

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

PROGRAMME

4 August 2021, Wednesday, 8:30 am-13:15 pm (Lao Time)

08:30 - 08:50
Opening remarks

Overall Moderator: Ms. Adriana Alberti, Mr. Bokyun Shim and Mr. Jonas Rabinovitch, DPIDG /UN DESA

H.E. Mr. Thongchan Manixay, Minister of Home Affairs, Lao PDR

Ms. Ricarda Rieger, Resident Coordinator a.i., United Nations Office in Lao PDR

Mr. Juwang Zhu, Director, Division for Public Institutions and Digital Government (DPIDG), UN Department of Economic and Social Affairs (UN DESA)

08:50 - 09:00
Overview Presentation on One Door Service Centers

Mr. Latty Phimmachack, Deputy Director General, Department of Local Administration, Ministry of Home Affairs (MOHA), Lao PDR

09:00 - 09:25
Overview Presentation on International Experiences of One Door Service Centers

Mr. Aslam Alam, Chairman and Executive Director, Bangladesh Institute for Information Literacy and Sustainable Development, Bangladesh

09:25 - 09:45
Round-table Discussion

Session 1: Critical Role of Leadership for Effective One-Door-Service Centers (ODSCs)

Moderator: Ms. Adriana Alberti, Chief, Programme Management and Capacity Development Unit, Division for Public Institutions and Digital Government (DPIDG) UN Department of Economic and Social Affairs (UN DESA)

Panelists:

Mr. Abdul Aliyev, Head, International Relations Department, The State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan, Azerbaijan

Mr. James Buyekane, CEO, Huduma Kenya Programme, Kenya

Ms. Vu Thi Kim Chi, Senior Deputy Director, Quang Ninh Investment Promotion Agency, Vietnam

Questions to Panelists: (15 mins)

Azerbaijan, Kenya, and Vietnam: (5 minutes per country)

- *How has the support from the highest level of government (prime minister, president, or ministers) influenced the functional implementation and improvement of one-stop shops for service delivery?*
- *What concrete decisions from the national leadership facilitated inclusive and effective service delivery?*
- *What were the key pillars of your country's strategy and roadmap for effective and inclusive service delivery?*

09:45– 10:05
Q & A for Session 1

10:05 - 10:30
Session 2: Institutional Coordination

Moderator: Mr. Bokyun Shim, Head, UN Project Office on Governance (UNPOG), DPIDG/UN DESA

Panelists:

Mr. James Buyekane, CEO, Huduma Kenya Programme, Kenya

Ms. Juny Kim, Director General, Government Complaints Counseling Center, Anti-Corruption and Civil Rights Commission, Republic of Korea

Ms. Vu Thi Kim Chi, Senior Deputy Director, Quang Ninh Investment Promotion Agency, Vietnam

Mr. Mahammadali Khudaverdiyev, Head of Division, State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan, Azerbaijan

Mr. Anir Chowdhury, Policy Advisor, Aspire to Innovate (a2i) Programme, Cabinet Division and ICT Division, Bangladesh

Questions to Panelists: (24 mins)

Kenya, Republic of Korea, and Vietnam: (6 minutes per country)

The moderator poses the three questions and then each country responds all three of them.

- *How does institutional coordination facilitate in practice the successful operation of your country's One-Stop-Shop system and who is responsible for coordination?*
- *How did you promote collaboration mechanisms among government officials?*
- *How did you succeed to integrate front office operations with the necessary back-office coordination and what were the main steps?*

Azerbaijan and Bangladesh: (6 minutes in total)

- *What are some examples of effective strategies and innovative practices you have utilized in your country for coordination from the national to local level to enhance public service delivery?*
- *What challenges did you face, how did you overcome them and what are the lessons learned?*

10:30– 10:45
Q & A for Session 2

10:45– 10:55
Break (10 min)

10:55– 11:40
Session 3: Structural Organization, Processes, Digitization and Financing of One Stop Shops

Moderator: Mr. Jonas Rabinovitch, Senior Advisor on Innovation and Public Service Delivery, DPIDG/UN DESA

Panelists:

Ms. Juny Kim, Director General, Government Complaints Counseling Center, Anti-Corruption and Civil Rights Commission, Republic of Korea

