



Governance and Participation
A Series of Policy Discussions Papers

**Consulting report on the implementation
of online public administrative services
in Tra Vinh province**

**Towards no one left behind in the process of developing
e-government and digital government in provinces
with a large population of ethnic minorities**

Two public administrative services under study:

- (1) Issuing birth registration, permanent residence registration, and health insurance cards for children under 6 years old, and**
- (2) Issuing certificates of land use rights and ownership of houses and other land-attached assets to citizens**

[Unofficial translated version]

January 2022

The series of Governance and Participation Policy Discussion Papers is commissioned by the Governance and Participation Team at UNDP Viet Nam.

The series aims to analyse trends in Viet Nam regarding the implementation processes and options in specific public administration reform areas. In order to confront the social, economic, political and environmental challenges facing Viet Nam, policymakers need to adopt evidence-based decision-making. These policy papers aim to contribute to current policy debate by providing discussion inputs on policy reforms – thereby helping to improve Viet Nam’s development efforts.

Three principles guide the production of the policy discussion papers: (i) evidence-based research, (ii) academic rigour and independence of analysis, and (iii) social legitimacy and a participatory process. This involves a substantive research approach with a rigorous and systematic identification of policy options on key public administration reform and anti-corruption issues.

Citation: Ho Chi Minh National Academy of Politics and United Nations Development Program (2022). Consulting report on implementation of online public administrative servicers in Tra Vinh province. In the series of consulting research reports **Towards leaving no one behind in the process of developing e-government and digital government in provinces with a large population of ethnic minorities**, published by Ho Chi Minh National Academy of Politics and the United Nations Development Program in Vietnam (UNDP). Hanoi, Vietnam: January 2022.

All rights reserved. No part of this publication may be reproduced, stored in a retrieval system or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording or otherwise without prior permission.

Disclaimer: The views expressed in this policy research paper do not necessarily reflect the official position of the United Nations Development Programme (UNDP).



UNDP Vietnam

304 Kim Ma

Ba Dinh

Hanoi, Vietnam

Tel: +84 4 38500 100

Fax: +84 4 3726 5520

Ho Chi Minh National
Academy of Politics

135 Nguyen Phong Sac,

Nghia Tan, Cau Giay, Hanoi

Tel: 024 3833 0687



Research Team

Assoc, Dr. Le Van Chien (Team Leader)

Assoc, Dr. Dang Thi Anh Tuyet

Dr. Bui Phuong Dinh

Dr. Tran Quang Dieu

Dr. Tran Nhat Duat

Dr. Ha Viet Hung

MSc. Doan Ngoc Ha

(Ho Chi Minh National Academy of Politics)

Dr. Dinh Duy Hoa

(Former Director of Department for Public Administration Reform, Ministry of Home Affairs)

And

MA. Do Thanh Huyen

(United Nations Development Program in Vietnam)

Table of Content

RESEARCH TEAM	III
ABBREVIATIONS	V
ACKNOWLEDGMENTS	VI
1. INTRODUCTION	1
1.1. RESEARCH OBJECTIVE	1
1.2. RESEARCH QUESTIONS:.....	1
1.3. SCOPE OF THE STUDY	1
1.4. RESEARCH OBJECTIVES.....	1
1.5. RESEARCH METHODOLOGY	2
2. KEY FINDINGS	3
2.1. BRIEF OVERVIEW OF TRA VINH PROVINCE	3
2.2. KEY RESEARCH FINDINGS FROM EMPIRICAL RESEARCH ON TWO GROUPS OF PUBLIC ADMINISTRATIVE SERVICES WITHIN THE RESEARCH SCOPE FOR 2020-2021 OF TRA VINH PROVINCE	4
2.2.1. <i>The level of readiness in electronicization of public administrative services</i>	4
2.2.2. <i>Actual situation of online public service delivery in two groups of administrative services within the scope of research in 2020-2021</i>	4
3. CONCLUSIONS AND RECOMMENDATIONS	7
3.1. CONCLUSIONS	7
3.2. RECOMMENDATIONS	8
3.2.1. <i>Recommendations to Tra Vinh Province</i>	8
3.2.2. <i>Recommendations to central authorities</i>	9
REFERENCES	11
ANNEX: LIST OF RELEVANT DOCUMENTS OF TRA VINH PROVINCE	12

Abbreviations

OPAS	Online Public Administrative Services
OSS	One Stop Shop
PAPI	The Viet Nam Provincial Governance and Public Administration Performance Index
PAR INDEX	Public Administration Reform Index
UNDP	United Nations Development Program

Acknowledgments

The research team would like to sincerely thank the officials, civil servants and officials of the departments, agencies, districts and communes who participated in the seminars and discussions during the fieldwork in the province of Tra Vinh. Comments. We also appreciate views and feedbacks from consulted experts on our data analysis methods and research results. All inputs we received have greatly helped enrich this report.

