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One Window Service Office



Final Report

On

NGO Outreach and Feedback to OWSO

(Group 5: Preah Vihear and Otdar Meanchey)



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NGO Outreach and Feedback to OWSO (Group 5: Preah Vihear and Otdar Meanchey)

<i>Project Title</i>	NGOs for Outreach and Feedback to OWSOs	
<i>Name of Organization</i>	PDP-Center in cooperation with Khmer Youth Association (KYA) and Khmer Buddhist Society in Cambodia - KBSC	
<i>Contract Title</i>	NGOs for Outreach and Feedback to OWSO (Group 5: PreahVihear and OtdarMeanchey)	
<i>Contract No.</i>	OWSO-CS-NGO12-06	
<i>Project Duration</i>	March 2013	to August 2013

1. Introduction

OWSO was established with the purpose of promoting good governance through a service enlargement provided to the administration of a municipality/district/khan. The goal of OWSA was to improve the effectiveness, quality, transparency, cost, ease-of-use, and response times of administrative services for the public, and to ensure that they are available to everyone.

In order to achieve the above purposes, both awareness and feedback from community members is important. In addition to efforts by municipal administrations and OWSO in raising awareness among the public, the Ministry of Interior has implemented a partnership program with the civil society to raise awareness and build confidence among people and vendors in their municipal administrations, especially OWSO/DO.

PDP-Center and its two partner organizations, KYA and KBSC, have been recruited to implement the project in Samrong municipality, Oddar Meanchey (in which the project was implemented by KBSC) and Preah Vihear (in which the project was implemented by KYA).

During the sixth months between March 2013 and August 2013, PDP-Center and its partner organizations achieved its planned results. PDP-Center, KYA and KBSC launched project workshops in both municipalities; established citizen bodies; raised awareness through campaigns, workshops about OWSO/DO for core people in the communities, printed leaflets and t-shirts, video spots, role plays, capacity building trainings, knowledge sharing, public forum between governor and people, volunteer monthly meeting, and house-to-house visits; implemented monthly citizens' hours between governor and people; and conducted exit surveys and citizen rating cards.

According to agreement between PDP-Center and NCDDSD/DST N0.OWSO-CS-NGO12-06, PDP-Center planned to complete the project by the end of August, 2013 but the National Election in July encountered some activities, the project had been prolonged until the end of October, 2013. The prolonging had been approved by NCDDSD/DST.

2. Key Outputs Against Project Plan

During these three months, PDP-Center cooperated with its two partner organizations to achieve the outputs below:

- Launching workshop conducted twice in two municipalities consisted of 87 participants, including 23 women.
- Awareness workshop on OWSO/DO for community activists conducted twice in two target areas had 420 participants, including 224 women.
- Printed 12,000 leaflets on OWSO and DO (8000 DO leaflets were printed). 410 T-shirts were made and 1,000 service procedures copied for use in the awareness workshop.
- Campaigning, role play, and video spot plays on OWSO occurred twice. There were 383 participants, including 185 women.

- Conducted meeting with 20 volunteers (including 5 women) 12 times.
- Conducted door-to-door visits to 4,013 families.
- Monthly Citizen's Hours conducted 8 times were attended by 103 participants, including 49 women.
- Organized two public forums between community members and OWSO. There were 131 participants, including 56 women.
- Organized two trainings on "Access to Information" relevant to public service delivery with 102 participants, including 38 women.
- Organized two "sharing information" meetings among the public, NGOs, concerned authorities and OWSO/DO officers with 21 participants, including 6 women.
- Conducted the Citizen Rating Card twice, interviewing 518 samples.
- Conducted the Exit Survey twice, interviewing 178 Samples.

3. Key Results of Activity Implementation

3.1 Project Launching Workshop

This launching workshop had 87 participants, including 23 women. The participants were from 10 provincial departments, including teachers, students, NGO staff, market management committee members, vendors and villagers.

Before conducting the launching workshop, PDP-Center partner organizations KYA and KBSC had prepared the presentation and handouts with additional comments by the PDP-Center and the NCDDS/DST adviser. KYA and KBSC staff then met with the governor and deputy governor (Preah Vihear and Samrong) for cooperative support in launching the workshop. The discussion was on the workshop's objectives, participants, date and venue.