Ms. Lee Mui Ling, Senior Director, Service Delivery, Public Sector Transformation, of the Public Service Division under the Prime Minister's Office, Singapore

Mr. Abdul Aliyev, Head, International Relations Department, The State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan, Azerbaijan

10:55– 11:40

Session 3: Structural Organization, Processes, Digitization and Financing of One Stop Shops

Mr. James Buyekane, CEO, Huduma Kenya Programme, Kenya

Ms. Vu Thi Kim Chi, Senior Deputy Director, Quang Ninh Investment Promotion Agency, Vietnam

Mr. Anir Chowdhury, Policy Advisor, Aspire to Innovate (a2i) Programme, Cabinet Division and ICT Division, Bangladesh

Questions to Panelists: (45 mins)

Republic of Korea and Singapore (6 minutes per country):

- *How did you undertake a business process re-engineering to transform your one-stop shops into an efficient networked system? How did you eliminate unnecessary documentation to simplify the re-engineering process?*
- *What regulatory, legislative and policy changes did your country adopt to facilitate public service delivery?*
- *What did your country do to ensure that public services are fit for citizens' needs? Please elaborate on your simplification and single window design approaches.*

Azerbaijan, Kenya, and Vietnam (6 minutes per country):

- *How did you get funding for capital investment (ICT equipment installation, renovation, refurbishment, Mobile Buses, or other elements) for your one-stop-shop facilities and logistics at the national and local level?*
- *What are the financial challenges, and how are you overcoming those challenges?*
- *How did you build up your ICT infrastructure, such as IT equipment maintenance and operation? Please elaborate on the operation of the ICT infrastructure.*

Bangladesh and Singapore (6 minutes per country):

- *What measures has your country undertaken to overcome the digital divide?*
- *How did your country introduce digital transformation for OSS?*
- *What were the effective strategies for building partnerships with the ICT sector and the private sector for innovative solutions?*

11:40– 11:55

Q & A for Session 3

11:55– 12:15

Session 4: Effective National to Local Governance

Moderator: **Mr. Prabin Maharjan**, Programme Management Expert, UNPOG/ DPIDG/ UN DESA

Panelists:

Mr. Ruslan Akbarov, Head of Division, State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan, Azerbaijan

Ms. Vu Thi Kim Chi, Senior Deputy Director, Quang Ninh Investment Promotion Agency, Vietnam

Mr. Anir Chowdhury, Policy Advisor, Aspire to Innovate (a2i) Programme, Cabinet Division and ICT Division, Bangladesh

Ms. Lee Mui Ling, Senior Director, Service Delivery, Public Sector Transformation, of the Public Service Division under the Prime Minister's Office, Singapore

Questions to Panelists: (20 min)

11:55– 12:15

**Session 4: Effective National
to Local Governance**

Azerbaijan and Vietnam:(5 minutes per country)

- *What are some examples of effective strategies and innovative practices you have utilized in your country for coordination from the national to local level to enhance public service delivery? What challenges did you face, how did you overcome them and what are the lessons learned?*
- *What are some of the measures and strategies for breaking silos and fostering effective coordination and policy coherence across different agencies of local governments, particularly back offices?*

Bangladesh and Singapore (5 minutes per country):

- *Are there endorsed coordination and consultation mechanisms in place so that the priorities of sub-national government entities operating ODSCs are systematically integrated into national policy/ strategy formulation and planning processes?*
- *Do ODSCs take action and follow up on the feedback they receive from users? If yes, how is this documented and shared with the public?*

12:15– 12:25

Q & A for Session 4

12:25– 12:45

**Session 5: Monitoring,
Reporting, and Evaluation**

Moderator: Mr. Sanva Saephan, Consultant, DPIDG/UN DESA

Panelists:

Ms. Juny Kim, Director General, Government Complaints Counseling Center, Anti-Corruption and Civil Rights Commission, Republic of Korea

Mr. Ruslan Akbarov, Head of Division, State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan, Azerbaijan

Ms. Vu Thi Kim Chi, Senior Deputy Director, Quang Ninh Investment Promotion Agency, Vietnam

Mr. James Buyekane, CEO, Huduma Kenya Programme, Kenya

Questions to Panelists: (20 min)

Republic of Korea: (5 minutes per country)

