

Appendix E: Provincial Responses to PAPI through 2019

No.	Provinces	Actions in Response to PAPI
1	An Giang	<ul style="list-style-type: none"> - Action Plan No. 147/CTr-UBND dated 22 April 2015 - Decision No. 2498/QĐ-UBND on Establishment of Steering Board on Implementation of PAPI Action Plan 2016-2020, dated 8 September 2016 - Decision No. 933/QĐ-UBND on 27 March 2017 on information and communication in an effort to improve PAPI for the period from 2017-2020
2	Bà Rịa-Vũng Tàu	<ul style="list-style-type: none"> - Provincial Plan to organise diagnostic workshop on PAPI, PCI and PAR Index dated 28 September 2016 and provincial leaders' discussion on PAPI findings in 2016 - Decision No. 2922/QĐ-UBND on issuance of the Action Plan on Improving PAPI for the period from 2017-2020 dated 16 October 2017
3	Bắc Giang	Action Plan No. 1492 KH-UBND dated 6 June 2014 on improving performance for higher provincial PAPI scores
4	Bắc Kạn	<ul style="list-style-type: none"> - Diagnostic workshop on PAPI findings on 7 September 2017, and local governments were advised on what should be done to improve provincial performance - Debriefing of policy advice for local governments in Bac Kan on how to improve their performance in governance and public administration on 22 November 2017
5	Bạc Liêu	<ul style="list-style-type: none"> - Diagnostic workshop on PAPI findings on 23 November 2016 - Provincial People's Committee's Decision on establishment of Working Groups on PAPI and PCI, dated 26 April 2017
6	Bắc Ninh	<ul style="list-style-type: none"> - Action Plan No. 05/CT-UBND on maintaining and sustaining provincial PAPI scores, dated 13 May 2016 - Directive No. 01/CT-UBND on key mandates and activities in implementation of Bac Ninh's 2019 Socio-Economic Development Plan, including improving PAPI scores.
7	Bến Tre	Action Plan No. 4129/KH-UBND on improving PAPI, dated 13 August 2015
8	Bình Định	<ul style="list-style-type: none"> - Directive No. 13/CT-UBND on improving PAPI, dated 8 August 2013 - Directive No. 23/CT-UBND on strengthening responsibilities of heads of agencies in PAR, with a focus on improving PAPI - Action Plan No. 53/KH-UBND on improving provincial performance in governance and public administration (PAPI) on 24 June 2019
9	Bình Dương	<ul style="list-style-type: none"> - Regional diagnostic workshop hosted in Binh Duong on 7 May 2015 with the participation of provincial leaders and key public officials - Directive No. 13/CT-UBND on improving civil service performance so as to increase PAPI scores
10	Bình Phước	People's Committee's official letter requesting departments and districts to improve PAPI scores
11	Bình Thuận	<ul style="list-style-type: none"> - Directive No. 28/CT-UBND dated 13/9/2013 on improving public administration reforms, including PAPI scores - Directive No. 11/CT-UBND on goals towards higher GRDP of Binh Thuan province, in which PAPI improvement is a goal, dated 20 May 2019
12	Cà Mau	Directive No. 06/CT-UBND dated 17/9/2013 on improving PAPI
13	Cần Thơ	Decision No. 1552/QĐ-UBND dated 1 June 2015 on Action Plan to Improve PAPI score from 2015-2017
14	Cao Bằng	<ul style="list-style-type: none"> - Provincial diagnostic workshop with provincial leaders and key public officials on 18 September 2012 - Provincial workshop on PAPI and PAR-Index on 14 June 2018 to discuss PAPI findings and measures to improve local government performance
15	Đà Nẵng	<ul style="list-style-type: none"> - Annual in-depth analysis of PAPI findings by Da Nang People's Committee - People's Committee's leader shared Da Nang's experience in maintaining high PAPI scores at 2015 PAPI launch event
16	Đắk Lắk	<ul style="list-style-type: none"> - Official Letter No. 2211/UBND-TH dated 3 May 2012 requesting provincial agencies to improve PAPI - Provincial diagnostic workshop convened by Da Lak Provincial People's Committee on 2014 PAPI findings on 20 July 2015

