



# **Inter-ministerial Technical Workshop on Implementing the One-Door-Service Centers in Lao People's Democratic Republic (Lao PDR)**

**Organized by**

**Ministry of Home Affairs, Lao People's Democratic Republic,  
in partnership with**

*United Nations Department of Economic and Social Affairs (UN DESA), through the Division for Public Institutions and Digital Government (DPIDG) and its project office -United Nations Project Office on Governance (UNPOG), and in collaboration with the Resident Coordinators Office (RCO) in Lao PDR and United Nations Development Programme (UNDP)*

## **Concept Note and Agenda**

**Thursday, 28 October 2021**

08:30 am – 15.15 pm | Lao Time

10:30 am – 17:15 pm | KST

21:30 pm (Wednesday, 27 October 2021) – 04:15 am (Thursday, 28 October 2021) | EST

**Via Zoom and at Ministry of Home Affairs (MOHA), Vientiane**

## I. Event Description

The Ministry of Home Affairs (MOHA), Lao PDR, in partnership with the United Nations Department of Economic and Social Affairs (UN DESA), through its Division for Public Institutions and Digital Government (DPIDG) and with the support of its project office on governance (UNPOG), and in collaboration with the Resident Coordinator Office in Lao PDR and UNDP, is organizing an inter-ministerial technical workshop on One-Door-Service Centers (ODCSs) in Lao PDR. The inter-ministerial technical workshop on ODCS is supported by UN DESA's Development Account Project 1819G on "Institutional arrangements for policy integration, coordination and stakeholder engagement in SDG implementation and reviews in Asia & the Pacific".

The event will be conducted virtually through the zoom platform for most participants. The event is internal for Lao Officials and the UN only. Technical level Officials (3 from each ministry) from the Prime Minister's Office, Ministry of Finance, Ministry of Planning and Investment, Ministry of Post, Telecommunication and Communication, Ministry of Public Security, Ministry of Labour and Social Welfare, Ministry of Justice, Public Administration Research and Training Institute, as well as 12 representatives of MOHA are expected to participate in the workshop. 6 to 9 representatives from DOLA will also be invited to attend.

Interpretation from English to Lao and vice-versa will be made available.

## II. Objectives

Following the need to promote a whole-of-government approach for service delivery, the Inter-ministerial Technical Workshop on One-Door-Service Centers aims to promote an action-oriented learning journey for critical stakeholders on how to achieve an effective, inclusive and accountable ODSC system in Lao PDR and strengthen collaboration among the workshop-participating ministries, leading to the development of an inter-ministerial policy, planning and coordination mechanism for ODSCs in Lao PDR.

The overarching objective of the workshop is to strengthen government capacity for the design and implementation of sustainable ODSCs for public services in Lao PDR. The workshop will provide a platform for decision-makers and officials of Lao PDR to learn lessons on promoting effective, inclusive, and accountable ODSCs to mitigate current and future challenges in public service delivery. The invited panelists will share knowledge about various mechanisms to modernize ODSCs (usually referred to also as "One-Stop-Shops" or OSS) to achieve higher citizen satisfaction while focusing on implementing the 2030 Agenda for Sustainable Development.

The inter-ministerial technical workshop is a follow-up to the peer-to-peer learning international workshop on One-Door-Service Centers (ODCSs), which was held back-to-back with a national workshop on lessons learned and next steps in implementing the One-Door-Service Centers in Lao PDR organized on 4 August 2021 by UN DESA, in cooperation with the RCO and UNDP in Lao. The workshop was attended by officials of the Ministry of Home Affairs (MOHA) of Lao People's Democratic Republic (Lao PDR) and by the representatives of MOHA and all 44 One Door Service Centers (ODSCs). The objective was to promote a learning journey

of peers that would help improve ODSCs reforms in Lao PDR as well as to understand next steps required. The technical inter-ministerial meeting will be followed by a second inter-ministerial meeting, involving more senior level officials.

### III. Thematic Focus

The inter-ministerial technical workshop will focus on how to make ODSCs more effective, inclusive and accountable. It will provide the opportunity to explore the challenges, trends, innovative practices and lessons learned on how to promote integrated service delivery.