We are also especially grateful to the Embassy of Ireland in Vietnam and the United Nations Development Program (UNDP) in Vietnam for funding this study through the Viet Nam Provincial Governance and Public Administration Performance Index (PAPI) project.

The contents and analysis of the report, along with any errors in interpretation, rest entirely with the research team.



1. Introduction

1.1. Research Objective

Based on the investigation of current situation of the provision of online public administrative services (OPAS) for people in Tra Vinh, this study aims to assess the advantages and disadvantages of civil servants in providing OPAS, thusby, proposing solutions to improve the quality of OPAS and better serve people, especially ethnic minorities, and remote areas.

1.2. Research questions:

The report focuses on answering some key research questions as follows:

1. Why is the percentage of people accessing OPAS still low despite reported efforts at all levels of provincial governments to provide and modernize public administrative services?
2. What opportunities and challenges does Tra Vinh have in implementing OPAS?
3. How can Tra Vinh people, especially ethnic minorities, access OPAS more conveniently?

1.3. Scope of the Study

- **Research focus:** The study only focuses on two public administrative services: (i) birth registration, permanent residence registration and issuance of health insurance cards for children under 6 years old (procedure " 3 in 1"), (ii) Issuance of certificates of land use rights and ownership of assets attached to land. These are two widely used types of public administrative services which vast influences on people's lives.

- **Research sites:** In addition to working with department-level units of Tra Vinh province such as Department of Home Affairs, Department of Justice, Department of Natural Resources and Environment, Provincial Public Security, Provincial Social Insurance, the research team focuses on the provision of two public services in Hiep My Dong commune, Truong Tho commune and Dai Phuc commune in Cau Ngang district. These are 3 communes representing 3 different socio-economic groups: Hiep My Dong commune belongs to zone I (the commune has a poverty rate of less than 10% or has been recognized as meeting new rural standards); Truong Tho commune belongs to zone II (commune with difficulties) and Dai Phuc commune belongs to zone III (commune with special difficulties).

1.4. Research objectives

The study focuses on the role of stakeholders in the delivery of two public administrative services:

Birth registration, permanent residence registration and issuance of health insurance cards for children under 6 years old ("3 in 1" procedure): The study analyzes the role of People's Committee at commune level, commune-level judicial officers, district-level police, and

district-level social insurance agencies in granting birth certificates, permanent residence registration, and free health insurance cards for children under 6 years of age.

Certificate of land use rights and ownership of assets attached to land: The study analyzes the role of Department of Natural Resources and Environment (DoNRE), Department of Information and Communication (DoIC), District People's Committee (Division of Natural Resources and Environment, Chairman of the People's Committee at district level), administrative officials (under One-stop shop, commune-level cadastral officials), Chairman of commune-level People's Committee and citizens in the implementation of administrative procedures related to the first time land use right certificate issuance and renewal.

1.5. Research Methodology

During the research, the following methods were applied:

- **Desk review:** The research team used secondary data including legal documents of Vietnam and data from the General Statistics Office, PAPI, Vietnam Digital Transformation Index, and other local government reports to explore the legal provisions related to public administrative service delivery to understand the readiness of e-services for administrative procedures at the district and commune levels.

- **Participatory and interview method:** The research team conducted direct interviews with civil servants responsible for providing public administrative services to find out the needs, aspirations and difficulties of stakeholders in the field of OPAS provisions to the people. The research team also interviewed people who used public services in the study areas by questionnaire. The aim is to find out what unnecessary is and what a bottleneck is in the process of providing public administrative services through national and local online public service portals.

- **Observational and experimental method:** As researchers, the research team directly observed the process of public service delivery (issuance of land use right certificates, "3 in 1" procedure) to clearly understand how to deal with an administrative procedure at the One-stop shop in the selected study areas. At the same time, as a citizen applying to public service, the research team accesses the online public service portal to find out the necessary procedures when performing two groups of procedures in the study.

- **Consultative methods:** Meetings are conducted with experts to provide assessment, evaluation and solutions to improve the quality of public services as well as consultation with leaders of provinces, districts and communes were also held. The final consultation meeting will be held with representatives of authorities at all levels in Tra Vinh.