- *How did you define the monitoring and evaluation framework, including Key Performance Indicators: what does success mean?*
- *How is user feedback collected and how is a service culture promoted?*
- *How did you communicate the progress to the citizens, lawmakers, and political leaders to continuously get their support?*

Azerbaijan and Vietnam: (5 minutes per country)

- *Could you please explain the monitoring and reporting mechanisms deployed by the one-stop-shop coordinating institution in your country?*

Kenya: (5 minutes per country)

- *While the implementation responsibility lies with the Huduma Secretariat at the Ministry of Public Service, oversight and coordination responsibilities lie with the Ministry of Interior and Coordination. Would you please explain how the system works at both the national level and county levels?*

12:45– 12:55
Q & A for Session 5

12:55– 13:10
Lessons Learned from the
Implementation of One-Stop-
Shops for Service Delivery

Panelists:

Mr. Mahammadali Khudaverdiyev, Head of Division, State Agency for Public Service and Social Innovations under the President of the Republic of Azerbaijan, Azerbaijan

Mr. Anir Chowdhury, Policy Advisor, Aspire to Innovate (a2i) Programme, Cabinet Division and ICT Division, Bangladesh

Mr. James Buyekane, CEO, Huduma Kenya Programme, Kenya

Ms. Juny Kim, Director General, Government Complaints Counseling Center, Anti-Corruption and Civil Rights Commission, Republic of Korea

Ms. Lee Mui Ling, Senior Director, Service Delivery, Public Sector Transformation, of the Public Service Division under the Prime Minister's Office, Singapore

Ms. Vu Thi Kim Chi, Senior Deputy Director, Quang Ninh Investment Promotion Agency, Vietnam

Questions to Panelists: (15 min)

Azerbaijan, Bangladesh, Kenya, Republic of Korea, Singapore, Vietnam:

- *Based on your experience of successful operationalization of ODSCs, what are three key lessons learned (in terms of Do's and Don'ts) for effective, inclusive and accountable One Stop Shops?*

13:10– 13:15
Closing Remarks

Mr. Bokyun Shim, Head, UN Project Office on Governance (UNPOG), DPIDG/ UN DESA

National Workshop on Lessons Learned and Next Steps in Implementing the One-Door Service Centers in Lao PDR

PROGRAMME

4 August 2021, Wednesday, 14:15 - 16:00 pm (Lao Time)

14:15 – 14:25

Welcome by H.E. Mr. Nisith Keopanya, Deputy Minister of Home Affairs, Lao PDR

Welcome by RC, UNDP RR, DPIDG

Facilitators: Mr. Bokyun Shim, Head, UN Project Office on Governance (UNPOG), DPIDG/UN DESA and Mr. Jonas Rabinovitch, Senior Advisor on Innovation and PublicService Delivery, DPIDG/UN DESA.

14:25 - 14:35

Debriefing about the International Presentations and Discussions during the Morning Segment

Mr. Keping Yao, Senior Governance and Public Administration Expert, UNPOG/DPIDG/UN DESA

14:35 - 15:05

Presentations of Checklist for Effective ODSCs

Mr. Aslam Alam, Chairman and Executive Director, Bangladesh Institute for Information Literacy and Sustainable Development (10 mins)

Overview Presentation of the Digital Government Capability Assessment

Mr. Jonas Rabinovitch, Senior Advisor on Innovation and Public Service Delivery, DPIDG/UN DESA (5 mins)

Presentation on adapting good one-stop-shop approaches to ODSCs in Lao PDR

Mr. Sanva Saephan, Consultant, DPIDG/UN DESA (10 mins)

Highlights of digital government transformation in Lao

Mr. Debashis Nag, Regional Digital Transformation Consultant, UNDP Regional Innovation Center in Bangkok Regional Hub, UNDP - Asia Pacific (5 mins)

15:05– 15:20

Presentations by Saysettha ODSC and Bachieng ODSC - Challenges, lessons learned and way forward

15:20– 15:50

Presentation on ODSC Roadmap

Mr. Laty Phimmachack, Deputy Director General, Department of Local Administration, MOHA, Lao PDR

After the presentation, ODSCs are invited to provide comments on the roadmap based on the lessons learnt in the morning session

15:50– 16:00

Closing Remarks

Mr. Jonas Rabinovitch, Senior Advisor on Innovation and PublicService Delivery, DPIDG/UN DESA.