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Improvement of Bavel Market Order



Bavel district's citizens had brought to the attention of the district council that the order and hygiene in Bavel market should be improved. With the assistance of EU DAR, Bavel district prioritised the topic and formed a respective working group.



ACHIEVEMENTS:

- The district council successfully coordinated with 8 line offices.
- A constructive dynamic has developed between market sellers, market management and government officials enabling them to find joint solutions for an appropriate market order.
- Hygiene and solid waste management is improved.
- 85 people were trained as part of EU DAR activities, 70 of which were sellers and 35% of which were women.
- Two billboards featuring different designs were set up in public spaces to educate citizens about correct waste disposal and traffic regulations around the market.
- 50 posters were hung up in public areas and 200 leaflets were distributed to sellers and market users to inform them about market order.



SUSTAINABILITY:

- The working group is monitoring the correct use and emptying of garbage bins.
- Since the end of the provided EU DAR local subsidy, the working group has reported an update on the situation to the district council three times.

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Awareness raising and Service Improvement of One Window Service Offices (OWSO)



EU DAR has technically and financially supported five OWSO offices in Battambang and Kandal provinces with different initiatives to provide citizens with improved administrative services.



ACHIEVEMENTS:

- 63 OWSO staff trained on service improvement, of which 37% were women.
- The average number of women per month requesting OWSO services has risen between 16% and 39 % since the end of EU DAR's local subsidy compared to the monthly average before¹.
- The OWSO has managed to become a household name in MOUNG RUESSEI. In a survey of 60 households, the share of those who have heard of the OWSO rose from 25% to 97%. 82% knew what services the OWSO provides.
- 29 billboards and posters were installed, and 20.000 leaflets were distributed to inform citizens about OWSO services.
- Over 5500 citizens participated in awareness raising forums.



SUSTAINABILITY:

- Further 29 outreach activities have been conducted by partner districts since the end of the EU DAR local subsidy to inform citizens about OWSO.
- OWSO reports monthly to the district council, including a tracking of the number of services requested by citizens.

1 Only applies to partner districts where this information was available.

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Awareness raising on Solid Waste Management



Solid waste management is a growing concern in EU DAR partner districts. Seven partner districts in Battambang and Kandal province chose this as a citizen priority to be tackled with technical and financial support from EU DAR.



ACHIEVEMENTS:

- The district council successfully cooperated with up to 8 line offices and commune councils to tackle the problems of littering and improper waste disposal.
- Over 2000 people participated in awareness raising forums, 40% of which were women.
- 3600 people participated in cleanup campaigns to be a role model for other citizens.
- 34 billboards were installed in public spaces to inform citizens about good garbage disposal.
- In addition to mobile loudspeaker campaigns, over 5000 leaflets, caps, t-shirts and posters were printed featuring 41 different designs/messages to educate citizens.
- 231 waste bins have been purchased and installed in public spaces such as schools, markets and government buildings.
- Three districts have decided to contract new waste collectors, based on citizen feedback on bad performance of the current collectors.



SUSTAINABILITY:

- The working groups have foreseen verifying the situation on the ground. Depending on the district, this will take place weekly to bi-monthly.
- Most also report back to the district council during the council meeting.

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Awareness raising and Service Improvement of the Ombudsperson

 *EU DAR has technically and financially supported three Ombuds-person offices in Battambang province to inform citizens about this office and the services it offers.*



ACHIEVEMENTS:

- Five ombudspersons, amongst them 2 women, were trained on service improvement.
- 17 posters informing citizens about the role of the ombudsperson were hung up in OWSO and other government offices.
- 17,000 leaflets were distributed to citizens to raise awareness about the ombudsperson's roles and responsibilities.
- The ombudspersons have begun to mediate complaints from citizens: Between 7 and approximately 60 a month, depending on the district. They also collect complaints from the commune and Sangkat level.
- Since the end of EU DAR's local subsidies, the ombudspersons have continued to inform citizens about their role through public campaigns, leaflet distribution, meetings with individuals and teachers.



SUSTAINABILITY:

- The Ombudsperson reports monthly to both the Ministry of Interior and the district councils.

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Improving Handwashing in Schools

 *Water borne diseases are one of the main sources of child illnesses in Cambodia. This is why two EU DAR partner districts in Battambang chose this citizen concern as a priority and addressed it with technical and financial support from EU DAR. Another district also improved hand-washing as part of its support to community pre-schools.*



ACHIEVEMENTS:

- The district council successfully cooperated with up to 4 line offices, commune councils and school authorities to find agreements on schools to target and types of handwashing facilities to build.
- 4 group handwashing facilities constructed in four primary schools, serving over 1600 students, 50% of them girls.
- 1 simple handwashing station provided for a community pre-school, serving 17 children, amongst them 59% girls.
- Over 1000 children trained on handwashing with soap.
- 10 posters were hung up inside the handwashing facilities with graphic instructions to remind children how to properly wash their hands.



SUSTAINABILITY:

- The schools continue the education of their students on handwashing. The frequency varies between once a week to once a month, depending on the district.
- The working groups report regularly to the district council or WCCC, depending on the district.



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Improving Food and Drink Hygiene in Schools



With EU DAR facilitation, three districts in Battambang decided to select food and drink hygiene of sold products in primary schools as a priority. Over 3600 students benefited from it, of which 62% were girls.



