



# **Inter-ministerial Policy 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**

**Tuesday, 23 November 2021**

09:00 am – 12:00 pm | Lao Time

11:00 am – 14:00 pm | KST

21:00 pm (22 November 2021) – 12:00 am | 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 policy workshop on One-Door-Service Centers (ODCSs) in Lao PDR. The inter-ministerial policy 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. Policy level Officials (Deputy Minister/ Senior bureaucrats) 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 and related other ministries, as well representatives of MOHA are expected to participate in the workshop.

Simultaneous 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 Policy Workshop on One-Door-Service Centers aims to promote an action-oriented policy platform for critical stakeholders on how to achieve an effective, inclusive and accountable ODSC system in Lao PDR and strengthen collaboration among the 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 Lao PDR's government capacity to design and implement sustainable ODSCs for public services. The workshop will provide a platform for policymakers and officials of Lao PDR to enhance their understanding of how to promote effective, inclusive, and accountable ODSCs to mitigate current and future challenges in public service delivery. This policy-level workshop will also provide a platform for discussion and preliminary endorsement of the recommendations of the first inter-ministerial Technical Workshop.

The Inter-ministerial [Policy](#) Workshop is a follow-up to Inter-ministerial Technical Workshop, attended by senior officials from 18 ministries (including Prime Minister's Office), and organized by the Ministry of Home Affairs, Lao PDR on 28 October 2021. The technical workshop was 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.

### III. Thematic Focus

The inter-ministerial policy 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 ODSCs. 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.

At the macro level, there are key structural building blocks to be considered when strengthening ODSC 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)

#### **IV. Structure**

The Inter-ministerial Policy Workshop will be divided into four parts. The workshop will begin with an opening session where dignitaries will deliver their opening remarks. In the experience-sharing session, the Ministry of Home Affairs and UN DESA will make presentations on national and international experiences of One-Stop-Shops. In the decision-making session, participating Deputy Ministers will review, discuss and assess the recommendations, which had emerged during the Inter-ministerial Technical Workshop, on how to strengthen ODSCs.

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

The target audience of the Inter-ministerial Policy Workshop will be policymakers of the Government of Lao PDR. The Minister, Deputy Minister and Senior Officials from the Ministry of Home Affairs (MOHA) and its agencies will also participate in the workshop. It is expected that Honorable Deputy Ministers and Senior officials from 18 ministries (including Prime Minister's Office) will participate in the event.

#### **VI. Expected Outcomes**

It is expected that by the end of the Inter-ministerial Policy Workshop, relevant policy-makers of Lao PDR 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.

- Made critical decisions concerning (1) strengthening institutional coordination mechanisms at national and provincial/ district levels, (2) line ministry services delivered through ODSCs and fees charged, (3) leveraging digital technology and data governance for ODSCs, and (4) awareness raising and citizen feedback on ODSCs.

## VII. Agenda of the Workshop

Inter-ministerial Policy Workshop on One-Door-Service Centers	
(By invitation)	
23 November 2021, Tuesday, 09:00 am – 12:00 pm (Lao Time)	
Total: 3 hours	
Time (Lao Time)	Agenda
9:00 – 9:30 am (30 min)	<p><b>Programme Chair:</b></p> <p><b>H. E. Mr. Thongchanh Manixay</b>, Minister of Home Affairs</p> <p><b>OPENING SESSION</b></p> <ul style="list-style-type: none"> <li>• <b>H. E. Mr. Thongchanh Manixay</b>, Minister of Home Affairs</li> <li>• <b>Ms. Sara Sekkenes</b>, UN Resident Coordinator to Lao PDR</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)</li> </ul> <p><b>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> </ul> <p><b>Photo Session</b></p>
	<b>EXPERIENCE-SHARING SESSION</b>
9:30 - 9.50 (20 min)	<p><b>Moderator</b></p> <p><b>Mr. M Aslam Alam</b>, Executive Director, Bangladesh Institute for Information Literacy and Sustainable Development, UN DESA consultant</p> <p><b>Overview Presentation on Background, Successes and Challenges of One Door Service Centers in Lao PDR</b></p> <p><b>Mr. Bounchan Niyavong</b>, Director General of Department of Local Administration, Ministry of Home Affairs (MOHA), Lao PDR</p>

