



United Nations

Department of
Economic and
Social Affairs

in cooperation with the Resident
Coordinator Office and UNDP in Lao
PDR

Peer-to-Peer Learning International Workshop on One-Door-Service Centers

back-to-back with the

National Workshop on Implementing the One-Door-Service Centers in Lao PDR

Organized by

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 and
United Nations Development Programme (UNDP)

Wednesday, 4 August 2021

08:30 am – 13:00 pm and 14:00 pm – 15:50 pm | Lao Time

10:30 am – 15:00 pm and 16:00 - 17:50 pm | KST

21:30 pm (3 August 2021) – 02:00 am and 03:00 - 04:50 am | EST

I Event Description

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 Coordinators Office in Lao PDR and UNDP, is organizing a peer-to-peer learning international workshop on One-Door-Service Centers (ODCSs) back-to-back with a national workshop on lessons learned and next steps in implementing the One-Door-Service Centers in Lao PDR. The international and regional workshops on ODCS are 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 main partner in the Government of Lao PDR for this event is the Ministry of Home Affairs (MOHA). Both events (morning and afternoon) will be conducted virtually through the zoom platform for most participants. The morning session is international and by invitation only. The afternoon session is internal for Lao Officials and UN only. Officials from MOHA, POHA (Provincial level) working in Vientiane Capital, as well as the ODSCs based in Vientiane (Saysettha District ODSC, Sikhottabong District ODSC, Santhong District ODSC, Sisattanak District ODSC) will be able to gather at the MOHA conference room, following official COVID-19 government guidelines. Other ODSCs and POHA officials not based in Vientiane will dial in from their respective offices. ODSCs located near to POHA offices might be able to join POHA or to dial separately from their respective offices.

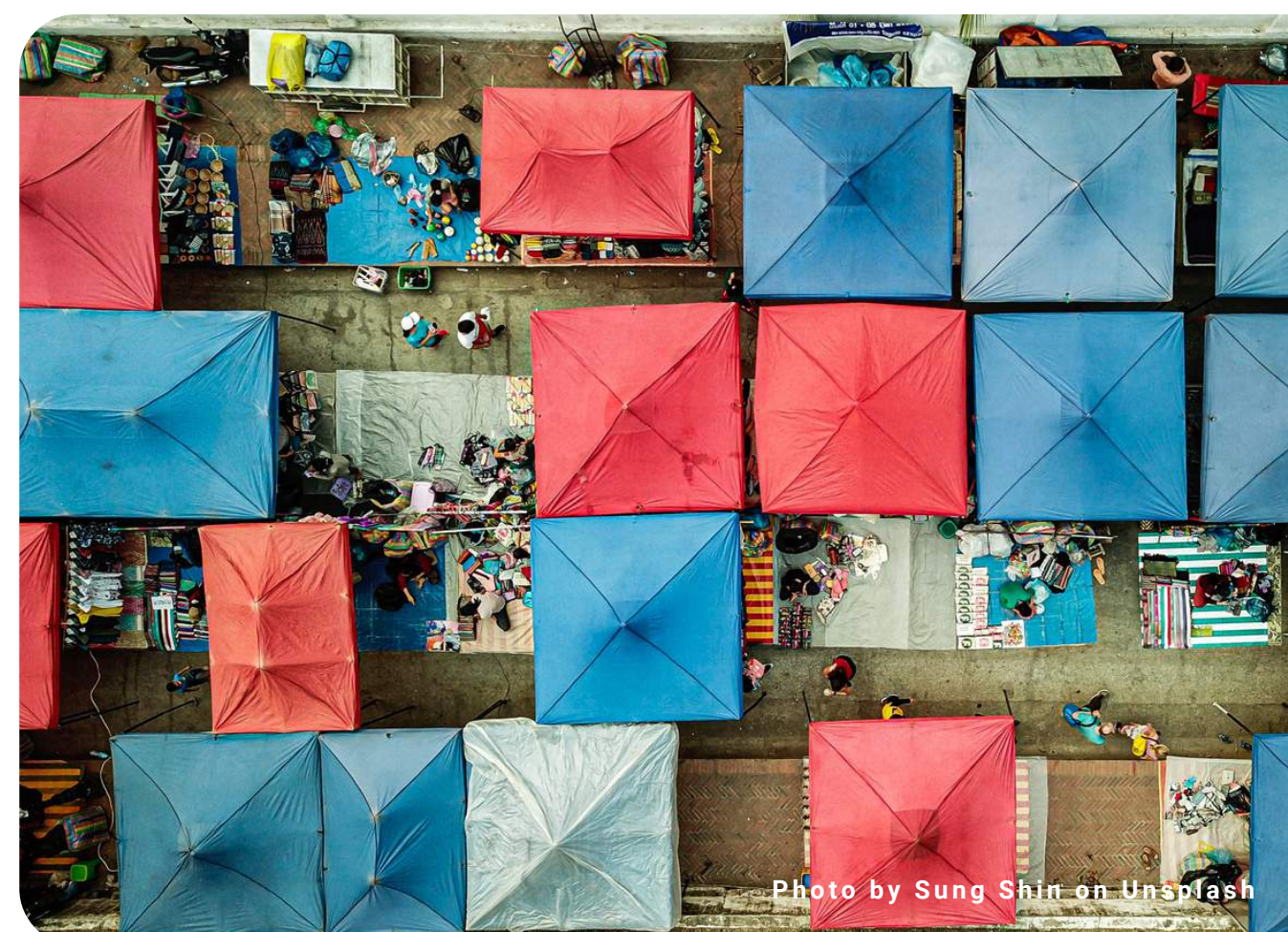
Interpretation from English to Lao and vice-versa will be made available.