The study was organized according to the following steps:

1. Problem identification: The research team discussed with authorities and officials in charge of their respective fields at the provincial, district and commune levels to identify the problems they faced when moving towards e-governance in their locality.

2. Information collection: The research team collected information through interviews, questionnaires with users at the District and Commune level One-Stop Shops (OSS) and observed,

accessed the public service portal of localities selected for research in Tra Vinh. The research team analyzed the data gathered from observing how selected administrative procedures are being handled at the district and commune-level OSS.

3. Appraisal with stakeholders: Research results are presented immediately in meetings with functional agencies in charge of OSS at district and commune levels, providing two sets of public administrative procedures.

4. Recommendation of solutions: The group worked together to make recommendations on solutions to improve the public services that Tra Vinh provincial authorities need to implement in order to improve the quality and quantity of public services, especially solutions to create more convenience for all people, especially ethnic minorities in accessing and using public services.

2. Key Findings

2.1. Brief overview of Tra Vinh Province

Tra Vinh is a coastal delta with a natural area of 2,226 km², accounting for 0.68% of the total natural area of the country. There are 3 ethnic groups in Tra Vinh, they are Kinh (69%), Khmer (29%) and Chinese (2%). Tra Vinh's population is 1,009,168 people, accounting for 5.84% of the Mekong Delta (according to the 2019 census), of which 17.2% of the population lives in urban areas and 82.8% of the population living in rural areas. The population density is 414 people/km², the population growth rate in 2019 was 0.06 (according to the Report of the People's Committee of Tra Vinh province).

Over the past 2 years, Tra Vinh has deployed many OPAS at level 3 and level 4. Particularly at level 4, the province has deployed 1858 procedures, specifically: at the provincial level, there are 787 procedures; at district level there are 218 procedures; and at the commune level there are 52 procedures. Information technology infrastructure at the district and commune levels, especially at the commune level, has been invested by the province but is still outdated. The Internet has not been widely used by citizens who still have many difficulties in accessing the internet due to low living standards. Only families with good economic conditions or having children going to school have internet access (according to the report of Tra Vinh Provincial People's Committee).

In 2020, the PAR Index of Tra Vinh province was 81.96 points (on a 100-point scale), ranking 52/63 provinces and in lowest group compared to other provinces and cities of the country. The PCI index of Tra Vinh province in 2020, ranked 48/63 provinces, with a total score of 62.44 points ranked in the "average" group of the country. The PAPI index of Tra Vinh province in 2020 was 42,281 points and in the group of provinces with low average scores; 1.21 points lower than in 2019, ranked 41st out of 63 provinces and cities, decreased 5 grades compared to 2019, ranked 10th out of 13 provinces in the Mekong Delta, belonging to the group of provinces and cities that scored low-average.

2.2. Key research findings from empirical research on two groups of public administrative services within the research scope for 2020-2021 of Tra Vinh province

2.2.1. The level of readiness in electronicization of public administrative services

Along with other provinces and cities across the country, over the years, Tra Vinh province's leaders have accelerated administrative reform, built e-government and expanded the provision of OPAS. Since 2020, the province has issued a number of documents related to administrative reform and online public administrative procedures (see Appendix 1).

2.2.2. Actual situation of online public service delivery in two groups of administrative services within the scope of research in 2020-2021

a. Online public services for public administrative services related to birth registration, permanent residence registration, and health insurance card issuance for children under 6 years old (referred to as "3 in 1" connection)

From perspective of civil servants

Implementing of Joint Circular No. 05/2015/TTLT-BTP-BCA-BYT dated May 15, 2015 of the Ministry of Justice, Ministry of Public Security, Ministry of Health, "3 in 1" procedures, localities of Tra Vinh did a good job. Newborns were issued with a birth certificate, permanent residence registration, and health insurance at the commune-level People's Committee. However, according to the research team's observations, the online communication has only been done between the commune level and the district social insurance department (health insurance), the commune judicial officer must directly bring the documents to the commune level police to register children's permanent residence. People still have to go to do the procedures directly at the Commune People's Committee without using OPAS. The reason is that people have to directly submit documents for storage at the Commune People's Committee.

Tra Vinh, like other provinces, has not yet been required to deploy online "3 in 1" interconnected public services. People have to go to the OSS at the commune level to submit the necessary documents in order complete the procedures of "3 in 1" such as marriage certificate of parents, birth certificate from the hospital, household registration book and application for a birth certificate for the child. When citizens submit enough documents to the commune-level judicial officer, the procedure is resolved quite quickly, usually the results are returned within the day.

