



**Kingdom of Cambodia**  
**Ministry of Interior-World Bank**



**DEMAND FOR GOOD GOVERNANCE PROJECT**  
**World Bank-IDA-Grant No H4410-KH**

**Workshop Minute**  
**on**  
**Dissemination and Sharing Experiences**  
**for Enhancing the Effectiveness**  
**of Demand for Good Governance Project Implementation**

**Dated: November 05, 2009**

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### Acronyms and Abbreviations

AC	Arbitration Council
AWP	Annual Work Plan
CAR	Council Administrative Reform
CSO	Civil Society Organization
DFGG	Demand for Good Governance
DO	District Ombudsman
DSA	
GGF	Good Governance Framework
GMAC	
IA	Implementing Agency
LCU	Learning and Communication Unit
MEU	Monitoring and Evaluation Unit
MBPI	Merit Based Pay Initiative
MOI	Ministry of Interior
MOC	Ministry of Communications
MONASRI	Ministry of the National Assembly and Senate Relations and Inspection
MoU	Memorandum of Understanding
NICFEC	Neutral and Impartial Committee for Free and Fair Elections in
Cambodia	
NGO	Non-Governmental Organization
OWSO	One Window Service Office
PCO	Project Coordination Office
PCG	Project Coordination Group
PIP	Project Implementation Plan
PIM	Project Implementation Manual
RNK	Radio National Kampuchea
WB	World Bank

## **Introduction**

Considering that working together to enhance the effectiveness of DFGG project implementation is a most requirement. To this end, initially, the Dissemination workshop has been organized by PCO in collaborating with DFGG's SIs and potential Civil Society Organization to exchange knowledge and skills as well as share lessons and experiences that may significantly contributed to improve the quality of the DFGG's SIs performance. Based on experience related, Dr. Hang Puthea, Executive Director of NICFEC, was invited to participate and share experiences on how to promote good governance and demand for good governance practices to public sector (citizens), and particularly in conducting Public forum effectively and efficiency.

## **Agenda of the workshop**

The workshop conducted a whole day and divided into two sessions:

1. Sharing lesson learned and experiences in conducting Public forum and Complaint Handling;
2. Review the implementation of GGF and/or GGP for July-September and its update

## **MORNING SESSION:**

### **1. Opening**

In his opening, H.E. Por Phak, DFGG Project Director, welcomed and expressed sincere thanks and appreciation to participants especially Dr. Hang Puthea for his participation and contribution. In addition, he noted that this workshop is a good opportunity to share and learn each other on the critical lessons and experiences gained within and beyond DFGG project implementation. Furthermore, he reminded that all IAs shall speed up their activities in order to achieve the set work plan and seeking an effective means to disseminate information which relating to the DFGG' role and objectives to the key stakeholders mainly public sector, mass media, private sector, etc. He had also proposed all IAs to document all project's activities/results that can be used to produce communication materials such as spots, drama, video film and periodic reports, and disseminating it to the public on what DFGG project have been implemented and achieved.

With regards to the implementation of Good Governance Framework (GGF), he noted that in establishing and implementing the complaint handling mechanism whenever DFGG' IAs have been facing problems and those can not be solved within IAs framework it shall be handed over to PCO to resolve and if PCO still can not be solved it will be sent to PCG. In addition, he also encouraged to all IAs to review their work performance and try to find out the challenges and the remaining issues that need to be carried out and achieved. Moreover, in updating of GGF, at first we needed to implement the DFGG project and then we will updating it later after our project has been started, and for MBPI &PMG scheme if CAR is going to arrange the workshop on MBPI &PMG, PCO will happy to join but if CAR will not, PCO will do and inviting all IAs to attend this workshop.

At the end of his opening remark, H.E Por Phek, emphasized that this is a beginning of DFGG project implementation and some of them is likely have no experience to perform project activities very well and thus organizing such workshop to share and learn each other on potential lessons and experiences is a must. Therefore, PCO is going to conduct the dissemination workshop and inviting potential partners to participate and providing inputs.