II Objectives

The Peer-to-Peer Learning International Workshop on One-Door-Service Centers aims to promote a learning journey of peers that would help improve ODSCs reforms in Lao PDR and strengthen the partnership among the workshop participating countries, leading to the development of a roadmap for integrated services in Lao PDR.

The national workshop on ODSCs in Lao aims to discuss lessons learned from the international peer-to-peer learning workshop and to discuss next steps in the implementation of the ODCSs.

The overarching objective of the workshops is to strengthen government capacity for the design and implementation of sustainable ODSCs for public services in Lao PDR. The workshops will provide a platform for decision-makers and ODSC 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 peer-to-peer learning workshop is a follow-up to the webinar organized on 6 April 2021 by UN DESA, in cooperation with UNDP in Lao. The webinar was attended by the Ministry of Home Affairs (MOHA) of Lao People's Democratic Republic (Lao PDR) and for the first time in Lao by the representatives of all 44 One Door Service Centers (ODSCs). The objective was to discuss some of the success factors and challenges confronting ODSCs as well as their priority development plans. The ODSCs emphasized that their priority development plan is to strengthen the provision of public service delivery. Many ODSCs expressed interest in learning from other ODSCs how to enhance their capacities and embrace digital technologies in ODSCs operations.

III Thematic Focus

The peer-to-peer learning international workshop will focus on One-Stop-Shops for public service delivery. It will provide the opportunity to explore the challenges, trends, innovative practices and lessons learned on how to promote integrated service delivery. Due to the proliferation of ODSC/One-Stop-Shops around the globe, there are many examples to learn from. Peer-to-peer learning among countries is an effective way to take stock of one's own situation, adapt or modify an existing approach that can be useful for a country's context and local conditions, while fostering innovative solutions to the extent possible.

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 effort 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.



Photo by Anna Hoch Kenny on Unsplash

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. Key elements related to effective digital government transformation strategies and roadmaps for One-Stop Shops will be presented and shared. Countries will have the opportunity to exchange knowledge on the required capacities at the institutional, organizational, and individual levels. Countries will also share different perspectives, institutional frameworks, and paradigms in conceptualizing and developing their digital government transformation strategies for the ODSCs implementation. 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 Management
8. Stakeholders' engagement
9. Monitoring, reporting and evaluation (including mechanisms for citizen feedback)

At the operational level, the key steps to be considered when improving one-stop-shops are:

1. Mapping the key stakeholders to be involved
2. Visioning and action planning process
3. Institutional readiness assessment
4. Setting a strategy and identifying goals and targets
5. Identifying actions and their owners and supporters and required actions for operationalization
6. Enumerating financial and non-financial resources
7. Road map for implementation
8. Monitoring and evaluation



IV Structure

The peer-to-peer learning workshop will provide a platform for countries to learn from one another on how to promote effective One-Door-Service Centers. The international workshop will be divided into five sessions. Each session will address some of the above-mentioned building blocks to effectively implement One-Stop Shops. Countries will be invited to share challenges, strategies and approaches in designing and implementing citizen-centric ODSCs, highlighting their innovative practices.

V Target Audience

The target audience of the peer-to-peer learning international workshop will be government officials from countries that have effectively implemented One-Stop Shops and government officials from the Ministry of Home Affairs (MOHA), the Department of Local Administration (DOLA), and officials from ODSCs of Lao PDR. The national workshop (afternoon time in Laos) will be attended only by government officials from Lao PDR.

VI Expected Outcomes

International Peer-to-Peer Learning Workshop

It is expected that by the end of the peer-to-peer learning workshop, participants will have:

- Uncovered common challenges and roadblocks to the implementation of their respective OSS/ODSCs.
- Enhanced awareness of the various approaches and methodologies adopted by different countries to overcome some of the challenges in the implementation of ODSCs.
- Identified the key building blocks in reforming their ODSCs.
- Established plans for follow-up mechanisms for further peer-to-peer learning.

National Workshop on ODSCs for Public Service Delivery in Lao

It is expected that as a result of the National Workshop on ODSCs, which will follow the regional workshop, participants will have:

- Enhanced their knowledge of the building blocks needed for effective implementation of the ODSCs and how they apply to their national circumstances.
- Enhanced their understanding of the need for national to local coordination and for horizontal coordination.
- Pilot tested selected sections of the readiness assessment on how to establish effective ODSCs.
- Increased their awareness of the capacities needed for effective ODSCs.
- Established follow-up actions.



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VII Contact Information

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