



Handbook for Foreign Personnel of Mahidol University



By International Affairs Office,
Office of the President

True success is not in the learning, but
in its application to the benefit of mankind

— M. Svingler —

An aerial photograph of a road with a bus and trees. The bus is white with blue and yellow accents. There are people on a motorcycle and a person walking on the sidewalk. The road is paved and has a white line. There are green trees on the left and right sides of the road. The sky is not visible.

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Preface

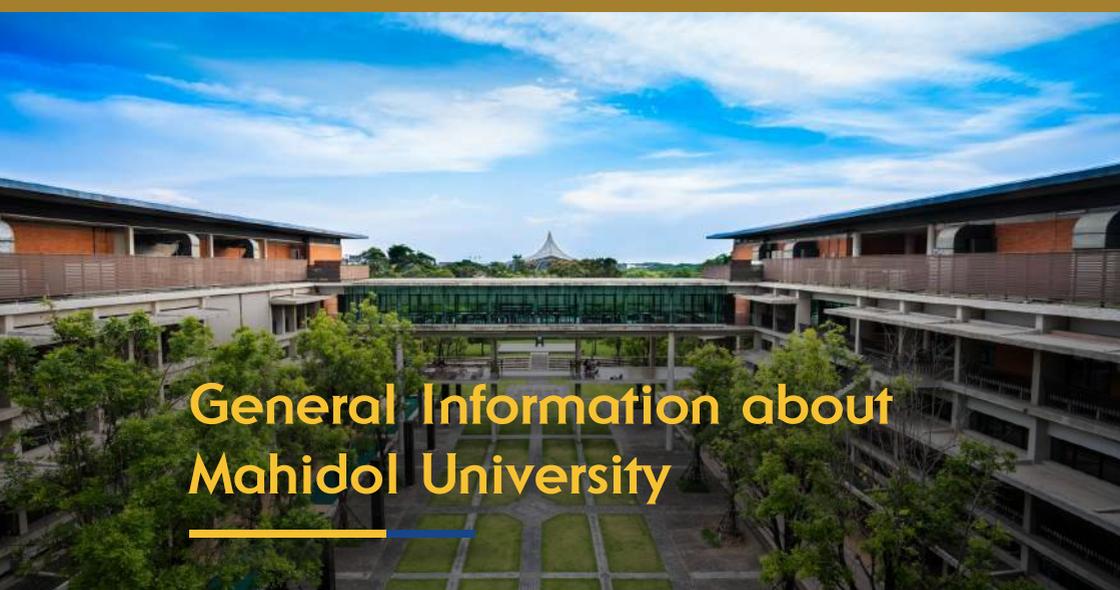
In compliance with Mahidol University's internationalization strategy and the substantial number of foreign personnel working at the university, the International Affairs Office provides this handbook, which contains the necessary information for foreign personnel at the university.

We would like to express our heartfelt appreciation towards the Human Resource Division, the Legal Affairs Division, and others who have contributed to the preparation of this handbook.

We greatly hope that you will find this manual to be helpful and would appreciate any comments for future improvements.

**International Affairs Office,
Office of the President**





General Information about Mahidol University

Mahidol University has its origins in the establishment of Siriraj Hospital in 1888 by His Majesty King Chulalongkorn (Rama V). Later, the king founded the “Bhatayakorn School” (School of Medical Practitioners) there to provide medical education, making it one of Thailand’s oldest higher education establishments, with its first batch of graduates completing their degrees in 1983. Then, the medical school was named by King Rama V “Royal Medical College”.

The College later evolved into the Faculty of Medicine—the first institution in Thailand to offer graduate medical education—and then, in 1942, the “University of Medical Sciences” was established. After being completely renovated into a university in 1969, the University of Medical Sciences was renamed with great honor by H.M. King Bhumibol Adulyadej, after his Royal Father, H.R.H. Prince Mahitala Dhibesra Adulyadej Vikrom, who is widely known as the ‘Father of Modern Medicine and Public Health in Thailand’, thus becoming “Mahidol University”.

At present, Mahidol University has 17 faculties, 6 colleges, 8 research institutions, 5 affiliated hospitals, and numerous research institutes. Its inner-city campuses in the Bangkok metropolitan area include Phaya Thai campus, Bangkok Noi campus, Salaya campus, as well as the “MU” Building, a downtown high-rise campus located on Vipawadee Rangsit Road. The university also has 3 provincial campuses, including Kanchanaburi Campus, Nakhon Sawan Campus, and Amnat Charoen Campus.

Symbols

University Emblem:

The Great Crown of Victory behind a chakra and a trident, with the letter “ม”



Granted by H.M. King Bhumibol Adulyadej on July 29, 1969, Mahidol University uses the emblem of H.R.H. Prince Mahitala Dhibesra Adulyadej Vikrom, the Prince Father, as the university emblem.

The Symbolic Color

The Dark Blue Color was granted by H.R.H. Princess Srinagarindra, the Princess Mother, on June 23, 1969, as the university's symbolic color.



The Symbolic Plant: Kan Phai Mahidol

H.R.H. Princess Galyani Vadhana Krom Luang Naradhiwas Rajanagarindra named Kan Phai Mahidol the symbolic plant of Mahidol University on the 30th Anniversary of the university on March 2, 1999.

Motto

“Do unto others as you would have others do unto you”

Philosophy

True success is not in the learning, but in its application to the benefit of mankind.

Determination Statement

Wisdom of the Land

Vision

Mahidol University is determined to be a world class university.

Mission

To excel in health, sciences, arts, and innovation with integrity for the betterment of Thai society and the benefit of mankind.



Applying for a Visa and Work Permit

Foreigners entering Thailand are not permitted to work, regardless of their type of visa, unless they are granted a work permit. Therefore, foreigners who wish to enter the Kingdom to work must hold the correct type of Visa, Non-Immigrant Visa “B”, to be eligible to apply for a work permit. Please find the details below.

Applying for Non-Immigrant Visa Category “B”

◆ Applying for a Visa from a foreign country

Foreigners who wish to work in Thailand must apply for a Visa at the Royal Thai Embassy or the Royal Consulate-General in their country of residence, or at the designated Thai Embassy. The documents required to apply for a visa are as follows:

No.	Documents Required	Notes
1	A passport which has been issued for at least 6 months	
2	Visa Application Form, duly filled out	
3	One photograph (4x6 cm. or 2 inches)	
4	Evidence of adequate finance (20,000 THB per person and 40,000 THB per family)	
5	Letter of approval from the Ministry of Labour (applied and submitted by the employer)	
6	Letter from a university	
7	Employment contract	
8	Other documents	Depend on each country's requirement

Notes: *The Visa application process and the documents required vary by country. Please check the relevant embassy/consulate's website for information before apply for the visa.*

◆ Changing the type of Visa

Foreigners who entered Thailand with a Tourist Visa or a Transit Visa and wish to work in Thailand may apply for a change of Visa type to a Non-Immigrant Visa “B” (for a maximum period of 90 days) at the Office of Immigration Bureau. Please note that the application must be submitted more than 15 days before your Visa expires. If you overstay, you will not be allowed to submit the application. If you wish to change your Visa type, please prepare the following documents:

