

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

Outcome of the Peer to Peer Learning International Workshop on the One-Door-Service Centers

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- 03 Key Measures to Implement ODSCs
- 04 Strengthening ODSCs through Effective Governance
- 05 Step-by-Step Actions
- 06 Critical Five Questions for Improvement
- 07 Participants' Feedback



Objectives

Promote a learning journey of peers that would help improve ODSCs reforms in Lao PDR

Thematic Focus

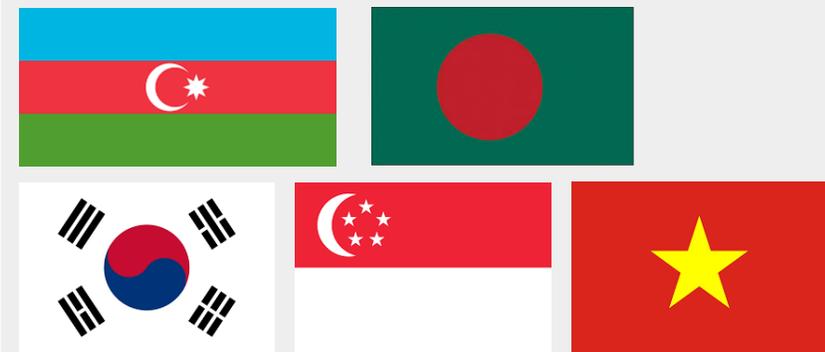
1. Political commitment
2. Transformational leadership, human resources and changing mindsets
3. Institutional coordination and system thinking
4. Coherence between national and local/regional level
5. Organizational structures and processes
6. Financing
7. Digital Technology and Data Management
8. Stakeholders'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

Participants

Officials from

- Ministry of Home Affairs (MOHA)
- Department of Local Administration (DOLA)
- 44 ODSCs

Panelists from





Political Commitment



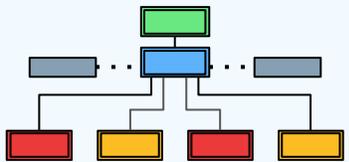
Political will in the form of both upfront and ongoing commitment is needed for the survival and growth of ODSCs

Transformative Leadership



Strong leadership is essential to have a robust commitment to change at the highest organizational level to drive buy-in

Institutional Coordination



- Institutional structures designed around citizen-centricity
- Breaking down the silos
- Integrating data across numerous government agencies

Coherence between national & local/regional level



- A citizen-centric approach
- Encourage the local governments to introduce the best practices and the standard model

Organizational structures and processes



- Adopt a whole-of-government approach



Financing



- Create a clear planning and financing strategy
- Public-private partnerships

Digital technology and data management



- Ensure widespread digital access to basic digital enablers
- Digital channels can enable governments to put all the services coherently
- Increase internet penetration

Stakeholders' engagement



- Provide centers, identify Digital Centers in every local government institution, hosting of data centers
- Public-private partnership

Monitoring, reporting, and evaluation



- Performance measurement and monitoring
- Third-party evaluation
- Establish a specific monitoring and assessment department
- Establish quantitative and qualitative indicators and evaluation methods

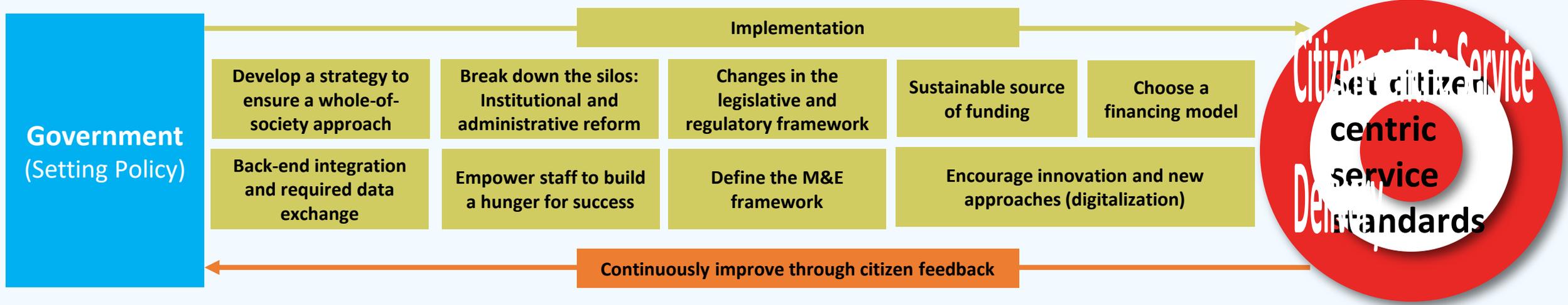
Mechanisms for citizen feedback



- Listen to the opinions of citizens, lawmakers, and politicians
- Walking the citizen's journey



