



Empowered lives.
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Annual Work Plan

B0412 - Lao - Vientiane

Project: 01003550

Report Date: 7/1/2026

Project Title: The LAO PDR Efficiency and Accessibility of Public Services (LEAP) Project aims to improve the efficiency, effectiveness, accessibility, and inclusivity of public co

Year: 2024

Output	Key Activities	Timeframe		Responsible Party	Planned Budget			
		Start	End		Fund	Donor	Budget Descr	Amount US\$



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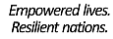
B0412 - Lao - Vientiane

Project: 01003550

Report Date: 7/1/2026

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01003550 The LAO PDR Efficiency and Accessibility of Public Services (LEAP) Project aims to improve the efficiency, effectiveness, accessibility, and inclusivity of public services, ultimately improving the quality of service delivery and development outcomes for the public. The project is delivered in a context characterised by societal change, including rapid digital transformation, and various challenges, including macroeconomic instability and ongoing recovery from the impact of the COVID-19 pandemic. The overall aim of the project is to improve governance outcomes and people's involvement and satisfaction with them. This will be done by partnering with the Ministry of Home Affairs to strengthen public service delivery, and with Lao PDR citizens and their organisations. The project will strengthen the One Door Service Centers (ODSCs), a modality of delivering different public services in one place at the local level, including supporting the standardization of operational procedures and the digital transformation of ODSC functions. ODSCs face sustainability challenges, such as closures and resource shortages, thus the project will also focus on supporting local authorities to improve ODSCs' financial stability. Well-functioning local government is pivotal in ensuring effective and equitable service access, particularly in remote areas. However, ODSCs' effectiveness is currently impacted by high regulatory burdens, excessive fees, and limited government capacity. Thus, the implementation of this strategy presents a key opportunity for modernizing, improving, and making more inclusive service delivery nationwide. Non-profit organisations have played a vital role in contributing to the development of the government's public services agenda,	Citizen access to efficient and responsive Public Services is enhanced via scaling up the use of Smart ODSCs and piloting new Mobile ODSC	10/1/2024	9/30/2028		30000	USAID for non-LOC agreement	72400 - Communic & Audio Visual Equip	15,000.00
	Project Management Cost	10/1/2024	9/30/2028		30000	USAID for non-LOC agreement	71400 - Contractual Services - Individ	5,623.00
					30000	USAID for non-LOC agreement	64300 - Staff Mgmt Costs - IP Staff	36,750.00
					30000	USAID for non-LOC agreement	71500 - UN Volunteers	9,000.00
					30000	USAID for non-LOC agreement	75700 - Training, Workshops and Confer	5,130.00
	The effectiveness of existing ODSCs is strengthened through institutionalizing Monitoring and Evaluation, improving inter-ministerial coordination, and enhancing procedures.	10/1/2024	9/30/2028		30000	USAID for non-LOC agreement	71600 - Travel	10,389.00
					30000	USAID for non-LOC agreement	73400 - Rental & Maint of Other Equip	4,250.00
					30000	USAID for non-LOC agreement	74200 - Audio Visual&Print Prod Costs	10,616.00
					30000	USAID for non-LOC agreement	73100 - Rental & Maintenance-Premises	9,400.00
					30000	USAID for non-LOC agreement	74500 - Miscellaneous Expenses	4,150.00
					30000	USAID for non-LOC agreement	75700 - Training, Workshops and Confer	5,195.00

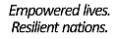


B0412 - Lao - Vientiane

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					30000	USAID for non-LOC agreement	71300 - Local Consultants	6,000.00



B0412 - Lao - Vientiane

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TO IMPROVE THE QUALITY OF THE SERVICE PROVIDED TO THE CUSTOMERS	TO IMPROVE THE QUALITY OF THE SERVICE PROVIDED TO THE CUSTOMERS	TO IMPROVE THE QUALITY OF THE SERVICE PROVIDED TO THE CUSTOMERS	TO IMPROVE THE QUALITY OF THE SERVICE PROVIDED TO THE CUSTOMERS	TO IMPROVE THE QUALITY OF THE SERVICE PROVIDED TO THE CUSTOMERS	TO IMPROVE THE QUALITY OF THE SERVICE PROVIDED TO THE CUSTOMERS	TO IMPROVE THE QUALITY OF THE SERVICE PROVIDED TO THE CUSTOMERS	TO IMPROVE THE QUALITY OF THE SERVICE PROVIDED TO THE CUSTOMERS	TO IMPROVE THE QUALITY OF THE SERVICE PROVIDED TO THE CUSTOMERS
TOTAL								121,503.00
GRAND TOTAL								121,503.00