<p>09:50 – 10:10 (20 min)</p>	<p><b>Overview Presentation on International Experiences of One Door Service Centers</b> (Focusing on good practices)</p> <p><b>Ms. Adriana Alberti</b>, Chief, Programme Management and Capacity Development Unit, DPIDG/UN DESA</p>
<p>10:10—10:20 (10 min)</p>	<p><b>The Way Forward for One Door Service in Lao PDR: ODSC Strategic Roadmap</b></p> <p><b>Mr. Bounchan Niyavong</b>, Director General of Department of Local Administration, Ministry of Home Affairs (MOHA), Lao PDR</p>
<p>10:20 – 10:30 (10 min)</p>	<p><b>Outcome and Implications of UN DESA’s Support Activities on ODSCs in Lao PDR</b></p> <p><b>Mr. Bokyun Shim</b>, Head, UN Project Office on Governance (UNPOG), DPIDG, UN DESA</p>
<p>10:30-11:30 (60 min)</p>	<p><b>DECISION-MAKING SESSION ON STRENGTHENING ONE DOOR SERVICE CENTERS (ODSCs) FOR A BETTER LIFE FOR ALL</b></p> <p><b>Moderator</b></p> <p><b>Ms. Vilaythone Sounthonexaymongkhonh</b>, Head of Cabinet, Ministry of Home Affairs, Lao PDR</p>
	<p><b>Agenda 1: Strengthening institutional coordination mechanism at national and provincial/ district levels</b></p> <p><b>Proposed recommendation:</b></p> <p><i>Recommendation 1.1:</i> Recognized that developing/strengthening institutional coordination mechanism at national and district level is critical for effective public service delivery through ODSCs.</p> <p><i>Recommendation 1.2:</i> Resolved that an inter-ministerial policy/ steering committee, membership of which will be at Minister/ Deputy Minister level, be formed with a secretariat at the MOHA to promote coherent and integrated planning, policy making, monitoring and evaluation of the ODSC initiative as well as to promote investment (with clear budget allocation, enhancing capacities of officials at all levels, changing mindsets), and to facilitate effective implementation of the Presidential Decree 02 for effective services.</p> <p><i>Recommendation 1.3:</i> Resolved that an appropriate coordination mechanism be formed at each province/ district.</p> <p><b>Confirmed recommendation</b> (After discussion recommendations can be modified or accepted):</p>

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	<p><b>Agenda 2: Line ministry services delivered through ODSCs and fees charged</b></p> <p><b>Proposed recommendation:</b></p> <p><i>Recommendation 2.1:</i> Resolved that guidance will be issued regarding line ministry services and uniform fees in consultation with the policy/steering committee.</p> <p><b>Confirmed recommendation (After discussion)</b></p> <p>-----</p> <p>-----</p>
	<p><b>Agenda 3: Leveraging digital technology and data governance for ODSCs</b></p> <p><b>Proposed recommendation:</b></p> <p><i>Recommendation 3.1:</i> Resolved that Ministry of Post, Telecommunication and Communication will take measures to connect the ODSC system to the national e-Government framework.</p> <p><i>Recommendation 3.2:</i> Resolved that appropriate measures will be taken to create ICT infrastructures for ODSCs.</p> <p><b>Confirmed recommendation (After discussion):</b></p> <p>-----</p> <p>-----</p>
	<p><b>Agenda 4: Awareness raising and citizen feedback on ODSCs</b></p> <p><b>Proposed recommendation:</b></p> <p><i>Recommendation 4.1:</i> Resolved that measures will be taken to raise citizen awareness on ODSC services through traditional media (tv, radio, newspaper, in-person campaigns, etc.) as well as social media.</p> <p><i>Recommendation 4.2:</i> Resolved that measures will be taken to get citizen feedback on ODSC services through offline and online methods.</p> <p><i>Recommendation 4.3:</i> Resolved that a taskforce will be created to plan, implement, monitor and report on awareness raising and citizen feedback.</p>

	<p><b>Confirmed recommendation (After discussion):</b></p> <p>-----</p> <p>-----</p>
<p>11:30 – 11:40 (10 min)</p>	<p><b>Summary of Recommendations</b></p> <p><b>Ms. Vilaythone Sounthonexaymongkhonh</b>, Head of Cabinet, Ministry of Home Affairs, Lao PDR</p> <p><b>Photo Session</b></p>
<p>11:40–12:00 pm (20 min)</p>	<p><b>CLOSING SESSION</b></p> <p><b>Ms. Sara Sekkenes</b>, UN Resident Coordinator to Lao PDR (5 min)</p> <p><b>Mr. Bokyun Shim</b>, Head, UN Project Office on Governance, DPIDG, UN DESA (5 min)</p> <p><b>H. E. Mr. Thongchanh Manixay</b>, Minister of Home Affairs (5 min)</p>



## VIII. Contact Information

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