No.	Documents Required	Notes
1	TM.86 Form, for foreigners with a Tourist or Transit Visa who wish to apply for a change of Visa type OR TM.87 Form, only for foreigners without a Visa who are allowed to stay in the Kingdom with a 30-day or 90-day permit of stay in order to apply for a Visa	
2	A copy of passport pages (e.g. personal information page, arrival stamps, extension stamps (if applicable) and relevant documents)	
3	One photograph (4x6 cm. or 2 inches)	
4	Notification reporting the stay of a foreigner (TM.30)	
5	Criteria and Conditions Acknowledgment Form for the Temporary Stay Permit in the Kingdom STM.2	
6	A cooperation letter—from the dean (or an official of higher rank) of university, or from the director of academic institute lower than university—for a Visa or Visa type alteration	(Attention: Immigration Commissioner, with the same date of the application)
7	A cooperation letter—from the relevant department under the Ministry of Education, or from the relevant Educational Service Area office; or, for academic institutes lower than university, from the District Office—for a Visa or Visa type alteration	(Attention: Immigration Commissioner, with the same date of the application)
8	Employment Certification (according to the Department of Employment)	

No.	Documents Required	Notes
9	A copy of the employment contract (effective on the month of the application)	
10	The applicant's educational certificate (Bachelor's degree or higher), academic transcript, and English proficiency test results (TOEIC score)	Educational certificate must be translated into English and certified by local and overseas Embassy and Consulate of the foreigner and by the Legalization Division, Ministry of Foreign Affairs of Thailand (For more information, please call 0-2575-1058-60 or contact its call enter at 0-2572-8442.)

Notes:

1. *The applicant must come in person every time.*
2. *The applicant must sign all pages of all documents to verify them.*
3. *The university or school's authorized signatory must sign all relevant documents and have them stamped with the university or school's official seal on every page.*
4. *For the sake of speed and convenience, please make sure to submit a complete set of documents and present the original ones to the officer.*

◆ Applying for a Work Permit

Once the applicant has obtained the Non-Immigrant Visa Category “B” from the Royal Thai Embassy/Consulate-General/Office of Immigration Bureau (for those who applied for a change of Visa type), they must speak to the Office of Work Permit or the Provincial Employment Office of their work establishment in order to apply for a work permit. After receiving their work permit, they may start working. The documents required to apply for a work permit are as follows:

No.	Documents Required	Notes
1	WP.25 Form	
2	Three photographs (3*4 centimeters)	
3	Employment Certification (WP.46)	
4	A copy of passport, a copy of Certificate of Residence, and a copy of Alien Registration Book, with original documents	
5	A Medical Certificate for 6 diseases: <ul style="list-style-type: none"> ● Leprosy ● Advanced Pulmonary Tuberculosis ● Drug addiction ● Chronic alcoholism ● Elephantiasis ● Tertiary syphilis 	
6	A Medical Certificate of Testing for COVID-19	
7	A copy of document showing the applicant's educational qualification, or a document filled with specified information	
8	Organization chart	
9	List of all foreigners in the organization	
10	A certificate issued by the university,	specifying the applicant's name, position, and duration of employment
11	Employment contract/appointment	
12	Notice of Hiring: WP.52, WP.55	
13	Power of Attorney made by the applicant with 10 THB duty stamp affixed (in case of not submitting in person), and a copy of the assignee's ID card	
14	Power of Attorney made by the employer with 10 THB duty stamp affixed, and a copy of the employer's and the assignee's ID card	

Notes:

1. *The work permit application window varies by the foreigner's home country as follows:*
 - *Foreigners from countries without quarantine requirements must apply for a work permit within 30 days from the date they entered Thailand.*
 - *Foreigners from countries with quarantine requirements must apply for a work permit within 7 days from the end of the quarantine period.*
2. *The university or school's authorized signatory must sign all relevant documents and have them stamped with the university or school's official seal on every page.*

◆ Applying for Non-Immigration B Visa extension

Normally, Non-Immigration B Visa holders are eligible to stay in Thailand for a maximum of 90 days. Their employee must apply for a Visa extension at the Office of Immigration Bureau 30 days before the end of their current period of stay—to prolong their stay for one more year—with these documents:

No.	Documents Required	Notes
1	Application Form (TM.7) with photograph	
2	Acknowledgment of Terms and Conditions for Permit of Temporary Stay in the Kingdom of Thailand (STM.2)	
3	A copy of passport pages (the first page, the Visa page, and every page containing stamps) and relevant documents	
4	A copy of work permit, from the very first page to the current one, along with the original work permit	
5	Letter of confirmation and request for a temporary stay issued by the educational institution	specifying the applicant's title, monthly salary rate, and term of employment
6	Employment Certification Form	
7	Employment contract	
8	Notification reporting the stay of a foreigner (TM.30) with a copy of the house owner's ID card and house registration attached	

◆ Applying for a Work Permit

No.	Documents Required	Notes
1	WP.25 Form	
2	Employment Certification: WP.46 Form	
3	A copy of work permit, from the very first page to the current one, along with the original work permit	
4	A copy of passport pages (the first page, the Visa page, and every page containing stamps) and relevant documents	
5	A Medical Certificate for 6 diseases: <ul style="list-style-type: none"> ● Leprosy ● Advanced Pulmonary Tuberculosis ● Drug addiction ● Chronic alcoholism ● Elephantiasis ● Tertiary syphilis 	
6	A certificate issued by the university	specifying the applicant's name, position, and duration of employment
7	Power of Attorney and the employer's ID card	
8	Power of Attorney made by the applicant (in case of not submitting in person) and the assignee's ID card	
9	Notification reporting the stay of a foreigner (TM.30) with a copy of the house owner's ID card and house registration attached	

◆ Notification of staying in the Kingdom for over 90 days

For foreigners who are granted a temporary stay in the Kingdom, if they stay in the Kingdom for more than 90 days, they must report their place of stay to the local Office of Immigration Bureau every 90 days. This is to prove that they are still residing in the Kingdom.

Methods of notification

1. The foreigner makes the notification in person.
2. The foreigner authorizes another person to make the notification.
3. The foreigner may send a letter of notification via registered mail.
4. The foreigner makes the notification online at <https://www.immigration.go.th/>

*The first over-90-day notification must be made by the foreigner themselves.

Documents required (for those making the notification in person)

1. Passport.
2. Receipt of Notification of staying in the Kingdom for over 90 days (if prior notification exists).
3. Complete and sign the Form TM.47.
4. Any relevant documents.

Offices accepting notification

1. Foreigners residing in Bangkok must either submit the notification by themselves, or authorize another person to send a letter of notification on their behalf to the 90 Days Report Section, The Government Complex Commemorating His Majesty the King's 80th Birthday Anniversary, December 5, 2550, Building B (Floor 2, south zone), Chaeng Wattana Road, Thung Song Hong Subdistrict, Lak Si District, Bangkok.
2. Foreigners in other provinces must submit the notification at their local Immigration Checkpoint.

Notes:

1. *The notification must be made 15 days before or 7 days after the 90-day period expires.*
2. *If the notification is submitted later than the set period, the foreigner must pay a fine of 2,000 THB.*
3. *If the foreigner leaves the Kingdom before their notification period arrives, upon re-entering, their next notification period shall be 90 days from the most recent date that they entered the Kingdom.*

◆ Applying for a Re-Entry Permit

For foreigners who are granted a temporary stay in the Kingdom, if they leave for another country, their permit will be terminated. But if they are granted a re-enter permission from an officer beforehand, when they return, they will be allowed to stay for the remainder of the period.

