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**2015 ASEAN-KOREA International Symposium**

**Public Service Delivery in Lao PDR**

**“One Door Service Delivery”**

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# Public Service Delivery

- Public Service Delivery is the function of government that aims to provide living standard facilities in support of a good quality of life for citizens and organizations
  - Public services are activities carried out under the direction of a government
  - The efficiency and effectiveness of public services should be the focus of central and local governments
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# Objective of One Door Service Delivery

- The delivery of One Door Service (One-Stop Service) is the implementation of the laws and regulations;
  - The One Door Service aims at ensuring that the processing of documents and the issuing of authorizations by State to the individuals and organizations are carried out speedily and conveniently;
  - To provide the services in a transparent manner; enable the people to have easy access to the service and to perform the monitoring work;
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# Objective of One Door Service Delivery

- It is the initiative leading to the change in the working method, the communication and coordination within the State organizational machinery;
  - To facilitate the working for livelihood and the business transaction of the people in compliance with the laws and regulations;
  - To ensure a centralized collection of revenue
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# Case Study of Saysettha district, Vientiane Capital



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# Case Study of Saysettha district, Vientiane Capital

These works are as follows:

- Administration works,
  - Land registration,
  - Communication, Transport, Post and  
Construction works,
  - Planning and investment works.
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# Case Study of Saysettha district, Vientiane Capital

After the Introduction of One-Door Service, there are positive changes in many areas, such as:

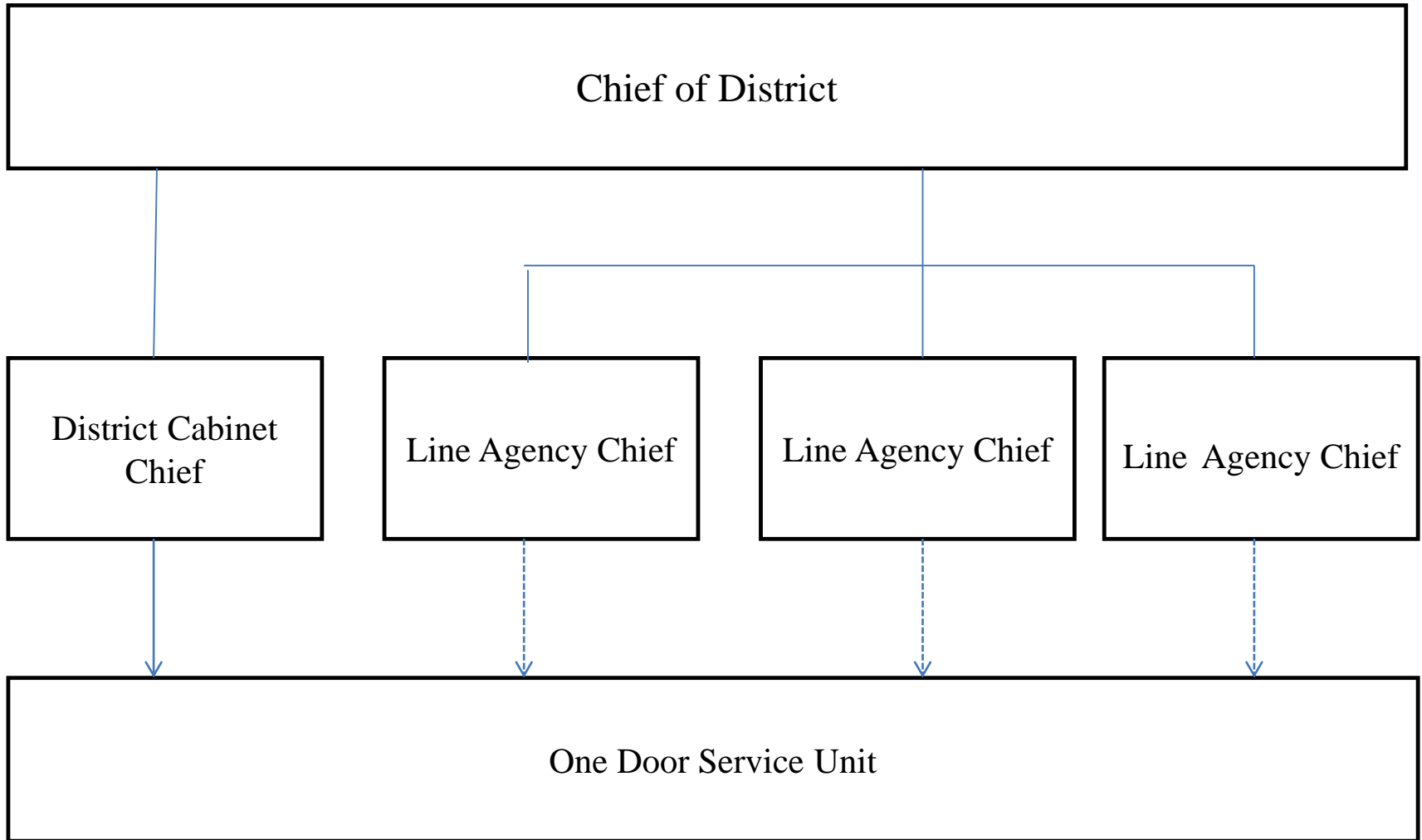
- The One-Door Service Unit receives the requests of the citizens and releases the results to them at one place. One-Door Service delivery is responsive to the need of the peoples and receives the support from the peoples who use the services.
- The working method of the agencies offices and the One-Door Service unit have been improved.