## 2- Presentation of Sharing Lesson Learned and Experience

**2.1 MONASRI:** Mr. Samrith Sat, Project Manager, he presented the results of conducting the First Public Forum on Land Law dissemination in Toeuk Chhou district, Kompot province where MONASRI had organized on 22 September, 2009 and have about 1,000 participants attended. For sharing purpose, he noted that the success of conducted forum because of there have strongly supported and participated from wider range of stakeholders such as the government officials, provincial and local authorities (districts, communes and villages level) and relevant ministries. For example, in the preparation stage, MONASRI had informed clearly about the goal and objectives of the proposed forum to local authority including target district, commune and village chief and asked them to help in identifying the topic and concerned issues that needed to be put in forum agenda. Moreover, the focal point from line ministry and local authority were invited to act as speakers and sometime they can provide answer to specific questions raised by participants.

However, in this first forum, MONASRI not yet have communication materials such as leaflets, booklets, brochures, posters, etc. that is very useful documents for distributing to participants and furthermore the participation from local CSOs/NGOs in preparing, implementing and monitoring and evaluation the forum results is significantly to be strengthened.

### Questions and Answers Session:

**Q1: H.E. In Chhay,** Project Manager from RNK raised that, MONASRI had signed MOU with RNK and had MONASRI mentioned whether which institutions have been cooperated with MONASRI in DFGG project?

**Response:** the answer was no, MONASRI had not been mentioned about any institutions that have been cooperated with MONASRI in DFGG project in the public forum and had only mentioned within the MONSRI framework.

**Suggestion: H.E. In Chhay,** Project Manager from RNK had also suggested to PCO to strictly follow up and to coordinate with each IA when IAs plans to arrange any public forum in the future and PCO shall coordinate with each IA in order to disseminate their role of DFGG to the forum and to participants to clearly understand about the objectives of IAs and DFGG.

**Mr. Bouth Chik,** PCO Project Manager responded to H.E. In Chhay suggestion that, this was the role of PCO and PCO have wished to have coordinated with each IA on this matter but previously PCO has not been received any invitation letters to attend the forum that had arranged by IAs. For the future, Mr. Bouth Chik suggested to MONASRI and each IAs to provide the information relating to the public forum to PCO in order to disseminate this information to all IAs to participate in the forum.

**Mr. Thou Panha,** Assistant Project Manager, added that, if there were any public forums that will be organized by DFGG' IAs, each IA from DFGG family shall be invited to attend the forum in order to answer to the participants' questions and to make them more understand about the DFGG objectives. And ACF replied that they had received the invitation letter from MONASI to attend the forum but ACF have no vehicle to go there.

**2.2 OWSO:** Presented by Mr. Chan Sothea, Project Manager, through this workshop OWSO would share some experiences related to the public forum that OWSO had organized in Battambang and Siem Reap provinces. The public forum that was arranged by OWSO in the two districts were invited and presided over by the provincial governor and the governor was acted as

a speaker to responding questions that were raised by the participants and the arrangement of this forum OWSO have been signed contract/MOU with provincial and district governors and/or with local NGOs and beside this, the district governor was also invited to participate in the forum and acting as a speaker to answer questions relating to the role authority and service delivery in OWSO.

**Mr. Chan Sothea**, Added that, why OWSO needed to invite the local authorities to participate in the public forum, the important reason was that the District Governor will acting as a speaker and the governor could response to any questions and could take prompt action/measures when people make any complaints or suggestions to the authority. Moreover, OWSO has yearly and monthly planed to invite people and representatives of the communities and business person in the destination districts to participate in the forum and people will also have a chance to meet the administration authorities.

### Questions and Answers Session:

**Q1: H.E. In Chhay** RNK Project Manager: related to the conflict of interest for the arrangement of the public forum, OWSO had signed MOU with the provincial/district authorities and also with NGOs and when people known about these agreement had the people dared to criticize or complaint to the authorities in the public forum?

**Response:** Relating to this matter may be some IAs have faced problem with the conflict of interest but for OWSO have no problem on this matter and for NGOs, their role have only played as coordinators for encouraging people to raise questions and people raising question or not are their rights.

**Q2: H.E. In Chhay** Advisor of The Ministry of Interior and DFGG Project Manager who was the license provider to NGOs to open their office and when there were agreements that had been reached with NGOs: have NGOs got any pressures or any conditions from the MOI?