During the launching day of the project, there was participation from the two municipality's staff, OWSO/DO, Sangkat council members, village chiefs, local NGOs, school students, market management committee members and local vendors. Handouts were provided to all participants in the workshop.

The launching began with an opening speech from the Governor (Samrong) and Deputy Governor (Preah Vihear), a briefing about the background of OWSO, presentation on OWSO/DO achievements, a presentation on the "NGO for Outreach and Feedback to OWSO" project, and an explanation about the cooperation in the project's implementation. During the launching and subsequent workshops, OWSO songs were played and OWSO video spots were shown.



Launching workshop on 09 April, 2013



Lunching workshop

As a result of the launching, both the Governor and Deputy Governor of the two municipalities showed their full support for the project's implementation and encouraged all relevant authorities and officers to cooperate to ensure its success.

After Q&A sessions, KYA and KBSC staff presented the project's objectives and activities. The participants welcomed the project and their participation in the project's implementation. As a part of the launching workshop in Samrong, the Governor invited the participants to visit the OWSO building and view the service structures and prices on the information boards

3.2 Awareness Raising Workshop

The awareness workshop in both municipalities was conducted a total of 8 times with 420 participants, including 224 women. It was conducted 4 times in each municipality, and each workshop had about 50 participants. The workshops were organized with the purpose of information sharing and making community activists understand the functions of OWSO and DO, so that the activists could continue to raise awareness to their friends and neighbors as well as invite people to come to ask for services from OWSO.



Awareness workshop on 02 May, 2013



The core audience selected to attend the workshop were teachers, students, staff of the education department, staff of the health department, staff of Samrong Municipal office, staff of OWSO, Sangkat councilors, village leaders, market management committee members, local vendors, staff of NGOs, community people, and other stakeholders.

All participants were invited to take part in the awareness campaign organized after the workshop. The local authorities and the market management committee, who participated in the workshops, were asked to come back to support the implementation of other activities.

The awareness workshops were conducted in cooperation with the OWSO/DO office chiefs and were more focused on the OWSO and DO management's roles and duties, the administrative services (the prices, the processes, and the behaviors) the rights of the people, and the feedback/complaint and resolution processes. During the workshop, OWSO songs and video spot were played to capture participants' interests. All participants were provided with leaflets and other relevant handouts that they could bring home to read and explain to their neighbors and other people in their communities.

The participants were invited to visit the services at the OWSO and DO as well as other offices in order to ensure that the visitors have a full understanding and complete confidence in both offices.

The market vendors were more interested in the OWSO services compared to private bank (ACLEDA) services.

The majority of the local authorities who participated in the workshops were impressed with the OWSO services and prices. Thus, they shared their knowledge with their neighbors and with the people around them in the community.



Visiting the services at the OWSO and DO

3.3 House-to-house Visits

House-to-house visits occurred in all the villages of Samrong and Preah Vihear, especially the villages around the market and vendors. As a result, volunteers visited 4,013 families in 92 villages, according to the original plan.

The volunteers started house-to-house visits in both municipalities. This activity started in May and ended in June 2013. Volunteers were asked to go to all the villages in the all Sangkats of two municipalities.

Before starting the activity, KBSC and KYA had discussed with the Governor and the chief of OWSO about the objectives, target groups and relevant handouts to disseminate.

The house-to-house visits occurred in cooperation with the local authorities, especially commune chiefs and village chiefs, in order to explain to people about the

procedures and processes of the services OSW0/DO provided. These visits also provided the opportunity to present the OWSO/DO leaflets as well as other relevant handouts.

A villager in Bosbov village (Samrong) pointed out that in the past he did not know where to make a motorbike plate number, so he had to ask others to do it for him and pay \$200. It took almost two years and he recently received the plate number. *He was very happy with the OWSO and he no longer has to ask others for help and pay so much money - he can come by himself to OWSO.*

3.4 Information Campaign

The campaigns were accomplished in the two target municipalities in this quarter with 383 participants, including 185 women. Those involved were the Governor, Deputy Governors, municipal council members, chairman representatives from the Ministry of Interior, PDP-Center, KYA and KBSC, officers from the 10 departments attached to the OWSO offices, local authorities, market committees, teachers, students and other stakeholders.

KYA and KBSC staffs had disseminated 2,428 OWSO leaflets and 5,175 DO leaflets. For this, they required documents for the services at OWSO, and shared 606 copies for the vendors and the people.