Methods of notification

1. Gather all necessary documents and fees.
2. Make an in-person visit to the Immigration Division 1 office.

Documents required

1. Passport.
2. Application for Re-Entry Permit into the Kingdom (TM.8) with a 4x6 cm. photograph (taken within the last 6 months).
3. One copy of each of the following passport pages:
 - Personal information page.
 - Passport expiry page.
 - Personal information amendments page (if applicable).
 - The most recent arrival stamp page.
 - Extension stamp page (if applicable).
4. Documents from relevant parties, with one copy (in case the foreigner is not eligible to leave the Kingdom).
5. Re-Entry Permit fee: 1,000 THB for a single permit, 3,800 THB for multiple permits.
6. Any relevant documents.

Notes The information above is subject to changes. Please find the latest information on the Immigration Division 1 website at <https://bangkok.immigration.go.th>, or contact tel. 0-2141-9889, 081-412-9180.



Types of Foreign Personnel

By Classification

Academic Positions

- Senior Professor
- Professor
- Associate Professor
- Assistant Professor
- Lecturer
- Researcher (Class I: Senior Researcher, Class II: Assistant Research Professor, Class III: Associate Research Professor, Research Professor)

Support Positions

- Profession Group
- Academic Support Group
- Support Group
 - Practitioner Level
 - Assistant to Practitioner Level

By Types of Employment

- University Staff
- University Staff (Name of Faculty/ College/Institute/Center)
- College Staff
- Temporary University Employee
- Unit-based Employee
- Research-based Employee
- Foreign Employee
- Postdoctoral Fellowship
- Visiting Scholar
- Global Talent
- Foreign Postdoctoral Researcher



Employment Criteria

Employment Contract

According to the university's employment criteria, a University Staff have to enter into an employment contract according to these terms:

- **First term of employment**

This term of employment is for a period of not less than 1 year but not more than 2 years, with a contract expiration date on September 30 (for example, if the date of employment is March 1, 2017, the expiration date shall be September 30, 2018).

- **Second term of employment**

First type: a time-limited contract that lasts until the retirement date and expires on September 30 of the retirement year.

Second type: a time-limited contract which expires on September 30 of the year specified.

The contract provider and the contract recipient will need to agree upon the type and the second term of employment.

Notes:

1. *Applications for employment extension for University Staff shall be accompanied by performance evaluation results.*
2. *The information provided above serve as criteria for university personnel (University Staff) only. Please keep in mind that the employment contract criteria will vary depending on the type of personnel and the department to which they are affiliated.*

Code of Conduct and Discipline



University Staff must adhere strictly to the following Code of Conduct and Discipline:

1. To carry out responsibilities in accordance with the university's policies, instructions, rules, regulations, notifications, and customs;
2. To carry out responsibilities honestly, faithfully, and fairly;
3. To carry out responsibilities with complete attention, dedication, and care, keeping the university's best interest in mind, and never committing negligence;
4. To preserve the university's confidential information;
5. To devote one's time to completing university assignments and to always be punctual—never abandon or neglect any responsibility;
6. To act in accordance with a supervisor's order, which needs to be relevant, lawful, and compliant with university regulations. However, if one believes that the order will cause damage to the university or compromise its best interests, one may submit a notice to the supervisor to review such an order. If the supervisor confirms the original order after careful review, then it must be carried out;
7. To never give a false report to a supervisor or keep any critical information from them;
8. To be courteous; preserve harmony and cooperate with others in duty;

9. To be hospitable, accommodating, fair, and supportive to those who come into contact with respect to one's duties, treating them courteously, never looking down on them, discriminating against them, mistreating them, or oppressing them;
10. To not commit, or allow others to commit, acts in the pursuit of personal gain that may jeopardize fairness or jeopardize the dignity of one's position;
11. To preserve one's reputation and the dignity of one's position, as well as to refrain from any behavior that harms the university's reputation;
12. To not undertake any activity which conflicts with the university's goals or interests;
13. To uphold the Code of Conduct of a University Staff as prescribed by the university, with the objective of becoming a good staff who exhibits honor and dignity, in particular with respect to the following matters:
 - 1) Adherence and unwavering commitment to doing what is right;
 - 2) Integrity and responsibility;
 - 3) Performance of duties in a transparent and accountable manner;
 - 4) Performance of duties without any discrimination;
 - 5) Result-oriented determination.





Disciplinary violations that fit the following description are gross breaches of discipline:

1. Committing any disciplinary violation that results in severe damage to the university;
2. Avoiding or neglecting one's duty for more than 7 consecutive days on the same occasion without reasonable cause, or displaying an intention to not comply with the university's rules, regulations, notifications, and customs;
3. Wrongfully performing or refraining from performing one's duty in order to obtain undue enrichments for oneself or another person, which is attributable as a malpractice;
4. Performing or refraining from performing one's duty, or exercising gross negligence that results in severe damage to the university;
5. Committing a criminal offense which results in imprisonment or a heavier penalty, with a final sentence of imprisonment or a heavier penalty, with the exception of an offense committed negligently or a minor offense;
6. Committing a gross breach of the University Staff's Code of Conduct.



Disciplinary punishments

1. Probation.
2. Salary reduction.
3. No salary adjustment during the disciplinary year.
4. Discharge.

Please download Mahidol University's Good Governance Handbook at <https://mahidol.ac.th/th/2019/governance/>.



Remuneration



Salary

The salary rate for foreign personnel at Mahidol University varies by classification and type of employment, which should be agreed upon before entering into the contract by the employer and the personnel.



Salary Adjustment

An annual salary adjustment evaluation is carried out on October 1. In order to be eligible for a salary adjustment evaluation, the staff must meet the following requirements:

1. They must have been registered as a University Staff for no less than 8 months (counting from the registration date to September 30);
2. They must have passed the probation period;
3. Their performance evaluation results must be at least at the level of mediocre;
4. They must have no record of excessively reporting late for work for a department;
5. They must not have received a disciplinary punishment that is heavier than probation;
6. They must have no record of taking more leave than they are entitled to;
7. They must have returned to work for at least 6 months following any study or training leave;
8. Their combined total of personal business leave and sick leave must not exceed 45 working days per year. This number excludes maternity leave, sick leave due to on-duty accidents, and protracted recuperation leave (single or multiple times, with the combined total not exceeding 120 days).

The salary adjustment calculation is based on a percentage of the salary rate, which cannot be more than the maximum amount allowed in the salary account. This is up to the salary decider's discretion, taking into account other factors such as time off taken and work behavior.

