 8739 |

| Name List                                                                                                                             | Telephone Number                   | Fax Number        |
|---------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|-------------------|
| Office of Welfare Promotion, Protection and Empowerment of Vulnerable Groups<br>618/1 Nikommakkasan Rd.,<br>Rajthevee, Bangkok 10400. | 0 2255 5850 - 7                    |                   |
| • Central Administration Division                                                                                                     | 0 2651 6483                        | 0 2651 6483       |
| • Bureau of Child Promotion and Protection                                                                                            | 0 2651 6745                        | 0 2651 6851       |
| • Bureau of Youth Promotion and Protection                                                                                            | 0 2651 6481                        | 0 2651 6481       |
| • Bureau of Promotion and Protection for the Disadvantaged                                                                            | 0 2612 8787 - 9<br>0 2612 8791 - 2 | 0 2612 8790       |
| • Bureau of Empowerment for Persons with Disabilities                                                                                 | 0 2644 7991 - 4                    | 0 2644 7993       |
| • Bureau of Empowerment for Older Persons                                                                                             | 0 2612 8803 - 6                    | 0 2612 8802, 8793 |
| • Networks Promotion and Development Division                                                                                         | 0 2651 7713                        | 0 2253 9120       |

| Name List                                                                                                               | Telephone Number               | Fax Number                 |
|-------------------------------------------------------------------------------------------------------------------------|--------------------------------|----------------------------|
| <b>State Enterprise</b>                                                                                                 |                                |                            |
| • <b>National Housing Authority</b><br>905 Nawamin Rd., Klongchan,<br>Bangkapi, Bangkok 10240.                          | 0 2374 0411 -20                | 0 2375 8849                |
| • <b>Public Pawnshop Office</b><br>1034 Krung Kasem Rd.,<br>Pombprab, Bangkok 10100.                                    | 0 2281 7500<br>0 2281 8981 - 2 | 0 2281 9284                |
| <b>Public Organization</b>                                                                                              |                                |                            |
| • <b>Community Organizations</b><br>Development Institute<br>2044/28-33 New Petchburi Rd.,<br>Huaikwang, Bangkok 10320. | 0 2718 0911 - 4                | 0 2718 0937<br>0 2716 6001 |

**Remarks :** 1. \*Same Address  
2. Press 66 for country code



## Ministry of Social Development and Human Security

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