KYA and KBSC cooperated with OWSO/DO offices and the two municipalities in organizing a full day of campaigns which began in the morning with an opening speech by the governor. After the opening ceremony, they went out in motorcycles and cars along the main road to the markets. Along the road, they spoke through loudspeakers to the people that stood on both sides of the road or stayed in their houses.

The campaign played the OWSO songs and messages to encourage people to go to OWSO. Banners were tied across the road where there were many shops and crowds in order to attract the public's attention. The campaign stopped at the information booth in front of the market to hand out OWSO/DO leaflets. At the information booth, the campaign continued to play the OWSO songs. The participants went to the markets and distributed the OWSO/DO leaflets to the market vendors, motor taxi drivers, car drivers, shop owners, and the public.

After the distribution of the information leaflets, the Governor (Samrong) and Deputy Governor (Preah Vihear) thanked the participants and announced to the public about establishment of OWSO to provide services to the people. The KYA and KBSC staff

and volunteers continued to play the OWSO songs, spots, notifications. The comedian Prum Manh talked about OWSO and distributed the OWSO/DO information leaflets to the people. In the afternoon, KYA and KBSC led a "quiz" and gave small gifts such as soaps, toothpastes, icebox, T-shirts, books, and pens to the people who answered the questions. In Samrong, the role-play could not begin because it had begun to rain in the evening.

3.5 Monthly Meeting with Volunteers

KYA and KBSC organized 12 meetings with 20 volunteers, including 5 women, to work on project concepts and prepare questionnaires for the campaign. They also discussed how to organize awareness workshops. The selected volunteers were introduced to the OWSO/DO chiefs and Samrong governor.

The volunteers were asked to sign a volunteer service condition and to participate in the other activities of the project.

During the first meeting, the volunteers were briefed about the OWSO/DO and the project as well as their roles. KYA and KBSC introduced and explained to the volunteers about the leaflets and how they were related to OWSO/DO.



Monthly Meeting with Volunteers

The volunteers understood that they had to be polite and non-biased in order to encourage people to use the services at OWSO. The volunteers also participated in the development of the house-to-house visit plan. Moreover, KYA and KBSC also asked volunteers to cooperate with the local authorities when they visited the villages. In the house-to-house visit record form, there was also a signature column for the local authorities to sign (in Samrong in particular), showing that the volunteers cooperated well during the visits. Therefore, the volunteers were expected to fulfill and follow all instructions of KYA and KBSC.

3.6 **Recruiting citizen body**

KBSC and KYA had organized the Citizen Body to attend Monthly Citizen's Hours in Samrong and Preah Vihear from May to June.

The procedures of recruitment are as listed below:

- Announce the Citizen Body to participants after the project launching workshop;
- Those interested can apply to be a member of Citizen body;
- KBSC selects the people who applied to interview;
- After the interview, the KBSC's staff bring the results to consult with chief of OWSO.

The member of Citizen Body composes of:

- Representative of NGO: 1
- Representative of Market Management Committee: 1
- Representative of teacher from private school: 2
- Representative of vendor: 1
- Representative of municipality (female): 1

KBSC and KYA introduced them to OWSO/DO and its services, collected feedback, and explained the procedures and processes of complaints to DO.

The tasks that Citizen Body members have to fulfill are the following:

- Collect feedback from people and edit them before meeting with the governor in the Monthly Citizen Hour.
- Bring edited feedback, which has been agreed on through discussion among the Citizen Body, to the governor to find solutions in the Monthly Citizen Hour.
- Transmit the information between governor and people.
- Meet together to discuss strategy and feedback raised by the public.
- Inform the public about solutions from the governor.
- Attend KBSC activities, including capacity building exercises planned by KBSC.

3.7 Monthly Citizen's Hours

The first Monthly Citizen's Hours was chaired by the female deputy governors of Samrong and Preah Vihear, who were in charge of OWSO from May to August. It was attended by 103 participants, including 49 women.

The meeting was friendly and cooperative and addressed the participant's questions on the statistics and service prices of Samrong, such as the number of Sangkats and Villages. Below are excerpts from the meetings:



Monthly Citizen's Hours

▪ A villager from the Chhouk meas village asked whether he could register a motorbike plate number if his ID card was in Kampong Cham. Also, he wanted to buy a motorbike but the seller would not sell it to him. The OWSO chief mentioned that the OWSO had no authority with regards to the ID card.