**The information concerning salary adjustments provided above serves as criteria for university personnel (University Staff) only.*

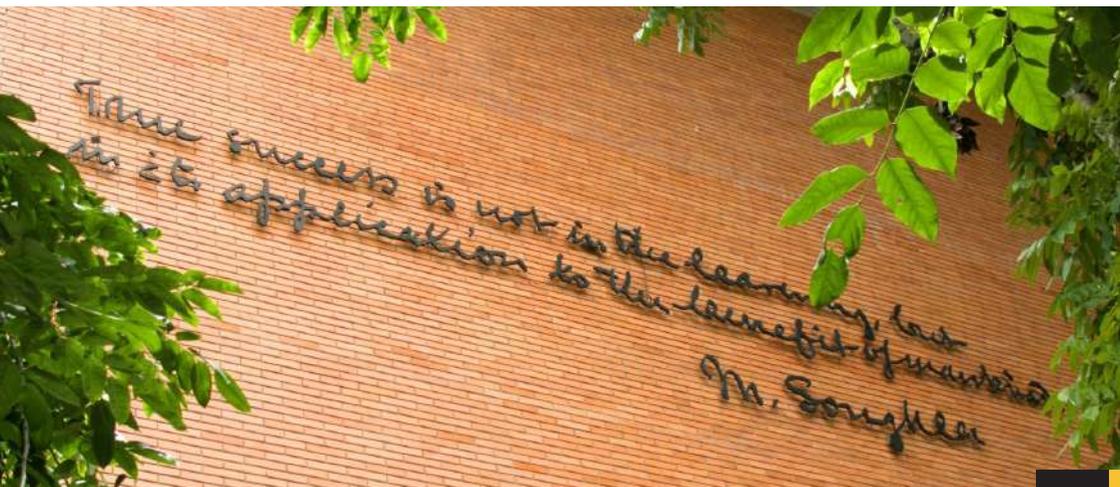
Position Allowance

Academic Positions

- ◆ Professors are paid a position allowance of 31,200 THB/month.
- ◆ Professor/ Researcher Professor: 26,000 THB/month.
- ◆ Associate Professor/Class III Researcher: 19,800 THB/month.
- ◆ Assistant Professor/Class II Researcher: 11,200 THB/month.

The University Staff that are eligible for a position allowance must be officially appointed, have the right to receive such an allowance, and carry out their responsibilities accordingly.

**The information concerning position allowance provided above is a rate for university personnel (University Staff) only.*





Benefits and Entitlements

Mahidol University offers a wide range of benefits and entitlements for its foreign personnel, including wellness, vacation, and vehicles. Please see the following details:

◆ Wellness ◆

Social Security

Social Security is a fund providing security and coverage to the insured. The insured shall receive compensation in the event of sickness, injury, disability, and death that are not caused by employment, as well as maternity benefits, child allowances, old age, and unemployment. The cases can be classified into 7 groups:

1. Sickness or Injury

In case of sickness: The insured receives medical treatment without having to pay costs when treated in hospitals in which one can use one's social security card or in a network to which the original hospital belongs in addition to cases of sick leave when medical treatment is ordered by a participating physician. If not entitled to receive wages from the employer on sick days in accordance with the law for the protection of workers, the insured will receive cash benefit at 50 percent of the wages but not exceeding 90 days each period of sick leave and not exceeding 180 days of sick leave per year. In the case of chronic diseases, the cash benefit is no more than for 365 days.

In case of being treated at other hospitals, and if the insured has paid for medical treatment in advance, the insured can apply for reimbursement from the Social Security Office at the following stipulated rates.



Receiving medical treatment in public hospitals

In case of injuries or medical emergencies involving illnesses, the insured can request reimbursement an unlimited number of times in accordance with the following details:

◆ Outpatients

- ◆ May be reimbursed for medical treatment for actually incurred costs as necessary.

◆ Inpatients

- ◆ May be reimbursed for medical treatment for actually incurred costs as necessary within a time period of not more than 72 hours except for room and meal costs which can be reimbursed at no more than 700 THB per day.

Being treated at private hospitals

In case of injuries or medical emergencies involving illnesses, the costs incurred for the following can be reimbursed.

◆ Outpatients

- ◆ Can be reimbursed for costs for medical treatment actually incurred at not more than 1,000 THB.
- ◆ Can be reimbursed for costs for medical treatment actually incurred at not more than 1,000 THB if treated in some specified manners. *

◆ Inpatients

- ◆ Medical treatment in cases of not being treated in an ICU can be reimbursed at not more than 2,000 THB per day.
- ◆ Room and meals can be reimbursed at not more than 700 THB per day.

- ◆ Room, meals, and medical treatment in case of being treated in an ICU can be reimbursed for not more than 4,500 THB per day.
- ◆ In cases of major surgery, reimbursement can be made for not more than 8,000 - 16,000 THB per operation in accordance with the duration of the operation.
- ◆ Resuscitation including the cost of medicine and equipment can be reimbursed at not more than 4,000 THB.
- ◆ Laboratory tests and/or X-rays can be reimbursed at not more than 1,000 THB per test and/or X-ray.

Dental case

In cases of tooth extraction, tooth fillings, removing dental plaque, and removal of wisdom teeth, the insured can be reimbursed for actually incurred costs as necessary at a rate not exceeding 900 THB per year.

In the case of fitting removable partial dentures, the dental fee and the costs for the dentures actually incurred are reimbursed as necessary but not for more than 1,500 THB within a period of five years since the day of fitting the dentures in accordance with the specific criteria.



2. Maternity Benefits

The insured will receive coverage for child delivery expenses without limits. The rights are as follows:

◆ 2.1 The female insured may deliver a child at any hospital and will receive a lump sum for child delivery of 15,000 THB. The female insured will receive compensation benefits for maternity leave as well at a rate of 50 percent of the average wage for 90 days (the compensation for child delivery can be reimbursed not more than twice).

◆ 2.2 The male insured having a wife and whose marriage is certified by a marriage license or a spouse living as husband and wife but without a marriage license will receive only a lump sum for child delivery of 15,000 THB.



3. Disability Benefits

Income replacement

In cases in which the disability is not so severe, compensation is as follows:

- ◆ Unable to work as normal or to follow other work: the insured is entitled to receive income replacement at the rate of 30 percent of daily wages in accordance with Section 57 for the period of time unable to work but for not more than 180 months.

- ◆ Unable to work as normal with income decreasing: the insured is entitled to receive income replacement in the amount of decreased income but not for more than 30 percent of daily wages in accordance with Section 57 but for not more than 180 months.

In case of severe disability, the insured will receive income replacement for life at the rate of 50 percent of daily wages in accordance with Section 57.

Medical service fees

◆ Public hospitals

- ◆ Outpatients: Receive payments for medical service fees actually incurred as necessary.

- ◆ Inpatients: Receive free medical services because hospitals will be directly reimbursed for the fees incurred by the Social Security Office.

◆ Private hospitals

- ◆ Outpatients: the insured receive payments for medical service fees as incurred but for not more than 2,000 THB per month.

- ◆ Inpatients: the insured receive payment for medical service fees as incurred but for not more than 4,000 THB per month.

- ◆ Fees for ambulances or other vehicles used to transport the disabled in cases of receiving medical services are paid as a lump sum of not more than 500 THB per month.

- ◆ Receiving payments for expenses incurred for physical, mental, and occupational disability rehabilitation in accordance with the Announcements of the Social Security Office on The Criteria for the Rate for Payment for Rehabilitation for the Disabled.

- ◆ The dependents and survivors of the insured who is disabled and dies will receive payment for funeral grant and for compensation in case of death as in the case of death.



4. Death Benefits

The dependents and survivors of the deceased receive payments for funeral grant of 50,000 THB in addition to death compensation as follows:

◆ 4.1 In the case of having submitted contributions for more than 36 months but not for 120 months, the insured will receive compensation at the rate of 50 percent of the average wage for 4 months.

◆ 4.2 In case of having submitted contributions for 120 months onwards, the insured will receive compensation at the rate of 50 percent of the average wage for 12 months.



5. Child Allowances Benefits

Receiving a lump sum for child allowance of 800 THB per legitimate child aged not more than six full years, but not more than for three children.



