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## PRESS RELEASE

### USAID ONE WINDOW FOR CITIZENS PROJECT LAUNCHES CIVIC TECH TOOLS CONNECTING CITIZENS TO INFORMATION ON ONE WINDOW SERVICES

Battambang, 27 August 2020: Today, USAID launched telephone and social media tools that will provide Cambodian citizens clear, transparent information on public services available to them through the Royal Cambodian Government's One Window Service Offices (OWSO). The tools were developed by the USAID-funded One Window for Citizens (OW4C) project - a three-year project (October 2019-September 2022) that uses technology to empower citizens with access to information and to ensure accountability for OWSO services.

"Clear communication between local authorities and their constituents is the basis of good governance; the ability of citizens to participate in the provision of their critical services is an important part of that process," noted U.S. Ambassador to Cambodia W. Patrick Murphy. "As we mark the 70th anniversary of the establishment of U.S.-Cambodia diplomatic relations, let's remember the incredible potential for collaborative tools like these, created through the vibrant U.S. private sector, to help improve lives."

OW4C is launching an Interactive Voice Response (IVR) and Facebook-based chatbot to provide citizens with up-to-date information on required documentation, standard application fees, and processing times of OWSO services. The tech tools will also offer a secure feedback mechanism for users on the quality and timeliness of the services they received. OW4C technologies will also connect citizens with their District Ombudsman to discuss service improvements with the citizens' advocate who has the authority to investigate and arbitrate complaints.

"We hope that with real-time access to reliable information about these services citizens can use this innovative tool to keep public services accountable for results at the One Window Service Offices," said Veena Reddy, USAID Cambodia Director.

Cambodia, with nine million Facebook users and broad mobile phone use, offers an opportunity to test these tools to increase public awareness about the services provided by the OWSOs. The tools can also increase constructive interactions between citizens and officials about how public services are delivered.

This year marks the 70th anniversary of the establishment of diplomatic relations between the United States and Cambodia, which the U.S. Embassy is commemorating with a yearlong series of events based on monthly themes of cooperation. In December, the Embassy will culminate the year by highlighting cooperation in the realm of democracy and human rights.

More information is available on the project's Facebook page: @USAIDOW4C

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#### Note to Editors:

To discover more about how the civic tech tools operate check out [@pidorow4cbot](#) and the IVR number 095 888 159