

Basic information			
1. Name of Organization	Advocacy and Policy Institute		
2. Name of Project	Enhancing People's Participation in One Window Service		
3. Reporting period	01 January – 31 December 2012		
4. Report Prepared By	Mr. Sinthay Neb	5. Signature	

PROJECT RESULTS		
1	Project completed activities, and outputs	
No	Description of Activity	Output
1	<p>Build Partnerships and support the capacity of OWSO.</p> <p>Project completed all planned activities by organising a project orientation, capacity assessment, training, study tour and periodic partnership meetings. Details following:</p> <p>1.1. Organised a project orientation meeting with each OWSO in three target municipalities to present the Project MoU, specific activities, work-plans, clarify expectations and identify the roles and responsibilities of each municipality partner.</p> <p>1.2. Conducted capacity assessment: Objective of the survey was to identify capacity of the OWSO officials through which questions were asked about capacity, problems/challenges and ways to address challenges.</p>	<ul style="list-style-type: none"> • A MoU signed between API and Ministry of Interior, and endorsed by the three municipalities with clear roles and responsibilities of each party. Three detail project workplans - one for each target municipality - were produced and agreed on. 38 officials (6 women) from OWSO, DO and municipalities understand the project specific activities from the orientation meeting on “Enhancing People’s Participation in One Window Service”. • A capacity assessment report was produced, training and coaching provided, sharing experience and a study tour on OWSO was organised in three target municipalities. A capacity assessment report of the 3 municipalities was produced and identified the knowledge, skills, and experiences of 41 (9 women) OWSO and DO officials. Based on the report areas needing improvement were communication & customer services, facilitation skills, transparency and access to information, data analysis, information management and disclosure.(Please see annex 1: Capacity Assessment Report). • Three 1-day training courses on communication & customer services,

	<p>A final assessment report was produced by identifying priority topics for the trainings to OWSO officials.</p> <p>1.3. Conducted three coaching and training sessions on “Communication, Customer Services, Facilitation, Transparency and Access to Information, Data Analysis, Information Management and Disclosure” for each municipality to deeply understand the OWSO experience. Participants visited OWSO in Battambang and Siem Reap.</p> <p>1.4. 19 OWSO officials and leaders and project staff participated in a study tour to experience the OWSO in Battambang and Siem Reap, half day for each OWSO.</p> <p>1.5. To improve quality of service and performance of OWSO. The Project organised five semester periodic partnership meetings with key stakeholders. Including the provincial line departments, OWSO Officials and NGO partners. The meetings have reflected and documented the progress, identified challenges and strategies for improvement. The meetings discussed methods of strengthening partnerships and ways to address both technical and operational challenges in promoting OWSO.</p>	<p>facilitation skills, transparency and access to information, data analysis, information management and disclosure provided for 68 OWSO officials and the project staff and Youth Volunteers. All participants confirmed to apply knowledge and skills on communication & customer services, facilitation skills, transparency and access to information, data analysis, information management and disclosure in providing OWSO service.</p> <ul style="list-style-type: none"> • 19 OWSO officials and Leaders and project staff (5 women) participated in a three day study tour of OWSO in Battambang and Siem Reap. Moreover, they learned a lots from the cases of Battambang and Siem Reap OWSO. They learned that OWSO in Battambang and Siem Reap have strong human resources management, committed staff who performed roles and responsibilities well, strong teamwork, good collaboration and coordination with line departments, district councils and other authorities. Effective and efficient services was delivered to the clients by OWSO and DO officials. All OWSO officials from Kampong Chhnang, Kampong Speu and Porsat confirmed their commitment and applied best practices and lesson learnt to improve their OWSO services. • Five partnership meetings in three municipalities held with 83 representatives of OWSO, DO and line departments. Best practices, lessons learned, challenges, solutions and recommendations for further improvement were documented. Please see annex 2: A consolidated partnership meeting report.
2	<p>Project completed all planned activities: produced educational materials (IEC) for raising awareness and understanding. They are:</p>	<p>Five IEC materials have been produced, printed and distributed to citizens in three Kongs (Please annex 3: A set copy of booklet, three posters, two brochures, three OWSO banners and three DO banners).</p>