6. Old Age Benefits

◆ Old age gratuity

For those who contributed for less than 12 months, their old age gratuity is paid in the same amount as the insured's contribution.

For those who contributed for more than 12 months but did not reach the 180-month mark, their old age gratuity is paid in the sum of the insured's and the employer's contributions, accompanied by other remuneration as declared by the Social Security Office.

◆ Old age pension

The old age pension will be equal to 20% of the average salary in the previous 60 months, which is used to calculate the amount of contributions made before their insured status expired. Those who have contributed for more than 180 months (15 years) will have their old age pension increased by 1.5% for every 12 months of contribution.



7. Unemployment Benefits

◆ Termination

Receive compensation during the period of unemployment at the rate of 50 percent of wages but for not more than 180 days each period.

◆ Resignation or end of contract with a specified employment period

Receive compensation during the period of unemployment at the rate of 30 percent of wages but for not more than 90 days each period.

◆ Unemployment due to force majeure

Receive compensation in case of unemployment at 50 percent of the wage but not for more than 180 days each period.

Remarks: In cases 1 and case 2, the insured must register as being unemployed and file a report on the Internet within 30 days since the day of termination or resignation, or the end of contract in order not to lose the right for compensation.

The information above is subject to change. For the most recent changes and more information, please visit the Social Security Office website, <https://www.sso.go.th/wpr/main> or inquire for more information at tel. 1506.



Medical Services

If a foreign personnel is a University Staff or a University Staff (Name of Faculty/College/ Institute/Center), they can claim medical expenses for themselves and their family members, including their father, mother, children, and legal spouse residing in Thailand, in excess of the costs covered by Social Security or their entitled benefits:

1. They can claim medical expenses from the University Staff Welfare Fund with a limit of 20,000 THB/year.
2. If the medical expense exceeds that in item 1 (20,000 THB/year), they can pay together with the university (Co-Pay) at a reimbursement rate of 50% and a maximum claim of 50,000 THB (the university co-pays no more than 25,000 THB/year).

For other types of employees, please make sure to check for additional benefits offered by your respective departments.



“Flexible benefit” refers to an exclusive health benefit established by the University Staff Welfare Fund to allow University Staff to choose the benefits that best suit their requirements. A University Staff can claim health benefits according to the following items with disbursement limited to the specified amount:

1. Health insurance/critical illness insurance.
2. Health examination/vaccination.
3. Membership fees or service fees for fitness facilities/enrollment fees for athletic classes/application fees for walking, running, cycling, swimming, and triathlon events.
4. Medical expenses/medical service fees that cannot be claimed.
5. Dental treatment/dental service fees.
6. Vision corrections (glasses/contact lenses/LASIK).
7. Prescription drug/device fees.
8. Physiotherapy.
9. Air purifier/maintenance tools/face mask/dust mask.
10. Shoes for all types of sports/gym equipment, yoga props, fitness trackers.
11. Prescribed health products such as seat cushions, posture correctors, massage devices, and health shoes.
12. Cost of equipment used in the diagnosis, prevention, and treatment of coronavirus disease 2019.

Please note that these details are subject to change. Please find additional information at <https://op.mahidol.ac.th/hr/en/welfare/flexible-benefit/>

**Notes: This benefit is exclusive to university personnel (University Staff) and University Staff (Name of Faculty/College/Institute/Center) only. Please check your eligibility with your affiliated department.*



The university's sports complex is available to University Staff. For more details, please visit <https://ss.mahidol.ac.th/th/index.php/en/sports-center/mu-sp-complex-en>



Annual Health Examination

University Staff can take an annual health examination with the service provider recruited by the affiliated section. The annual health examination fee can be claimed from the medical expenses limit (20,000 THB) of the University Staff Welfare Fund.



Compensation Fund

The compensation fund provides compensation to employees in the event of injury, disease, death, or disappearance resulting from their job. The accident or disease's date, time, and place are not considered, but the cause is.

If an employee is injured or becomes ill as a result of their job, they are entitled to receive compensation, which includes medical expenses, monthly pay, performance recovery fees, and funeral expenses.

Medical expenses

An employee is eligible to receive medical expenses, as paid, of no more than 50,000 THB per injury. If a serious or chronic illness is found, they will be given an additional 100,000 THB, up to a total of 300,000 THB. If the amount does not cover their expenses, they can request an extra sum up to a total of 1,000,000 THB, at the medical board's discretion and the compensation fund committee's approval.

In the case of prescribed recuperation

The employee will receive medical expense reimbursement and 60% of their monthly wage as compensation if their recuperation period is longer than 3 days but not more than a year.

In the case of loss of limb

The employee will receive medical expense reimbursement and 60% of their monthly wage as compensation in case of recuperation, and 60% of their monthly wage as compensation according to the nature of loss, but not more than 10 years. An assessment of organ loss must be performed once the employee has completed treatment and their limbs have stabilized, or one year from the date of the accident. If the employee needs recovery treatment, they shall receive a recovery fee, which can be requested by this criteria: Medical and professional recovery expenses, as paid, are limited to 24,000 THB; performance recovery surgery expenses are limited to 40,000 THB.

In the case of disability

The employee will receive 60% of their monthly wage as compensation if they are unable to work for more than 3 days but not more than a year, etc. They will also receive 60% of their monthly wage as compensation if they are disabled for no more than 15 years. They will also be able to participate in recovery sessions according to the criteria of the Worker Rehabilitation Center.

In case of death or disappearance

Survivors will receive funeral expenses equal to one hundred times the highest rate of the deceased's minimum daily wages, and 60% of the deceased's monthly wage as compensation for 8 years.

◆ Financial Assistance ◆

Mahidol University Provident Fund

A Foreign personnel who is a University Staff/University Staff (Name of Faculty/ College/Institute/Center) may subscribe to the Mahidol University Provident Fund. The fund's objective is to encourage its members to save money. It serves as a kind of benefit, as well as a safety net for them and their families in the events of death, disability,

retirement, and resignation. By subscribing to the fund, the employee must contribute 3-15% of their monthly salary to it. In turn, the university provides a supplementary contribution of 3% of the subscriber's monthly salary. The subscriber will then be able to choose an investment plan. When the subscriber's membership in the fund ends, they will receive a provident fund as well as the following benefits:

- ◆ **Membership lasted less than 2 years:**
No provident fund and no benefit.
- ◆ **Membership lasted more than 2 years but no more than 3 years:**
Receive 25% of the sum.
- ◆ **Membership lasted more than 3 years but no more than 4 years:**
Receive 50% of the sum.
- ◆ **Membership lasted more than 4 years but no more than 5 years:**
Receive 75% of the sum.
- ◆ **Membership lasted more than 5 years:**
Receive 100% of the sum.

◆ **Leave Eligibility** ◆ 

Foreign personnel are entitled to different types of leave depending on their type of employment, which can be summarized as follows:

Types of Leaves	University Staff/ University Staff (Name of Faculty/ College/Institute/ Center)	Foreign Temporary Budget Employee	Temporary Unit-Based Employee
1. Sick leave	◆ In common cases: up to 60 working days per fiscal year.	◆ In common cases: up to 15 working days per fiscal year.	◆ In common cases: up to 8 working days per fiscal year in the first year, and up to 15 working days per fiscal year in the following years.

