

# Public Handbook: Application for Checking and Requesting for Arrival-Departure Record under Section 25 of the Official Information Act, B.E.2540

**Agency:** Immigration Bureau, Royal Thai Police

## Criteria, Procedures, Regulations, and Conditions (if any) for the application and approval

- 1) There are 2 types of submitting an application.
  - 1.1 Submit in person.
  - 1.2 Authorize another person to submit an application.
- 2) Required documents for submitting an application
  - 2.1 In case of submitting in person,
    - 2.1.1 Application for travel record
    - 2.1.2 Original ID card or passport
  - 2.2 In case of authorizing someone to act on behalf,
    - 2.2.1 Application for travel record
    - 2.2.2 Original ID card of an attorney
    - 2.2.3 Power of attorney signed by a grantor, an attorney, and a witness and affixed with a 10-baht revenue stamp.
- 3) Procedures for submitting an application
  - 3.1 Fill out an application form.
  - 3.2 Submit an application to an officer for checking the accuracy.
  - 3.3 An officer searches for a travel record from Immigration Information System.
  - 3.4 An officer prepares a letter of travel record's checking result.

## Service Channel

| Place of Service              | Service time                                                                          |
|-------------------------------|---------------------------------------------------------------------------------------|
| Bangkok                       | Monday to Friday (except official holidays and official holidays), Time: 08.30 -16.30 |
| Central Region                |                                                                                       |
| Northeast Region              |                                                                                       |
| North Region                  |                                                                                       |
| South Region                  |                                                                                       |
| Immigration Technology Center |                                                                                       |
| Immigration Division 3        |                                                                                       |
| Immigration Division 4        |                                                                                       |
| Immigration Division 5        |                                                                                       |
| Immigration Division 6        |                                                                                       |

## Procedures, Time, and Responsible Section

**Total Time:** 23 minutes

| No. | Procedures                                                      | Time     | Responsible Section     |
|-----|-----------------------------------------------------------------|----------|-------------------------|
| 1)  | Receive an application and check the documents.                 | 3 mins.  | Technology Sub-Division |
| 2)  | Search for a travel record from Immigration Information System. | 15 mins. | Technology Sub-Division |
| 3)  | Prepare a letter of travel record's checking result.            | 5 mins.  | Technology Sub-Division |

## Complaint Channel / Service Suggestion

| No. | Complaint Channel / Service Suggestion                                                                                                                        |
|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1)  | Immigration Bureau<br>(Remark: (507 Soi Suanplu, South Sathorn Road, Sathorn District, Bangkok 10120 / Hotline: 1178 / P.O. Box 1178 Suanplu, Bangkok 10120)) |

## Remark:

- Please visit [www.immigration.go.th](http://www.immigration.go.th) for more information.