

56th Session of the Commission on the Status of Women

Panel 2

The role of gender-responsive governance and institutions for the empowerment of rural women



One-window model of service provision for rural women in the Republic of Moldova

**Presenter: Mr. Victor Lutenco, Adviser to the Prime
Minister of the Republic of Moldova**

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Republic of Moldova at a glance



- ❑ Population: 3,559,500 people, Women 52%
- ❑ Rural area - 59% of population, Women 51%,
- ❑ GDP (2011-2010) - 6,7%

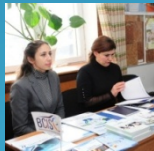
ONE WINDOW MODEL: Joint Information and Services Bureau (JISB)

Labour
Inspection

Employment
Agency

Inter-Bank
Guarantee
Society

Social
Insurance



RESULTS

65 % Women
80 % Rural residents

Business
Development



Chamber of
Commerce

Rural
Extension
Services

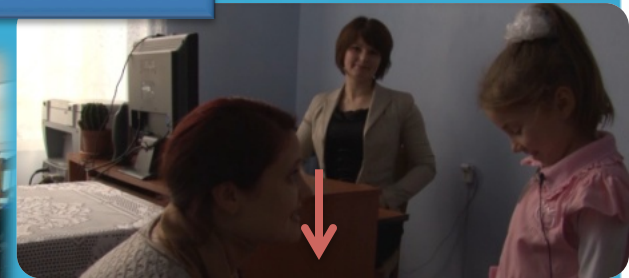


Cadastre

Social
Assistance

Agriculture

Economic
Section



Ana Before:

- No profession
- No Job
- No Income

Results for Ana:

- ✓ Professional Training
- ✓ Obtained Job
- ✓ Regular Income
- ✓ Fulfillment of her rights



FOR SERVICE PROVIDERS

Increased Knowledge and Capacity of each service provider due to rotation in the OW and peer pressure

Joint solution of problems of Women as a new way of working

Collaboration of Service Providers

Completely new system of Motivation and Incentives

Joint Analytical work, Budgeting, Planning and Reporting

Joint Mobile services resulting in high satisfaction and saved public funds

KEY BENEFITS

FOR WOMEN

Increased access to Information and Services due to removed Physical and Psychological barriers

Drastic Decrease in need for approaching various services repeatedly due to increased quality of service

Issues are tackled immediately through joint actions of several service providers

Time and Money Savings (savings USD 300,000 by Women!) for Women due to reduced need to travel to obtain service

FOR THE GOVERNMENT

Proper Targeting of Services based on Needs and Rights

Less Bureaucracy and Increased Transparency and Accountability

Less Corruption and Increased Trust by Women and Men



NEXT STEPS

INSTITUTIONALIZATION

- ✓ Legal basis for One Window Model
- ✓ Normative basis for Financing of OW and the mobile team

REPLICATION

- ✓ 14 New districts to establish OW model in 2012, 14 more in 2013 – 100 % coverage
- ✓ Full support from the Government, including the State Funding - More Women benefit from the State services

DIGITIZING

- ✓ Data Base for joint registration of services
- ✓ Provision of E-Services
- ✓ Partnering with the private sector/access to internet



Conclusions



It is possible to re-model the existing governance structures to make it more gender sensitive and rights based (in addition to the conventional methods of Gender Mainstreaming, Targeted Interventions, etc). It is inexpensive, fast, and realistic – do not be afraid to follow our example!

Gender responsiveness of public services yields immediate positive results for the whole population, especially for women and vulnerable population in rural areas;

The Key transformations that bring greater gender sensitivity in service delivery are possible due to Unique! Tailor made! Inexpensive! and Self-paced learning! And Know-How based facilitation coupled with true ownership by service providers and local public authorities