Types of Leaves	University Staff/ University Staff (Name of Faculty/ College/Institute/ Center)	Foreign Temporary Budget Employee	Temporary Unit-Based Employee
	<ul style="list-style-type: none"> ◆ In cases of hospitalization or continuous medical care under the order of a physician: up to 60 working days/year. The total amount of paid sick leave cannot exceed 120 days per year. ◆ Requests for sick leave of more than 3 consecutive days must be accompanied by a medical certificate. 	<ul style="list-style-type: none"> ◆ Requests for sick leave of more than 5 consecutive days must be accompanied by a medical certificate. ◆ If the total for the fiscal year exceeds 15 working days, personal leave or holiday leave can be taken instead. 	<ul style="list-style-type: none"> ◆ Requests for sick leave of more than 3 consecutive days must be accompanied by a medical certificate.
2. Personal leave	<ul style="list-style-type: none"> ◆ Up to 45 working days (paid). ◆ For first-year employees: up to 15 working days. 	<ul style="list-style-type: none"> ◆ Up to 10 working days per year (paid). Personal leaves or holiday leaves will be counted collectively. ◆ For the first 6 months: no leave permitted. ◆ If the leave is not used or exhausted, it can be accumulated for a maximum of 22 business days. 	<ul style="list-style-type: none"> ◆ Up to 3 working days (paid), given that the employee has worked for more than 6 months. Otherwise, the leave will be unpaid.

Types of Leaves	University Staff/ University Staff (Name of Faculty/ College/Institute/ Center)	Foreign Temporary Budget Employee	Temporary Unit-Based Employee
<p>3. Annual holiday leave</p>	<ul style="list-style-type: none"> ◆ Up to 10 working days per year (paid) For the first 6 months: no leave permitted. ◆ If the leave is not exhausted, it can be carried over to the following year (for a maximum of 20 business days). ◆ For those who have worked for more than 10 consecutive years: up to 30 working days (accumulated). 	<ul style="list-style-type: none"> ◆ Requests for sick leave of more than 5 consecutive days must be accompanied by a medical certificate. ◆ If the total for the fiscal year exceeds 15 working days, personal leave or holiday leave can be taken instead. 	<ul style="list-style-type: none"> ◆ Up to 10 working days per year (paid) For the first 6 months: no leave permitted. ◆ If the leave is not exhausted, it can be carried over to the following year (for a maximum of 20 business days).
<p>4. Maternity leave (for female personnel)</p>	<ul style="list-style-type: none"> ◆ Up to 90 days per instance, with payment (from Social Security and the university). ◆ Personal leave for continuous care after childbirth: up to 150 working days (unpaid). 		<ul style="list-style-type: none"> ◆ Up to 90 days per instance, with 45 days of payment (from Social Security and the university).

Types of Leaves	University Staff/ University Staff (Name of Faculty/ College/Institute/ Center)	Foreign Temporary Budget Employee	Temporary Unit-Based Employee
5. Paternity leave (for male personnel)	<ul style="list-style-type: none"> ◆ Male only; up to 15 working days per instance, with payment (holidays excluded). ◆ It must be for a legal wife. 		<ul style="list-style-type: none"> ◆ Male only; up to 15 working days per instance (unpaid).
6. Religious duty leave: Ordination or Hajj (Buddhist and Muslims only)	<ul style="list-style-type: none"> ◆ Up to 120 days per instance (paid). 		<ul style="list-style-type: none"> ◆ Up to 120 days per instance (unpaid).
7. Dhamma practice leave (Buddhists only)	<ul style="list-style-type: none"> ◆ One-time entitlement, for females only. The practice venue must be certified by the National Office of Buddhism. ◆ At least 1 month, but no more than 3 months. 		<ul style="list-style-type: none"> ◆ Similar to that of a University Staff, but unpaid.

For excessive leaves that the university deems necessary and beneficial to the respective department, such as in the case of illness while on duty that necessitates a prolonged recuperation period (other leave payments not on this list must be reviewed by a supervisor before being sent to the university President for approval).

For those wishing to travel abroad during the period of leave (holiday leave or personal leave) or during work holidays, they must notify their supervisor accordingly. The matter shall be escalated to the department head or the designated person. If the department head is to travel, they must obtain approval from the President (according to the Regulations on Leave of Absence for Government Officials B.E. 2555).

◆ Considerations for taking a leave ◆

1. A written notice of absence must be submitted in advance as required by the university, except in the case of sick leave, maternity leave, or military recruitment and preparation leave, which can be taken immediately. If the staff fails to submit a notice, they must notify their immediate supervisor and then submit it on the first day of their return.

2. If a University Staff is granted a leave and wishes to cancel an unspent leave, they must submit a cancellation request to their supervisor and the authorized decision maker. The leave will end on the date of cancellation.

3. If a University Staff does not follow the process described in this announcement without reasonable cause, their leave will be considered an absence.

4. If a University Staff is granted an excessive leave, their leave will be unpaid.

◆ Vehicles ◆



Trams

Mahidol University's Salaya campus has four tram lines that run throughout the campus:

- ◆ Green line
- ◆ Blue line
- ◆ Red line
- ◆ Yellow line





Salaya Link



Salaya Link offers convenient non-stop shuttle service between Mahidol University and the Bang Wa BTS Station. One-way tickets are just 30 THB. The journey takes approximately 30 minutes.

Please visit this website for additional information: <https://op.mahidol.ac.th/sa/2021/12850/> or <https://www.facebook.com/pg/Salayalink/posts/>



Shuttle Bus



Mahidol University provides a shuttle bus service for staff and students between Salaya, Phayathai, and Bangkok Noi Campuses. The service is free of charge.

Please visit this website for additional information: <https://op.mahidol.ac.th/sa/2021/12848/> or <https://www.facebook.com/MUShuttleBusReality>

◆ Accommodation ◆

The university provides its personnel with a 14-story reinforced concrete condominium with four buildings: Building A (Anchan), Building B (Benjamas), Building C (Chaba), and Building D (Dusita). The rooms are furnished and can be rented on a monthly or daily basis, with a variety of options including suites, double rooms, and single rooms. The rooms are assigned based on the number of residents in order to facilitate non-business activities, which is one of Mahidol University's objectives. The Mahidol University Condominium is not open to the general public; its residents must pass a qualification and selection process. Two buildings are reserved for staff: Building B (Benjamas) and Building C (Chaba).

A suite consists of a bedroom, a bathroom, and a living room, as well as furnishings and electrical appliances such as a single bed, a double bed with mattress, air conditioner, refrigerator, telephone, wardrobe, table, and chair.

Common facilities: the university provides 24-hour security service with CCTVs in the common areas, 24-hour maintenance service, Wi-Fi network in common areas, a parking lot, a fingerprint building entry system, common resting areas, and mailboxes. Within the condominium area are self-service coin laundry, laundry service, computer repair and program installation service, coffee and bakery shops, a 7-11 convenience store, and food shops.

Please visit this website for additional information, maintenance fees, and supporting documentation: <http://condosalaya.mahidol.ac.th/index.htm> or www.facebook.com/mucondosalaya or inquire for more information at Mahidol University Condominium Office, tel. 0-2441-9205, fax. 0-2441-9201.

◆ Honoring ◆



University Badges

Mahidol University badges of honor are awarded to honor all types of employees at Mahidol University who have served for consecutive periods:

- ◆ 1. Honorary Badge: for those who have reached the retirement age (remain in service until the age of 60 or 65).
- ◆ 2. Special Badge: for those who have served for 25 years or more.
- ◆ 3. First Class Badge: for those who have served for 20 years or more.
- ◆ 4. Second Class Badge: for those who have served for 10 years or more.
- ◆ 5. Third Class Badge: for those who have served for 5 years or more.