Some questions raised by members of the Citizen Body were collected from people in the community:

- A villager in Pul village expressed his dissatisfaction with OWSO because he applied for a motorbike plate number over a month period as promised but when they took the plate number it was delayed another month.
- A man went to get a plate number for a motorbike and paid more than 70,000 riels but in the price list the price was only 70,000 riel.
- A villager asked about his old house because it did not have a construction permit. Does he need to apply? If he didn't apply what would be the consequence? OWSO chief explained that the OWSO had no authority with regards to the old house. The deputy governor said the house could not be affected if it wasn't related to any development in the future.
- A villager from Preah Vihear asked about a construction permit for a project smaller than 500 square metres. He asked how much the municipality would charge. The deputy governor responded that the price was put on the wall of the municipality.

The meeting also brought up that the number of people that had access to the information from OWSO was increasing. But it was also noted that some people still not understand about the kinds of legal services that could benefit them. "This is the reason they did not come to apply for the administrative services," a village chief in Preah Vihear said.

The chief of the Market Management Committee of Preah Vihear asked OWSO officers to continue to raise awareness and explain the benefit of the service permit to vendors in the markets because they did not yet fully understand OWSO's services. He said that the house-to-house visits is a good strategy, especially to reach more people at market place.

In every meeting, both deputy governors always suggested people to continue to disseminate OWSO's services to their neighbors, villagers, students, vendors, teachers and trainees.

The Citizen Body who also go to meet people in the communities were useful for people to raise their questions to OWSO's officers and the Chief of District Ombudsmen (DO). For example: The villagers requested that the pricelist of OWSO services be distributed to them in the community.

3.8. Public Forum

The public forum was convened two times with 131 participants, including 56 women. The participants included governors, deputy governors, municipality council chairman, OWSO/DO office chiefs, the 10 sectoral service officers, buddhist monks, community people and local vendors.



The public forum focused on the questions relate to the OWSO services and the challenges and concerns that the OWSO currently faced.

The Governor of Preah Vihear as well as the Deputy Governor of Samrong indicated that the process of service delivery of OWSO/DO is focused on the administrative services delivered by municipalities, so that the services are better delivered to people, vendors, companies, enterprises and students. Another important goal was to move the municipality's administrative services closer to the people so that use of the services would take less time and be less costly for the public.

The public forum was asked many questions from participants. The questions and answers were as follows:

❖ Preah Vihear

- Why was this office named OWSO, and must the foreign language school ask for a permit from the municipality? The Deputy Governor responded that the name OWSO was chosen because people submitted their documents and then received the outcome of their documents at the same place. The Deputy Governor also said that the foreign language school must ask for a permit from the municipality.

Can people living outside our municipality ask for services from our OWSO? What is the purpose of establishing OWSO? The OWSO Chief said that they can go to request these services at any relevant provincial department but that students can only receive their diploma here because the diploma notification was delegated to the municipality. The OWSO Chief explained that the purpose of OWSO was to provide transparent and easy to use public services to people, with help from sample procedures.

- If people open their shop or private school with asking for a permit, what measures would the municipality take? The Deputy Governor said the municipality would go to their houses, send invitations to them to come to the municipality office and explain the necessary permits to them. Other measures would be taken as well.
 - What is the role of DO? Where is the DO office? The chief of DO said that DO's role is to receive all complaints from the public related to OWSO, such as the loss of documents, exceeding a deadline defined by law, impolite words used by OWSO's officers, charging more than the cost table...etc. The complaint can be made verbally, anonymously, using a simple form that can be placed in a yellow box in front of the office door, or by phone using the phone number on the DO leaflet. The DO Chief also explained that the DO office is next door to OWSO.
- ❖ Questions and Answers in the public forum of Samrong
- A market vendor asked why a business has to pay for both business licenses and taxes. Another market vendor continued, asking whether they will be required to pay taxes if they have business licenses. The officer responsible for commercial services explained that the fees for applying for business licenses were set by the ministry and are in the pricelists at the OWSO office. The business license is issued according to the types of the business. The business license is to ensure a legal business operation, but the owner must continue to pay the compulsory taxes because they are different issue – legal business operation and taxes – and are not related to the OWSO.
 - Another people asked whether he needed to apply for a construction permit if the construction is less than 500m² and what measures the OWSO would take if they did not have a construction permit. The OWSO office chief answered that construction less than 500m² should apply for a construction permit or the OWSO would take measures in the future. The city deputy governor added that it is good for the construction owner to apply to be an official construction owner. After applying for a construction permit from the OWSO, the technical officer would observe whether the construction is technically legal and whether it would affect any other developments. She encouraged that they ask the technical officer for further explanation.
 - A monk from the Samrong pagoda asked whether the people need to apply for a business license if they start a guest house service with 8 rooms or less or a food shop with only 50 seats or less. The city deputy governor answered that for a guest house with 8 rooms or less and a food shop with 50 seats or less, the owner must apply for a business license from the OWS. If they started a larger guest house or food shop the owner must go to relevant sectoral service office.
 - Another market vendor asked whether the OWSO office has taken any measures against the rich and powerful families who encroached on the market roads when they constructed their houses with attachment roofs flying over the road corridors. The city council chairman clarified that the question is beyond the scope of the OWSO. He added that the forum is for only the OWSO services and refused to answers any questions relate to other issues.