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Year: 2025

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					30000	USAID for non-LOC agreement	71300 - Local Consultants	39,000.00
					30000	USAID for non-LOC agreement	72800 - Information Technology Equipmt	39,955.00
					30000	USAID for non-LOC agreement	72810 - Computer Software	16,161.00
					30000	USAID for non-LOC agreement	75100 - Facilities & Administration	13,549.00
					30000	USAID for non-LOC agreement	72410 - Information and Communications Technology (ICT) Equipment	80,787.00
					30000	USAID for non-LOC agreement	74200 - Audio Visual&Print Prod Costs	29,820.00
					30000	USAID for non-LOC agreement	71200 - International Consultants	3,600.00
	NPOs effective participation in national-level policy discussions by contributing to the implementation of the CRPD NAP as well as the next CRPD reporting and planning cycle supported.	10/1/2024	9/30/2028		30000	USAID for non-LOC agreement	72100 - Contractual Services-Companies	108,351.00
					30000	USAID for non-LOC agreement	75100 - Facilities & Administration	1,522.00
	NPOs' effective contribution to the government's efforts to improve the quality of services delivered to	10/1/2024	9/30/2028		30000	GOVERNMENT OF IRELAND	72600 - Grants	118,202.00
					30000	USAID for non-LOC agreement	74500 - Miscellaneous Expenses	1,889.00



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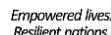
B0412 - Lao - Vientiane

Project: 01003550

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Project Title: The LAO PDR Efficiency and Accessibility of Public Services (LEAP) Project aims

promoting citizen participation, and helping improve clarity of national and local governance. The project will also work with some non-profit organizations in promoting improved and more equitable public service delivery.	vulnerable groups supported.							
					30000	USAID for non-LOC agreement	75700 - Training, Workshops and Confer	154.00
					30000	USAID for non-LOC agreement	75100 - Facilities & Administration	1,060.00
					30000	USAID for non-LOC agreement	71300 - Local Consultants	35,510.00
					30000	USAID for non-LOC agreement	71600 - Travel	3,212.00
					30000	USAID for non-LOC agreement	72100 - Contractual Services- Companies	11,312.00
	Project Management Cost	10/1/2024	9/30/2028		30000	GOVERNMENT OF IRELAND	75100 - Facilities & Administration	18,662.00
					30000	GOVERNMENT OF IRELAND	71400 - Contractual Services - Individ	4,614.00
					30000	GOVERNMENT OF IRELAND	64300 - Staff Mgmt Costs - IP Staff	36,443.00
					30000	GOVERNMENT OF IRELAND	71200 - International Consultants	31,457.00
					30000	GOVERNMENT OF IRELAND	71500 - UN Volunteers	6,302.00
					30000	USAID for non-LOC agreement	72100 - Contractual Services- Companies	26,776.00
					30000	USAID for	73100 - Rental & Maintenance-	10,866.00

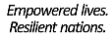


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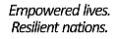
to improve the efficiency, effectiveness, accessibility, and inclusivity of public services						non-LOC agreement	Premises	
					30000	USAID for non-LOC agreement	75700 - Training, Workshops and Confer	280.00
					30000	USAID for non-LOC agreement	71200 - International Consultants	31,650.00
					30000	USAID for non-LOC agreement	74500 - Miscellaneous Expenses	12,103.00
					30000	USAID for non-LOC agreement	71300 - Local Consultants	4,556.00
					30000	USAID for non-LOC agreement	71400 - Contractual Services - Individ	6,151.00
					30000	USAID for non-LOC agreement	67400 - Labour Cost – IP Staff	88,926.00
					30000	USAID for non-LOC agreement	71500 - UN Volunteers	26,982.00
					30000	USAID for non-LOC agreement	64300 - Staff Mgmt Costs - IP Staff	208,937.00
					30000	USAID for non-LOC agreement	75100 - Facilities & Administration	31,308.00
	The effectiveness of existing ODSCs is strengthened through institutionalizing Monitoring and Evaluation, improving inter-ministerial	10/1/2024	9/30/2028		30000	GOVERNMENT OF IRELAND	74200 - Audio Visual&Print Prod Costs	5,167.00
					30000	GOVERNMENT OF IRELAND	74500 - Miscellaneous Expenses	1,000.00
					30000	GOVERNMENT OF IRELAND	71200 - International Consultants	16,058.00