	<ol style="list-style-type: none"> 1. 132 banners of three different messages were printed and distributed to all 16 Sangkats in the target municipalities. Each banner is displayed at each village's public road. 2. Three different OWSO posters entitled "The Official Fee of OWSO" were printed - in total 9,600 copies. All posters were delivered to all 16 Sangkats and OWSO in three municipalities. 3. 88,120 copies of two brochures, "Ombudsman Office" and "Construction Services", were printed, distributed to most households by outreach activities. 4. A booklet entitled "Information of OWSO. 12,850 booklets were printed and distributed to most households in three target municipalities. 5. Nine DO banners were printed and displayed at in front of DO offices and the public areas. 	<p>These IEC materials allowed people to understand the OWSO location, services and contact persons and advantages of public services fee, period of services delivery, relevant supportive documents, municipality services, roles and responsibilities of the Ombudsman's Office.</p> <p>97 percent of citizens confirmed that they were satisfied and very satisfied with OWSO Information Education and Communication Materials based on the finding of The Citizens Feedback Survey report, 2012.</p> <p>Over one thousand OWSO Fora participants confirmed that they will disseminate OWSO information through IECs and encourage others to access services at the OWSO office.</p>
3	<p>Project completed all planned OWSO fora.</p> <p>API, three municipalities and all Sangkats jointly organised 16 OWSO public forums (one for each Sangkat) and one DO forum, providing meaningful opportunities for citizens to understand the services offered by OWSO, their rights, mechanisms for complaints, and the roles of OWSO and DO.</p> <p>Each forum took three to four hours in full half day, mainly in the morning to disclose key OWSO messages and answered all questions. OWSO& DO Technical Officials and Leaders in</p>	<p>1,451 community members (515 women) attended OWSO fora and improved their understanding about OWSO and DO services. 221 questions related to all types of services were raised. The guest-speakers responded interpreting all questions, particularly those issues and services relating to all eight services types of OWSO and the DO.</p> <p>After gaining comprehensive information about OWSO and DO through all public fora facilitated by API and Municipalities, 1368 OWSO forum participants (488 women) filled out an evaluation form individually and confidentially.</p> <p>It found that 26 percent of participants had accessed the OWSO to get at least one service before taking part in the forum; 70</p>

	<p>each municipality with the support of Representatives of District Support Team, OWSO at the Ministry of Interior and the API Project Staff.</p>	<p>percent will access OWSO services but eight percent were not sure, and 22 percent said the services would not be relevant to their business in the near future.</p>
4	<p>Project delivered its support and organised outreach activities for specific groups as planned.</p> <p>35 youth volunteers (14 women) were recruited and educated how to disseminate the OWSO information.</p> <p>Two approaches in information dissemination were used by the Project Youth Volunteer Groups during project life cycle. 1) a-door to door, two to three times per week and from one to another households and 2) public campaign with loud speakers two times per Sangkat in three municipalities to specific groups such as motor taxi drivers, students, and sellers. IECs materials were used as key reading materials in both approaches.</p>	<p>In total, 34 outreach events conducted to provide concrete information about the work and services of OWSO to the specific target groups (i.e. student, business people and farmers) and encourage them to use OWSO services. 20,719 households were reached by youth 34 outreach activities in Pursat, Kompong Chhnang and Chbar Mon municipalities. At least 20,719 people, one per household, gained comprehensive knowledge about the OWSO by receiving IEC materials such as posters, leaflets, brochures and booklets with clear explanation from Project Youth Volunteer.</p>
5	<p>The Project has completed all these planned activities: Supported DO, produced four Citizen Reporting Cards (CRC) as the following:</p> <ol style="list-style-type: none"> 1. API Project staff conducted regular monitoring and coaching sessions with Heads of DO in each target municipality. They openly shared their progress and challenges in implementing their roles. API continues to consult with them on how to address DO's challenges. Other activities held including: DO reflection workshop attended by 79 key stakeholders. The participants recognised all DO's challenges and roles. They confirmed to address the challenges accordingly. 2. Project produced four feedback forms of Citizen Reporting Cards 	<p>The Project has enhanced the capacity of 70 DO, OWSO officials and local authorities and promoted DO roles and responsibilities. An issue of effective implementation of the roles and responsibilities of DO is a critical challenge for three target-OWSOs. DO's critical challenges and solutions were identified but enforcement was limited because of power abused by others.</p> <p>3,714 citizens contributed in the feedback of OWSO. A citizen's satisfaction survey report was produced with synergised and consolidated comments and suggestions from technical advisor, Mol, municipality leaders, and OWSO and DO leaders in three workshops in three municipalities and one national consultative workshop in Phnom Penh.</p>

