

# Overview of International Experiences of One Stop Shops for Service Delivery



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**How widespread are One Door Service Centers?**

**What are the benefits of One Door Service Centers for service delivery?**

**What are the building blocks of effective One Door Service Centers and some good practices?**

**What are the key challenges?**

# 1. How widespread are One Service Centers?

UN E-Government Survey 2020

- 71 out of 193 countries maintain government portals for One-Stop-Shop services

World Bank 2017

- 82 countries maintain OSS for G2C services (Both physical and digital)



## 2. What are the benefits of one stop shops for service delivery?

Greater citizen satisfaction, expectations and government responsiveness

Better regulatory delivery

Increased accountability

Reduction in corruption

Enhanced social inclusion

Decreased fragmentation in public service delivery, thereby improving citizen satisfaction with public service delivery

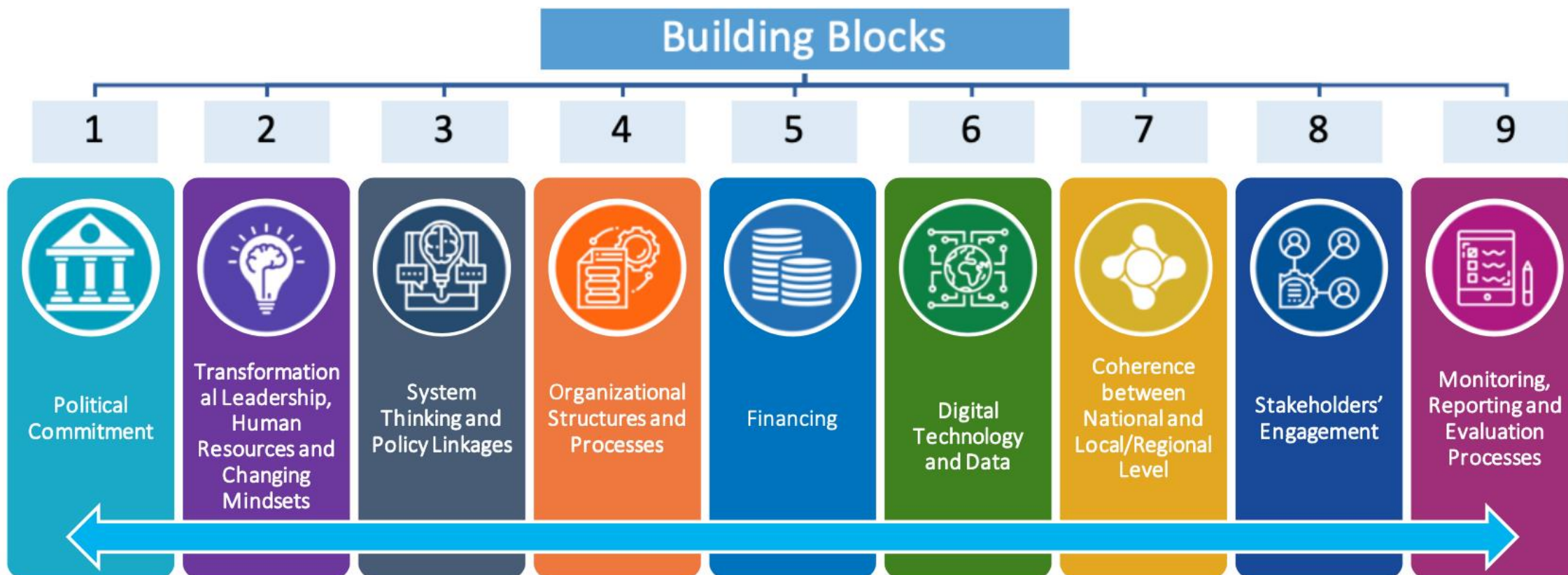
Increased citizen trust in government

Enhanced national competitiveness

Increased capacity to deliver on the SDGs



# 3. What are the building blocks of effective One Door Service Centers or One Stop Shops for Service Delivery?

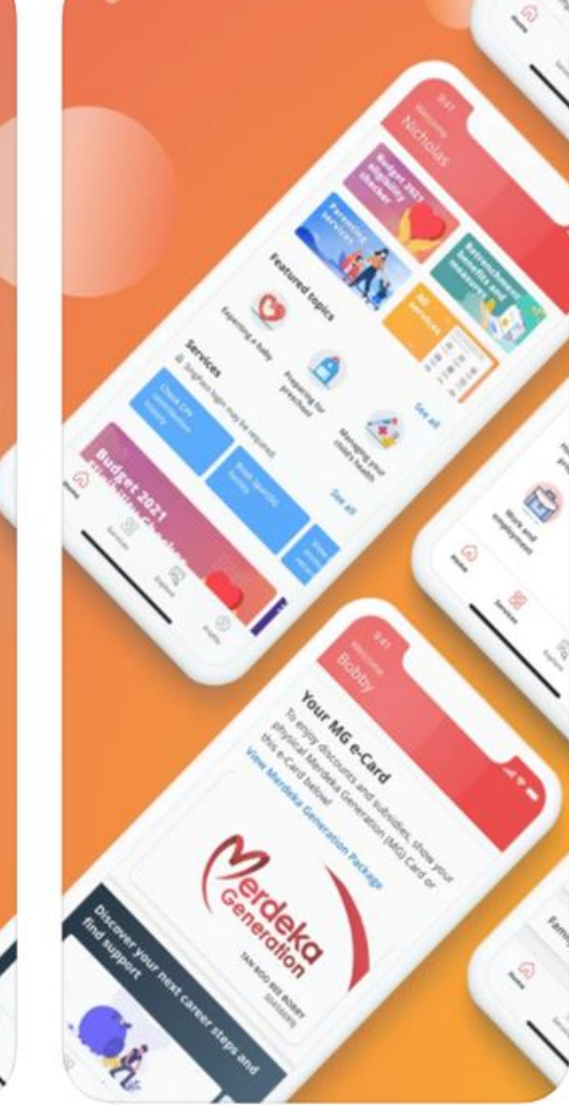




**Building Block 1: Political Commitment**



Building Block 2:  
Transformative leadership,  
human resources and  
changing mindsets