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Report Date: 7/1/2026

	coordination, and enhancing procedures.					T OF IRELAND		
					30000	USAID for non-LOC agreement	71300 - Local Consultants	18,110.00
					30000	USAID for non-LOC agreement	71200 - International Consultants	87,633.00
					30000	USAID for non-LOC agreement	72100 - Contractual Services-Companies	118,761.00
					30000	USAID for non-LOC agreement	75700 - Training, Workshops and Confer	263,128.00
					30000	USAID for non-LOC agreement	73400 - Rental & Maint of Other Equip	1,245.00
					30000	USAID for non-LOC agreement	74500 - Miscellaneous Expenses	1,150.00
					30000	USAID for non-LOC agreement	75100 - Facilities & Administration	6,474.00
					30000	USAID for non-LOC agreement	63400 - Learning Costs	786.00
					30000	USAID for non-LOC agreement	71600 - Travel	4,194.00



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					30000	GOVERNMENT OF IRELAND	74200 - Audio Visual&Print Prod Costs	25,000.00
					30000	GOVERNMENT OF IRELAND	75700 - Training, Workshops and Confer	17,000.00
					30000	USAID for non-LOC agreement	74200 - Audio Visual&Print Prod Costs	160,414.00
					30000	USAID for non-LOC agreement	72400 - Communic & Audio Visual Equip	342,617.00
					30000	USAID for non-LOC agreement	72810 - Computer Software	307,059.00
	NPOs effective participation in national-level policy discussions by contributing to the implementation of the CRPD NAP as well as the next CRPD reporting and planning cycle supported.	10/1/2024	9/30/2028		30000	GOVERNMENT OF IRELAND	71500 - UN Volunteers	30,624.00
					30000	GOVERNMENT OF IRELAND	72600 - Grants	10,000.00
	NPOs' effective contribution to the government's efforts to improve the quality of services delivered to vulnerable groups supported.	10/1/2024	9/30/2028		30000	GOVERNMENT OF IRELAND	74200 - Audio Visual&Print Prod Costs	3,000.00
					30000	GOVERNMENT OF IRELAND	72100 - Contractual Services-Companies	2,000.00
Project Management Cost		10/1/2024	9/30/2028		30000	GOVERNMENT OF IRELAND	71400 - Contractual Services - Individ	113,746.00
					30000	GOVERNMENT OF IRELAND	75700 - Training, Workshops and Confer	1,000.00
					30000	GOVERNMENT OF IRELAND	64300 - Staff Mgmt Costs - IP Staff	63,953.00



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				30000	GOVERNMENT OF IRELAND	71200 - International Consultants	20,000.00
				30000	GOVERNMENT OF IRELAND	74500 - Miscellaneous Expenses	11,372.00
				30000	GOVERNMENT OF IRELAND	73100 - Rental & Maintenance-Premises	12,000.00
				30000	GOVERNMENT OF IRELAND	75100 - Facilities & Administration	47,669.00
				30000	GOVERNMENT OF IRELAND	71500 - UN Volunteers	19,363.00
				30000	USAID for non-LOC agreement	73500 - Reimbursement Costs	41,806.00
				30000	USAID for non-LOC agreement	64300 - Staff Mgmt Costs - IP Staff	223,122.00
				30000	USAID for non-LOC agreement	75100 - Facilities & Administration	111,482.00
The effectiveness of existing ODSCs is strengthened through institutionalizing Monitoring and Evaluation, improving inter-ministerial coordination, and enhancing procedures.	10/1/2024	9/30/2028		30000	GOVERNMENT OF IRELAND	64300 - Staff Mgmt Costs - IP Staff	51,916.00
				30000	GOVERNMENT OF IRELAND	71200 - International Consultants	7,000.00
				30000	GOVERNMENT OF IRELAND	72100 - Contractual Services-Companies	44,768.00
				30000	GOVERNMENT OF IRELAND	74500 - Miscellaneous Expenses	1,000.00
				30000	GOVERNMENT OF IRELAND	74200 - Audio Visual&Print Prod Costs	7,350.00



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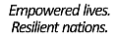
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					30000	GOVERNMENT OF IRELAND	73100 - Rental & Maintenance-Premises	1,300.00
					30000	GOVERNMENT OF IRELAND	75700 - Training, Workshops and Confer	41,002.00
					30000	GOVERNMENT OF IRELAND	71400 - Contractual Services - Individ	69,000.00
					30000	GOVERNMENT OF IRELAND	71600 - Travel	22,540.00
					30000	GOVERNMENT OF IRELAND	71300 - Local Consultants	12,000.00
					30000	USAID for non-LOC agreement	71300 - Local Consultants	150,930.00
					30000	USAID for non-LOC agreement	67400 - Labour Cost – IP Staff	80,000.00
					30000	USAID for non-LOC agreement	72100 - Contractual Services-Companies	125,167.00



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