**Response:** MOI have no rights to force/pressure NGOs to do anything and the role of the MOI was to coordinate participants in the public forum and NGOs had their own independent rights for acceptance or no acceptance to what they wanted.

**Q3:** Related to the invitation mechanism to participate in the public forum of OWSO for the commune and village levels: had OWSO invited all people from various political tendencies? And relating to political tendency if people have different political tendencies and one toward the government and another did not toward the government, will they invite from both political tendencies?

**Response:** There have been disseminated information for gathering people in each village and commune to attend the public forum and the forum was opened freely to all people and all political tendencies so, people from various levels shall have the rights to attend in this forum.

**Q4: Mr. Yim KimChhean**, Planning and M&E Consultant: based on the OWSO presentation and it is interesting program relating with the workshop objective and/or agendas that OWSO have been working and graduating district forum its build capacity of government counterpart staffs for improvement of their knowledge and skills. And asked to OWSO prepared for the Public Forum Manual for IAs to research and learn for implementing the other forums? And the methods of dissemination of information for the arrangement of public forum from one place to another place were the same and/or difference methods?

**Response:** Before the ASIA Jurisdiction Organization had been responsible to implementing this job and OWSO had not much been concerned with MOI and after this organization finished its mission OWSO had not been received and/or prepared the manual from that organization and even though the documents that related to the training and previously manual were prepared by

the district governor and district authorities themselves and there were only small number of participants attending the forum and later on OWSO had cooperated with NGOs and the number of participant were dramatically increased. And the methods to arrange the public forum were the same methods from one place to other places.

**Comment: Mr. Phan Sothea**, Deputy Program Coordinator form World Bank Phnom Penh Office had suggested to OWSO to collect documents from ASIA Jurisdiction Organization but OWSO responded that those documents were written as reports and based on those reports we could write as project proposal.

**Comment: Mr. Bouth Chik** PCO Project Manager said in response that, if the authorities have not been cooperated with NGOs and this would be caused to have conflict interest and would also caused to appear more problems so, NGOs shall cooperate with the government in order to make a new reform toward the progress.

**2.3 NICFEC:** Presented by Dr. Hang Puthea, NICFEC Executive Director, at first he introduced the background of organization which have more experiences in gathering people to attend the public forum. NICFEC had organized many workshops or conducted many training courses, produced video educational spots and has also been distributed about over 6 millions leaflets.

The key to successfully arrange the forum Dr. Hang Puthea NICFEC Executive Director contributed and shared his experiences based on the following factors:

- To arrange the public forum or any activities, first NICFEC have to get the authorization/permission from the relevant authorities such as: city/ provincial /district /Khum/Sangkat authorities and the key points to successfully in these arrangement NICFEC had been invited speakers from the local authorities to presenting or briefing about the theories related to the goal and objectives of the forum.
- To gather people to attend the public forum, information shall be disseminated through our staff's networks or by district/commune / village authorities or through the other activities such as public or Khmer traditional ceremonies/festivals. NGO staffs must be followed up the information with the local authorities whether if they had informed people with the numbers that we planed to invite or not, if not our staffs would suggest them again and cooperate with them to continue to disseminate the information until we had reached the numbers that we have planed.
- Dr. Hang Puthea continued that, we had to select where was the nearest place between villages for the public forum such as in pagoda or school that people from all villages could joint together and people that lived far away from the place we would provide means of transportation by hiring truck or Van .
- Materials or tools that will be used in the forum such as generator, cars, televisions, cameras, microphones and telephones shall be prepared well and entertainment shall be arranged such as playing music, song or video comic drama spot.
- The agenda of the forum , time shall be selected when people free from the field/farming or any ceremonies and shall be fixed clearly in the morning or afternoon and shall prepared time for people cooking lunch/ dinner even they would leave early prior to the meeting finish.
- To open ceremony of the public forum shall be invited the local authority to open the forum and the participants shall be encouraged to raise questions or ideas, the forum

coordinators shall be knowledgeable and have enough abilities to arrange and answer the questions. To answer the questions, if questions related to the speakers shall be handed over to the speakers and some questions shall not be directly answered to the right points and if /or directly to the right points it would be caused to have problems with the forum arrangers. Participants should be given priority to (suggest, raise questions and we shall not be created any laws by ourselves.

