

Brief Report on Provincial Support Officer (PSO) Meeting 20th October 2010, at Kampong Cham

The one-day orientation meeting was well organized on 20th October 2009 with 42 PSOs/ 2 PSG members participants from 24 Provinces. The meeting activities focused the presentation on Accountability Working Group mandate and structure, the role and responsibility of PSO's and PAWG reporting system. The meeting was also identify the challenges in performing as PSO and complaint resolution procedure following the Guideline # 014, and identification of key activities to be done for the last quarter in 2009. The meeting had clarified that the existing PAWG structure is recommended to continue its mandate although there is a plan for integration of ExCom structure into the unified administration. Following the letter # 029, it was agreed all operating Accountability Boxes are required to open every month. PFT/DFTs are responsible for collecting complaints from all Accountability Boxes which clearly mentioned in the Guideline # 014. PSOs are requested to use some formats for complaint collection and tracking. All complaints collected are needed to follow the procedure.



PSOs were able to identify key challenges which they encountered to implement their role and responsibilities, such as lack of moto-bike for traveling to the field; appropriate cabinet or equipments to keep complaints; limited capacity building and skills for investigation; and old computers. The meeting was also emphasized the PAWG monthly report shall be submitted on time with formats introduced, particularly soft copy. Therefore, it enables the NSG/NAWG to consolidate and generate the national progress, and update the

status back to all PAWGs.

Resulted from group discussion, the PSOs presented and agreed what are key activities to be implemented from October- December 2009. Those include as follows:

N.	Activities	Timeframe
a	Review the location of accountability boxes against Guideline # 014	Nov. 09
b	Develop formats and procedures for DFTs to use for complaint recording	Oct.09
c	Regularly follow up the opening of accountability boxes by PFT/DFTs	Oct. - Dec. 09
d	Join complaint investigation training to be offered by NAWG;	Nov.09
e	Prepare and submit PAWG progress report to NAWG as monthly basis	Monthly
f	Assist the preparation of regular PAWG meeting	Monthly
g	Join the PSG meeting	Monthly
h	Assist the preparation for PAWG workplan and budget for 2010	Dec.09
i	Printing and distribution of leaflets	Nov.09
j	Join dissemination activities related to the PAWG mechanism	Nov.09
k	Prepare investigation plan	Monthly
l	Conduct the investigation activities and writing the investigation report	Monthly
m	Provide feedbacks on complaint resolution	Monthly
n	Participate in the ExCom unit meeting as needed	Monthly
o	Follow up the finalization of PAWG internal rule and sanction's,	Nov.09
p	Prepare monthly workplan	Monthly
q	Consolidate fourth quarterly PAWG report	Dec.09