3. Key Measures to Implement ODSCs



System Level	Organization level	Individual-level
Citizens demand citizen-centric service standards with greater accountability and transparency	Making agency silos more networked	Back-end integration and required data exchange
Develop a strategy to ensure a whole-of-society approach for citizen-centric service delivery	Sustainable source of funding	Through involvement, build a hunger for success
Define the required changes in the legislative and regulatory framework	Successful ODSC models usually involved commissioning a full-scale feasibility study	Continuously improve through citizen feedback
	Define the monitoring and evaluation framework	
	Innovation requires business re-engineering processes	
	Digital transformation	

4. Strengthening ODSCs through Effective Governance



Effectiveness

Competence

To perform their functions effectively, ODSCs are to have sufficient expertise, resources and tools to deal adequately with the mandates under their authority

Sound policymaking

To achieve their intended results, public policies are to be coherent with one another and founded on true or well-established grounds, in full accordance with fact, reason and good sense

Collaboration

To address problems of common interest, institutions at all levels of government and in all sectors should work together and jointly with non-State actors towards the same end, purpose and effect

Accountability

Integrity

To serve in the public interest, civil servants are to discharge their official duties honestly, fairly and in a manner consistent with soundness of moral principle

Transparency

To ensure accountability and enable public scrutiny, institutions are to be open and candid in the execution of their functions and promote access to information, subject only to the specific and limited exceptions as are provided by law

Independent oversight

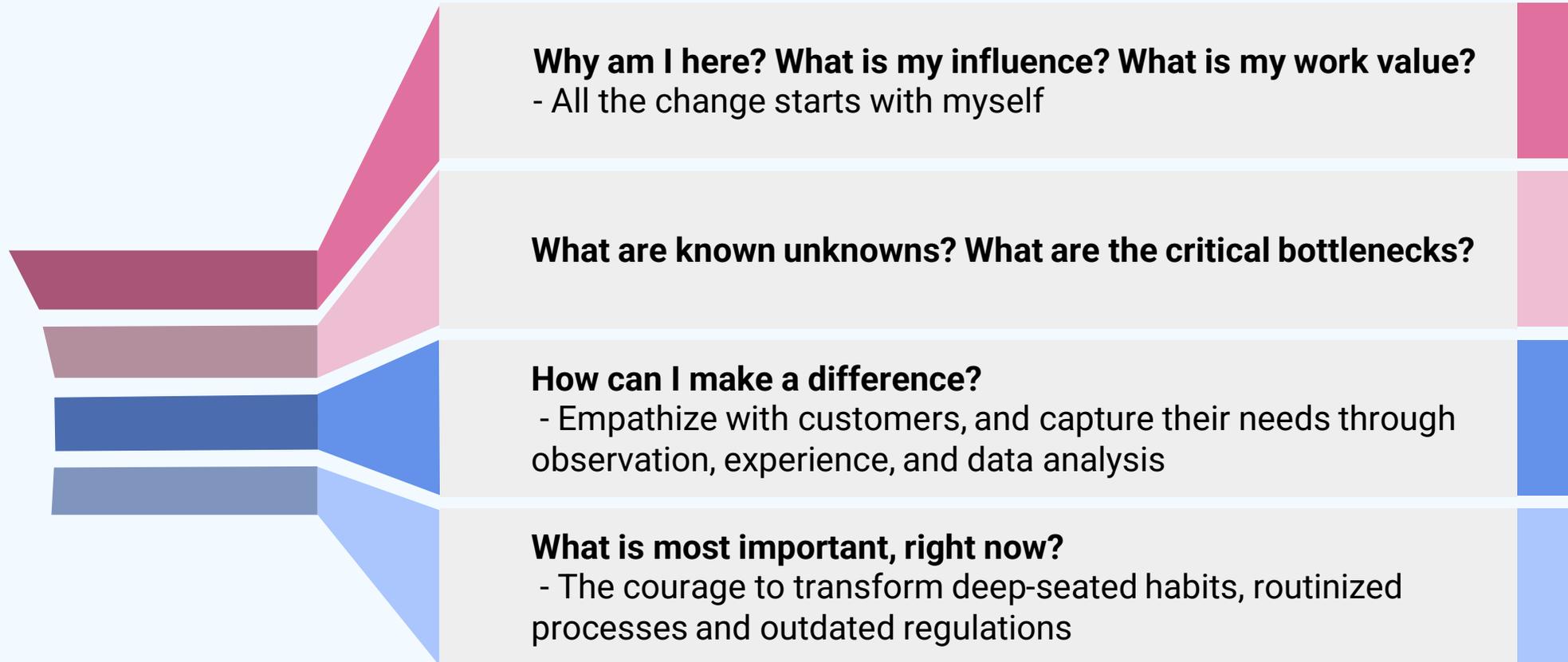
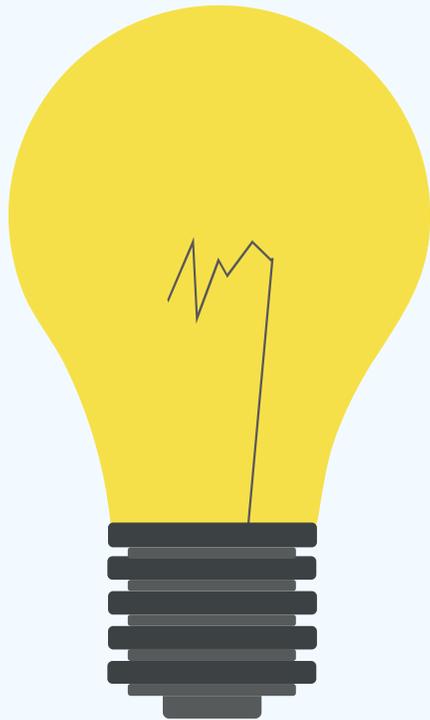
To retain trust in government, oversight agencies are to act according to strictly professional considerations and apart from and unaffected by others