The purpose of ODSCs is to create a streamlined and easy-to-use interface between government and citizens, offering a number of services in one location. ODSCs can reduce unnecessary paperwork, as well as citizens' time and efforts in accessing services. ODSCs can be a very effective way to communicate regulatory requirements more clearly to citizens. When implemented effectively, ODSCs can provide "win-win" outcomes for governments and citizens by improving both service delivery and compliance with regulations. Citizens can more easily locate forms, supply information once for multiple purposes, and do business more easily. Governments can receive better quality information and improved compliance rates that reduce the number of resources needed for enforcement.

There is no universal One-Stop Shop model for all circumstances. They are extremely diverse. For instance, they can operate in seemingly discrete policy areas or geographical locations; and at the same time, there are One-Stop Shops with more than 10,000 staff responsible for delivering a whole suite of government services. There are other differences in terms of scope, purpose, and communication tools used by various One-Stop Shops. The design, operation, and improvement of these vastly different models pose several unique challenges for governments and users. Furthermore, public institutions face increasing pressure to deliver comprehensive, complex services efficiently, effectively, equitably, and through integrated service delivery models to enhance the citizen experience. Delivering tailored, citizen-focused services requires transformative innovation at all levels of the organization to empower public officials and citizens within individual agencies and across public institutions.

Citizen-centric services cannot be created and sustained without government transformation. In addition, governments need to communicate in ways that respond to the needs of their citizens and businesses. However, designing and implementing ODSCs requires upfront and ongoing investment and a change in public servants' mindset about the need to focus on citizens' needs and results. In more advanced stages of ODSCs development, government readiness to leverage technologies is also necessary to deliver integrated services.

Experts and citizens agree that the application of digital government to the challenges of public administration and effective service delivery has been one of the most powerful and transformative governance trends throughout the developing world. Digital government is used to streamline and re-engineer public service delivery processes and create ODSCs to facilitate improved service delivery. The most significant developments in the design and functioning of ODSCs are linked to digital transformation. The availability and spread of new digital technologies are opening new channels for governments to provide information and services to their citizens, expanding the possibilities for service access and interactions. These

include online solutions and digital platforms, facilitating data exchange between government entities and citizens, and creating national ID systems as unique identifiers that can be used to catalog services, documents and target citizens for specific services. Also, digital technologies can be used for citizen engagement and outreach, for instance, using a proactive social media strategy such as video-chat, exit surveys, and complaint books and hotlines. During the workshop, UN DESA will present the key elements of a Handbook on how to effectively establish one-door-service centers.

At the macro level, there are key structural building blocks to be considered when strengthening One-Stop Shops effectiveness, including:

1. Political commitment
2. Transformational leadership, human resources and changing mindsets
3. Institutional coordination and system thinking
4. Coherence between national and local/regional level
5. Organizational structures and processes
6. Financing
7. Digital Technology and Data
8. Stakeholders' engagement
9. Monitoring, reporting and evaluation (including mechanisms for citizen feedback)

At the inter-ministerial technical workshop, UN DESA will present a framework for action planning for ODSCs. The action planning tool includes several steps to establish an effective, inclusive and accountable ODSCs. The first step in the action planning process is establishing the context. This refers to understanding the circumstances under which the OSS system would be established. The second step would entail identifying priority areas for action and their prospective key outcomes. The third step refers to developing the action plan per se. The fourth step involves monitoring and review of the system to be established, leading to the revision of the action plan.

#### **IV. Structure**

The inter-ministerial technical workshop will be divided into plenary presentations and hands-on break-out groups on selected building blocks based on the needs of Lao. The break-out groups will facilitate dialogue and discussion on the action planning process for successful ODSCs.

#### **V. Target Audience**

The target audience of the inter-ministerial technical workshop will be technical-level government officials from key ministries, support of which are essential for effective implementation of ODSCs in Lao PDR. The Government officials from the Ministry of Home Affairs (MOHA) and its agencies will also participate in the workshop. It is expected that a total of 36 officials will participate in the event. Three (03) officials from each participating ministries and 12 officials from MOHA and its agencies are expected to participate. Representatives from DOLA could also be invited.

