

# Public Service Delivery in Laos

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# Outline

1. Introduction
2. Theories of public service Delivery
3. Regulatory framework
4. Laos experiences (Outstanding points and Difficulties)

# 1. Introduction

- Laos is located in South East Asia
- Laos is a landlocked country
- Laos has population: 6.683.313
- The number of Lao civil servants are: 183.680
- 18 provinces

- Ministry of Home Affairs has 2.931 civil servants
- Department of Public Administration Development plays a role in the change management process of Central and local level.

- One Door Service was the new challenging task to the Department of Administrative Regulatory Development as well as Department of Public Administration Development, Ministry of Home Affairs

- One Door service was first implemented as a pilot project in 2007 in Saysettha District, Vientiane Capital.
- Presently, there are 26 units of ODS

## 2. The theories of public service delivery

- “ The One Door Service is the handing of works which are related to implementation of the regulations of the state at the requests of the organisations or individuals through a single service window.

This means that the owners of the documents submit the applications and receive the results at one place without going through many concerned state agencies by themselves’ (Content of the Manual on the implementation of one stop service mechanism, 2011, p.1).

# Regulatory Framework

- To implement and monitor public service in central and local area, there are main degrees and regulations as
- The agreement of Prime Minister on One Door Service in public administration number 86/PM dated 03 August 2007;
- The Prime minister's order number 09/PM dated 28 January 2013.



# Laos' experience on implementing public service standard

- ❖ Outstanding points
  - ✓ staff are highly responsible and accountable for their assignment
  - ✓ The implementation can achieve good outcomes to public users or customers
  - ✓ ODS can reduce the unnecessary process

# Outstanding points

- ✓ Disseminating ODS legal framework to ODS unit at central and local level are increased
- ✓ ODS teams are proactive. The head of ODS units are encourage staff to share ideas prior to making decision. ODS staff are trained to assist them to absorb new information and have profound understanding about ODS tasks.

# Problems and Difficulties

- Some ministries are not ready to set up because they still want to keep their current systems and tend to be conservative.
- The number of ODS increased but the monitoring system is not efficient
- Although new staff have been recruited in ODS units, they need time to gain knowledge and experience about ODS work.

Thank you