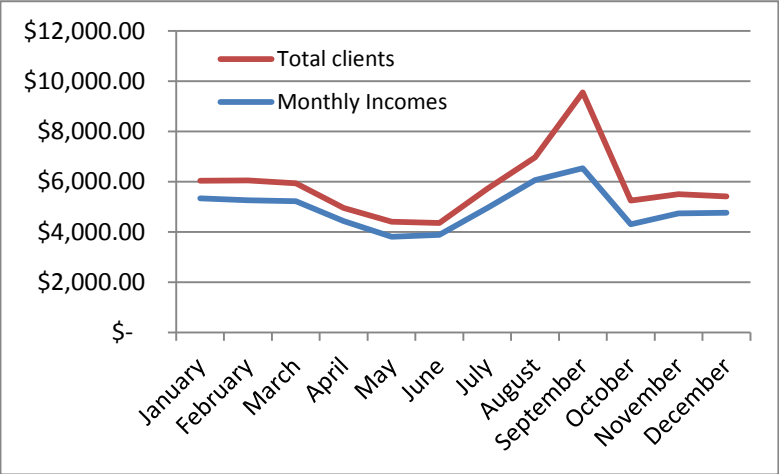
	<p>through consultation with a District Support Team and OWSO officials and tested twice with clients in three municipalities. All data was entered and analysed by SPSS software. The report produced.</p> <p>This report measured satisfaction, understanding and collected comments from 833 OWSO clients, 1,469 potential OWSO clients, 1,368 fora participants and 44 public service providers (21 OWSO, 18 line department and three District Ombudsmen (DO) officials) across the three target municipalities about OWSO services.</p>	<p>In general, both technical officials and leaders of OWSO at sub-national and national levels accepted the findings and committed to improve them.</p> <p>(Please see annex 4: Citizen’s Feedback Services at One Window Service Offices Chhbar Morn, Kampong Chhnang, Pursat Municipalities, November 2012).</p>	
2 Promotion of demand			
1.a	Please provide information on how and to what extent the project has contributed to increase citizens understanding and awareness of social accountability		
	Number of women and men reached by dissemination activities	Description of activity and outcome	
	Women Men		
1	12,340	8,379	<p>Project has developed diversity of OWSO information educational communication (IEC), organised 17 public foras to raise awareness and discuss related issues of OWSO and DO, supported and organised 34 outreach activities for all 16 Sangkats. These activities and outputs contributed to outcome 2: availability of comprehensive information on OWSO public services to communities and improved transparency and accountability in three OWSO as the following:</p> <p>I. Project produced OWSO educational materials (IEC) for raising awareness and understanding. Including: 132 banners with three different messages, three different OWSO posters in total 9,600 copies, 88,120 copies of two brochures, a booklet entitled “Information of OWSO of 12,850 copies. All IECs were distributed to most of households in three target municipalities.</p> <p>Based on Citizen’s Feedback, Service at One Window Service Offices in Chhbar Morn, Kampong Chhnang, Pursat</p>

