

WHAT IS A ONE-STOP SHOP (OSS)?

A OSS is a government office that provides citizens access to a range of public services, eliminating the need for citizens to travel to multiple offices to obtain one service. There are two OSS models to choose from, depending on which model best fits within the given legal framework:



SINGLE WINDOW

where a citizen interacts with only one government official, who is trained to handle all of the services offered through the OSS



SINGLE DOOR

where a citizen has access to multiple government services from a variety of agencies at one location

PROCESS



DEFINE COMMON SERVICES

that citizens routinely request through pre-existing service delivery records



OUTLINE THE PRIMARY PURPOSE

of implementing the practice, such as preventing corruption, reducing the cost of service provision, increasing citizen satisfaction

ASSESS EXISTING LEGAL, REGULATORY AND DECISION-MAKING CONTEXT

Elements to consider when determining the preferred OSS model:

- » Level of political will, which effects the possibility of realigning chains of authority or information sharing
- » Laws or regulations that may need to be amended or written
- » Availability of physical space and integrated information systems or access to resources



COMPARE CURRENT PROCESSES WITH PROPOSED PROCESSES

- » Identify legal, regulatory and decision-making changes that need to occur prior to opening the OSS
- » Develop workflows to ensure that OSS managers and employees understand their responsibilities
- » Ensure political leaders understand the changes proposed as well as their benefits



DESIGN AN ACCESSIBLE SPACE

- » Identify space, equipment and personnel
- » Train staff on operating procedures and customer service skills

PUBLICIZE THE OPENING

Explain to citizens how the OSS will benefit them, why the government decided to open it and what services they can access.

BENEFITS

- » Government service delivery is made more accessible to citizens
- » Increases the speed of delivering services to citizens while reducing cost and eliminating duplicative processes
- » Decreases corruption vulnerability by making public service delivery more transparent and reducing the number of government officials citizens need to interact with to obtain a service
- » Economic development and revenue collection may increase as a result of a more open business environment and/or greater satisfaction with government services



OUR GOVERNANCE APPROACH

Citizen confidence in government institutions is critical for a strong, sustainable democracy.

Where governments are unable or unwilling to fulfill citizen needs, the democratic process is undermined and risks becoming a democratic façade. IRI works with government officials, citizens and civil society to bring government closer to citizens, transforming it into a more responsive, transparent and effective institution that is representative of—and accountable to—its citizens.



ADVANCING DEMOCRACY WORLDWIDE

IRI advances freedom and democracy worldwide by helping political parties to become more issue-based and responsive, assisting citizens to participate in government planning and working to increase the role of marginalized groups in the political process—including women and youth.

For more information,
please contact governance@iri.org
www.iri.org | @IRIglobal