The governors as well as deputy governor had similar call for all participants of both municipalities should come to receive the services from OWSO and continue to spread out the information from OWSO to all participants to be aware.

We observed that some of questions raised by participants beyond the scope of OWSO or its staffs.

After the forum had been finished KBSC and KYA teams gave the questionnaire forms of brief survey to participants for filling in to evaluate about their knowledge on OWSO. Data of the brief survey was entered in SPSS as well as used as support evidence for Exit Survey and Citizen Rating Card.

3.9 Capacity Development

Prior to the capacity development training, KBSC and KYA met with the municipality officers and chief of OWSO for their continued support and collaboration. The meeting focused on the date, venue and participants for the capacity development training.

The capacity development training was conducted twice for one day with 102 participants, including 38 women. Participants included the deputy governor, chiefs and vice chiefs of Sangkat, Sangkat councillors, village chiefs and vice chiefs, businessmen, NGOs and other relevant actors. The training focused on the rights of access to information relate to public service delivery and universal principles of access to information. In addition, examples from OWSO's work were discussed.

The main agenda of the training include an opening speech by the governors, presentations on the rights of access to information and the provisions of the public services by KBSC trainers. The participants were also divided into three small groups to share ideas and experiences in a group discussion. After, the group representatives presented their discussions results. According to the pre and post tests of the training, 92% of participants a have good understanding of OWSO and 8% have fair understanding.

In the afternoon, KBSC and KYA oriented participants about the questionnaires on the exit survey and the citizen rating cards.

3.10 The meeting for sharing knowledge and experiences between the civil society, authorities and OWSO

The meeting, which had participants from the citizen body and the OWSO officers, was facilitated by KBSC and the officers. The meeting was held twice in August 2013 in the OWSO office with 21 participants, including 6 women. The meeting's participants shared their experiences and information about the activities completed by KBSC and KYA in communities in regards to OWSO. Participants also discussed new information, including the current challenges and concerns of the OWSO. CSO experiences in the project target area showed that the people who are the tax payers of their businesses may not seek the OWSO services to apply for business licenses. There should be greater public awareness through radio and television campaigns so that they understand and use the services of the OWSO.

The citizen body members had also noted that almost all local vendors knew that they are required to apply for the licenses at the OWSO but still did not come. They think the licenses are not necessary because even those who did not apply for the licenses could still run their businesses.

The OWSO officers also remarked that it is difficult to persuade the people to use the OWSO services and that heavy penalties could not be used. Therefore, it is suggested that the municipalities should cooperate with the sectoral field offices to do sectoral surveys about whether businesses have business licenses.