		<p>Municipalities, November 2012 confirmed that:</p> <ol style="list-style-type: none"> 1. For OWSO Clients: <i>At the beginning of the project, not all clients were well informed about the OWSO, but they had learned some information through friends and neighbours, radio and television broadcasts. The majority did not fully understand the advantages of OWSO, which may explain the limited demand for some services.</i> <p>Approximately one third (31 percent) of clients received OWSO information before API's project intervention, but two thirds (67.95 percent) learned of OWSO through API's project dissemination activities by youth groups, information education communication (IEC) materials, OWSO/DO public forums, radio programmes, and local authorities.</p> <ol style="list-style-type: none"> 2. Potential Clients: <i>During third quarter of 2012, just over two thirds (69 percent) of potential clients were aware of the OWSO. Notably, three fourths (74 percent) learned of OWSO through information dissemination by project youth volunteers and IEC materials.</i> 3. OWSO Forum Participants: <i>The majority (97 percent) were satisfied or very satisfied with the OWSO-related IEC materials produced and disseminated by the API project. They will disseminate this information and encourage others to access OWSO services.</i> <p>II. 17 public foras were held in all 16 Sangkats in three municipalities(Kompong Chhnang, Chbar Mon and Pursat) with direct participation of 1,523 community members (531 women) as promoted OWSO and DO services and reported achievements, challenges and future perspectives.</p> <p>Results indicated that 26 percent of OWSO Forum participants had accessed at least one service at the OWSO before participating in the forums, 70 percent will access OWSO services in the future, but 30 percent were unsure whether they would do so and thought the OWSO was not relevant to them.</p> <p>Participants confirmed that they will disseminate OWSO information and encourage others to access services at the OWSO office.</p> <p>OWSO forum participants from different sangkats made several requests.</p> <p>56% of clients and 88% potential clients were able to answer the</p>
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			<p>objective of OWSO services and 55% of potential clients know about DO.</p> <p>III. Supported and organised outreach activities for specific groups.</p> <p>A series of outreach events were conducted to provide concrete information about the work and services of OWSO and DO to the specific target groups (i.e. student, business people and farmers) and encourage them to use OWSO services.</p> <p>34 disseminations about OWSO were conducted and 20,719 households were directly reached through outreach activities in Pursat, Kompong Chhnang and Chbar Mon municipalities. This was also confirmed by API's survey that interviewed 1,469 potential clients. 69 percent were well aware of the OWSO, 74 percent had received OWSO information through dissemination by the project's youth volunteers and IEC materials.</p> <p>However more citizens are aware of OWSO because of forums and outreach activities, some could not be reached directly due to not being at home or unavailable.</p> <p>Again, citizens confirmed that they will disseminate OWSO information and encourage others to access services at the OWSO services.</p>
2	1,656	2,058	<p>The project supported District Ombudsman (DO) office and conducted citizen feedback. These activities and outputs contributed to outcome 3: Increased understanding and customer satisfaction from the target groups of the services provided by OWSO and DO.</p> <p>Detail key activities and outcomes as follows: API worked closely with the DO including the local authorities to enhance their capacity for promoting mandates, roles and responsibilities and also coached the DO to respond the needs of citizens. In consultation with OWSO and DO, API produced a 'Feedback Card of Citizen or so-called 'reporting card'' as a monitoring tool for citizens to anonymously report on the competency and performance of OWSO and DO.</p> <p>4,500 copies of the citizens reporting cards (citizen feedback) were printed. Data was collected with 3,712 citizens. It was entered into and analysed by SPSS software. Draft report "Citizen's Feedback Services at One Window Service Offices" was consulted with key stakeholders, finalised and printed for</p>