## Building Block 3: System thinking and policy linkages





Building Block 4:

Organizational structures and processes

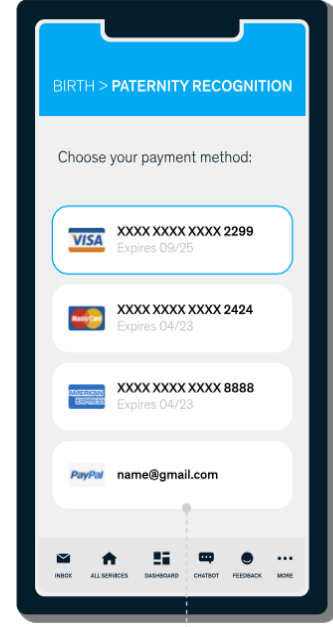
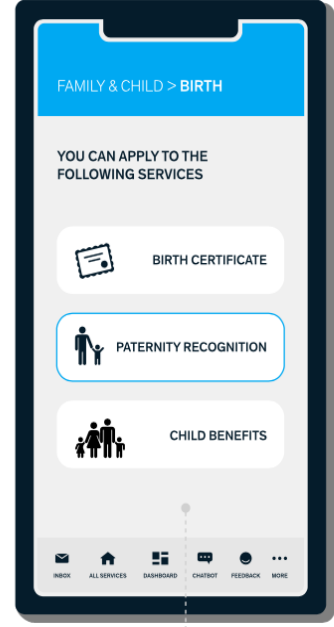


## Building Block 5: Financing



Access to all public services in one place

Navigation based on life or business situations



# Building Block 6: Digital technology and data

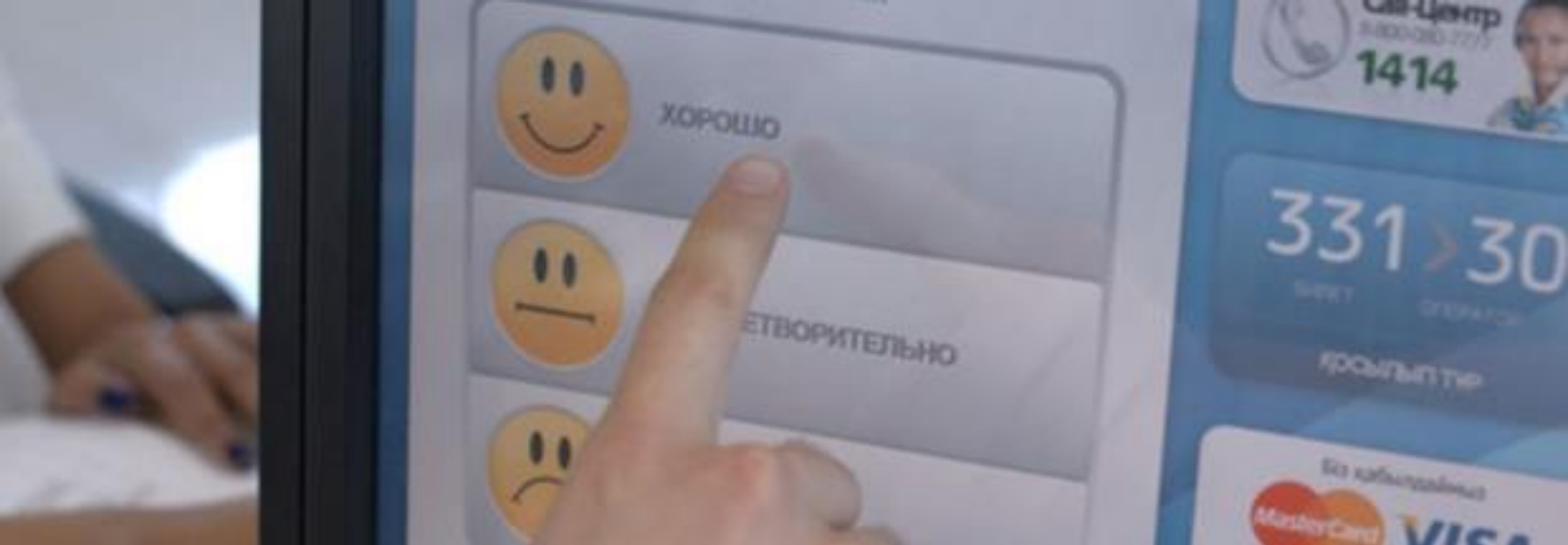




Building Block 7:  
Coherence between national  
and local/ regional levels



## Building Block 8: Stakeholders' engagement



## Building Block 9: Monitoring, reporting and evaluation

# Key Challenges

**Resistance and non-cooperation from legacy bureaucracy**

**Silo mentality**

**Lack of Financing**

**Inadequate Human resources, capacities and mindsets**

**Lack of a Legal reform**

**Weak institutional arrangements**

**Ineffective Business-process reengineering/ Simplification of administrative procedures**

**Weak CT infrastructure**

**Low Inter-operability of data and systems**

**Ineffective monitoring and evaluation mechanisms**





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**Thank you!**