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One Window for Citizens

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USAID LAUNCHES ONLINE TOOLS TO CONNECT CITIZENS TO MUNICIPAL SERVICES IN BANTEAY MEANCHEY

March 31, 2021. “Pidor, the Smart Villager” - an Interactive Voice Response (IVR), Facebook-based chatbot tool that provides Cambodian citizens information on public services in Banteay Meanchey Province - was launched today by USAID’s One Window for Cities (OW4C) project. The tool will connect citizens to services offered by the Royal Government of Cambodia’s One Window Services Office (OWSO) and follows a similar tool launch in Battambang Province in 2020.

“The ability of citizens to access critical public services is an important part of an open and accountable government,” said U.S. Ambassador to Cambodia W. Patrick Murphy. “We share these principles and values that build trust between citizens and authorities. Such trust also helps pave the way for a productive and prosperous society.”

The OW4C technology tools make access to information simple. Via a Facebook chatbot or a phone call, Pidor provides citizens:

1. Access to information on the application process, detailing the documents required, fees and standard delivery time.
2. A secure mechanism for users to provide feedback on quality of the services they received at the OWSO.

“Real-time access to reliable information about these services at the One Window Service Offices will improve lives and keep public services accountable for results,” said Veena Reddy, USAID Cambodia Director.

The launch of OW4C’s tools in Banteay Meanchey builds upon the success of its August 2020 pilot of *Pidor, the Smart Villager* in Battambang where, to date over 4,000 citizens have accessed information on over 5,500 services. The tools show promising evidence of increased constructive interactions between citizens and officials about how public services are delivered.

Nichol Global Solutions oversees the One Window for Citizens Project in cooperation with its partners the Advocacy and Policy Institute and InSTEDD I-Lab Southeast Asia.

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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 or 087 999 393 or 088 9888 159.

For more information:

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