		<p>key stakeholders.</p> <p>This report measured satisfaction of communities across the three target municipalities. It improved awareness of gaps in the service delivery of municipality governments and it is used as a key document in developing next phase of OWSO strategic plan of the government and development partners.</p> <p>Based on the API survey, it was discovered clients rated OWSO’s performance on five main indicators: duration of service, price of service, communication of responsible officials, venues of OWSO, and information dissemination. The majority (88 percent) were satisfied with OWSO’s service-delivery. Others (3.70 percent) were very dissatisfied, likely due to delays getting supporting documents completed across many line departments and extra expense and time.</p> <p>Therefore, there is a significant increase of clients accessing OWSO in 2012 in all three target areas. It was even higher than other OWSO confirmed by our project partners’ senior officials.</p> <p>At the end of 2012, there was a 33% increase in clients requesting services and 192% of OWSO budget. In 2012, 2,357 services were accessed by clients compared to only 1,769 services in 2011.</p> <p>US \$13,796.88 was generated as of fourth quarter in 2012 and US \$4,733 generated as of fourth quarter in 2011 in three target municipalities.</p> <p>The three municipalities OWSO received total income of \$59,286.33 contributing to 2012 national income through provided at least 10,835 services (4,343 services directly to women) to 6,270 clients. Though services were defined as Tourism, Culture and Find Art, Industry, Commercial, Transportation, Construction, Agriculture, and Legalisation.</p>
1.b	<p>Please describe in what way and to what extent citizen’s engagement in the decision making of local government and/or local service delivery agents (schools, health centres) has been enhanced through the project.</p>	<p>3,714 citizens directly engaged with technical staff, leaders, and policy makers of OWSO at national and sub-national levels through giving their feedbacks and inputs in 17 OWSO public fora and conducting social accountability tool which called “Citizen Feedback” survey. Citizens’ questions and recommendations were recorded, analysed and provided to OWSO and DO leaders to improve the services. Drawing on the survey findings, we propose the following recommendations towards improving OWSO’s service delivery as well as DO’s performance for stakeholders’ consideration:</p>

1. Realise access to information. Dissemination and IEC materials are recommended to promote OWSO services as these were found to be the most effective means for villagers to get information. They can use the materials to challenge irregular practices and over-charging. Little-used services, such as tourism, agriculture, culture and art, should be prioritised in further campaigns. The information campaign should better consider the DO's priority. More reading materials about OWSO should be available for the public.
2. Maintain and improve current performance as a majority of clients confirm their basic satisfaction. However, the reasons for dissatisfaction with services, particularly the longer duration and higher prices than advertised on the OWSO list, require more attention. Enforcing policy, such as set prices, will credit the OWSO establishment and increase its effectiveness and efficiency.
3. Ensure the sustainability of OWSO. OWSO needs to function beyond the donor-supported project. It is highly beneficial for both government and citizens.
4. Delegate appropriate functions to OWSO so it can facilitate requisite paperwork/documentation for its clients to access services. This would avoid the problem of clients accessing OWSO services without sufficient supporting documents; contribute to reducing the unofficial fees reported by clients, and help in supporting one-stop services for citizens.
5. Promote proactive District Ombudsmen. This could be a most effective solution where clients have limited information and are less likely to demand justice or to challenge a situation when they are dissatisfied. Being proactive, the DO would work more closely with clients to better understand their needs, and create an enabling environment for clients to interact with the DO. Enforcing roles of DO should be considered. Irregular practices such as unofficial fees and agencies or officials providing a package of services and other necessary services should be legalised within the system.
6. Addressing the issue of OWSO staffing, both technical staff and its leadership, will contribute to improving OWSO's performance, professionalism and client satisfaction, which will result in fewer complaints.
7. A clear mapping of OWSO clients and potential clients in each target area in close cooperation with local authorities in villages, communes and provincial line departments to introduce OWSO will promote public demand for OWSO services.
8. Line ministries should delegate to OWSO the whole set of official procedures/functions required to deliver a complete service, especially given that the name "One Window Service Office" implies it provides all relevant services at one place. Informal fees and procedures for other related services should be regulated and disclosed to the public to avoid people approaching line government offices to get services before getting services at OWSO where they would be better served.
9. There should be more OWSOs at the district offices for rural and poor potential clients who do not live in or near the municipality.

