

GOVERNANCE AND PUBLIC ADMINISTRATION REFORM: STRENGTHENING CAPACITY AND SERVICE DELIVERY OF LOCAL ADMINISTRATIONS (GPAR SCSD)

Project ID: 00064630

Project Description

The overall objective of the National GPAR SCSD Joint Programme is to support increased capacity in local level administration, leading to better delivery of services to improve the lives of the poor, especially in rural areas of Lao PDR. The National GPAR of the Government of Lao PDR began in 2001 and is in the final year of its lifecycle.

The UNDP and the United Nations Capital Development Fund (UNCDF) have formulated the SCSD Joint Programme in support to the implementation of the National GPAR Programme and to strengthen the institutional frameworks and capacity of local public administration in order to improve the delivery of public services.



Pupils from Ban Watluang School, Sekong Province, welcome the project delegation to their school. Photo: UNDP Lao PDR/Eeva Nyyssonen

Project Summary:

- Duration: 2012-2015
- Geographic coverage: Vientiane Capital
- Focus area: Governance for effective service delivery
- Implementing partners: Ministry of Home Affairs (MoHA), United Nations Capital Development Fund
- Website: www.la.undp.org/content/lao_pdr/en/home/operations/projects/democratic_governance/GPAR_SCSD.html

Main Objectives and Outcomes

The primary objective of this programme is to improve the capacity of local administration to be able to deliver services that improve the lives of the poor, especially in rural areas. Seven interrelated outputs have been conceived to achieve this outcome:

Output 1: Support to develop policies and regulatory frameworks for more effective local administration at the province and district level. This output will assist in establishing an informed and evidence-based policy process where any changes to policy or legal frameworks may be made on the basis of measured results.

Output 2: Improved capacity of local administration to fulfill its service delivery mandate with focus on engagement with citizens in local processes.

Output 3: Improved, focused service delivery provided through the preparation of medium-term strategic plans and expenditure frameworks to deliver local services based on available resources.

Output 4: Improving access to citizen services through One Door Service Centres to ensure that people have detailed information on procedural requirements, including the type of documents they have to submit, the processing duration and service fees.

Output 5: Support strategic innovations in Public Administration through the GPAR Capacity Development and Modernisation Fund.

Output 6: Citizen feedback and district mechanisms for responsive and accountable service delivery to integrate a set of monitoring and information tools for use by district administration in a manner that also provides feedbacks on improvements and limitations.

Output 7: Programme support to contribute both to the overall implementation of the above outputs and to provide support for high-level oversight arrangements through a Leading Committee on Governance as well as management and results-based monitoring by the Programme Board.

Results and Achievements to Date

Output 1: Support to develop policies and regulatory framework. Preliminary findings of the District Development Fund Review point to improved integration of systems and procedures in budget allocation, financial management rules, procurement rules and project appraisal.

Under leadership of the Ministry of Home Affairs and in cooperation with the Ministry of Planning and Investment, policy discussion for integrating the District Development Fund into a national system is in process.

Output 2: Improved capacity of local administration to fulfill service delivery mandates. Through the District Development Fund, the capacity of local administration to deliver services improved through technical support to 2,092 local officials (372 women). They are now able to plan, manage and provide local service investments and report on investment results.

Output 3: Improved service delivery provided through block grants to the districts. Sixty-six small scale district infrastructure and 578 other service interventions were provided in 53 districts since the beginning of the project, meeting locally prioritised needs in health, education, agriculture and public works for over 600,000 people (total value USD2, 657,158). District Administration Offices in eight districts in Saravane Provinces were assessed.

Output 4: Improving access to citizen services through One Door Service Centres. Through several refreshing trainings, staff involved in service centres are more confident in carrying out their tasks. To date, 31 service centres have been established, 17 out of total have been supported by GPAR projects. The Government is preparing for two new service centres for Mounlapamok and Sanasomboun districts in Champasack Province to provide better services to local citizens with support in policy training.

Output 5: Support strategic innovations in public administration. Through the implementation of the Capacity Development and Modernisation Fund, 48 Public Administration Offices across the country have improved their activities and reformed activities of 54 sub-projects. Twelve of these total awards were gender related. The assessment shows good implementation against work plans in all locations.

Output 6: Citizen feedback and district mechanisms for responsive and accountable service delivery. The pilot of the new District Service Delivery Monitoring System and Service User Feedback System was completed. To date, the first ever people's perception survey on public service delivery has been completed in two districts. The results of survey will be implemented at the local level across Lao PDR.

Funding:

- Project budget: USD 12,568,800
- Donors:
 - Government (parallel) USD 702,000
 - UNDP USD 400,000
 - UNCDF USD 1,300,000
 - SDC USD 4,000,000
 - Korea USD 2,000,000
 - Luxembourg USD 1,000,000
 - GEF (parallel) USD 2,000,000
 - Unfunded USD 1,166,800
- Delivery (2014): USD 2,324,364

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