

STUDY TRIP AGENDA

**Sharing experience on Fiscal Decentralisation, One Stop Shop (OSS) Reform and Complaint Management Systems in Vietnam and Cambodia**

22. – 27/7/2012

No	Time	Action/Presentation	Person in charge	Note
I	<u>22.07.2012</u>	Arrival of CBD delegation in Hanoi	Accommodation in charge by KAS Hanoi at L'Opera hotel, 29 Trang Tien Street, Hanoi City	Meeting at the Airport (Departure Desk) at 04:15 pm. Arrival: flight VN:21h05, Dinner at the Airport Pick up by Mr Phong at 22h05 (84946655389)
II	<u>Day I, 23.7.2012 (AM)</u>	<b>KAS- ACVN Workshop:</b> <b>"Administrative Services and One-Stop-Shop Reform (OSS) in Vietnam and Cambodia, Challenges and Opportunities"</b> <b>Venue:</b> L' Opera De Hanoi Hotel, 29 Trang Tien street, Hanoi city. <b>Participants:</b> max. 20-25 pax (Key participants: Staff from the office for administrative reform/OSS reform at MOHA (Ministry of Home Affairs) and NAPA (National Academy of Public administration))		
	08:30-08:40	Welcome remarks	Prof. Nguyen Lan, Secretary General of ACVN Mr. Denis Schrey, Country Representative of KAS Cambodia	
	08:40-8:50	"Introduction into the Vietnamese State Structure"	Mr. Ha Quang Ngoc, Director, General of General Affairs Office of MOHA	

	08:50-09:10	"Independent review of the status of OSS reform in Vietnam"	Mr Nguyen Xuan Nguyen, Expert
	09:10-09:30	"Progress and challenges of implementing Decision 93/2007/QD-TTg on replication of OSS of provinces, cities, communes and wards"	Mr Pham Minh Hung, Vice Chief officer of Department of Administrative reforms, MOHA
	09:30-09:45	Teabreak	
	09:45-10:45	Discussion (Q & A)	
	10:45-11:00	Introduction into the Cambodian Administrative State Structure- Key Achievements and Challenges of OWSO reform in Cambodia	Cambodian Delegation Representative
	11:00-12:00	Discussion (Q & A)	
	12:00 - 13:30	Lunch at L'Opera Hotel	Organized by KAS Hanoi
<b>III</b>	<b>Day I, 23.07.2012 (PM)</b>		
	<b>Meeting with Representatives of the Long Bien District in Hanoi in charge for Administrative Service Delivery</b>		
	14:15 - 14:45	Pick Up and Travel from L'Opera hotel to Long Bien District	
	14:45 - 15:00	Welcome of Long Bien District Leaders	Mr Nguyen Van Hai - Chairman
	15:00-15:45	Organization and structure of OSS reform in Long Bien District"	Manager of Long Bien District OSS system
		"Outcomes of Implementing OSS reform in Long Bien District - achievements, challenges and solutions "	
		Discussion (Q & A)	

	15:45-17:00	Visit to Long Bien OSS center and discussion	Representative of Long Bien District	
	18:00	Dinner with KAS- ACVN (by ACVN)	Hosted by ACVN	Dinh Lang Restaurant, No 1 Le Thai To, Hoan Kiem, Hanoi
<b>IV</b>	<b><u>Day II, 24.07.2012 (AM)</u></b> <b><u>Meeting with Representatives of Nam Dinh City</u></b> <b><u>Workshop: “Public Administrative Service Delivery/OSS Reform in Nam Dinh City, Achievements and Challenges”</u></b>			
	08:00-10:15	Pick up at the hotel and travel from Hanoi to Nam Dinh		
	10:15-10:30	Welcome of Chairman of Nam Dinh City	Mr Pham Dinh Nghi - Nam Dinh City mayor	
	10:30-10:45	Introduction to the OSS Structure in Nam Dinh	Ms Cao Thi Tinh, Vice Mayor of Nam Dinh city	
	10:45-11:15	Discussion (Q & A)		
	11:15-11:30	“Report results on Achievements and Challenges of Implementing OSS reform in Nam Dinh”	Mr Nguyen Minh Thang, Chief officer, Nam Dinh OSS Manager	
	11:30-12:15	Discussion (Q & A)		
	12:15	Lunch	(tbc)	
<b>V</b>	<b><u>Day II, 24.07.2012 (PM)</u></b> <b><u>Field Trip to Vi Xuyen Ward in Nam Dinh</u></b>			
	14:00-14:30	Meeting with the PC Chairman of 1 Ward in Nam Dinh, Introduction to the Main functions/responsibilities of the ward administration and the ward council, its budget situation (means of income), and its relations with the other administrative levels.	Vi Xuyen Ward	

	14:30-15:00	Discussion (Q & A)		
	15:00-15:15	Field visit to OSS Center Short Introduction to the functions, delivered administrative services, fee structures, challenges to set up OSS	Ward representatives	
	15:15-17:00	Discussion (Q & A)		
	18:00	Dinner	(tbc)	
	20:00	Check-in at Vi Hoang hotel, 153 Nguyễn Du, Nam Dinh city. Tel: (84-350) 384 9290		
<b>VI</b>	<b><u>Day III, 25.07.2012 (AM)</u></b> <b>Field Trip to My Xa commune in Nam Dinh</b>			
	8:30-09:00	Meeting with the Chairman of PC of 1 Commune in Nam Dinh	My Xa Commune	
		Brief introduction to the functions/responsibilities of the commune administration and the commune council, its budget situation (means of income), and its relations with the other administrative levels  Local administration and its citizens, challenges with citizens on dissemination of information, services, knowledge of citizen about OSS, citizen responsiveness to OSS	Commune representative	
	9:00-9:30	Discussion (Q & A)		
	9:30-10:00	During Visit of OSS Center- Short Introduction to the functions, delivered administrative services, fee structures, challenges and obstacles to set up OSS	Commune representative	
	10:00-11:30	Discussion (Q & A)		
	11:30-13:30	Lunch		

