



**Kingdom of Cambodia
Nation Religion King**

**Royal Government of Cambodia
No.: 12 SSR**

**Decision
On
The Establishment of One Window Service Office and
Ombudsman Office at District/Khan Level**

The Royal Government

- Having seen the Constitution of the Kingdom of Cambodia
- Having seen the Royal Decree No. NS/RKT 0704/124, dated 15 July 2004 on the nomination of the Royal Government of Cambodia
- Having seen the Royal Kram No. 02 NS dated 20 July 1994, promulgating the Law on the Organization and Functioning of the Council of Ministers
- Having seen policy on Public Service Delivery which was approved by the Council of Ministers in the plenary session meeting dated 05 May 2006
- Referring to decision no. 47 SSR dated 11 June 2003 of the Royal Government on the Structure and Management System of Srok Battambang, Battambang Province and Srok Siem Reap, Siem Reap Province
- In accordance with the request of the Ministry of Interior

Hereby Decides

Article 1-

The objective of this decision is to pilot establishment of mechanism of the public service delivery to the citizens through a simple procedure with transparent and timely manner; and at one stop office through one window service office at district/Khan level.

Article 2-

In order to achieve the above objective, "**One Window Service Office**" shall be established within each administrative structure of district/Khan.

The one window service office has a responsibility to provide to citizens, companies and enterprises the administrative services which are needed regularly by citizens, companies and enterprises in timely, transparent, simple and effective manner.

This office shall be the focal point of all services and administrative procedures at one stop office. The office shall serve as a place where customers shall be able to obtain all kinds of application papers and complete information on the delivery of all public services; and on the service charges and other fees. The office shall also be places where all the official approvals shall be obtain by the applicants.

The organization and the functioning of the one window service office shall be defined by the Declaration (Prakas) of the Minister of the Ministry of Interior following consultation with the National Committee for the Management of Decentralization and Deconcentration (NCDD).

Article 3-

To enhance good governance, each of the districts/Khans shall be established an "**Ombudsman Office**" which is tasked to receive complaints from and provide information to the citizens, companies, enterprises and civil organizations regarding the irregularities and shortcomings carried out by staff at those district/Khan administrations.

The organization and the functioning of the ombudsman office shall be defined by the Prakas of the Minister of the Ministry of Interior following consultation with NCDD.

Article 4-

The establishment of the two offices at district/Khan level as stated in article 2 and article 3 of this decision shall be done in steps based on identification of the Ministry of Interior following consultation with NCDD on number and target of districts/Khans in accordance with capability of human, material and financial resources.

Article 5-

The ministries/institutions involved shall assign competent officials to work in the one window service office of the target district/Khan so as to help the district/Khan governor in matters involving their respective expertise.

Article 6-

Civil servants who serve at the one window office shall be managed and directed by the district/Khan governor. Civil servants of the ministries/institutions involved shall retain their status as officials of the ministries/institutions, but the rating, promotion, redeployment and nomination to any post shall require the approval from the district/Khan governor.

All instructions from the ministries/institutions regarding their specific expertise shall be done through relevant line departments/units at the provincial level and shall go through the district/Khan governor who is responsible for the implementation and reporting to the Provincial/Municipal Governor's Office and the line departments of those ministries/institutions.

Article 7-

Chief of the ombudsman office shall be selected by a local election commission which consists of members from representatives of district/Khan administration, civil society, non-governmental organizations who work in the target district/Khan and representatives of local businessmen in that district/Khan.

The chief of the ombudsman office shall have an assistant.

Article 8-

Procedure for election of the chief of the ombudsman office shall be determined by a Prakas of the Minister of the Ministry of Interior on the Organization and Functioning of the Ombudsman Office.

Article 9-

All ministries/institutions concerned shall delegate appropriately power and functions to the districts/Khans where the one window service office and ombudsman office established.

The Ministry of Interior shall consult with the NCDD in order to coordinate with the ministries/ institutions on the delegation of the power and functions.

Article 10-

The delegation of power and functions by each ministry/institution shall go together with human resource, capacity building trainings and assistance of transport mean, materials and budget to target districts/Khans.

Article 11-

The Ministry of Interior is the national institution to help coordinating, mobilizing technical and financial assistance from development partners.

The Ministry of Interior can use existing management system a structure of NCDD and may also establish an additional and appropriate mechanism to ensure management, coordination and implementation of this work.

The above supporting mechanism shall be established by decision of the Ministry of Interior.

Article 12-

Besides, the established one window service office and ombudsman office in Siem Reap district of Siem Reap province and Battambang district of Battambang province shall continue implementing and strengthening the decision no. 47 SSR dated 11 June 2003 of the Royal Government on the Structure and Management System of Srok Battambang, Battambang Province and Srok Siem Reap, Siem Reap Province except supporting mechanisms which shall be implemented in accordance with this decision.

Article 13-

The Ministry of Interior shall have the responsibility to report results on the implementation of this work to the Council of Ministers, NCDD and ministries/institutions concerned.

Article 14-

The minister in charge of the Cabinet of Ministers, the minister of the Ministry of Interior, the NCDD, ministers, secretaries of state of the relevant ministries/institutions and provincial/municipal Governors of target provinces/municipalities shall be responsible for ensuring the effectiveness of the implementation of this decision as of the date of affixing signature.

Phnom Penh, 30 June 2008

Prime Minister

Samdech Akka Moha Sena Padei Techo HUN SEN

Copy to:

- The Office of the Royal Palace
- Secretariat General of the Senate
- Secretariat General of the National Assembly
- Secretariat General of the Royal Government
- Cabinet of Samdech Prime Minister
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