The badges in items 2-5 are awarded on the Royal Bestowal of Mahidol University's Name Anniversary Event (March 2 of every year).

◆ Post-Employment Benefits ◆



Compensation

University Staff or University Staff (Name of Faculty/ College/ Institute/Center), will be compensated at the end of their employment in the circumstances specified below:

- 1 Dismissal due to probation failure or substandard performance;
- 2 Employment contract expiration (for those who were registered after January 1, 2014, and have served for 6 consecutive years);
- 3 Retirement (at the age of 60 or 65);
- 4 Dismissal due to disability, prohibited characteristics, unit dissolution, imprisonment sentence, negligence or minor offense, minor disciplinary punishment;
- 5 Resignation due to health problems (for those whose term of service has been extended after 6 years);
- 6 Death.

Compensation rate

Duration of Service	Amount of Money
120 days (less than 1 year)	1 time as much as the last month's salary
1 year (less than 3 years)	3 times as much as the last month's salary
3 years (less than 6 years)	6 times as much as the last month's salary
6 years (less than 10 years)	8 times as much as the last month's salary
10 years (less than 20 years)	10 times as much as the last month's salary
20 years	13.3 times as much as the last month's salary

Financial assistance in the event of death

University Staff are entitled to receive financial assistance in the event of their death as follows:

① An exclusive financial assistance in the amount of three times the most recent salary will be granted to the University Staff's designated beneficiary. If no designated beneficiary is found, the money will be granted to a University Staff's family member in the order of inheritance: spouse, children, or parent.

② A financial assistance specified below will be granted to the University Staff's family members:

2.1 Death from natural causes: 50,000 THB.

2.2 Death from accident: 100,000 THB.

**Notes: Benefits and entitlements for foreign personnel vary depending on the type of employment and the affiliated department. You can check your own benefits and entitlements with your Human Resources division, or ask an International Affairs Office for more information.*





Performance Evaluation

The university requires that the performance evaluation comply with the principles of good governance. It should be fair, transparent, and accountable. The goal is to create satisfaction as well as to foster a collaborative work atmosphere. The results of the evaluation are used in human resource management, for example, salary adjustment, annual reward, other remuneration, incentives, contract renewal, employment type change, employment contract amendments, career advancement considerations, and optimizations for the sake of efficiency and effectiveness. University Staff are reviewed once a year, with the evaluation period running from July 1 to June 30 of the following year. Government officials and employees are reviewed twice a year, with the first evaluation period running from July 1 to December 31 of the following year, and the second period running from January 1 to June 30. The performance evaluation consists of 2 factors:

1. Performance (80%): evaluation of results or achievements, performed according to the performance agreement agreed upon between the supervisor and their subordinate, in order for both parties to achieve mutual understanding and acceptance of the results.

2. Core Competency (20%): evaluation of competency, characteristics, skills, and/or work behavior as specified below:

(2.1) Academic position and support positions (at the practitioner level): Core Competency and Functional Competency.

(2.2) Management positions: Core Competency and Managerial Competency.

Competency evaluation: the division specifies the method of evaluation. They may perform a holistic assessment, have the assessment done by the evaluation committee, or use other methods as needed.

Career Advancement

Academic titles denote high competence, integrity, and ethics in teaching, research, and academic subjects. Academic titles are awarded based on title-specific qualifications, knowledge, teaching abilities, as well as academic achievements, ethics, and integrity, all of which must be high enough to demonstrate excellence in a certain discipline.

1. Academic titles for full-time lecturers

- ◆ Professor.
- ◆ Associate Professor.
- ◆ Assistant Professor.

2. Academic titles for part-time lecturers

- ◆ Adjunct Professor.
- ◆ Adjunct Associate Professor.
- ◆ Adjunct Assistant Professor.

3. Clinical Professor title, for clinical lecturers

4. Academic titles for foreign lecturers invited to assist in teaching at the university

- ◆ Visiting Professor.
- ◆ Visiting Associate Professor.
- ◆ Visiting Assistant Professor.
- ◆ Visiting Lecturer.

5. Chair Professor title, awarded to those who have demonstrated knowledge, expertise, and competence in specific subjects.

6. Academic titles for University Staff (Researchers)

- ◆ Researcher, Class II.
- ◆ Researcher, Class III.
- ◆ Research Professor.

* Please note that this information is being updated and is subject to change. Please find out more information from the Human Resources division website at <https://op.mahidol.ac.th/hr/>



End of Employment

1. Death

A University Staff's employment will be terminated the day after they pass away.

2. Retirement

A University Staff will retire on the last day of the fiscal year (September 30) in which they reach the age of 60. In this case, their department may continue to hire them until the end of the fiscal year in which they turn 65. However, if they need to keep hiring them after they turn 65, they can do so until the end of the fiscal year in which they turn 70 (the employment can last a maximum of 1 fiscal year per instance, and must not be for a management position).

3. Resignation

A University Staff's status can be terminated by their own intention prior to the end of their contract period. This can be done by submitting a resignation letter to the supervisor at least 30 days in advance for consideration. However, if the University Staff resigns to assume political posts or run for election, the resignation will be effective as of the date of notice.

4. Dismissal

The President of the University has the authority to dismiss a University Staff in the following cases:

(1) The University Staff is clearly ill to the point where they are unable to carry out their responsibilities on a consistent basis.

(2) The University Staff has one of these prohibited characteristics:

- ◆ Lack of pure faith in the democratic form of government with the King as Head of State;
- ◆ Being a holder of a political position, an executive in a political party, or an officer of a political party;
- ◆ Being a person of unsound mind, quasi-incompetent person, or suffering from a disease prescribed by the Human Resources Management Committee;
- ◆ Being morally defective;
- ◆ Being bankrupt;
- ◆ Having been imprisoned or sentenced to imprisonment as a final sentence;
- ◆ Unit dissolution or redundancy;
- ◆ Being investigated for serious misconduct that does not result in dismissal, but the Code of Conduct and Discipline Committee believe that remaining in position would cause damage to the university;

(3) A University Staff who failed the probationary evaluation can be discharged immediately, regardless of their agreed term of service.

(4) A University Staff whose annual performance evaluation results have been rated as “needs improvement” for two times in a row, despite the division’s efforts to help them improve and develop, can be discharged and have their employment contract terminated.

(5) A University Staff who is required to serve in the military can have their position reserved and re-appointed at the end of their service if necessary.

5. Punishment by discharge

Punishment for any University Staff who has committed major disciplinary offenses (disciplinary punishment).