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17	Đắk Nông	<ul style="list-style-type: none"> - Decision No. 276/QĐ-UBND/2013 dated 22 February 2013 with concrete action plan - Decision No. 115/QĐ-UBND on issuance of the Action Plan on improving provincial performance in governance and public administration (PAPI) in 2019 dated 22 January 2019
18	Điện Biên	<ul style="list-style-type: none"> - Provincial diagnostics workshop and comparative analysis, 2012, with participation of provincial leaders and key public officials - Dien Bien Provincial People's Committee's Official Letter No. 05/CT-UBND dated 1 June 2018 on the province's socio-economic development plan with PAPI being one of the goals to achieve
19	Đồng Nai	<ul style="list-style-type: none"> - Diagnostic workshop on PAPI findings on 13 July 2017, and local governments were advised on what should be done to improve provincial performance - Dong Nai issued Official Letter No. 7213/UBND-HC on 31 July 2017 to request provincial departments, districts and communes to take actions to improve their performance and increase citizen satisfaction in PAPI
20	Đồng Tháp	<ul style="list-style-type: none"> - Directive No. 13/CT-UBND on improving PAPI scores in Dong Thap dated 5 August 2013 - Action Plan No. 148/KH-UBND on improving provincial performance in governance and public administration (PAPI) dated 17 June 2019
21	Gia Lai	Action Plan No 3119/CTr-UBND on improving PAPI scores for the period 2016-2020
22	Hà Giang	<ul style="list-style-type: none"> - Resolution No. 118-NQ-HĐND dated 11 December 2013 stressing the importance to increase PAPI scores - Action Plan No. 119/CTr-UBND on improving governance and public administration performance towards 2015, dated 21 July 2014 - Action Plan No. 153/CTr-UBND on improving governance and public administration performance in 2017, dated 30 May 2017
23	Hà Nam	<ul style="list-style-type: none"> - Directive No. 08/CT-UBND on strengthening responsibility of heads of agencies in public administrative procedure reforms, with an objective to improve PAPI scores - Action Plan No. 1413/KH-UBND on improving provincial competitiveness, with PAPI being one of the goals for the province to achieve
24	Hà Nội	<ul style="list-style-type: none"> - Plan No. 171/KH-UBND on implementation of Directive 03 of Ha Noi Party Committee, with an objective to improve PAPI scores - Action Plan No. 177/KH-UBND on 25 July 2017 of the People's Committee on improving Ha Noi's performance in governance and public administration performance - Action Plan No. 100/KH-UBND on 22 April 2019 of the People's Committee on improving Ha Noi's performance in governance and public administration performance (PAPI) in 2019
25	Hà Tĩnh	- Decision No. 4114/QĐ-UBND on PAR Plan in 2015 with an aim to maintain and improve PAPI scores
26	Hải Dương	<ul style="list-style-type: none"> - Provincial Resolution on Socio-economic Development of the province, with a focus on PAPI with an aim to be ranked higher by 2020 - 2017 Provincial Report on use of PAPI and PCI
27	Hải Phòng	<ul style="list-style-type: none"> - PAPI defined as a means of verification for PAR monitoring and evaluation in Hai Phong in Provincial People's Committee Decision No 617/QĐ-UBND on 17 March 2014 - Decision No. 3323/QĐ-UBND on issuance of the public administration reform work plan in 2017, with an objective to improve PAPI scores - Hai Phong People's Committee's Directive No. 14/CT-UBND on improving PAPI, PAR-Index, SIPAS on 15 June 2018
28	Hậu Giang	<ul style="list-style-type: none"> - Regional diagnostic workshop hosted in Hau Giang on 4 June 2013 with the participation of provincial leaders and key public officials - Action Plan No. 99/KH-UBND of Hau Giang People's Committee dated 31 August 2017 to implement measures to improve provincial performance in governance and public administration - People's Council's Resolution No. 03/2019/NQ-HĐND on socio-economic and national defence and law and order in 2019, including improving PAPI as a goal, dated 11 July 2019
29	Hòa Bình	<ul style="list-style-type: none"> - Provincial leaders discussed taking PAPI as means of verification for development in the province - Hoa Binh Provincial Party Committee's Action Plan No. 12-CTrTU, in which PAPI is regarded as a measure for enhanced competitiveness of the province