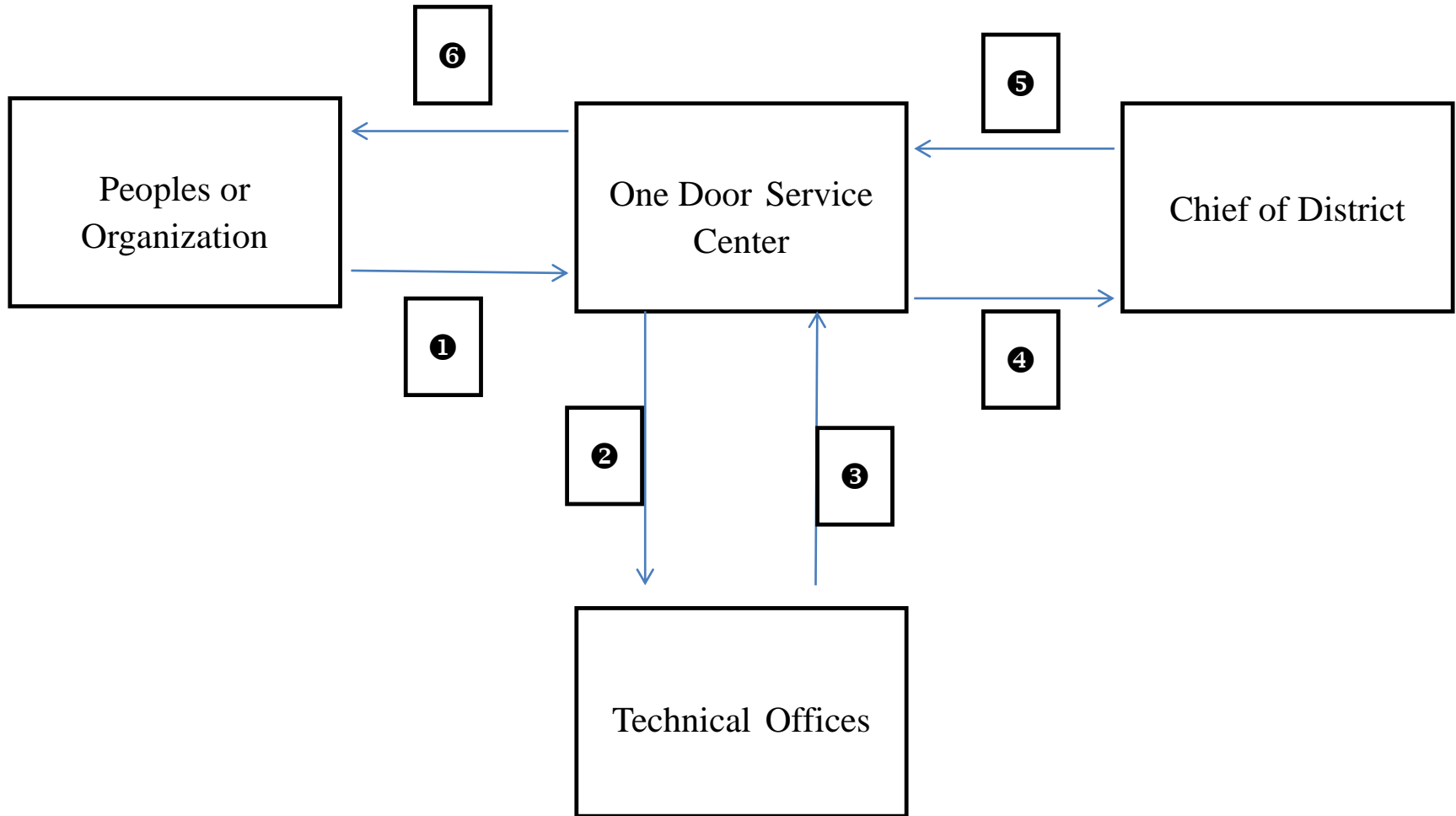
## Case Study of Saysettha district, Vientiane Capital

- The processing of document is faster. For example: For the Authorization issued by the District level, previously, it took 10-15 days; and now, it takes 3-5 days only. For the Authorization approved by Vientiane Capital, previously, it took 2 months; and now, it takes 1 month..
- The number of documents of the customers has been increased; the document forms, fees and service charges are determined in a clear and transparent manner.
- The revenue from the collection of regulated fees has been increased many folds.

