United Nations | Department of Economic and Social Affairs

Inter-ministerial Technical Workshop on Implementing the One-Door-Service Centers in Lao People's Democratic Republic

Summary of Discussion

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https://mcld.org/2017/06/02/do-public-services-actually-reach-the-public/

General understanding about the role, function and key success factors of ODSCs

1. Global proliferation of ODSCs - **71 countries maintain government portal for One-Stop-Shop services –** for improving public service delivery

2. Promoting effective, inclusive, and accountable ODSCs can help mitigate current and future challenges in **public service delivery** and achieve higher **citizen satisfaction**

3. ODSCs could create a streamlined and easy-to-use **interface between government and citizens**, offering a number of services in one location

4. ODSCs can be a very effective way to **communicate regulatory requirements** more clearly to citizens

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General understanding about the role, function and key success factors of ODSCs

5. There is **no universal One-Stop-Shop model** for all circumstances – important to learn Innovative practices around the world and adapt to our own contexts

6. **Digital government** is used **to streamline and re-engineer public service delivery processes** and create ODSCs to facilitate improved service delivery

7. The most significant developments in the design and functioning of ODSCs are linked to **digital transformation**

8. **Promoting a whole-of-government approach** is essential for the effective implementation of ODSCs

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General understanding about the role, function and key success factors of ODSCs

9. **Digital IDs for all –** unlocking great opportunities (e-services, banking commerce, remote services, collaboration, etc.), but they [by and large] rely on effective data governance, effective institutions and robust systems

10. The availability and spread of **new digital technologies are opening new channels for governments to better serve their citizens** - expanding the possibilities for service access and citizen engagement and interactions

11. 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.

Building blocks of institutional readiness for strengthening ODSC effectiveness

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)

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Key enablers for successful ODSCs

➢ **High-level political commitment** is crucial for the success of ODSCs, and that <u>an ODSC reform cannot succeed in isolation</u>. <u>It must be accompanied by legal and institutional reforms</u> that support citizen-centric service delivery.

➢ **Strong leadership and effective governance** are crucial throughout the process, beginning with a holistic review and redesign of the underlying public sector operations to enhance collaboration and innovation.

➢ **Coordination between the national and local/regional levels** is vital to providing coherent service delivery.

➢ **Widespread digital access to basic digital enablers** such as mobile devices, connectivity, bank accounts, and digital identity is critical to effective and inclusive service delivery, especially for people living in poverty, persons with disabilities, and older persons.

➢ **Taking a holistic approach to performance measurement and monitoring** by combining citizen feedback and operational data to provide a balanced view of performance.

➢ **Establishing a strategy for a whole-of-society approach** is essential for citizen-centric service delivery.

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Mainstreaming the 11 Principles of Effective Governance in Strengthening ODSCs

➢ Effectiveness

➢ Accountability

➢ Inclusiveness

Key measures to to Implement ODSCs

System Level

- Citizens demand citizen-centric service standards with greater accountability and transparency
- Develop a strategy to ensure a whole-of-society approach for citizen-centric service delivery
- Define the required changes in the legislative and regulatory framework

Organization level

- Making agency silos more networked
- Sustainable source of funding
- Successful ODSC models usually involved commissioning a full-scale feasibility study
- Define the monitoring and evaluation framework
- Innovation requires business re-engineering processes
- Digital transformation

Individual-level

- Back-end integration and required data exchange
- Through involvement, build a hunger for success
- Continuously improve through citizen feedback

Key challenges in implementing ODSCs

➢ Resistance and non-cooperation from legacy bureaucracy,

➢ Silo mentality of public organizations and officials,

➢ Financing and human resources,

➢ Legal reform & institutional reform,

➢ Business-process reengineering/ simplification of administrative procedures,

➢ ICT infrastructure,

➢ Inter-operability of data and systems,

➢ Effective monitoring and evaluation mechanisms.

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Strategies to overcome the challenges

1. High-level political support

2. A whole-of-government approach

3. Effective administrative reform programmes

4. A medium to long-term investment plan

5. Gradual roll out of the ODS system

6. An effective horizontal coordination mechanism

7. Back-office strengthening

8. Training and motivation of employees

9. Flexible and innovative state agencies

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Strategies to overcome the challenges

10. Leveraging technology for service delivery

11. Collaborative partnerships - PPP

12. Overcoming digital divides and ensuring accessibility by vulnerable groups

13. Innovation and branding,

14. Forming a coalition of change-makers within government

15. Modifying and adapting international experiences – contextual

16. Multi-channel service delivery model, and

17. Developing the civil complaints and affairs management system.

Action planning tool

Action planning for an ODS system is a four-step process

1. The first step in the action planning process is establishing the context.

2. The second step would entail identifying priority areas for action and their prospective key outcomes.

3. The third step refers to developing the action plan/matrix.

4. The fourth step involves monitoring and review of the system to be established, leading to the revision of the action plan.

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Group I Organizational structures and processes for inter-ministerial coordination in relation to ODSCs

1. Establish mechanisms that is relevant and up-to-date to facilitate coordination and promote investment (clear budget allocation, enhancing capacities of officials at all levels, change mindsets)

    Effective and responding to the Presidential Decree 02 for effective services
    Timeline - immediately

2. Awareness and accessibility of information on ODSC (mainstreaming into the sectoral and national plan, campaign online and onsite)

    Transparent and effective service delivery to citizens – minimize corruptions and increase revenue and accountability
    Timeline - immediately

Group II Digital government transformation and data governance

1. E-Government Framework: digital government strategy, digital security strategy, and national data strategy
2. Legislation should be enacted, e-signature, digital ID, data protection and security, data use, training and promotion of the system
3. Mindset to transform the operation to achieve goals
4. Transform the system – apply the online system for integration of the data and integration of decision-making
5. Digital divide – access to internet and electronic devices
6. Accessibility to services by the rural areas
7. Multi-channel service delivery – kiosks and web portal
8. Training programmes

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Group III People-centered approach to service delivery and stakeholders' engagement processes

1. Providing info so citizens can use services and provide feedback – the pros and cons of the services, esp. the private sector, to satisfy the users and we need to improve their satisfaction – convenience aspects. Involvement of citizens in ODSCs is important

2. Increased availability of services - citizen could access more services – to centralize all services so citizens don't have to visit different places – standardized model – organizational cooperation for fast tracking services – service providers will not delay the process

3. To involve the citizens in the process is important for continuous improvement for the ranking, website and other channels for engaging citizens in the process

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Open Discussion

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Thank You

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