VII	<b>Day III, 25.07.2012 (PM)</b>			
	<b>Final workshop in Nam Dinh City and trip back to Hanoi</b>			
	14:00-14:30	Visit to Nam Dinh city OSS center		
	14:30-15:30	Sharing impressions from the field visits and discussing remaining questions	Participants: Delegates + 4 : representative of Nam Dinh OSS at Commune (1), Ward (1) and City (1) level together with the Head of Nam Dinh Administration Office	
	15:30-16:00	Conclusion and preparing for the trip back		
	16:00-18:00	Trip Back to Hanoi		
	18:00	Dinner	(tbc)	
VIII	<b>Day IV, 26.07.2012 (AM)</b>			
	<b>Workshop on: "Fiscal Decentralisation and Public Services "Fiscal Decentralisation and Transfer of Functions to Sub National Administrations"</b>			
	7:30 - 8:15	Pick up and Travel from L'Opera hotel to ACVN Office, Venue: The Knowledge Palace, Tran Thai Tong street, Cau Giay district, Ha Noi		
	8:30-8:40	Brief introduction to the workshop participants and content	ACVN and KAS Cambodia	

8:40-9:00	<p>“Overview on Financial Transfer mechanisms from the National to sub-national levels and vice versa in Vietnam</p> <p>Financial Transfer mechanisms from the National to sub-national levels and vice versa in Vietnam</p>	Mr Tran Van Ta- Former Vice Minister of Finance	
9:00-9:20	Financial Transfer mechanisms from the National to sub-national levels and vice versa in Cambodia	Representative of the Cambodian Delegation	
9:20-10:00	Discussion (Q & A)		
10:00-10:15	Coffee break		
10:15-10:30	Transfer of administrative services from the National to sub-national levels - "Decentralize public services in education, the Ministry of Education"	Mr Nguyen Van Vui- Deputy Chief of Department of Organization and Officials- Ministry of Education and Training	
10:30-10:45	“The content and situation about construction licensing in Vietnam”	Ms Le Thi Nhung- Head of License of Department of Hanoi Construction.	
10:45-11:00	Experiences from Cambodia	Cambodian Representatives	
11:00-11:45	Discussion and Exchange of Views/Q&A		
11:45-12:00	Workshop wrap up		
12:00 - 13:00	Buffet lunch at ACVN office		

IX	<b>Day IV, 26.07.2012 (PM)</b>		
	<b>KAS-ACVN Workshop: "Complaint Management at sub-national administration in Vietnam and Cambodia"</b> <b>"Participants: 20-25 Pax (including Delegates, 7-10 selected experts on complaint management for sub national administrations from MOHA (2-3), National Assembly (1-2) ACVN (1-2))"</b>		
	13:30-14:15	Pick up and Travel from ACVN office to L'Opera Hotel	
	14:30-14:40	Welcome Remarks through ACVN and KAS	
	14:40-15:10	Introduction to the Legal Framework of the Cambodian Administrative Complaint Management Mechanisms -	
	15:10-15:40	Functions/Responsibilities of District Ombudsman and Selection Process of DO Officers	Representative of the Cambodian Delegation
	15:40-15:50	Teabreak	
	15:50-16:20	Discussion and Exchange of Views/Q&A	
	16:20-16:50	"Current trends and challenges in implementing effective feedback mechanisms for citizens in the management of sub-national administrative procedures in	
		"Introduction to the Legal Framework of the Vietnam Administrative Complaint Management Mechanisms for citizens in the management of sub-national administrative procedures in Vietnam" (15 mins)	Mr Dinh Van Minh - Deputy Director of Institute of Inspection
		"Challenges in implementing effective feedback mechanisms for citizens in the management of sub-national administrative procedures in Vietnam" (15 mins)	Mr Duong Van Thai - Chairman of Bac Giang City
	16:50-17:20	Questions and Answers	

	17:20-17:30	Conclusion by KAS, ACVN End of the Workshop		
	17:30	Dinner		
<b>X</b>	<b><u>Day V, 27.07.2012 (PM)</u></b> <b>Final Evaluation</b>			
	8:00-8:30	Pick up and Travel from L'opera hotel to KAS Office		
	8:30-10:30	Feedback from Delegates and collect ideas for potential follow up activities		
	10:30-11:15	Fill in the evaluation Sheet		
	11:15-11:30	Final remarks from KAS representative		
	11:30-13:00	Lunch		
<b>XI</b>	<b>Afternoon at free disposal</b>			
	18:00	Dinner		
<b>XII</b>	<b><u>Day VI, 28.07.2012 (AM)</u></b> <b>Departure for Phnom Penh</b>			
	07:00	Travel from L'opera hotel - Airport	09:55 Flight Back to Phnom Penh, Arrival 13:15	Accompanied by Mr Phong