- To the important and interesting activities which will have fruitfully resulted from the public forum, the organizers shall be paid attention to the quick responses from the speakers to the questions or suggestions raised by the participants and shall take prompt response measures at place to the participants and if not, the next forum will be facing difficulties in collecting / gathering people.
- The forum organizers shall be the expertise in organizing the public forum and known how to replace / repair tolls/ materials that will be used in the public forum and shall be get ready for any risk conditions that might be happened such as car accident that could have caused to delay the forum , generator could not be working , less participants attended in the forum ( whom shall we invited to attend ? students/ teachers etc.. ) and/or lacked of support from the local authorities and/or security staffs have been threatened and especially shall be caring to the health of the organizers.
- To organize of the public forum could either be arranged by big or small group (big group: have invited more participants, local authorities and the forum shall be arranged with large/big place and formal. Small: could be arranged anywhere in the villages or at the peoples' house with small group of participants).

### Questions and Answers Session:

**Q1 from Mr. Chan Sothea OWSO/Project Manager:** NICFEC have organized more than 400 public forums, what were the methods that NICFEC had persuaded participants to raise questions or ideas in the forum?

**Response:** To encourage people to raise questions/ideas, the organizers shall be started with simple questions to ask to the people, we had to ask her/him something that related to their daily life and then start to ask them various questions about how did they think about the meeting and these methods would make people dare to begin their questions/ideas.

**Q2 from H.E In Chhay RNK/Project Manager:** To do the public forum is to provide knowledge and/or education to people to understand about laws or societies and how could the organization provide these knowledge to all people with various political tendencies?

**Response:** We had to disseminate information with clear topic in order to make people to understand about our role and objectives and explained to them why we needed to arrange this forum. For the people that came from various political tendencies: We have our networking to invite / gather those people to participate in the forum and another networking is also included with the local authorities.

**Q3 from Un Sopheap MONASRI/Partnership Officer:** MONARI had lacked of experiences on this matter and the public forum which had been organized by MONARI was only very fewer participants raised questions/ideas: the question was that what and how could we persuade people to raise questions and/or express their ideas in the public forum?

**Response:** We shall do it during the time break while we were playing music or video drama comic tape and then we took that occasion to send our staffs to sit down among the group of people or chitchatted with them as family /friendly and then started to ask them ideas about the forum so, we began to write down their name with their questions or ideas one by one and after

the time break our speakers would answer that questions to the participants so, the question would have continuously asked from the participants. **Dr. Hang Puthea** continued to say that, people still dare not to raise questions or express their ideas to the authorities so, only this method that we could get feedback from the people.

**Q4 from H.E In Chhay RNK/Project Manager:** if there were questions to criticize political party what could we do?

**Response:** We should take action and said sorry to questioner and told her/him about the internal regulation/status that this forum was not concerning to any political parties but we should inform them we would accept their ideas but their questions or suggestions will be answered later after the forum.

**Q5 from Mr. Pech Darong PCO/National Training Coordinator:** related to answering the questions with indirect answers: If we had answered the questions with indirect answers and as you had mentioned that there would be facing problems with gathering people to attend the next forum so, have you got any strategies to solve this problem?

**Response:** For some questions we should handed over to the speakers from the local authority and NGO should answer only the theories.

**Q6 from H.E. In Chhay RNK/Project Director:** For the people who had strongly criticized the political parties and they wanted to release their anger and the hopes were not responded and have you had any strategies to solve this issue?

**Response:** This issue was concerning to the forum coordinators (local authorities and NGOs) and this issue NGOs had been done successfully than the local authorities.

**Comment: Mr. Phan Sothea** Deputy Program Coordinator from WB had shared some experiences to the workshop which were related to the participants that spoke nonstop in the forum and we could not stop her/him from speaking, and first we should do nothing and we should gave them chances to finish their ideas and after they had finished their ideas we should reframe their words and explain to them.