Provide information on actions taken by public sector institutions as a response to the work of the project																																									
	Public sector institution	Description of response																																							
1	OWSO located in Chbar Mon, Kompong Chhnang and Pursat Municipalities.	<p>OWSO located in Chbar Mon, Kompong Chhnang and Pursat Municipalities accepted citizen's feedbacks, met with project key stakeholders at provincial levels every six months to address the OWSO challenges both technical and staffing issues.</p> <p>OWSO have provided services to business people, farmers, women, students, civil servants, motorcycle and car owners and heads of households. Base on citizen satisfaction survey business person (52 percent), farmer or labourer (12 percent), teacher (8 percent), public servant (7 percent), student (6 percent), while the rest responded taxi driver, motor driver, nurse and homemaker (15 percent) accessed OWSO services.</p> <p>OWSO provided 10,835 services to approximately 6,270 clients with total income US\$59,286.33 in 2012.</p>  <table border="1"> <caption>Monthly Total Clients and Monthly Incomes (2012)</caption> <thead> <tr> <th>Month</th> <th>Total clients (\$)</th> <th>Monthly Incomes (\$)</th> </tr> </thead> <tbody> <tr><td>January</td><td>6,000.00</td><td>5,500.00</td></tr> <tr><td>February</td><td>6,000.00</td><td>5,500.00</td></tr> <tr><td>March</td><td>5,500.00</td><td>5,500.00</td></tr> <tr><td>April</td><td>5,000.00</td><td>5,000.00</td></tr> <tr><td>May</td><td>4,500.00</td><td>4,000.00</td></tr> <tr><td>June</td><td>4,500.00</td><td>4,000.00</td></tr> <tr><td>July</td><td>5,500.00</td><td>5,000.00</td></tr> <tr><td>August</td><td>7,000.00</td><td>6,000.00</td></tr> <tr><td>September</td><td>9,500.00</td><td>6,500.00</td></tr> <tr><td>October</td><td>5,500.00</td><td>4,500.00</td></tr> <tr><td>November</td><td>5,500.00</td><td>4,800.00</td></tr> <tr><td>December</td><td>5,500.00</td><td>4,800.00</td></tr> </tbody> </table> <p>Moreover, DO have improved their performance in addressing several complaints. Citizens' understanding of the DO has improved; one in two potential clients knew of its existence. A further, 55 percent of potential clients were well aware of the DO, its key roles and functions.</p> <p>Only 7.68 percent of clients complained about poor service delivery and irregular practices. Generally, complaints are not officially addressed because clients and OWSO officials usually arrive at a verbal agreement or solution, with no penalty or settlement awarded. Some complaints made to</p>	Month	Total clients (\$)	Monthly Incomes (\$)	January	6,000.00	5,500.00	February	6,000.00	5,500.00	March	5,500.00	5,500.00	April	5,000.00	5,000.00	May	4,500.00	4,000.00	June	4,500.00	4,000.00	July	5,500.00	5,000.00	August	7,000.00	6,000.00	September	9,500.00	6,500.00	October	5,500.00	4,500.00	November	5,500.00	4,800.00	December	5,500.00	4,800.00
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		DO officials are hardly addressed because they are beyond their scope or authority or not relevant to OWSO's responsibility. The mechanisms for solving problems may not work due to problems with the complaint process.	
4	Monitoring		
	Please provide information about public sector institutions that has been monitored through the project		
	Type of Public Sector Institution monitored	Numbers of SI monitored	Description of services or activities of public sectors monitored, monitoring tool or monitoring mechanism
1	OWSO located in Chbar Mon, Kompong Chhnang and Pursat Municipality	3	Several monitoring tools were used to monitor target OWSO. Including: regular quarterly reflection of OWSO progress, six monthly partnership meeting, collecting clients' feedback on OWSO services through community forum, feedback cards, collecting feedbacks through four different forms of questionnaires with OWSO, DO and line department, reviewed OWSO and DO monthly and quarterly report and annual reflection meeting.
5	Partnerships and coordination with public institutions		
4.a	<u>Partnership</u> : please provide information on partnerships with public sector or government institutions in the project		
	Public Sector Institution	Description of the nature of the partnership (including the division of roles between State institution and organizations)	
1	16 communes in Chbar Mon, Kompong Chhnang and Pursat Municipality	Community representatives spent their valuable time to hang OWSO banners along the streets and invited community members to attend the OWSO and DO forums moreover the commune chiefs delivered speeches in order to promote OWSO and DO services in the municipality during the forums.	
2	3 OWSO and line departments in Chbar Mon, Kompong Chhnang and Pursat Municipality	Partnerships between API and the three OWSO strengthened following a MOU with clear roles and responsibilities between the Ministry of Interior, Krongs (municipalities) and API in the project implementation. OWSO improved capacity as service providers to effectively operate the tools and systems of its services with high quality after the capacity assessment and citizen's feedback identified areas to be improved. A series of trainings, study	