## VI. Expected Outcomes

It is expected that by the end of the inter-ministerial technical workshop, participants will have:

- Uncovered common challenges and roadblocks to the implementation of ODSCs in Lao PDR.
- Enhanced awareness of the various approaches and methodologies adopted by different countries to overcome some of the challenges in the implementation of ODSCs.
- Understood the key building blocks in reforming their ODSCs.
- Understood the action-planning process for successful ODSCs.
- Enhanced understanding of the importance of a whole-of-government approach for successful ODSCs.
- Established follow-up actions.

## VII. Agenda of the Workshop

Inter-ministerial Technical Workshop on One-Door-Service Centers (By invitation)	
28 October 2021, Thursday, 08:30 am – 15:15 pm (Lao Time) 21:30 pm (Wednesday, 27 October 2021) – 04:15 am (Thursday, 28 October 2021)   EST Total: 6 hours 45 min	
Time (Lao Time)	Agenda
8.30 – 8.45 am (15 min)	<p><b>Overall Moderator:</b></p> <ul style="list-style-type: none"> <li>• <b>Ms. Adriana Alberti</b>, Chief, Programme Management and Capacity Development Unit, DPIDG/UN DESA</li> <li>• <b>Mr. Bokyun Shim</b>, Head, UN Project Office on Governance (UNPOG), DPIDG/UN DESA</li> </ul> <p><b>Opening Remarks</b></p> <ul style="list-style-type: none"> <li>• <b>H.E. Mr. Nisith Keopanya</b>, Deputy Minister of Home Affairs, Lao PDR</li> <li>• <b>Ms. Ricarda Rieger</b>, Resident Representative, UNDP Lao PDR <b>(TBC)</b></li> <li>• <b>Mr. Juwang Zhu</b>, Director, Division for Public Institutions and Digital Government (DPIDG), UN Department of Economic and Social Affairs (UN DESA), on behalf of <b>Mr. LIU Zhenmin</b>, United Nations Under-Secretary-General for Economic and Social Affairs <b>(TBC)</b></li> </ul>
8.45- 9.10 (25Min)	<b>Background and overview of the development of One Door Service Center in Lao PDR</b>

	<b>Mr. Bounchan Niyavong</b> , Director General of Department of Local Administration, Ministry of Home Affairs (MOHA), Lao PDR
9.10 – 09.25 (15 Min)	<b>One Door Service Delivery through Mobile Application: The Lao PDR Experience</b> <b>Mr. Bounchan Niyavong</b> , Director General of Department of Local Administration, Ministry of Home Affairs (MOHA), Lao PDR
09:25 – 09:45 – (20 min)	<b>Overview Presentation on Opportunities and Challenges of One Door Service Centers in Lao PDR</b> <b>Mr. Bounchan Niyavong</b> , Director General of Department of Local Administration, Ministry of Home Affairs (MOHA), Lao PDR
09:45 – 10:05 (20 min)	<b>Overview Presentation on International Experiences of One Door Service Centers (Focusing on good practices)</b> <b>Ms. Adriana Alberti</b> , Chief, Programme Management and Capacity Development Unit, DPIDG/UN DESA
10:05 – 10:25 15 minutes	<b>Presentation on Digital Government Transformation and Data Governance</b> <b>Mr. Wai Min Kwok</b> , Senior Governance and public Administration Officer, DPIDG/UN DESA
10:25 – 10:35 (10 min)	<b>Health break</b>
10:35 – 10:45 (10 min)	<b>Outcome of the Peer to Peer Learning International Workshop on ODSCs</b> <b>Mr. Bokyun Shim</b> , Head, UN Project Office on Governance (UNPOG), DPIDG/UN DESA
10:45 – 11:15 (15 min + 15 min = 30 min)	<b>Action Planning Process for Successful ODSCs</b> <b>Mr. M Aslam Alam</b> , Chairman and Executive Director, Bangladesh Institute for Information Literacy and Sustainable Development, Bangladesh <b>Briefing on Break-out Sessions (elaborating tasks to be completed)</b> <b>Mr. M Aslam Alam</b> , Chairman and Executive Director, Bangladesh Institute for Information Literacy and Sustainable Development, Bangladesh