Thus, the "3-in-1" procedure in Tra Vinh is still carried out in the old form, as prescribed in the Joint Circular No. 05/2015/TTLT-BTP-BCA-BYT but has not been done online at level 4.

From the perspective of users-citizens

When interviewing citizens who have completed the "3 in 1" procedure at the one-stop shop, most respondents said that they did not know that those procedures could be done online. Besides, the distance from home to Commune level People's Committee office is not far away, so it is easy to do offline work. Currently, the procedure at the commune level is enthusiastically

guided by judicial officers and the people's habit of off-line procedures process, makes people inaccessible to public services.

As observed at the OSS units of the selected communes, citizens still come to the OSS units of the commune-level People's Committee to declare and carry out face-to-face procedures. Most people when dealing with administrative procedures tend to want to "come to the place, get hand in hand guidance", leading to their reluctance to use public services.

Mr. TVM, a resident of Cau Ngang town said: *“Although he has been introduced about the use of OPAS, due to lack of familiarity, lack of skills in electronic declaration, and fear of errors, he has not done it yet. At the Commune People's Committee, he was guided enthusiastically by the staff in the OSS, he found it quick and easy to do directly. If there is an online declaration, people still have to go to the commune to verify the original documents to prove the accuracy of the declaration. Therefore, people want to come to work directly. If they do it online, they still have to travel. There is no way better.”*

b. Online public service for procedures for granting certificates of land use rights and ownership of houses and other land-attached assets

From perspective of civil servants

According to the leader of the Department of Natural Resources and Environment, in 2021, the number of online applications submitted by the people at level 3, 4 related to land is 3,912 (accounting for 3.15% of the total number of received documents), in which, Cau Ngang district has only 72 online applications.

The leader of the People's Committee of Cau Ngang district said that, in the district today, the information technology for solving administrative procedures has many shortcomings, leading to limited access to public services. Many people do not know how to use IT, so they don't use public services. People have a habit of going directly to administrative agencies to do procedures for peace of mind. Moreover, equipment at home is still limited, so it has not met the needs of the people. He said, people, especially in rural areas, have a habit of using paper records; some others are psychologically insecure about the security of documents sent by post. However, the biggest barrier today is the limitation in access to IT in rural areas. Besides, the composition of documents is still complicated, making it difficult for people in the process of accessing public services.

The Information Services Portal has not yet been connected to the document management system of relevant agencies such as the notarization and authentication database system. Therefore, in the process of receiving and processing dossiers, it is difficult to manage the authenticity of scanned documents (or copied by people), the verify must be done by the receiving officer. Thus, if submit online, then citizens still have to directly submit documents to the OSS, so people want to come and work directly.

According to the commune cadastral official, the administrative procedure related to issuance of use right certificate is very complicated. It is necessary to have map of land piece and certifications of the surrounding households, from which the implementation of OPAS also

encounters some problems because of the need for original documents with a certified signature. Related procedures such as: field verification, status check, submission of the original certificate, land lease contract, confirmation on the issued certificate, etc cannot be done online.

From the perspective of users-citizens

Results of interviews with 12 people applying for administrative procedures (of which 7 people have applied for a certificate of land use rights, 4 have done procedures for birth registration for their children and 1 person has done procedures for a production loan) shows that people want to go to work directly at the one-stop shop because in case of needs the instructions they are always explained by the one stop-shop officers. The number of citizens coming to the one stop-shop is not too many, so they feel comfortable. Also, the staff is quite professional and dedicated. Five out of 12 respondents said that they had seen the online procedures but did not use it. The simple procedures such as declaring temporary residence can be done easily at one stop-shop unit. Eight people think that if the traveling is too far and difficult, they also want to do online procedures. Out of 12 respondents, 11 said that they would want to do OPAS if they were helped and guided.

Some respondents said that, related to land and houses, there are many complicated documents, so they have to go to the place to feel secure and do not know how to use OPAS because it involves the phone and the Internet.

2.2.3. Reasons

From the results of interviews with civil servants and citizens, a number of reasons can be indicated for the low percentage of people accessing OPAS as follows:

a. Objective reasons

Reasons for not implementing “3 in 1” online public service:

- The "3 in 1" procedure is simply solved at the commune People's Committee and the travel distance for citizens is not too far. When working directly, people can receive birth certificate on the same day; health insurance card and permanent residence registration in 5 days. Moreover, if doing online, when receiving the results, people must anyway submit the original birth certificate, original household registration book and identity card, marriage registration certificate. Therefore, they choose to work directly instead of online because even if doing online, they also has to go to the commune People's Committee to submit documents.

