

MDES and depa Launch HelpT Platform

A Communication Channel Between the Public and Local Authorities

12 September 2027, Bangkok – The Ministry of Digital Economy and Society (MDES), through the Digital Economy Promotion Agency (depa) has launched **HelpT**, a platform designed to facilitate communication between the public and local authorities during flood emergencies. The platform can be accessed via the LINE OA account **@HelpT** and allows users to report flood-related incidents and request assistance from local governments.

Mr. Prasert Jantararungtong, Deputy Prime Minister and Minister of Digital Economy and Society (MDES) revealed that many parts of Thailand are currently experiencing floods. To provide timely assistance, the **MDES**, through **depa**, has launched the **HelpT** platform. This platform connects the public with local authorities in 49 provinces, including municipalities, provincial administrative organizations, district administrative organizations, and the Disaster Prevention and Mitigation Department (DPND). Users can report flood-related emergencies and request assistance from local governments through the LINE OA account **@HelpT**.

“HelpT has received support from various partners, including Siam Inno City Co., Ltd., Triple T Broadband Plc., Advice IT Infinite Plc., and Land Dominator Co., Ltd. The service is now available to the public. The MDES expects HelpT to address the problems caused by floods for citizens in 49 provinces, covering more than 20 million households, over 45 million people, and an area of over 340,000 square kilometers.” said the Deputy Prime Minister.

Asst. Prof. Dr. Nuttapon Nimmanphatcharin, President/CEO of depa stated that following the Deputy Prime Minister assigned to find solutions to assist people affected by floods, **depa** has selected a solution from the Thailand Digital Catalog. This catalog is a mechanism developed by **depa** to collect over 400 standard digital products and services from Thai entrepreneurs. **depa** has further developed My City, a platform for urban management provided by Siam Inno City Co., Ltd., which offers a two-way communication platform between cities and citizens on LINE OA, into **HelpT**. This communication channel will help alleviate the suffering of people affected by floods by utilizing digital technology for the benefit of society and the country, marking a significant step towards driving Thailand towards a sustainable digital economy and society.

Members of the public in flood-affected areas can report emergencies such as flooding, damaged roads and bridges, fallen trees, broken power poles, and request assistance such as evacuation, food, lighting equipment, and sandbags. Requests from the public will be sent to local authorities, and assistance will be provided as soon as possible. Additionally, **HelpT** provides

emergency contact numbers for various agencies and offers rainfall forecasts from the FAHFON platform. For those affected by floods who need assistance or wish to report emergencies, please add LINE **@HelpT**. Local authorities can use **HelpT** free of charge until December 2027 or until the situation ends.

Furthermore, **depa** is acting as a mediator between the Disaster Response Association of Thailand and local authorities requiring assistance in transporting supplies to flood-affected communities using disaster relief drones. Interested parties can contact **depa** through various channels, including **0 2026 2333**, Facebook Page: **depa Thailand**, and LINE OA: **@depaThailand**.