11:15 – 12:00 (45 min)	<p><b>Break-out Sessions</b></p> <p><b>Overall Facilitator:</b> Mr. M Aslam Alam</p> <p><b>Group Facilitators:</b></p> <p><b>Group 1:</b> Mr. Sanva Saephan (UNDESA), Mr. Chanthala (DOLA) and Ms. Phaisoulin (DOLA)</p> <p><b>Group 2:</b> Ms. Souphavanh Phoonsavanh (NGPAR), Ms. Souvannadara Souvannasane (UNDESA) and Mr. Vanphone (Cabinet)</p> <p><b>Group 3:</b> Ms. Ketmany Vilayvong (UNDP), Mr. Phetsomphone (Cabinet), Mr. Salam (DOLA)</p> <p>Three cross-ministerial groups will be formed. There will be one rapporteur for each group. Rapporteurs will be from participants. Rapporteurs will make presentations on group discussions at the plenary session.</p> <p>One official from each of the participating ministries should be represented in all groups. MOHA may depute three officials in each group.</p> <p>Group facilitators will guide the discussions and assist the rapporteurs in preparing their reports. The overall facilitator will guide the group facilitators.</p> <p>Last 10 minutes will be spent to prepare the group reports.</p>
(45 min)	<p><b>Group-1: Organizational structures and processes for inter-ministerial coordination in relation to ODSCs</b></p> <p>This group will prepare an action matrix, as prescribed in the ODSC Handbook (please see Annex for the action matrix template and checklists), on the assigned building block.</p> <p>The Group Rapporteur may be from the PMO.</p>
(45 min)	<p><b>Group-2: Digital government transformation and data governance for ODSCs</b></p> <p>This group will prepare an action matrix, as prescribed in the ODSC Handbook (please see Annex for the action matrix template and checklists), on the assigned building block.</p> <p>The Group Rapporteur may be from the Ministry of Technology and Communication.</p>

(45 min)	<p><b>Group-3 People-centered approaches to service delivery and stakeholders' engagement processes for ODSCs</b></p> <p>This group will prepare an action matrix, as prescribed in the ODSC Handbook (please see Annex for the action matrix template and checklists), on the assigned building block.</p> <p>This Group Rapporteur may be from the Ministry of Planning and Investment.</p>
12:00 – 13:00 (60 Min)	<b>Lunch Break</b>
13:00 – 13:45 (45 min)	<b>Rapporteurs' report on group discussions (3 X 15 min)</b>
13:45 – 14:15 (30 min)	<p><b>Open Discussion</b>  <b>Moderator: Mr. Prabin Maharjan and Mr. Sanva Saephan</b></p>
14:15 – 14:30 (15 min)	<p><b>Summary of discussions</b>  <b>Mr. Keping Yao, Senior Governance and Public Administration Expert, UNPOG/DPIDG/UN DESA</b></p>
14:30 – 15:00	<p><b>Way forward for One Door Service in Lao PDR</b></p> <ul style="list-style-type: none"> <li>- <b>ODSC Strategic roadmap</b></li> <li>- <b>Follow-up inter-ministerial meeting to be held on 23 Nov 2021</b></li> </ul> <p><b>Presenter: Ms. Vilaythone Sounthonexaymongkhonh, Head of Cabinet, MOHA, Lao PDR</b></p>
15:00 – 15.15 (15 min)	<p><b>Closing</b></p> <p><b>Remarks by RC, UNCT/ RR, UNDP (5 min)</b></p> <p><b>Remarks and thanking by Bokyun Shim (5 min)</b></p> <p><b>Remarks by Deputy Minister of MOHA (5 min)</b></p>

## VIII. Contact Information

### UN DESA/DPIDG

**Mr. Juwang Zhu**

Director

Division for Public Institutions and Digital Government (DPIDG)

United Nations Department of Economic and Social Affairs (UN DESA)

E-mail: [zhu@un.org](mailto:zhu@un.org)

**Ms. Adriana Alberti**

Chief, Programme Management and Capacity Development Unit

DPIDG/UN DESA

E-mail: [alberti@un.org](mailto:alberti@un.org)

**Mr. Jonas Rabinovitch**

Senior Advisor on Innovation and Public Service Delivery

DPIDG/UN DESA

E-mail: [rabinovitch@un.org](mailto:rabinovitch@un.org)

### UN DESA/DPIDG/UNPOG

**Mr. Bokyun Shim**

Head, UN Project Office on Governance (UNPOG)