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30	Hưng Yên	<ul style="list-style-type: none"> - Provincial People's Committee set improving PAPI scores among top five objectives - Action Plan No. 80/KH-UBND on improving provincial performance and increasing PAPI scores - Directive No. 06/CT-CTUBND on 17 May 2019 improving provincial performance and increasing PAPI scores
31	Khánh Hòa	<ul style="list-style-type: none"> - People's Committee assigning relevant agencies to improve PAPI scores - Decision No. 942/OD-UBND on dissemination of PAR information, including PAPI findings
32	Kiên Giang	<ul style="list-style-type: none"> - Directive No. 1453/CT-UBND on improving PAPI, in addition to other indexes (PCI, PAR-Index, SIPAS), dated 7 July 2017 - Action Plan No. 97/KH-UBND of Kien Giang People's Committee on activities to improve provincial governance and public administration performance, dated 18 May 2018
33	Kon Tum	<ul style="list-style-type: none"> - Replicated PAPI survey for nine districts in 2011 - Decision No. 703/QĐ-UBND on improving PAPI scores, dated 3 August 2012 - Action Plan No. 497/KH-UBND of the Provincial People's Committee on implementation of activities to aim at higher PAPI and PAR-Index of Kon Tum - Action Plan No. 1631/KH-UBND on implementation key tasks to improve PAPI and PAR-Index scores in 2019, dated 28 June 2019
34	Lai Châu	<ul style="list-style-type: none"> - Decision No. 1331/QĐ-UBND on Action Plan to Implement PAR, with reference to PAPI - Directive No. 11/CT-UBND on measures to improve PAPI scores, dated 11 November 2015 - First PAPI diagnostic workshop on provincial findings organised on 22 June 2018
35	Lâm Đồng	<ul style="list-style-type: none"> - Diagnostic workshop on PAPI findings on 4 August 2017, and local governments were advised on what should be done to improve provincial performance - Action Plan No. 7641/KH-UBND of Lam Dong People's Committee dated 10 November 2017 on improving provincial performance in governance and public administration - Action Plan No. 3370/KH-UBND on addressing bottlenecks in public administration reforms, with higher PAPI as an integrated goal - Action Plan No. 4899/KH-UBND on addressing bottlenecks in public administration reforms, with higher PAPI as an integrated goal, dated 6 August 2019
36	Lạng Sơn	<ul style="list-style-type: none"> - Action Plan No. 108/KH-UBND on improving PAPI scores in 2016 and following years - Action Plan No. 131/KH-UBND on improving PAPI scores in 2017 and years to come
37	Lào Cai	<ul style="list-style-type: none"> - Plan No. 184/KH-UBND on 28 June 2016 on implementation of Government of Viet Nam resolution on improving national competitiveness, with a focus on improving PAPI scores - Action Plan No. 170/KH-UBND on improving PAPI scores in 2019, dated 25 April 2019
38	Long An	<ul style="list-style-type: none"> - Long An Peoples' Committee leaders to ask for continued efforts to improve PAPI scores by enhancing transparency of administrative procedures and capacity of public sector human resources - Regional diagnostic workshop hosted in Long An on 5 June 2013 with the participation of provincial leaders and key public officials; and Long An provincial leader attended 2012 PAPI launch to share the province's experiences - Report by DOHA that requests for an action plan with concrete activities by different departments to strengthen their performance (PAPI 2017 Report by Long An.doc)
39	Nam Định	<ul style="list-style-type: none"> - Nam Dinh Provincial People's Committee shared the province's experience in addressing citizen needs at 2012 PAPI launch - Nam Dinh Provincial People's Committee's Action Plan No. 60/KH-UBND on accelerating implementation of measures to improve the province's competitiveness, in which PAPI is a goal
40	Nghe An	<ul style="list-style-type: none"> - Provincial diagnostic workshop convened by Nghe An Provincial People's Committee to discuss 2014 PAPI findings on 11 August 2015 - Action Plan No. 52/KH-UBND on 6 February 2017 on dissemination of public administration reforms, with one of the objectives to disseminate monitoring results regarding PAPI scores improvement