Mr. Phan Sothea continued that, the organizers of the forum should know how to compromise the situation in the forum and should know clearly where the participants come from. He also added that, to encourage people to raise questions or expression of their ideas for instance, such as in (Samlot and Sampol Loun district) , the forum organizers shall arranged entertainment to please the participants such as play music , song or video drama tape etc.. And then we could encourage participants to raise questions through this activities and on the other way, the forum organizers shall understand the topic of the forum clearly and must first understood each other among the organizers/coordinators themselves and the coordinators should go directly to the people and encouraged them to raise questions or put questions to them to wonder about the something, about the objectives or any questions that they wanted to ask the speakers.

**Q7. from Mr. Bouth Chik DFGG/PCO Project Manager:** the participating in the public forum most of the participants needed to get feedback/benefits soon and they have not seen/thought about the future benefits/overview and what were the factors to gather numerous people to attend the public forum?

**Response:** The invitation shall be done through local authorities and we should follow up with them and asked them whether how many people that they had invited and on other way, the invitation were done through NGO networks or disseminated information through other public or traditional ceremonies and if there were less participants attended we should invite students or teachers to attend.

**Comment: from Mr. Un Sopheap MONASRI/Partnership Officer:** there were numerous of participants attended the public forum this because of the arrangement had been prepared well and the place for the public forum shall selected with a suitable place where people from all villages could join together and the people who lived far away from the place shall be provided means of transportation by hiring truck/van to take them to the forum. But for MONASRI have been facing with difficulties to provide means of transportation or gifts to the people but this issue had happened in some areas.

**2.4 ACF Presented by Mr. Saing Hay M&E Coordinator:** The ACF presentation had not much been concern to the sharing or enhancing of experiences to arrange the public forum or workshop as IAs and NICFEC had shown above and the ACF presented only about the work progress that have been done only within their framework.

**2.5 ACF:** The ACF presentation was not related to the arrangement of public forum/workshop and they presented about AC procedure within AC framework.

### **Questions and Answers Session:**

**Q1 from H.E In Chhay RNK/Project Manager:** Related to whom that have filed a complaint to the court and they did not understand about the procedure to sue the case to the court and what procedure had the AC helped people to sue the case to the court?

**Response:** This case has not been concerned with AC and AC could explain or help people about the procedure to sue the case to the court until this case was sent by the ministry of labor and vocational training to AC.

**Q2 from Mr. Chheav Nak, PCO/Partnership, Learning and Communication Officer:** Related to AC strategy, how could AC make people, employees, employers to understand about the AC and the role and activities of AC?

**Response :** AC could made them to understand about AC and the role of AC through local syndicate, GMAC and through training courses that have been conducted 10 courses a year. So, these training courses have been made employees and employers won the case and understood about the services of AC.

### **AFTERNOON SESSION: Presentation 2 (GGF/GGP)**

**3. MONASRI Presented by Mr. Sarith Sat, MONASRI/Project Manager:** Related to procurement procedure MONASRI had delayed in recruiting Procurement Officers and for MONASRI counterpart staffs still have lacked of experiences, therefore, it caused to have delayed in procurement implementation procedure. For the financial management, staffs have been trained and working procedure has been implemented well and staffs have been recruited with the required numbers and the hiring of expert was on the process of evaluation.

Accounting system, was still used excel system and MONSRI was waiting for PCO to which system that MONASI shall apply with. For MBPI & PMG procedures, MONASRI have been facing difficulties and it would have spent more times to select the recruiting committees and the candidates' short list will be shown on 21 October, 2009. MONSRI have already had its own complaint handling mechanism system and website , MONASRI have not been launched website yet and needed to get license form the ministry of communications and when the website has been installed MONASRI will launch all its information into the website . Related to code of conduct, MONASRI have civil servant code of conduct to implement and any sanction will also be used the same civil servant code of conduct.

**Comment: Mr. Thou Panha**, National Consultant to Project Manager explained to all IAs to understand about the using of word update, we use the word update which only in the items that we would have the principle form the WB and these columns from 5-8 needed to be reviewed and updated every 3 months and the columns from 1-4 we would not need to be updated.

**Comment: Mr. Phan Sothea** Deputy Program Coordinator form WB, had suggested to all IAs to show the DFGG activities such as pictures, video spot activities that have been implemented in DFGG framework in the exhibition shows that will be organized by PACT Cambodia SILIKA on 17-18 November 2009.