DPIDG/UN DESA

E-mail: [bokyun.shim@un.org](mailto:bokyun.shim@un.org)

**Mr. Prabin Maharjan**

Programme Management Expert

UNPOG/DPIDG/UN DESA

E-mail: [prabin.maharjan@un.org](mailto:prabin.maharjan@un.org)

**Annex 1: Action Matrix Template for Selected Building Blocks of ODSCs**

Building Blocks	Priority Areas	Key Outcomes	Actions	Timeline	Lead MDA <sup>1</sup>	Relevant participating MDAs	Comments
Organizational Structures and Processes	Example: National policy and coordination framework	Example: An inter-ministerial committee in charge of promoting coherent and integrated planning, policy making, implementation and M&E of the OSS initiative, including facilitating information sharing and co-ordination among different ministries/sectors is established.	<ul style="list-style-type: none"> <li># Getting the inter-ministerial committee with a clear term of references approved at the highest political level.</li> <li># Establishing a secretariat for the committee with financial and non-financial resources</li> <li># Forming sub-committees/ task groups as necessary</li> </ul>	<ul style="list-style-type: none"> <li>1 months</li> <li>2 months</li> <li>1 months</li> </ul>			
Digital technology and data governance	E-Government framework	ICT infrastructure created for the OSSs	<ul style="list-style-type: none"> <li># Redundant data centre with back-up created for OSSs</li> <li># OSSs connected with data centres and MDA database and systems through wide area network</li> </ul>	<ul style="list-style-type: none"> <li>24 months</li> <li>24 months</li> </ul>			
Stakeholders' engagement	Reach out to citizens/businesses	Established a mechanism to reach out to citizens/businesses	<ul style="list-style-type: none"> <li># Develop a mechanism to get instant feedback from service recipients</li> <li># Setup drop-box at the OSS centres/ websites to receive suggestions for improvement</li> </ul>	<ul style="list-style-type: none"> <li>3 months</li> <li>3 months</li> </ul>			

---

<sup>1</sup> Workshop participants to discuss and recommend which MDA should be the Lead MDA, and which MDA should be supporting MDAs.

**Annex 2: Action Points Checklist for Group 1- Organizational structures and processes**

Action Point	No	Yes
4.1 There is a central government unit/ ministry/ inter-ministerial committee in charge of promoting coherent and integrated planning, policy making, implementation and M&E of the ODSC initiative, including facilitating information sharing and coordination among different ministries/sectors.	<input type="checkbox"/>	<input type="checkbox"/>
4.2 The charter of duties and mandates of the above-mentioned mechanism are provided by Acts of Parliament or Presidential/ Prime Ministerial Decree.	<input type="checkbox"/>	<input type="checkbox"/>
4.3 The organizational structure of the central unit/ ministry in charge of inter-ministerial coordination has defined roles and responsibilities of different ministries in relation to ODSC operation.	<input type="checkbox"/>	<input type="checkbox"/>
4.4 This organizational structure has the mandate to make decisions and arbitrate to resolve trade-offs between policies, or reconcile sectoral policies that are competing or conflicting to ODSC operation.	<input type="checkbox"/>	<input type="checkbox"/>
4.5 This organizational structure has been adequately equipped with financial and non-financial resources.	<input type="checkbox"/>	<input type="checkbox"/>
4.6 Horizontal and vertical workflows have been established.	<input type="checkbox"/>	<input type="checkbox"/>
4.7 The government has a programme in place for devolution of authority to regional and local levels.	<input type="checkbox"/>	<input type="checkbox"/>
4.8 The Government has a guideline on priorities for processing documentation and services at an ODSC.	<input type="checkbox"/>	<input type="checkbox"/>
4.9 The ODSCs have a list of services available at an ODSC with applicable fees, and put them up at the notification board/ website for citizens to refer to.	<input type="checkbox"/>	<input type="checkbox"/>
4.10 The ODSC has a designated staff/ reception desk to provide information to citizens who enquire about services at an ODSC.	<input type="checkbox"/>	<input type="checkbox"/>
4.11 The ODSC has an electronic queue management system.	<input type="checkbox"/>	<input type="checkbox"/>
4.12 The ODSC has a traffic management plan for an ODSC.	<input type="checkbox"/>	<input type="checkbox"/>
4.13 There are community volunteers to guide and assist service-seekers at an ODSC.	<input type="checkbox"/>	<input type="checkbox"/>
4.14 All ODSCs have a standard lay out plan across the country. The lay out plan provides for reception, self-service area, waiting area, quick service area, complex (time-consuming) service area, etc.	<input type="checkbox"/>	<input type="checkbox"/>