3.11 Citizen Rating Card

KBSC and KYA team started to use the citizen rating cards from June 14th to August 23rd, 2013. Prior to the implementation, KBSC and KYA were discussing how the cards would work. The team visited the fields of both municipalities and informed the local authorities, particularly the village chief, to participate, cooperate and coordinate for the interview. The KBSC and KYA team was divided into four teams of two people for the citizen rating card interviews through random selections. When entering a village, the each team would count the first house and then skip ten houses. If no villager living in that house was at home, then then they moved on to house eleven. They recorded both positive and negative experiences during the visits. Many people



stated that the OWSO office is well organized as well as praised the attitudes of its officers, who did not discriminate and who welcomed the clients with acceptable prices and fees. One negative experiences is that most people did not stay at home after the harvest season but left for work in Thailand, including the village chief of Samrong. In addition, the local businessmen had not been interested in the information distributed about the OWSO. They were not interested in and did not use the OWSO

service for their legal business operations, as previously explained to them. They believed that even when they did not have business licenses they could still run their businesses as usual. Therefore, they did not want to spend money on unnecessary requirements. They would pay only for those things that were important for them, such as the motorbike registration. The KBSC and KYA team interviewed a total of 518 samples.

3.11 Exit Survey

KBSC and KYA team started the exit survey about the uses of the OWSO services in August 2013. Prior to the survey, the KBSC and KYA team met and discussed the interviews of the OWSO service users. The meeting focused on the contents of the exit survey form. They divided into 4 small groups of two people each, and using the users

lists provided by the OWSO office, looked for homes to interview. One KBSC staff conducted interviews at the OWSO exit. According to the exit surveys, all recipients of the OWSO services were satisfied. They praised the performance of the OWSO officers and accepted the OWSO service fees/prices which cost less than others. However, there were some noticeable issues, such as some people who brought Tuk Tuks to register. The OWSO officers referred them to complete the registration at the Provincial Office for Public Works and Transportation, where the officers referred them back to the OWSO office. They become upset with the unclear divisions of the roles and responsibilities between the Provincial Office for Public Works and Transports and the OWSO office over the Tuk Tuk registration. The team that interviewed the OWSO service users at homes encountered some challenges, such as that the OWSO service users did not stay at home. The KBSC team then tried to interview them by the phone call. The KBSC and KYA team interviewed a total of 178 samples.



4. Issues and Challenges

The role-play and video spot play was impossible to implement in Samrong because there was too much rain on May 29, 2013. The KBSC team asked the Samrong Governor to stop.

People were sometimes not welcoming during the house-to-house visits in both municipalities. They didn't understand the administrative law and were not interested or were worried to go ask for services at the municipality. Because of this, their participation was limited. However, the KYA and KBSC tried their best to achieve the results as planned.

The challenge and concerns of OWSO on 10 services are functioning only 4 services that people came to apply for, most of them are public transportation, some for authentication and construction, less for commerce. As for the other six services were not used by the people during this six month of the project implementation.

The project implementation was delayed until October because the national election which was held in July 2013. The delay was also approved by NCCDD/DST.

5. Next plan

The plan was completed during this reporting period.

6. Recommendation and Suggestion

- Ministry of Interior should have separated budget for OWSO functioning
- Even though information was widely disseminated by KYA and KBSC, some people were still afraid. The Ministry of Interior should strengthen the DO in order to increase people's trust and encourage them to file complaints.
- The Ministry of Interior should provide more orientation for OWSO's staff about items of services not recorded such tri-wheel motorcycles.

7. Conclusion

The awareness and feedback project in Preah Vihear and Samrong implemented by PDP-Center in cooperation with KYA and KBSC has full spiritual and material support from governors, OWSO and local authorities. At the end of August, KYA and KBSC consulted with the OWSO chief and DO chief about the awareness, information sharing and feedback mechanisms.

KYA and KBSC were satisfied with with the warm cooperation from the municipal administration, and they contacted them often when conducting the activities. Moreover, the Ministry of Interior issued letters to both municipalities for cooperating with KYA and KBSC. Governor and deputy governor responsible for OWSO also supported the project in physical, spiritual and material aspects.

Governor, deputy governors, chief and members of municipal council, OWSO chief and DO chiefs as well as commune council members and village chiefs attended all activities organized by KYA and KBSC.

The activities were achieved as planned because there was full participation and support from relevant local authorities.

The activities of the project such as awareness workshops, house-to-house visits, and awareness campaigns were strongly supported and participated in by the people. The people gained more knowledge about the presence and services provided by OWSO. The Chief of OWSO indicated that "after awareness activities there were clients and people coming to ask questions and apply for services."

Annex

- Monitoring Matrix of Summary Results and Outputs
- Detailed Report of each activity implemented

Phnom Penh. October 30, 2012

Approved by

Yong Kim Eng

Phnom Penh. October 16, 2013

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