**Response from IAs to the WB representative:** All IAs will be considered on this proposal from WB representative and the concern was about the lack of/ have no printing materials been produced yet.

**3.1 ACF:** DSA have only got a small amount of budget in signing on this requests and ACF will discuss with PCO. For website ACF have already been installed and it will be ready to use soon at the end of October, 2009 and for the complaint handling mechanism it will preserve 8 months to sue the case.

**Q1 from AC:** Asked to **Mr. Phan Sothea** Deputy Program Coordinator from WB about how was the role of WB in controlling GGF?

Response: The role of WB was to control about the corruption and to make all IAs to understand clearly about the role of GFGG.

**3.2 RNK:** Financial management: RNK has always sent staffs to attend various the training courses and a number of staffs are being recruited and some had been received training from WB, for the disclosure, RKN website ( expected to be completed end of October ). Relating to civil society role, RNK had signed MOU with PACT Cambodia to produce the program and for the Complaints and Remedies Mechanism, RNK had mentioned that if there is any complaints RNK will keep in record because RNK still have no complaint handling system yet. Code of Ethical Conduct: No overall code of conduct for civil servant and Sanction. And during the upcoming water festival RNK is planning some small scale activities to promote RNK-DFGG programming as the following promotional activities:

- Distributing 1000 RNK-branded caps to festival attendees
- Distribution of 100 RNK-branded t-shirts
- Broadcasting Hot News (live updates from the water festival)

**3.3 OWSO:** OWSO procurement counterpart staffs had been appointed to responsible their jobs and a number of staffs were also sent to attend the training courses. For disclosure, OWSO had arranged a numbers of activities such as enhance Project visibility, raising awareness through the varieties of media, talkback program, meeting, presentation, CSO, citizen's participation in public forum, meetings etc.. For the civil society role, OWSO had participated with CSO meetings, discussions and OWSO had signed contract with CSOs to manage forum and conduct base line study and seek partnership with NGOs.

**Informal Payments: related to this issue OWSO** had arranged a list of official fees and response times for services which the OWSO is mandated to provide, together with copies of the Complaints and Remedies Mechanism, procedure for complaints to the DO. Code of Ethical Conduct, and Sanctions, will be publicly displayed in all OWSO offices. Feedback from users of the OWSO will be obtained from the Citizens' Forum and Semi-Annual Public Forum.

**Q1 from RNK:** Related to OWSO have planed to expanse their services up to 7 provinces and to which province that OWSO have planed?

**Response:** OWSO have planed to expanse OWSO services up to 7 provinces such as: Kompong Cham , Kompong Thom , Prey Veng , Kandal , Kratie and Preah Sihanouk Province.

**3.4 PCO:** Before giving his presentation Mr. Bouth Chik DFGG/PCO project manager, had indicated to all IAs which related to procurement documents that, ( the important documents) shall be regularly follow up and those documents are procurement documents , PCO and IAs shall appoint any staffs to follow up these documents and the person that will be appointed to responsible these documents shall not be the person that did not use to work or in charge of accounting or procumbent before and they will be responsible for the project director.

Related to procurement, PCO had been slowly implemented but the implementation was applied by the WB procedure and further more, the time for hiring the procurement expert last very short, he said that PCO seemed to be very reluctant to hire the procurement expert and might leave this position for counterpart staff to do it. And related to accounting software PCO had also facing very difficulties and the disclosure had also faced some problems, especially to disseminate the DFGG information or any activities in the newspaper columns and if we will not pay we would not have the news on the newspaper. Beside these, for the complaint handling mechanism, DFGG/PCO wished to use the existing mechanism of MOI and needed to strengthen the ability of the existing mechanism of the MOI and he thought that , if PCO could use the PCO administrative counterpart staffs to in charge of complaint handling documents. And for the code of conduct, PCO used civil servant code of conduct from MOI.

### Closing the Workshop

The meeting was closed at 17: 30 pm by Mr. Bouth Chik Project Director with thankful to each IAs for attended the meeting and had also emphasized that after today workshop and discussion he hopes that each IAs will take these experiences to implement in their project.

Date:     /     /2009

Date:     /     /2009

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