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

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- 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)

RESULTS
65 % Women
80 % Rural residents

Ana Before:
• No profession
• No Job
• No Income

Results for Ana:
✓ Professional Training
✓ Obtained Job
✓ Regular Income
✓ Fulfillment of her rights
**KEY BENEFITS**

**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 Mobile services resulting in high satisfaction and saved public funds

**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

**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
- Time and Money Savings (savings USD 300,000 by Women!) for Women due to reduced need to travel to obtain service
- Issues are tackled immediately through joint actions of several service providers
**NEXT STEPS**

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

**INSTITIONALIZATION**
- 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
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.