

Theme of the GSR-25 Consultation: “What does it take for regulators to become digital ecosystem builders?”

1. Fostering innovation in regulatory approaches: How can regulators cultivate an innovation-driven culture in regulatory work and decision-making? What new skillsets and mindsets do they need today?

Regulators can foster an innovation-driven culture by continuing to learn and upskill in emerging technologies, utilizing these technologies for data-driven decision-making, and collaborating with stakeholders to incorporate diverse perspectives that lead to better decisions. To effectively cultivate innovation in their regulatory approach, they need new skills and mindsets. These include expertise in digital technologies, interpersonal skills like strengthening collaboration and information-sharing with other regulators, and mindsets that embrace stakeholder input.

2. Adapting and enhancing regulatory capacity: How should regulatory mandates, capacity and decision-making evolve to balance market innovation with digital inclusion and support the achievement of broader social and economic policy goals? What institutional mechanisms can enhance regulatory responsiveness to emerging digital business models and evolving risks?

One way to manage new market innovations is to let them grow with limited regulation in the early stages, such as in a sandbox environment. This gives them room to develop and experiment. As innovations grow and their risks become clearer, regulators can slowly introduce stronger rules and regulatory mandates based on evidence and feedback from stakeholders to prevent harm. At the same time, gradually implementing inclusion policies helps make sure the benefits are shared with the public. This approach supports innovation, protects the public, and advances broader social and economic policy goals.

Innovations often involve multiple regulators who may not fully understand them yet and may extend beyond their existing legal frameworks. To better respond to new digital business models and evolving risks, regulators can adopt institutional mechanisms such as cross-regulator collaboration, capacity-building and training programs for regulators, and stakeholder engagement.

3. Harnessing transformative technologies for regulatory excellence: How can regulators better leverage Artificial Intelligence, big data, Internet of Things, blockchain and other digital technologies to enhance decision-making, compliance monitoring and regulatory agility? What technology tools and applications can regulators use to strengthen transparency, stakeholder engagement and public trust in regulatory processes?

Clean and extensive data serves as the backbone for regulators to effectively leverage AI, big data, IoT, blockchain, and other digital technologies in regulatory processes. When data is inaccurate or incomplete, these technologies fail to deliver reliable insights, hinder compliance monitoring, and weaken public trust.

Technology tools and applications such as digital platforms and AI help strengthen transparency, enhance stakeholder engagement, and build trust.

Platforms like Open Government Data (data.or.th) and Public Consultation Platforms make regulatory processes more transparent and accessible by providing public access to data and enabling feedback. In addition, AI-powered chatbots could improve public engagement by providing immediate assistance to businesses and individuals. They could assist them in navigating information related to compliance requirements, licensing processes, and policy updates.

4. Cross-border cooperation for building national, regional and digital ecosystems: How can regulators leverage regional and international cooperation to foster harmonized regulatory approaches, knowledge exchange and capacity-building?

Regulators can leverage regional framework agreements and issue-specific working groups as tools for cross-border collaboration, fostering harmonized regulation, knowledge exchange, and capacity-building. These tools provide clarity in developing national, regional, and digital ecosystems, ensuring cohesive digital policymaking. One example is the ASEAN Digital Economy Framework Agreement (DEFA), which aims to support cross-border digital transactions, enhance digital trust, and unlock the full potential of Southeast Asia's digital economy.