

# Regional SYMPOSIUM on

## Effective Governance and Digital Transformation for Accelerating Implementation of the 2030 Agenda for Sustainable Development and Addressing Global Challenges

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Incheon, Republic of Korea and Online



Department of  
Economic and  
Social Affairs



Ministry of  
the Interior and Safety



Incheon  
Metropolitan City



# Approaches to ODSCs in Lao PDR

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Social Affairs

# ODSC Policies

- Decree 86/PO/2007: The establishment of the of One Door Service Centers (ODSCs) mechanism and policy
- Order 09/PO/2013: The implementation of the ODSCs nationwide
- Standard of Operation issued by Ministry of Home Affairs in 2013
- Sectoral Development of the Ministry of Home Affairs 2021 – 2025
- National Agenda 2021-2023



# Purpose of ODSC

- Different governmental services provided by different departments are encouraged to provide their services at the ODSCs, usually in the district or provincial administrative offices.



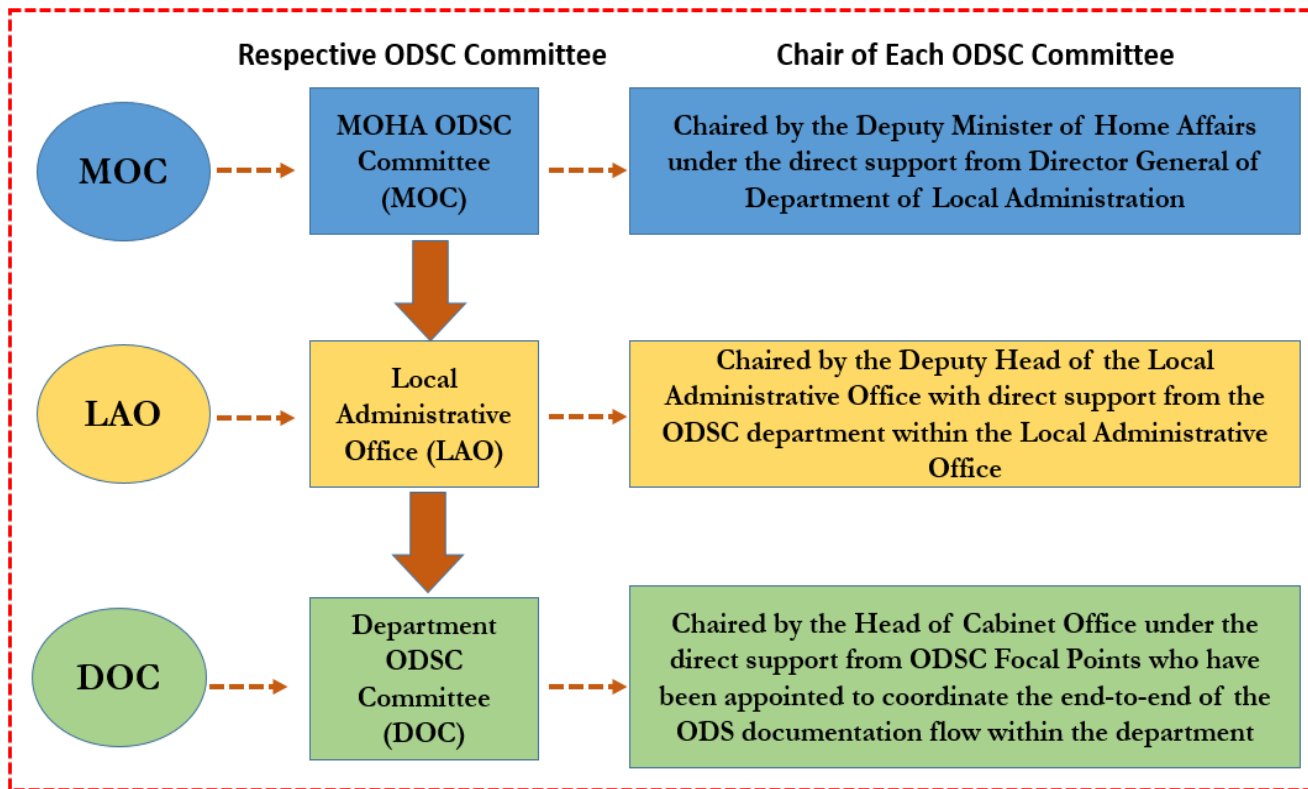


# Typical Set-up of ODSC



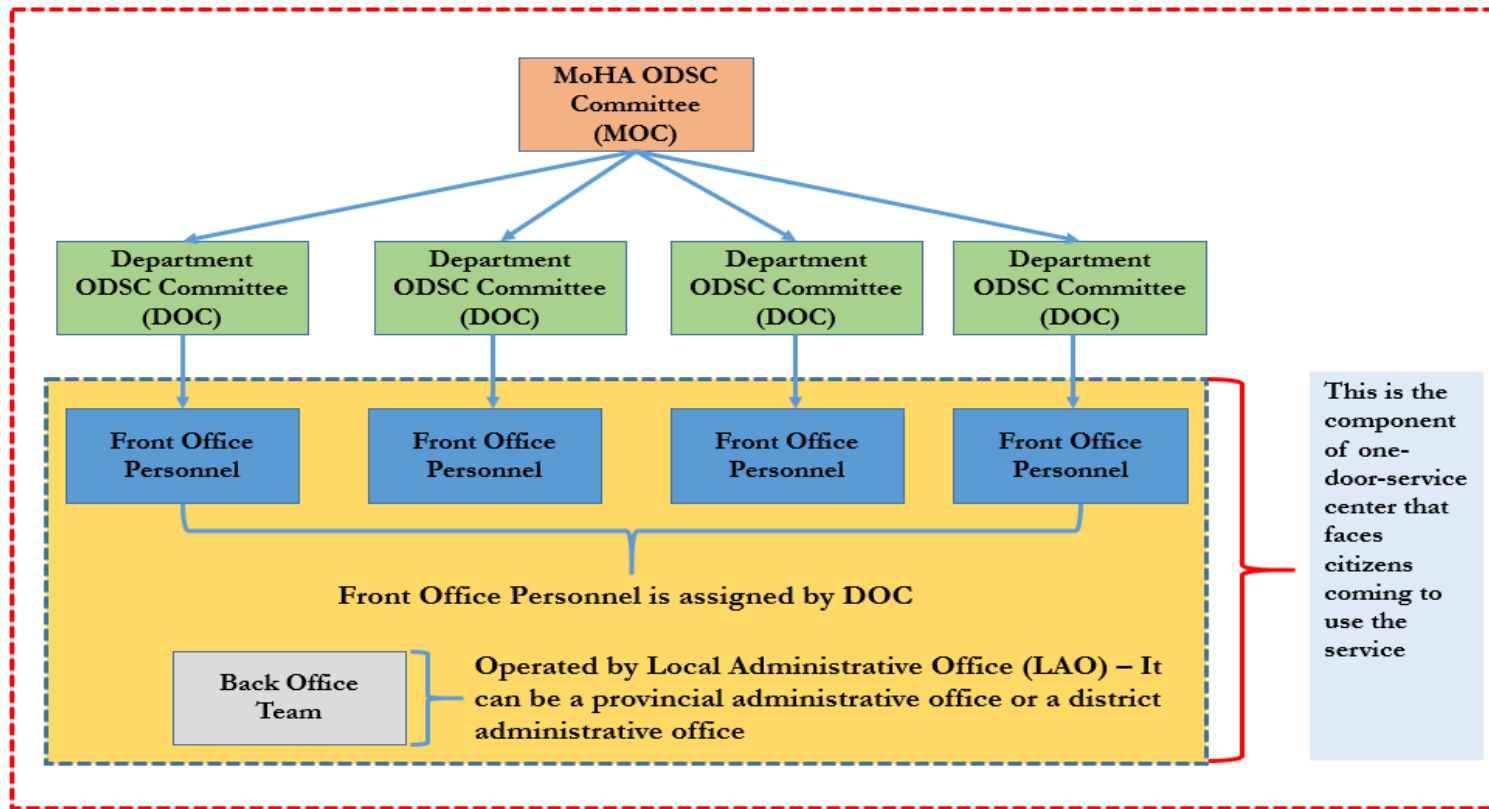


# ODSC Governance and Coordination Mechanism





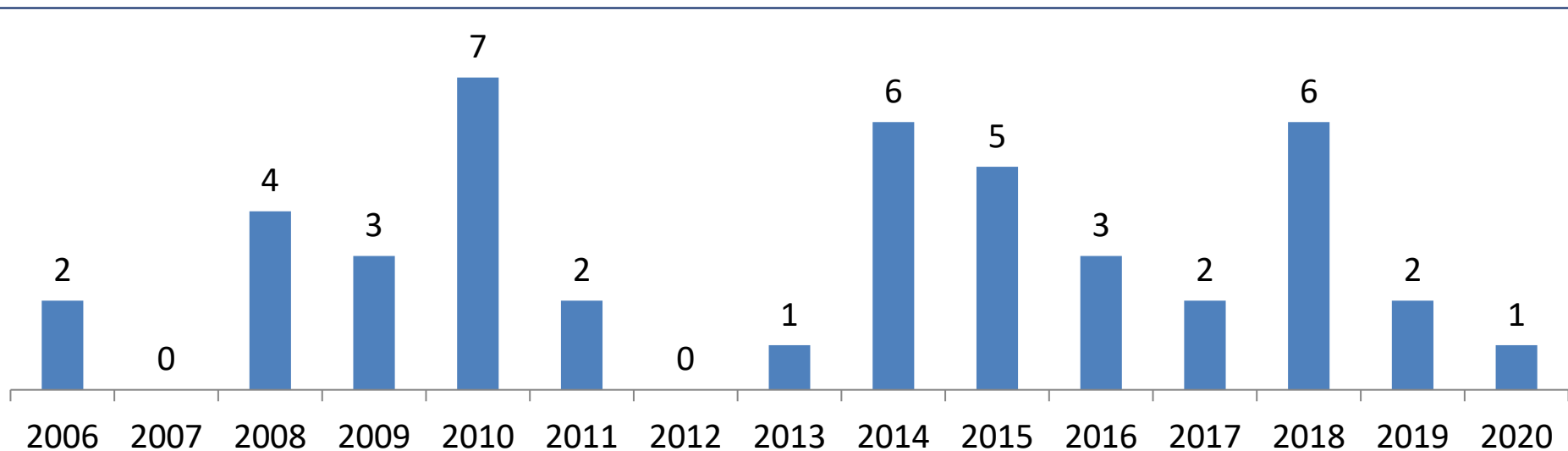
# ODSC Governance and Coordination Mechanism





# Number of ODSCs

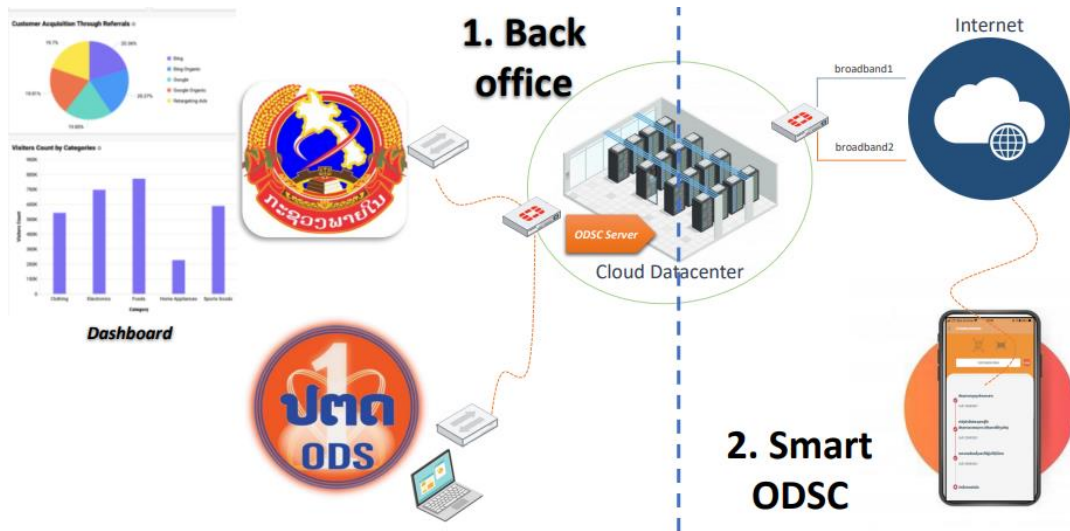
36 ODSCs across the nation





# ❖ Key discussion points

Due to the rapid global development together high technology innovation and the increased demand of the citizens required the government to improve the public services, MOHA has launched Smart ODSC to better serve the need of the citizens





# Benefits of Smart ODSC

- Increased efficiency and effectiveness in service delivery
- Increased accountability and transparency
- Limit corruption opportunities and practices
- Increased citizen trust in the government



# Success

- The number of ODSCs has grown over the years;
- The number of public services in each ODSC has expanded;
- The number of citizens using services at ODSCs has increased;
- Standards, regulations and committees have been established to facilitate the operations of ODSCs;
- The presence of ODSCs has gained increasing notice and acknowledge from the top leadership.





# Challenges



- The increased in both quality and quantity of ODSC still below the targeted goal both at Center and local level
- Citizens do not know about the existence of the ODSC yet
- Capacity of the ODSC officials still requires further enhancement in the customer service centric approach
- ODSC space is limited and insufficient to invite or accommodate more government departments to provide services
- Insufficient legal framework to facilitate the effective development of ODSCs
- Citizens complain about the ODSC service fees
- Technological infrastructure to support ODSC operation is insufficient
- Coordination within and between departments is still weak with reference to granting approval for ODSC service application





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# THANK YOU

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