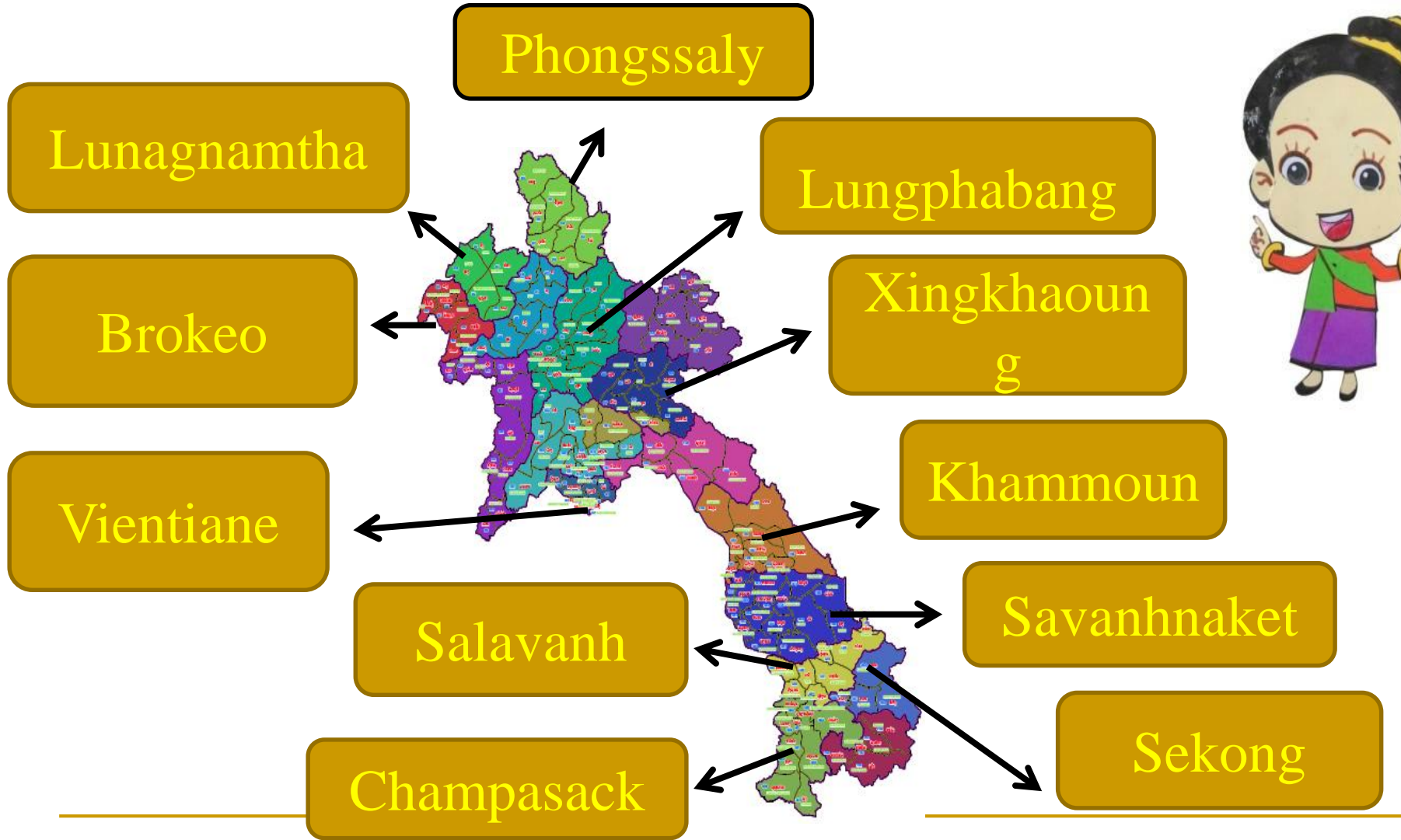
# Organization Structure for One Door Service Centers at the District Level



# Documents Processing



# One Door Service Centers



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# Challenges

- Regulations
  - Training/ Technical skill
  - Budget
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# Conclusion

The Government of Lao PDR is seeking productivity improvements across the country's economy. Information technology plays a large part in their approach, but major improvements can also be achieved through process re-design, that is, looking at current systems and eliminating steps to reduce costs and improve service delivery.

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# Conclusion

The benefits of this approach include modernizing workplaces and creating happier citizens/clients, since services will be so much better. The delegation of authority is probably the most productive tool to use to speed-up and improve processes, and formal delegation is a state-sanctioned method of pushing decision-making closer to where the services are actually delivered.

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Thank you  
for your attention