ACHIEVEMENTS:

- The district council successfully cooperated with 4 to 5 line offices and schools to improve food hygiene.
- Almost 2000 students and teachers were trained on foods and drinks to avoid and those to prefer.
- 45 sellers participated in the activities and now ensure that what they sell is hygienic and child safe.
- 3 district directives as well as 13 school directives were established on food and drinks that are allowed to be sold in and near schools.
- 10 billboards were installed around schools to educate parents and remind sellers on hygiene regulations.



SUSTAINABILITY:

- Since the end of EU DAR's local subsidy, the schools and student operational committees have continued food hygiene education – between once and twice per month.
- The working group regularly checks if forbidden drinks are sold near the schools and report to the district council.
- The districts have already expanded these activities to other schools, with at least one more school establishing a directive for sellers.

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Awareness raising on the Dangers of Drug Abuse



Bavel and Rotonak Mondol districts, with technical and financial support from EU DAR, have decided to work on awareness raising on the abuse of illegal drugs and alcohol. This problem had been raised repeatedly as a priority by citizens. The activities took place in 10 communes in Rotonak Mondol district and 8 communes in Bavel district.



ACHIEVEMENTS:

- On average, the district council successfully cooperated with 7 line offices to find joint recommendations on how to tackle the problem.
- 1126 citizens participated in trainings and public forums on drug awareness, 34% of which were women.
- The activities brought together 38 law enforcement personnel and 11 health professionals to give advice from different perspectives.
- 16 billboards were installed in public spaces to educate citizens with four different designs and messages.
- Loudspeaker campaigns took place along national roads and gathering places where approx. 27.000 citizens live.



SUSTAINABILITY:

- The working groups have agreed to regularly report back during monthly district council meetings.

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Supporting Community Pre-Schools



Moung Ruessei district decided to select improving the equipment and teaching quality of community pre-schools as a priority. All in all, three pre-schools were selected. They have 63 students, of which 59% are girls.



ACHIEVEMENTS:

- The district council successfully cooperated with the education office and commune councils to identify the main support needs of the selected pre-schools.
- Teachers from 14 out of the 16 community pre-schools were trained on teaching methods, all of which were female.
- Garbage bins were set up in all three pre-schools and students received trainings on waste disposal.
- 3 boxes of age-appropriate toys, books and picture posters were purchased for the pre-schools.
- 2 white boards were purchased.
- 1 school received a small handwashing facility.
- 3 swings and 1 seesaw installed in all three pre-schools.
- 1 school received a new fence towards the road to increase safety of students.
- 1 school has improved the compound (land filling for flood prevention).
- Anecdotal evidence from teachers shows a rise in demand for pre-school admissions for new students in the supported schools, since the end of EU DAR's local subsidy.



SUSTAINABILITY:

- The CCWC at commune level will monitor the situation and report back regularly to WCCC at district level.

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Preventing Domestic Violence



Domestic violence is a serious problem, affecting mostly women and children in Cambodia. S'Ang and Leuk Daek district in Kandal province have taken up this citizen priority. It had been brought to their attention by the Women's and Children's Consultative Committee (WCCC) who, in turn, had been notified by their commune level counterparts (CCWC).



ACHIEVEMENTS:

- The district council successfully cooperated with the women's affairs office, education office, health office and police post to tackle the issue.
- 16 women focal persons from the CCWC participated in trainings to improve their ability to give advice to domestic violence victims who may seek support from them.
- 29 male perpetrators participated in an anger management training to reduce the probability of physical violence.
- 163 people participated in awareness raising marches, 72% of which were women. Many of the male participants were commune chiefs and other government representatives.
- Mobile loudspeaker campaigns raised awareness on the fact that domestic violence is illegal.



SUSTAINABILITY:

- The working groups, especially the CCWCs at commune level, are continuing to visit and support domestic violence victims.
- The working group meets monthly to discuss appropriate responses to new domestic violence cases.

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Improved Staff Performance Leading to Better Service Delivery



The Royal Government of Cambodia considers the Performance Management System (PMS) to be an important tool for improving public service delivery by its administration. Therefore, with technical support from EU DAR, the PMS has been piloted in One Window Service Offices (OWSO) in Moug Ruessei district and Battambang municipality.



ACHIEVEMENTS:

- An introduction workshop as well as two trainings and two coaching sessions were delivered to the key OWSO stakeholders: Deputy governor, administration director, chief and vice chief of OWSO, chief of finance and administration office as well as OWSO’s back and front office staff.
- Chiefs of OWSO have assigned clear roles to their staff. Now, staff members understand their roles, contributing to an efficient division of work and good service delivery to citizens.
- Together with periodic/annual performance reviews, these terms of references set incentives for high performance.
- Regular discussions between chief and staff of OWSO help to uncover challenges and difficulties in fulfilling staffs’ terms of references.
- PMS helps managers to support their staff: Staff members express an improved relationship with their superiors.



SUSTAINABILITY:

- Ministry of Civil Service (MCS), leading the implementation of PMS, will use lessons learnt of the piloting process in developing further relevant regulations.
- Ministry of Interior supports MCS to expand PMS to other OWSOs and/or ministries and sub-national administrations.
- Both pilot OWSOs will continue using the PMS tools in their offices.