**Annex 3: Action Points Checklist for Group 2- Digital technology and data governance**

Action Points	No	Yes
6.1 The Government has the following strategies: a) Digital Government Strategy, b) Digital Security Strategy, and c) National Data Strategy.	<input type="checkbox"/>	<input type="checkbox"/>
6.2 The above-mentioned strategies have been adjusted/ aligned with the ODSC service delivery mechanism.	<input type="checkbox"/>	<input type="checkbox"/>
6.3 There is a legal and regulatory framework supporting the following: a) digital signature, b) digital identity, c) personal data protection, and d) data interoperability.	<input type="checkbox"/>	<input type="checkbox"/>
6.4 There are training programmes to develop public servants' data mindsets and skills.	<input type="checkbox"/>	<input type="checkbox"/>
6.5 There is a system in place for electronic transmission of service requests along with necessary documents, if required, from an ODSC to concerned ministries/ departments/ agencies.	<input type="checkbox"/>	<input type="checkbox"/>
6.6 The Government has in place an integrated digital decision-making system. The Government has integrated the ODSCs into the system.	<input type="checkbox"/>	<input type="checkbox"/>
6.7 Considering a significant electricity shortage, the Government has in place a back-up power supply mechanism for ICT equipment used at the ODSCs.	<input type="checkbox"/>	<input type="checkbox"/>
6.8 There is a mechanism in place to provide ODSCs across the country with dedicated broadband connectivity.	<input type="checkbox"/>	<input type="checkbox"/>
6.9 There are mechanisms for citizens to track their service requests submitted at the ODSCs.	<input type="checkbox"/>	<input type="checkbox"/>
6.10 There are self-service kiosks set up at the ODSCs or any other convenient places.	<input type="checkbox"/>	<input type="checkbox"/>
6.11 There is an ODSC web portal for information dissemination about all ODSC services.	<input type="checkbox"/>	<input type="checkbox"/>
6.12 There is an ODSC web portal providing or linking all ODSC services online.	<input type="checkbox"/>	<input type="checkbox"/>

**Annex 4: Action Points Checklist for Group 3****Stakeholders' Engagement**

Action Point	No	Yes
8.1 There are mandatory/legal frameworks (e.g., Constitutions, laws, regulation, etc.) to promote participatory processes at various stages of development (policy planning, design, decision making, evaluation/ revision) of policies, plans, programs.	<input type="checkbox"/>	<input type="checkbox"/>
8.2 The stakeholders of ODSC have been informed, consulted and engaged in planning, design, decision making and evaluation of ODSC policies, plans and programmes.	<input type="checkbox"/>	<input type="checkbox"/>
8.3 There is a mechanism in place to collect feedback/ grievances from citizens online and/or offline.	<input type="checkbox"/>	<input type="checkbox"/>
8.4 ODSCs take action and follow-up on the feedback they receive from users. These remedial actions are documented and shared with the public.	<input type="checkbox"/>	<input type="checkbox"/>
8.5 There are mechanisms in place that disclose the rationale for taking or not taking into account the inputs from stakeholders.	<input type="checkbox"/>	<input type="checkbox"/>
8.6 There is an accountability mechanism in place that allows public intervention such as petitioning and subsequent review regarding ODSC policies and programmes.	<input type="checkbox"/>	<input type="checkbox"/>
8.7 There are mechanisms to engage older persons, youth, persons with disabilities, people living in poverty, indigenous people and other vulnerable groups in the planning, organizing and implementing ODSCs.	<input type="checkbox"/>	<input type="checkbox"/>
8.8 Initiatives for stakeholders' engagement in support of effective functioning of ODSCs encouraged and/or rewarded.	<input type="checkbox"/>	<input type="checkbox"/>
8.9 There are public awareness programmes to promote the existence and services of ODSCs at national, regional and local levels.	<input type="checkbox"/>	<input type="checkbox"/>