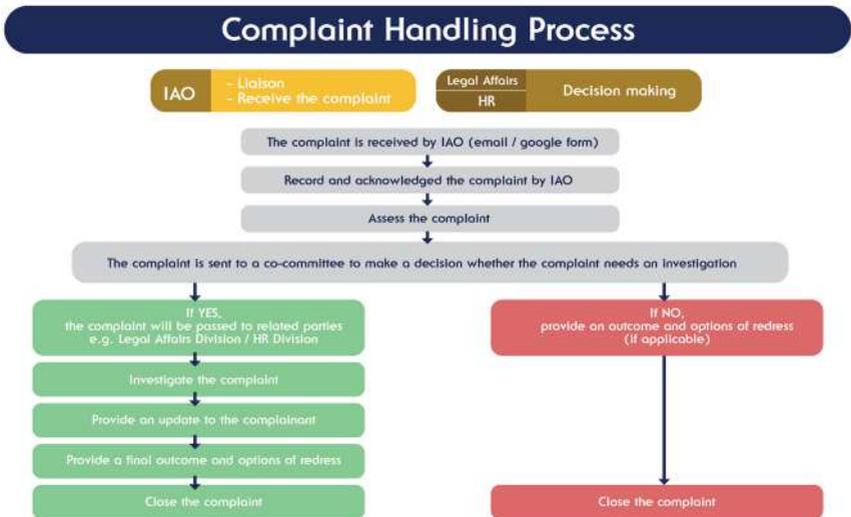
6. Employment contract expiration

Feedback Channels for Foreign Personnel

Mahidol University has launched an International Affairs Office to assist foreign personnel with a variety of issues, including channels for feedback and complaint. The office's primary responsibility is to coordinate about feedback and complaint issue from foreign personnel to appropriate parties, such as the Legal Division and the Human Resources Division, for further action. In this regard, the center will act as the coordinator from the beginning until the end of the process. The office's channels for submitting feedback and reports/complaints are:

1. Email: muiao@mahidol.ac.th or;
2. MUIAO website: <https://op.mahidol.ac.th/ir/iao-services/>

Coordinating between foreign personnel and appropriate parties is only a portion of the office's job. It is part of a larger procedure that involves the Legal Division, Human Resources Division, and related parties. For your own benefit, please take a look at this flowchart for a better understanding of the procedure.





Contact Information for Relevant Organizations

Contact Information for Relevant Organizations

◆ **International Affairs Office, Floor 1, Office of the President, Mahidol University, Salaya campus**

Phone Number	Email
02-849-6463-4	muiao@mahidol.ac.th

External Organizations

◆ **Office of Immigration Bureau**

Organization	Location	Phone Number	Email
Immigration Division 1 *For foreigners residing in Bangkok only.	Government Complex B Building (south zone), 120 moo 3, Chaeng Watthana rd. Thung Song Hong subdistrict, Lak Si district, Bangkok 10210	0-2141-9889, 081-412-9180 Hotline 1178	division1.immigration@gmail.com
Nakhon Pathom Immigration Office	52/11 moo 2, soi Rai Khing 14, Rai Khing subdistrict, Sam Phran district, Nakhon Pathom 73210	034-318-996-7	Nakhonpathomimm3@gmail.com
Kanchanaburi Immigration Office	100/22, Pak Phraek subdistrict, Mueang district, Kanchanaburi 71000	0-3456-4279	d3_kanchanaburi@immigration.go.th
Nakhon Sawan Immigration Office	153 moo 9, Nakhon Sawan Tok subdistrict, Mueang district, Nakhon Sawan	Tel. 0-5688-1517-8	http://nakhonsawan.immigration.go.th/index.php/th-th/

◆ Department of Employment

Organization	Location	Phone Number	Email
Office of Foreign Workers Administration (Bangkok)	Floor 2, Department of Employment, Ministry of Labor, Mit Maitree rd., Dindaeng, Bangkok 10400	02-351-1763	https://www.doe.go.th/alien
Nakhon Pathom Provincial Employment Office	898/7-9 Phet Kasem rd., Huai Chorakhe subdistrict, Mueang district, Nakhon Pathom 73000	034-250861-2 034-271434-5	doenpt@hotmail.co.th
Kanchanaburi Provincial Employment Office	22 moo 12, Kanchanaburi -Dan Makham Tia rd., Pak Phraek subdistrict, Mueang district, Kanchanaburi 71000	Tel. 034-564-315, 034-564-309, 034-623-454, 034-623-455	https://www.doe.go.th/kanchanaburi/
Nakhonsawan Provincial Employment Office	909 moo 7, Nong Pling subdistrict, Mueang district, Nakhonsawan, 60000	0-5625-7036-7	https://www.doe.go.th/prd/nakhonsawan?page=home

◆ Organizations under Ministry of Foreign Affairs

Organization	Location	Contact
Legalization Division (document legalization)	123 Chaeng Watthana rd., Lak Si district, Bangkok 10210 Department of Consular Affairs building, floor 3	Tel: 0-2575-1058 Email: consular04@mfa.mail.go.th
Legalization Office	Khlong Toei MRT Station	02-103-1631
Department of Consular Affairs (Visa)	123 Chaeng Watthana rd., Lak Si district, Bangkok 10210	02-572-8442

◆ Organizations under Ministry of Foreign Affairs

Case of Emergency	Phone Number
Department of Medical Services: instructions for patients who cannot acquire a hospital bed	1668
National Health Security Office (NHSO): Gold Card and Social Security treatment eligibility check/beds and instructions for patients	1330
COVID-19 Information Center	1111
Department of Disease Control: COVID-19 situation update	1422
Social Security Office (SSO)	1506

◆ Medical Emergency Numbers

Case of Emergency	Phone Number
National Institute for Emergency Medicine: for medical emergencies and injuries	1669

◆ Emergency Report Numbers

Case of Emergency	Phone Number
Police and general emergency	191
Rama 9 Rescue: fire accidents and venomous animals	199

◆ Travel Emergency Numbers

Case of Emergency	Phone Number
Tourist Police (emergency hotline for tourists)	1155
Tourist Assistance Center (TAC)	021344077

◆ Cell Service Providers Contact Numbers

For users to report mobile network issues, such as cell and internet service.

	Case of Emergency	Phone Number
	AIS	1175
	DTAC	1678
	TRUEMOVE-H	1242
	TOT	1100

● Obtaining a Phone Number ●



To obtain a phone number, a foreigner working in Thailand must register their SIM card with a mobile network service provider. There are many service providers in Thailand, but the popular ones are AIS, DTAC, and TrueMove.

The documents required for a SIM card registration include:

1. Passport



2. Alien identification card or work permit



Bring these documents to a provider's service center, usually located in department stores, to register your SIM card.



Foreigners can open a Thai bank account after they arrive in Thailand. However, most banks will only open accounts for people who have a work permit, with the main reason being that they require proof that the foreigner who wishes to open an account is actually working in Thailand.

Mahidol University pays salaries via Siam Commercial Bank accounts. Therefore, all employees must have an account with this bank. The documents required for opening an account with Siam Commercial Bank at any branch include:

Documents required for foreigners with a work permit:

1. Passport



2. Work permit (1 year or older)



Please note that other banks have varying criteria for foreigners when it comes to opening accounts. However, the documents required will be the same. If you wish to open an account with another bank, you can contact the bank for further information at a branch near you.



Sending parcels or mails in Thailand is a quick, simple, and cost-effective process. You can send parcels both domestically and internationally using the service you choose based on the level of urgency, at any branch of Thailand Post office. In addition to parcel delivery services, Thailand Post also has a money transfer service readily available for its customers.

You can find more information, locate a branch near you, and see service rates at <https://www.thailandpost.co.th/index.php?page=index&language=en>



International Affairs Office (IAO)

Tel. 02 849 6463-64

Email: muiiao@mahidol.ac.th

Website: <https://op.mahidol.ac.th/ir/iao/>

Handbook
for Foreign Personnel
of Mahidol University

By International Affairs Office, Office of the President