



Welcome Remark by His Excellency Katebandith **PECH Bunthin**,
Minister of Civil Service and Chairman of Public Administrative Reform Committee,
on the Occasion of Opening

**“First Regional Workshop on Development of ASEAN Guideline
on Public Service Delivery”**

April 09-11, 2018 2018, Siem Reap, Cambodia

- His Excellency, Mr. Nick Beresford, Country Director of UNDP,
- ASEAN Delegates, ASEAN Plus Three Countries’ delegates,
- Representatives of the Public Administrative Working Group of Cambodia Line Ministries and Provinces,
- Representative of Secretariat General of Public Financial Management Reform Program and of De-concentration and Decentralization Reform Program,
- Senior Official and Officials from the Ministry of Civil Service,
- Distinguished National and International Guests, and Participants,

Good Afternoon,

1. On behalf of the Ministry of Civil Service and the Royal Government of Cambodia, I would like to cordially welcome, Your Excellencies, Ladies and Gentlemen, Delegates from ASEAN Member States (AMS), resource person from UNDP, OECD, Government of the Republic of Korea, Representatives from ASEAN Secretariat, and Cambodian Senior and Technical Officials of our Wonderful Cultural Heritage Province of Siem Reap, Kingdom of Cambodia.
2. I wish to take this opportunity to express my sincere thanks to all of you for spending your precious time and busy schedule to participate in **“Our First Regional Workshop on Development of ASEAN Guideline on Public Service Delivery”** from April 9-11 2018.

Please allow me to emphasize on few remarks regarding Our First Regional Workshop:

3. First, I truly appreciate the efforts made by the ASEAN Member States, ASEAN Secretariat, ASEAN Plus Three Countries—China, Japan and Korea, and Cambodian officials of the Ministry of Civil Service, for participations, inputs and advice—from the initial stage to the approval of our project “ASEAN Guideline on Public Service Delivery”. I also wish to commend on the hard work done by ASEAN Secretariat and the Technical Working Group at

the Ministry of Civil Service, for organizing a successful First Regional Workshop, with hospitality and friendly environment.

4. Secondly, I would like to brief on the history of this project. Within aspects of public sectors in ACCSM Plus Three Work Plan, the Ministry of Civil Service of Kingdom of Cambodia proposed a project “ASEAN Guideline on Public Service Delivery” in February of 2015 which is endorsed by the ASEAN Secretary and ACCSM Plus Three in 2017.

This project is supported by the ASEAN Plus Three Cooperation Fund with the work plan of 2018-2020. To achieve the objectives as indicated in approved work plan, the Ministry of Civil Service, with an assistance from the ASEAN Secretariat which is responsible to convene on Three Regional Workshops in Cambodia, and to organize Two Study Visits, in cooperation with China and South Korea in 2019 and 2020.

5. Our First Regional Workshop today is just a starting point of this project where we invited the resource persons from International Organization and ACCSM Plus Three Countries to present their relevant theoretical and regulatory framework, and international experiences, and the respective on Public Service Delivery Standard and Practice from the Representatives of ASEAN Member States. The proponent of this project—the Ministry of Civil Service—will present a Draft of Initial Outline of an Assessment Report, and a Draft of Term of Reference for Regional Consultant in the workshop to coordinate the discussion to finalize both documents.

As matter of fact, I would like to appeal to all national and international participants to contribute and share your inputs and thoughts and experiences to develop these two important documents of our project.

With your active participation, I hope that we can produce a comprehensive guideline for our ASEAN countries to provide better public services to our citizens. In this context, I would like to quote one of my favourite proverb, by saying that “*if you want to go fast go alone, if you want to go far, we go together*”.

6. In addition, I am of view that this guideline to be the guiding principles for ASEAN Member States to improve the quality of their respective on public service delivery, regardless their different systems and standards of practices. And, the development of this guideline, that initiates the forum where AMS can cooperate, share, and learn from one another on what work and what does not work, and in the best practices and innovations which can be applied for their respective contexts on how to improve the quality of public services delivery to its citizens, ASEAN people and the world. And, it also provides the opportunity for AMS to adopt modern public service delivery form the ACCSM Plus Three Countries.
7. In moving forward, the focal person as well as responsible person of public service provision’s organization/department in each AMS is responsible to cooperate with designated consultants to be selected following this workshop to develop ASEAN Guideline on Public Service

Delivery, and continuing to participate in the coming workshop, and the study visits to China and South Korea in order to effectively and efficiently implement our project.

8. I ultimately think that the improvement of quality in public service delivery is an urgent and a priority for all of us to effectively response to the demands of regional and global competition and globalization phenomena—social and economic development—as well as that of our citizens, business, local and foreign investments.

Excellency, Ladies and Gentlemen!

9. I honestly hope that our First Regional Workshop is fruitful. I thank all participants and resource persons for their contributions to our presentation and discussions, aiming to finalize our draft Term of Reference for Regional Consultant and Draft of Initial Outline of Assessment Report.
10. In addition to our First Regional Workshop, there is a visit to our historical heritage site of the Kingdom of Cambodia, namely Ta Prom Temple, Angkor Wat Temple, and other site visits for delegates from AMS, and the resource persons from ASEAN Plus Three and UNDP and OECD. Please enjoy your time with our oldest Cultural Heritage in South East Asia.
11. On this auspicious moment, I would like to invite Your Excellencies, Ladies and Gentlemen, to join me to officially open of our First Regional Workshop, as well as to kick off our project “ASEAN Guideline on Public Service Delivery” today onward.
12. Last but not least, once again, on behalf of the Ministry of Civil Service and the Royal Government of Cambodia, I would like to express my sincere gratitude to His Excellency Mr. Nick Beresford, Country Director of UNDP, Your Excellencies, Ladies and Gentlemen, ASEAN Member States, ASEAN Plus Three Countries, UNDP, OECD, ASEAN Secretariat and Cambodian Officials for their invaluable contributions at the First Regional Workshop, today.
13. On the occasion of the Khmer New Year, I would like to wish you and your family of Good Health, Prosperity and Success.

Please have a pleasant stay in the Kingdom of Wonder!

I thank you all!