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PROJECT FACT SHEET

USAID ONE WINDOW FOR CITIZENS

OVERVIEW

USAID’s One Window for Citizens (OW4C) is a three-year project (October 2019-September 2022) that uses technology to provide Cambodian citizens clear, transparent information on public services available to them through the government One Window Service Offices (OWSOs). In order to empower citizens and ensure accountability for OWSO services, OW4C technology offers real-time information explaining application processes for key services as well as the required documents, materials, and service fees. It also provides a safe space for citizens to voice their feedback on the quality of services received. OW4C will combine that feedback with measures of social accountability such as community scorecards to enable citizens to hold government accountable for quality services.

PROJECT DESCRIPTION

OW4C aims to connect citizens to real-time, transparent, and accurate information about OWSO services. It will also enhance the dialogue between citizens and the OWSOs through civic tech applications and collaborative learning. OW4C will help citizens hold government accountable to improve public services offered by the OWSOs such as official copies of birth certificates, business registration, and construction permits.

OW4C Civic Tech Tools

Currently, citizens learn about OWSOs by word-of-mouth or by making long, time-consuming and often unproductive trips to confirm what documents and fees are required to obtain a particular service. Harnessing the high market access rates of cell phones and Facebook in Cambodia, OW4C has developed a Facebook-based chatbot and Interactive Voice Response (IVR) for citizens to learn about OWSO services.

After they are launched these tools will immediately provide users with up-to-date information on required documentation, standard application fees, and processing times. They will also offer a secure feedback mechanism for users to rate the quality and timeliness of the services they received. OW4C technologies will also connect citizens with their District Ombudsman to discuss service improvements with the citizens' advocate who has the authority to investigate and arbitrate complaints.

OW4C Public Outreach & Community Engagement

Serving the needs of Cambodian citizens is the focus of OW4C. The project connects citizens to information on OWSO services and creates an open, safe dialogue between citizens and the government to improve those services with data-driven adaptation. Technology alone cannot achieve these results. OW4C also works with communities to establish a pathway for OWSO service accountability. This process conducts a community scorecard of OWSO services, developing OWSO community joint action improvement plans, and identifying "community ambassadors" to engage with the District Ombudsman to make and monitor service improvements. This direct, community-based action is supported by OWSO user feedback generated by the OW4C tools. To assure community understanding of the services (to which all citizens have access) the project will undertake a dynamic, widespread public outreach effort about OWSO services and OW4C civic tech tools.

CONTACT INFORMATION

Lendell Foan
Chief of Party
One Window for Citizens (OW4C)
Email: lfoan@nickolglobal.com

Terith Chy
Contracting Officer's Representative
Democracy and Governance Office
USAID/Cambodia
Email: tchy@usaid.gov

FOR MORE INFORMATION

www.usaid.gov/cambodia