



Agenda

International e-Conference

Practices of One Stop Shop: Lessons for Timor-Leste

Date: 11 June 2021

Time: 14:00 PM, Timor-Leste Time

Working language: English

13:45-14:00	Registration
14:00-14:30	Opening Remarks
	<ul style="list-style-type: none">• Ms. Munkhtuya Altangerel, UNDP Resident Representative to Timor-Leste• Mr. Alikhan Baimenov, Chairman of the Steering Committee of the Astana Civil Service Hub• H.E. Mr. Miguel Pereira De Carvalho, Minister of State Administration, Democratic Republic of Timor-Leste• H.E. Mr. Joaquim Amaral, Coordinator Minister for Economic Affairs, Democratic Republic of Timor-Leste• Mr. Christophe Bahuet, UNDP Deputy Regional Director for Asia and the Pacific, Bangkok Regional Hub
Moderator: Patrick Duong, Regional Programme Advisor, UNDP Bangkok Regional Hub	
Country Presentations & Reflections	
14:30-14:40	Experience of Vietnam: inclusion, access to services, coordination at various levels <ul style="list-style-type: none">• Ms. Vu Thi Kim Chi, Senior Deputy Director, Quang Ninh Investment Promotion Agency, Quang Ninh Province
14:40-14:50	Experience of Bangladesh: legal, policy and institutional <ul style="list-style-type: none">• Dr. Md Abdul Mannan, National Project Director, a2i Program & Additional Secretary, Ministry of Post, Telecommunication & ICT
14:50-15:00	Experience of Kazakhstan: OSS journey, practical challenges <ul style="list-style-type: none">• Mr. Dauren Nuraliyev, Chief Information Officer, NC JSC State Corporation “Government for Citizens”, Ministry of Digital Development
15:00-15:10	Experience of Estonia: Beyond OSS: from physical service delivery to digital OSS <ul style="list-style-type: none">• Mr. Hannes Astok, Executive Director, Chairman of the Management Board, e-Governance Academy
15:10-15:20	Experience from Brazil <ul style="list-style-type: none">• Mr. Luís Maurício Junqueira Zanin, International Cooperation Coordinator National Confederation of Municipalities

	<ul style="list-style-type: none"> • Video by Mr. Edson Zorek, Secretary of Planning and Management, Municipality of Cascavel, Brazil
15:20-16:00	Questions and Answers
16:00:16:15	Brief comments from Malaysia and Georgia
	<ul style="list-style-type: none"> • Dr. Rosida Binti Ab Razak, The Malaysian Administrative Modernisation and Management Planning Unit (MAMPU), Malaysia • Ms. Eka Gordadze, Manager of Digital Governance and Cyber Security Strategic Directions, Digital Governance Agency under the Ministry of Justice, Georgia
16:15-16:30	Wrapping up and Closing
	<ul style="list-style-type: none"> • Wrap-up: Yam Nath Sharma, Chief Technical Advisor, Local Development, UNDP, TL • Closing Remarks: Dr. Azevedo Lourenço da Costa Marçal, Chief of Cabinet, Office of the Prime Minister, Democratic Republic of Timor-Leste