		<p>tours and coaching was provided, regular partnership meetings between API and OWSO and provincial line departments to support the functioning of OWSO was organised. OWSO recognised the documentation of the progress, challenges and lessons learnt of OWSO which is useful for their improvement.</p> <p>Three OWSO used the information educational communication (IEC), played as guest speakers in public fora to raise awareness and discuss related issues of OWSO and DO, and participated in selecting forum members and project outreach activities for all 16 Sangkats. They provided contact lists of all clients for data collection. Local authority also guided Project Youth Volunteers to disseminate OWSO in all Sangkat and they also used IEC materials as tool to educate others. DO office participated and supported the collection of citizen feedback for the project.</p> <p>Representatives of District Support Team, OWSO and Ministry of Interior provided great support to the project activity implementation. They always provided technical and legal inputs in producing all IECs materials and other social accountability tools, particular played key role as guest speakers in most OWSO public fora and other important events.</p> <p>The OWSO directors and available staff attended the community forums, trainings and meetings. During the reflection meetings, OWSO forums, the OWSO technical officials, OWSO and DO leaders responsible for responding to all questions relevant to their daily works. Municipality and OWSO leaders allowed their officials to contribute inputs for the satisfaction survey activities.</p>
4.b	Coordination: State the main public institutions that were coordinated with during the implantation of project	
	Level and name of public institution	Description of coordination
1	16 communes, 3 municipality governing committees and 3 OWSO located in Chbar Mon, Kompong Chhnang and Pursat Municipality	<p>Partnerships between API and Ministry of Interior enabled the strengthening of the three OWSO performances owing to the MOU which clearly stated roles and responsibilities of between all project implementation parties.</p> <p>OWSO has improved capacity as service providers to effectively operate the tools and systems of OWSO services</p>

