



Draft AGENDA  
International e-Conference  
**Practices of One Stop Shop: Lessons for Timor-Leste**

Date: 11 June 2021

Time: **11:00 AM Nur-Sultan** time (14:00 PM, Timor-Leste Tim)

**Working languages:** English; Tetum (*Simultaneous interpretation will be provided*)

10:45-11:00	<b>Registration</b>
11:00-11:30	<b>Opening Remarks</b>
	<ul style="list-style-type: none"><li>▪ <b>Ms. Munkhtuya Altangerel</b>, UNDP Resident Representative to Timor-Leste</li><li>▪ <b>Mr. Alikhan Baimenov</b>, Chairman of the Steering Committee of the Astana Civil Service Hub</li><li>▪ <b>H.E. Mr. Andrew Jacobs</b>, Ambassador of the European Union to the Democratic Republic of Timor-Leste</li><li>▪ <b>H.E. Mr. Miguel Pereira De Carvalho</b>, Minister of State Administration, Democratic Republic of Timor-Leste</li><li>▪ <b>Mr. Christophe Bahuet</b>, UNDP Deputy Regional Director for Asia and the Pacific, Bangkok Regional Hub</li></ul>
Moderator: Patrick Duong, Regional Programme Advisor, UNDP Bangkok Regional Hub	
<b>Country Presentations &amp; Reflections</b>	
11:30-11:40	<b>Experience of Vietnam: inclusion, access to services, coordination at various levels</b> <ul style="list-style-type: none"><li>▪ <b>Ms. Vu Thi Kim Chi</b>, Senior Deputy Director, Quang Ninh Investment Promotion Agency, Quang Ninh Province</li></ul>
11:40-11:50	<b>Experience of Bangladesh: legal, policy and institutional</b> <ul style="list-style-type: none"><li>▪ <b>Dr. Md Abdul Mannan</b>, National Project Director, a2i Program &amp; Additional Secretary, Office of the Prime Minister</li></ul>
11:50-12:00	<b>Experience of Kazakhstan: OSS journey and practical challenges</b> <ul style="list-style-type: none"><li>▪ <b>Mr. Dauren Nuraliyev</b>, Chief Information Officer, NC JSC «State Corporation «Government for Citizens»</li></ul>
12:00-12:10	<b>Experience of Estonia: Beyond OSS: from physical service delivery to digital OSS</b>

	<ul style="list-style-type: none"> <li>▪ <b>Mr. Hannes Astok</b>, Executive Director, Chairman of the Management Board, e-Governance Academy</li> </ul>
12:10-12:20	<b>Experience from Brazil</b> <ul style="list-style-type: none"> <li>▪ <b>Mr. Luís Maurício Junqueira Zanin</b>, International Cooperation Coordinator National Confederation of Municipalities</li> </ul>
12:20-12:50	<b>Questions and comments</b>
<b>12:50-13:00</b>	<b>Wrapping up and closing</b>