

GPAR SBSD**Governance and Public Administration Reform Project - Support for Better Service Delivery****Project ID: 00056568****Project Description**

The GPAR programme builds on successful reforms and activities of previous governance reform projects under GPAR I and GPAR II. The current project GPAR SBSD strengthens capacity for strategic planning, financing and management as well as monitoring of governance reform for more effective, accountable and transparent delivery of services.

Five interrelated outputs have been conceived to achieve this outcome:

1. Strengthened policy development, strategic oversight and monitoring of governance reform
2. Improved organizational and systems development for more effective, accountable and transparent services;
3. Strengthened human resource management and human resource development policies, procedures and capacity, and establishing a cost effective and sustainable system for civil service training and development
4. Provision of a formula-based district development funding mechanism for devolved service delivery with a particular focus on the provision of expanded and improved health, education, agriculture, and rural development services
5. Supporting demand-driven governance reforms at central and local levels which directly impact on service delivery

GPAR SBSD differs from the previous programmes: it is more strategic in focus; more accountable for implementation and impacts of Governance reform initiatives; has a strong service delivery orientation; has a clear results orientation; develops a uniform, sustainable and work based training; is graduating from a project-oriented approach at center level to a service provision oriented focusing on health, education, agriculture and rural development sectors targeting the poorest provinces and districts; and is establishing a cost-effective mechanism for strengthening implementation.

Main Objectives and Activities in 2010**Output 1**

- The Governance Sector Working Group focused on providing feedback on the Strategic Plan on Governance 2011-20 and the NSEDP 2011-15
- Steps are being undertaken to update the matrix on reforms related to activities in the Governance Sector
- Special efforts are being made to strengthen the Secretariat and Technical Working Groups to ensure sustainability
- A service delivery baseline is foreseen

Output 2

- Activities to support monitoring of the implementation of service delivery at the district administration have been undertaken
- PACSA continued to build on the platform provided by the Organizational Analysis Manual to review and restructure ministries and government offices. Two pilots have been completed: at Mahasot Hospital and at the Vehicle Licensing Office. The Consular Office of the Ministry of Foreign Affairs is the next office which will be reviewed
- A district level capacity development plan model has been developed. The review of the curriculum on capacity building and the finalization of the district capacity development manual is foreseen
- Seven One Door Service Centers are operational and three are in preparatory stages. Both the evaluation of ODS and the mission on delivering services involving multiple levels have been completed

Output 3

- The guidelines for performance management have been finalized
- The last module of the Personnel Information Management System software, has been completed and training for ministries

Duration

July 2007 to July 2011 (5 years)

Location

Vientiane

Project budget

Total budget: USD 10,660,083

Current year budget: USD 3,743,898

Project Partners

Implementing Partner: Public Administration and Civil Service Authority (PACSA), Office of the Prime Minister

Responsible Parties: UNDP, PACSA and concerned provincial authorities

Other Partners: Ministry of Health, Ministry of Education, Ministry of Agriculture and Forestry, Ministry of Finance, Ministry of Communications, Transport, Post and Construction, Committee for Planning and Investment, Central Committee for Organization and Personnel, National Organization for Study of Policy and Administration (NOSPA) Ministry of Justice, Secretariat of Government, PMO and some selected targeted provincial authorities in Lao PDR.

Development Partners : SNV, Swiss Agency for Development and Cooperation (SDC), Luxembourg

Contributing donors

UNDP	USD 1,310,000
UNCDF	USD 700,000
Luxembourg:	USD 4,000,000
SDC:	USD 3,500,000
SNV:	USD 116,079

Project Delivery

Estimated till March 2010: USD 5,570,468

Funding Shortfall

Funding Shortfall: USD1,153,083

have been prepared

- The capacity development framework for civil service provides the basis for the national curriculum for civil service training: a model office management training programme has been piloted, a module on job description writing was completed and more modules related to national curriculum will be developed
- Challenging was the evolution of the English Language Training Programme into a modular programme for civil service: a technical working group meeting gathered suggestions for a new syllabus and the framework for the preparation of the curriculum was been clarified

Output 4

- District Development Fund is implemented in compliance with minimum conditions applying to all 20 districts eligible for DDF support for financial year 2010 -2011
- District and province administration officials have been trained in planning and budgeting and financial management and procurement trainings are foreseen
- A review will map operational expenditure at sub-national level and the design of the scope and modalities of Operational Expenditure Block Grant (OEBG) modality will be undertaken

Output 5

- The implementation of the GPAR Fund which provides grants to ministries and offices of government for the implementation of innovative practices in public administration is at its last stage for the 2009 grants and its initial stage for the 2010 grants.

Project Document

<http://www.undplao.org/whatwedo/programmesdemgov.php>

Key Results, Reports and Publications to date:

- National GPAR Programme and Projects: 2011-2015 Initial Concept Paper (May 2010)
- Combined Output and Outcome Evaluation of the Governance and Public Administration Reform Programme 2009
- Strategic Plan on Governance 2011-20 developed and awaiting approval by the National Assembly
- Service Improvement Information Matrix
- GPAR Lessons Learned Report presented at GPAR SBSB project Board Meeting April 2010
- Revised Civil Service Delivery Monitoring Framework presented at GPAR SBSB project Board Meeting April 2010
- Citizen Report Card (CRC) Report 2006
- Completion of training on governance reform and local administration for Heads of District Administration for all 140 districts
- Organizational Management Manual (PACSA)
- Final draft manual of organizational development is being finalized and will be piloted in three ministries
- Manual for One Door Service Operation developed and approved by PACSA management
- One Door Service Centre Evaluation Report and draft process reengineering of building permits and business licenses
- Establishment of 7 one door service centers (ODS) in Vientiane Capital and other provinces
- Job Description Training Manual (draft)
- Civil Service Code of Conduct
- Personnel Information Management System (PIMS) developed and piloted in select ministries and provinces
- English language skills enhanced among government officials from ministries through intensive and semi-intensive courses
- Office management courses conducted for government officials in two provinces (Xiengkhouang and Khammouane)
- Review of job description and performance appraisal for government officials at central and provincial levels
- National Civil Service Management Strategy developed and under review at PACSA level
- Gender in Governance strategy (draft)
- Decree on recruitment and retention of government officials in remote areas completed waiting for approval
- Completion of village and kumban training for priority selection for District Development Fund (DDF) operations
- Rollout of DDF in 12 districts of 4 provinces for fiscal year 2008/2009 and expansion to 8 more districts for fiscal year 2009/2010
- Guidelines for municipal activities
- Decree on municipality development, roadmap / feasibility study completed and submitted to PACSA for approval
- District Capacity Development Manual
- Social Protection Fund strategy (draft)
- (DDF) Guidelines on Planning, Financial Mgmt., Procurement and Minimum Conditions
- Capacity building on planning, budgeting, financial management and procurement for 20 DDF districts
- GPAR Fund Guidelines
- GPAR Fund Lessons learnt report – 2009

Thematic Area

Corporate Thematic Area: Democratic Governance

UNDAF Outcome 3.3: Increased efficiency, effectiveness, transparency, and accountability of the public administration at both central and local levels.

UNCP/CPAP Outcomes:

Outcome 8: Increased efficiency, effectiveness, transparency and accountability of the public administration at both central and local levels.

8.1 Strengthened capacities of central administration (PACSA) for decentralized planning, management & service delivery

Millennium Development Goal

Goals 1-7, through improved governance and accountable use of public resources. Governance and public administration is a cross-cutting theme that supports the provision of public goods and services to country citizens. If all citizens equally and transparently benefit from government services, their livelihood opportunities will improve.

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