First Regional Workshop for Developing
ASEAN Guideline on Public Service Delivery
Empress Angkor Hotel, Siem Reap
April 09-11, 2018

Public Service Improvement
Public Service Standards
Cambodian Experience

By Neang Lyna
Content

• Why Public Service Standard?
  ➢ Rational

• What Have Been Done?
  ➢ Strategic Legal Frameworks?

• How to implement PSS?
  ➢ National Program for Admin. Reform
  ➢ Guide on Public Service Standard

• Challenges

By Neang Lyna
PAR Committee
Why Public Service Standard?

Rational

✓ Uphold the priority goal of the RGC for the 5th legislature of the National Assembly

Serving People Better
Why Public Service Standard? (cont.)

Rational (cont.)

✓ Promote the implementation of Policy on Public Service Delivery comprehensively

✓ Update the Compendium of Information on PSD

✓ Enhance public trust on the government
Why Public Service Standard? (cont.)

*Rational (cont.)*

- Enhance productivity, quality of services and *citizens' satisfaction*
- Equip civil servants with positive attitudes—motivation, loyalty, professionalism, and culture of service
- Develop a common standard of Public Service Delivery to implement across public administration
What Have Been Done?

**Strategic Legal Frameworks (cont.)**

- Royal Decree on the General Principle of the Establishment and operation of Special Operating Agency (2008)
Strategic Legal Frameworks (Cont.)

✓ Decision of the RG on the Establishment of One-Window-Office and Citizen's Office (Ombudsmen) at Khann and District Level (2008)

✓ Sub-decree on the Public Service Delivery at the Sub-National Administration (2013)

✓ Compendium of Information on Public Service (2008 to present) – Mobile App
Strategic Legal Frameworks (Cont.)


✓ Joint-Prakas between MEF and concerned ministries on Public Service Delivery

✓ Other legal frameworks adopted to use within Ministries/institutions
How to implement PSS?

National Program For Administrative Reform
2015-2018
Serving People Better

- **Public Service**
  Responsiveness, Efficiency & Effectiveness, Reliability and Participation

- **Human Resource**
  Professionalism, Motivation, Loyalty and Culture of Service

- **Pay System**
  Equity, Consistency, Productivity and Budget Affordability
Vision

“to transform public administration into an effective public service provider and a reliable partner towards serving people better.”

Goal: Public Service Delivery

High quality, simple, effective, reliable, prompt and responsive to needs, easy to access with active participation from service users.
NPAR 2015-2018 (cont.)

Objectives

✓ Ensuring accessibility
✓ Delivering based on the actual needs of service users
✓ Delivering at the location of needs
✓ Promote transparency and accountability
✓ Improve quality and efficiency
Guide on Public Service Standard

Purpose

• To define the indicators that guide all ministries-institutions to develop good quality, timely, simple, reliable, easy to access, and responsible services to users.

• PSS sets the level of quality and characteristics of services delivery to satisfy services’ users.
Guide on Public Service Standard (cont.)

PSS are measured and evaluated on the basis of five indicators:

1. Quality of Information
2. Accessibility
3. Taking care of service users (Responsiveness)
4. Good Governance and identified principle
5. Feedback & complain mechanisms
Key Indicators and Criteria

1. **Quality of Information**: clear, reliable, updated and accessible.
   - Information on Legal framework
   - Basic information to be widely disseminated
   - Means of dissemination

2. **Accessibility**
   - Location and infrastructure
   - Procedures and timeline
3. **Taking care of service users/Responsiveness**
   - Courtesy
   - Coordination mechanisms
   - Improving measures
   - Problem solving mechanisms

4. **Good Governance and identified principles**
   - Delivering public service with identified principles
   - Delivering public service with good governance principle (value for money)
Five Key Indicators and Criteria

5. Feedback & complain mechanisms

• Feedback and complaint mechanisms are in place
• Responsive to feedback
• Complaints are addressed
• Measures to solve complaints
• Customer service
Challenges

• No agreed standard on the quality of public services to be provided by public administration across the country

  Different ministries/institutions use different indicators or principles to guide the reform

• Not all ministries/institutions set up their service standards
Challenges

• Law enforcement is not strong

• Allocation of resources is not yet efficient

• A systematic framework and tools for M&E is not in place yet (also internal evaluation rather than external)

• Not sufficient incentive for the best service providers
References

1. Rectangular Strategy Phase III
2. National Strategic Development Plan 2014-2018
5. Other related government legal frameworks
Thank You