		<p>with high quality after the capacity assessment and citizen's feedback identified areas to be improved. A series of trainings, study tour and coaching was provided, regular partnership meetings between API and OWSO and provincial line departments to support the functioning of OWSO were organised. OWSO recognised the documentation of the progress, challenges and lessons learnt of OWSO which is useful for their improvement.</p> <p>Three OWSO provided useful input for all OWSO information educational communication (IEC) development. IEC was provided to every client. They played role as guest speakers in public foras to raise awareness and discuss related issues of OWSO and DO, participated in selecting and project outreach activities for all 16 Sangkats. They provided contact lists of all clients for data collection. Local authority also guided Project Youth Volunteers to disseminate about OWSO in all Sangkat and they also used IEC materials to educate others. DO office participated and supported the collection of citizen feedback for the project.</p> <p>API has good collaboration and coordination with OWSO, DO officials, municipality governing committees and commune chiefs in three municipalities. It conducted 17 public forums, awareness raising by youth groups, OWSO publications for the communities, data collection of clients satisfaction toward OWSO services, and built the capacity of OWSO, DO and youth volunteers.</p>
2	Ministry of Interior	<p>Representatives of the District Support Team, OWSO and Ministry of Interior provided great support to the project activity implementation. They always provided technical and legal input in producing all IECs materials and other social accountability tools, particular acting as guest speakers in most OWSO public fora and other important events. Comments and recommendations contributed by the Mol encouraged API to publish legal documents and reports to all stakeholders such as OWSO publications and satisfaction survey reports. The results of a satisfaction survey report contributed to improving the operation of OWSO in three municipalities.</p>
4.c	Assess if and how the project has resulted in improved relationships and coordination between civil society and government institutions	
	To promote the transparency and accountability, API, OWSO, three municipalities and	

	16 communes/Sangkat worked closely together in organising public foras and partnership meetings. Commune Councilors were responsible to invite communities to participate the OWSO fora. The information flow was delivered via written documents, verbally, phone and mail; all government institutions both national and sub-national were helpful in organising events such developing publications, organising forums, disseminations, meetings and study tours.
6	Increased Capacity
	Describe to what degree and how the implementation of the project has contributed to strengthen your organization's knowledge, skills and/or capacity to implement social accountability projects
	<p>The <i>"Enhancing People's Participation in One Window Service"</i> project accomplished. API gaining new knowledge and skills in promoting social accountability tools (promoting access to information, strengthened partnerships, and monitored public services with constructive feedback) in order to address the key challenges and issues faced enhancing local transparency and public service delivery and promote the effectiveness of public access to information, to ensure better access to public services.</p> <p>API and staff have improved their partnerships with government institutions at both the national and sub-national levels.</p>

IMPLEMENTATION AND LESSONS LEARNED

7	Implementation
	Has the project been implemented according to the original plan? Please state major deviations from the original plan as well as their causes.
	The project has been implemented successfully according to the original plan. All planned activities were carried out to promote access and respond to the demand for better services and governance in the three municipalities in three provinces. It raised citizens' awareness and participation in the municipality governments' affairs, provide a platform for citizens to voice their concerns and complaints regarding the municipality administration and services, and supported the effectiveness of OWSO performance in responding to citizens' needs. It contributed to building capacity and supported the effectiveness of the OWSO in responding to the needs of citizens and strengthening the functioning of DO for handling the complaint mechanism regarding the services of OWSO.
8	Lessons learned
	Please state and elaborate on the three main lessons learned from implementing the project.
1	Improve the capacity of OWSO and DO officials on customer service, access to information and facilitation skills and outreach activities with practical information to increase citizen demands and access to OWSO and promote transparency of public

	services. Outreach activities with factual information (official prices and procedures) are very effective. They help built closer relationships between local authorities, public services providers and clients.
2	Working in partnership between non-state and state to improve good governance is effective. However, more time was spent implementing project activities, particularly on communication, co-ordination and consultation.
3	Using monitoring and social accountability tools in deep consultation between non-state and state actors under a partnership project, the findings and citizens' feedback to improve OWSO are highly recognised and accepted. By organising reflection meetings among public service providers and other relevant public institutions improved the public service performance. Clients/community voices gathered during public forums, reflection meetings, citizen feedback assessments, and the DO report. These are seen as positive contributions to national policy makers to improve OWSO performance.

9. Documentation of Results

8.a	Has ongoing monitoring and result measuring activities of the project been conducted as planned?
Yes	
8.b	Please, list and annex (if not previously submitted) documentation collected that verifies the outputs and outcomes of the project
1	IEC Materials
2	Citizen's Satisfaction Survey Report
3	Capacity assessment report
4	List of Youth Volunteers
5	List of Activity Photos