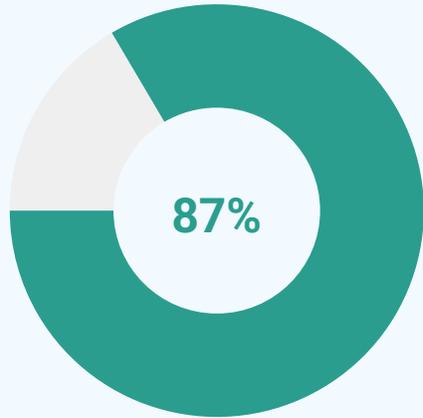
5. Step-by-Step Actions



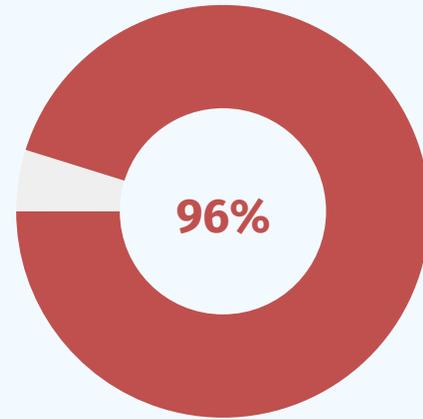
6. Four Critical Questions for Improvement



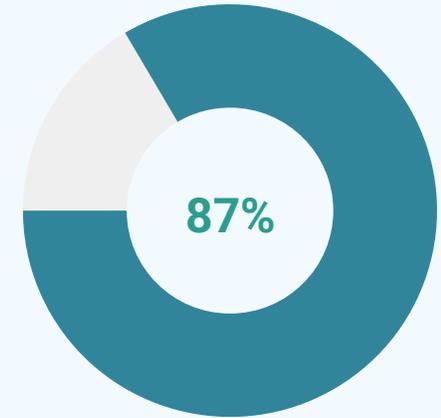
7. Participants' Feedback



Enhanced their understanding of common challenges and roadblocks to the implementation of their respective ODSCs



Enhanced their awareness of the various approaches and methodologies adopted by different countries to overcome some of the challenges in the implementation of ODSCs



Helped to identify the key building blocks in reforming their ODSCs

87%



Established plans for follow-up mechanisms for further peer-to-peer learning

100%



Enhanced the need for national to local coordination and for horizontal coordination

84%



Increased the awareness of the capacities needed for effective ODSCs



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Thank you

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