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41	Ninh Bình	Action Plan No. 97/KH-UBND on 28 December 2015 on Public Administration Reforms, with PAPI as an objective
42	Ninh Thuận	- Action Plan No. 302/CTr-UBND dated 15 April 2016 on improving PAPI scores for the period from 2016-2020 - Resolution of Ninh Thuan People's Council No. 54/2016/NQ-HĐND on queries at 2 nd Session of the People's Council Meeting, with questions about PAPI
43	Phú Thọ	- PAPI as a means of verification for overseeing Phu Tho's Party Resolution for 2015-2020 - Regional workshop on 2015 PAPI findings dissemination hosted by Phu Tho Provincial People's Committee on 5 July 2016
44	Phú Yên	- Action Plan No. 03/CTr-UBND dated 11 April 2014 - Plan No 84/KH-UBND dated 10 June 2016 on implementation of action plan on improving PAPI scores, among others
45	Quảng Bình	- Directive No. 06/CT-UBND on strengthening public administrative reforms to improve provincial PAPI scores - Provincial People Committee's regular monitoring of the province's performance in PAPI
46	Quảng Nam	- Resolution No. 156/2015/HDND on additional activities on socio-economic development for the second half of 2015, with improvement in PAPI scores as an add-on - Directive No. 15/CT-UBND on improving PAPI, PAR-Index and ICT-Index for the period 2017-2020
47	Quảng Ngãi	- Directive No 19/CT-UBND on improving PAPI scores dated 29 November 2012 - Resolution No. 08/2013/NQ-HĐND on 10 July 2013 with reference to PAPI - Directive No. 12/CT-UBND dated 11 October 2017 on improving PAPI scores, in addition to PAR-Index and PCI - Decision No. 214/QĐ-UBND on the Action Plan to implement Resolution 02/NQ-CP on promoting provincial competitiveness (including PAPI improvement, dated 29 March 2019)
48	Quảng Ninh	- Decision No. 6568/KH-UBND on improving PAPI scores, dated 18 Nov 2014 - Action Plan No. 916/KH-UBND on implementation of Directive No. 03-CT/TU on 29 December 2015 on improving PAPI scores
49	Quảng Trị	- Decision No. 1339/QĐ-UBND on Action Plan to Maintain and Strengthen PAPI for 2014-2016 - Decision No. 1682/QĐ-UBND on Action Plan to Maintain and Strengthen PAPI for 2020-2025, dated 5 July 2019
50	Sóc Trăng	- Regional diagnostic workshop on 2014 PAPI findings hosted by Soc Trang People's Committee on 8 May 2015 - Provincial diagnostics workshop and comparative analysis, 2012
51	Sơn La	Action Plan No 82/KH-UBND on improving provincial governance and public administration performance (PAPI) on 16 June 2016
52	Tây Ninh	- Training workshop on PAPI findings conducted on 12 November 2017 by Tay Ninh Provincial Committee and the Fulbright University, with more than 200 public officials from provincial departments attending - Tay Ninh Provincial People's Committee's press briefing on the province's performance in PAPI, PCI and PAR-Index on 10 May 2018
53	Thái Bình	Directive 13/CT-UBND on establishment of hotlines to collect citizen feedback, with an objective to improve PAPI scores, on 13 May 2016
54	Thái Nguyên	- Resolution No. 15/2012/NQ-HĐND dated 15 December 2012 - Decision No. 3138/QĐ-UBND approving the Action Plan for Higher PAPI Scores for the Period 2015-2020, dated 31 December 2014 - Action Plan No. 43/KH-UBND on implementation of foreign affairs in 2019, also with a goal to promote and improve PAPI scores, dated 8 August 2019
55	Thanh Hóa	Decision No. 3274/QĐ-UBND dated 26 August 2016 issuing action plans to strengthen PAR and investment environment, with a focus on improving PAPI scores
56	Thừa Thiên-Huế	- Plan No 26/KH-UBND on improving PAPI scores, dated 5 March 2015 - Action Plan No. 161/KH-UBND on improving PAPI scores in 2017, dated 28 July 2017
57	Tiền Giang	- PAPI as a measure of the province's economic integration, as discussed by provincial leaders on 16 April 2014 - Provincial People's Council's Resolution No. 13/NQ-HĐND on testimony of the provincial performance in different areas, including PAPI

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		- Decision No. 1915/QĐ-UBND to issue the criteria framework on assessing commune models in good performance in governance and public administration (a commune-level PAPI assessment tool) dated 12 June 2019
58	TP Hồ Chí Minh	Decision 3292/QĐ-UBND on issuing Ho Chi Minh City's action plan for improving PAPI scores for the period 2016-2020
59	Trà Vinh	- Official Document No. 2971/UBND-NC on 8 August 2017 on actions to be taken to improve PAPI scores - Provincial diagnostics workshop and comparative analysis, 2012
60	Tuyên Quang	- Conclusions No. 156/TB-VPCP from Working Session with Tuyen Quang provincial leaders, in which improving PAPI scores is a vision for the province - Provincial People's Committee's Action Plan No. 57/KH-UBND on improving provincial performance in governance and public administration performance and increasing PAPI scores
61	Vĩnh Long	- Chairman's Official Request in July 2017 to all levels of governments in the province to improve performance in weaknesses in PAPI, PAR-Index - Provincial diagnostics workshop and comparative analysis, December 2014 - Directive No. 08/CT-UBND on solutions to address bottlenecks to attain 2019 development objectives, also with a goal to improve PAPI scores in 2020
62	Vĩnh Phúc	Directive No 10/CT-UBND on improving PCI and PAPI scores, dated 24 July 2013
63	Yên Bái	- Regional diagnostic workshop on 2012 PAPI findings hosted by Yen Bai People's Committee on 14 June 2013 - Action Plan No. 183/KH-UBND on implementation of tasks and solutions to address weaknesses and improving provincial performance in public administration reforms, improving investment environment of Yen Bai province in 2019 and years to come, in which improved PAPI is one of the goals.

Source: Updates from <https://thuvienphapluat.vn/> (issued between January and December 2019). Provinces in red text may not have issued an official document in response to PAPI.