

**Project Progress Report**  
**World Bank Demand for Good Governance:**  
**One Window Service Office and Ombudsman Office Project (DFGG-OWSO)**

**Background**

One Window Service Office and Ombudsman Office Project (OWSO) is a four-year project from 2009-2012 which will be executed under overall management of NCDD. The DST will manage the project on day-today basis on behalf of the NCDD. The project builds on experience of pilot project on OWSO in Battambang and Siem Reap districts and expands to 22 provincial town and urban districts in the whole country. In the first year, the project will be expanded to 7 new target districts/Municipalities of Takhmao (KDL), Suong (KPC), Steung Sen (KTM), Poy Pet (BMC), Peam Ro (PVG) and Kratie (KRT).

**Achievements**

- In early 2008 a District Support Team (DST) established to manage the project on daily basis
- In May 2008 an Inter-ministerial advisory committee (TAG) established and signed by the Deputy Prime Minister to provide policy support to the DST in particular on transfer of functions from relevant line ministries to the OWSO
- In June 2008, a Government decision on the establishment of OWSO was signed by the Prime Minister which allows for expansion and establishment of the OWSO in districts, Khans and municipalities in other provinces besides Battambang and Siem Reap
- Based on above decision, legal instruments for the implementation of the OWSO have been drafted such as Prakas on establishment and functioning of the OWSO, on election of ombudsman chief, internal rules of the TAG etc
- As part of the project activities, a baseline study for impact evaluation of the OWSO was conducted in June with assistance from the WB consultant
- In 2008 the project proposal was finalised and approved by the World Bank in September with a total budget amount of 4.7 million US dollars including 1.2 million US dollars of contribution from the Royal Government of Cambodia. This contribution includes constructions and renovations of 15 OWSO buildings in year 2 and 3, incentives for DST and OWSO staff based on MBPI and PMG and operational costs for the OWSO from year 2 of the project
- Yet on the RGC contribution, DST prepared a letter to MEF on the contribution from the RGC to the OWSO project
- Regarding the MBPI and PMG, a MOU between MOI, CAR, MEF and WB on incentives for DST and OWSO staff members drafted
- In November 2008, feasibility study and design of 7 new OWSO buildings in 2009 were done and will be finalised in early 2009. Estimated cost of each building is \$50,000
- In December 2008 the DST was able to conduct a pilot Citizen Forum in Battambang and Siem Reap districts with participation from district and khan governors of new OWSO in 2009
- On capacity building the DST team received training which were conducted DFGG on accounting and procurement procedures
- On consultancy, an OWSO advisor on operation was recruited in December 2008 through IPA. The consultant has commenced this work with project since 22 December 2008
- Procurement on the OWSO equipment and materials has been prepared
- Workplan for 2009 has been drafted. A total budget amount of \$ 1.1 (including RGC contribution on MBPI and PMG for national and subnational staff incentives) has been programmed to support the target districts and operations at national and ExCom level. These activities include preparation and renovations of OWSOs and equipment, prepare and conduct training on various functions transferred by national level to the OWSO staff members, organize citizen forums, conduct information campaign on OWSO through different means, conduct regular evaluation on performance of the OWSO and operational supports to the District Support Team (DST) of NCDD and ExCom.