Country case studies on coordinated implementation of social protection floors: Indonesia, Mongolia, and others

Building Integrated Social Protection (SP) Delivery Systems
Marseille, France & Brussels, Belgium
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Part of the Single Window Services concept can be encountered in any country’s experiences.
Cambodia: empowering local governments to increase the outreach of social protection
### Objectives of the Social Service Delivery Mechanism

1. **Extend social protection coverage and reduce vulnerabilities**
   - Simplified and shared registration procedures and tools
   - Database on target beneficiaries and programmes
   - Adapted targeting mechanisms
   - Proximity of the SSDM offices to the beneficiaries
   - Combined benefit packages that aim at increasing human capital development and employability of the working poor

2. **Increase efficiencies and traceability**
   - Simplified and shared administrative processes
   - Database on target beneficiaries and programmes
   - Regular updates of the management information system of the NSPS-PV
   - Appeals mechanism

3. **Trigger cross-ministerial coordination**
   - Combined benefit packages
   - Joint monitoring of the NSPS-PV

4. **Empower communities and local administration in the provision of social services**
   - Concrete roles and responsibilities of the sub-national administration in the implementation of the NSPS-PV
   - Proximity of the SSDM offices to the beneficiaries
Cambodia: empowering local governments to increase the outreach of social protection

2/3 – General organisation of the mechanism

- National policies and strategies
- Planning and coordination
- Budget allocation
- Human resources development
- Coordination with service providers
- MIS
- Service delivery
- Collection and provision of information
Cambodia: empowering local governments to increase the outreach of social protection
3/3 – Functions of the mechanism

1. Spreading of information on existing programmes
2. Resident registration and beneficiaries enrolment
3. Management of information
4. Claim and grievance process
5. Service delivery
Indonesia: fostering local administration to better support the poorest and most vulnerable
Indonesia: fostering local administration to better support the poorest and most vulnerable
1/3 – Objectives of the Single Referral System

- Increased outreach
- Improved monitoring, evaluation, and planning of programmes
- Horizontal and vertical coordination leading to increased efficiency
- Facilitating graduation out of poverty
- Empowerment of local administrations and communities
Indonesia: fostering local administration to better support the poorest and most vulnerable

2/3 – Local teams embedded in existing government institution
Indonesia: fostering local administration to better support the poorest and most vulnerable

3/3 – An integrated Management Information System

- TNP2K
- Ministry of Home Affairs
- District office
- PPID

CBS (2011 surveys)

Targeting (proxy means)

National Social Security Card (25% of the population)

PPLS

E-KTP

Family Card

Programmes

Single registration

For covered provinces

Compilation made by TNP2K in five districts

Synchronized database

Citizens under 17 years old
Dead people

Identification of the whole population
Selection method

SWS

Indonesia: fostering local administration to better support the poorest and most vulnerable

3/3 – An integrated Management Information System
Mongolia: reaching all the people with simplified administrative processes
Mongolia: reaching all the people with simplified administrative processes

1/3 – Objectives of the One Stop Shop

- Increased proximity
- Simplified procedures
- Better access to information
- Better quality of services

Delivering public services in a fair, non-discriminate and efficient manner to all citizens
Mongolia: reaching all the people with simplified administrative processes

2/3 – Services delivered by the OSS at any layer of the sub-national administration

- Social Insurance
- Social Welfare
- Employment promotion
- Land Management
- Civil registration
- Bank
- Notary
- Additional local services
Mongolia: reaching all the people with simplified administrative processes

3/3 – Limitations

• Despite its great and demonstrated impact to better deliver services and to serve the people, the OSS has not been enforced to coordination and monitor social protection

• Side mechanisms are being created to complete these functions which prevents from having a single entry point for social protection