- Technology and Internet access for people in rural areas, especially in difficult and remote areas, are still limited, and the public service portal is not convenient to use on mobile phones. People are not ready for public services as well as they do not have smart devices to do online application.

For the online public service of issuing land use right certificates,

- Legal regulations have not changed in accordance with OPAS, still requiring submission of many types of documents such as citizen identification, household registration ...

- Land is a great asset, the loss of documents will greatly affect people's lives, so they are afraid to hand over documents to others (such as by post).

- Some activities related to confirmation of land origin and land use dispute... cannot be done online but must be implemented directly at the field.

- The land database is incomplete, the quality of transmission lines and facilities are not good, making it difficult to carry out online procedures.

b. Subjective reasons

With both types of administrative procedures studied, the subjective causes are:

- Some leaders of agencies and units have not paid enough attention to bringing convenience to the people, have not directed, checked and urged cadres and civil servants to directly operate and perform the provision of public services; not really appreciate the importance of receiving and handling administrative procedures dossiers through level 4. The implementation of online public service provision (level 2) is due to the implementation of the general reform program of the whole country.

- Some people living relatively far from the Commune People's Committee. However, their habit of working directly and their mindset of receiving instructions from civil servants regarding handling procedures induces them to do procedures directly.

- The communication and dissemination of OPAS for the people has not been done well, so many people do not understand about OPAS.

- The habit of performing direct administrative procedures, and the limited skills of using information technology of many people, especially the elderly, prevent them from accessing OPAS.

3. Conclusions and Recommendations

3.1. Conclusions

In fact, using OPAS helps to reduce traveling time and costs for submitting documents and receiving results for citizens to avoid redtape, bureaucracy, and troubles from a part of public officials; increase the publicity and transparency of administrative procedures, thus, contribute to promoting socio-economic development.

Provincial leaders of Tra Vinh have paid attention to administrative reform and online public service provision. Since 2019, Tra Vinh Provincial Party Committee and People's Committee have launched many action plans, aiming to have 100% of administrative procedures provided online by 2025. However, Tra Vinh has not yet deployed online services at levels 3 and 4 with administrative procedures for registration of birth certificates, registration of permanent residence, and issuance of health insurance cards for children under 6 years old and other services, the issuance of certificates of land use rights and ownership of other assets attached to the land. Besides, with both these types of procedures, the current legal regulations are not suitable for

online service provision. The habits of both the officers and citizens, the poor infrastructure is the limited access to online services of Tra Vinh people.

3.2. Recommendations

3.2.1. Recommendations to Tra Vinh Province

In the current context, the use of OPAS at level 4 is an inevitable trend. The roadmap of the People's Committee of Tra Vinh province towards 2025 for the entire province to use OPAS to carry out procedures "3 in 1" for children under 6 years old and the procedures related to the issuance of certificates of land use rights, ownership of other assets attached to land of citizens is a good and feasible policy.

For the '3 in 1' service on birth registration, personal identification number/permanent residence registration and health insurance card issuance for children under 6 years of age,

1) There should be easy-to-understand and easy-to-remember instructions on the public administration portal for the people, making full use of the personal identification number in the joint declaration to remove unnecessary documents.

2) It is necessary to provide a phased roadmap for each type of administrative procedure according to the level of use in the locality. For example, requesting the People's Committees of communes, wards and townships to make "3 in 1" online documents quarterly at least from 20% in 2022, and gradually increase in the following years.

3) It is necessary to pilot in 3 communes/wards, of which 1 commune in zone 3 is particularly difficult, 1 new rural commune and 1 township has more favorable conditions. The results and lessons then to be summarized and deploy widely.

4) Commune authorities promote initiatives and creativity to apply new ways of implementing OPAS, instead of waiting for guidance from the higher authority.

5) A roadmap is required for parallel services. For example: Instead of 6 days a week of direct service as at present, the "One-stop shop" will serve directly 3 days a week and serve online regularly, and the online application system works 24/7 so that people feel more convenient about online declaration compared to face-to-face declaration.

6) It is necessary to take measures to widely communicate about the utility of OPAS through many channels such as commune radio stations, radio stations in residential areas; integrated in residential conferences.

7) It is necessary to summarize, evaluate and reward some localities for doing well with online public administrative procedures. Offering gifts and reducing fees from 10 to 20% for people when they do online procedures so that people feel comfortable and have practical benefits when they work on the portal of public service.

8) Mobilize Youth Union officials to participate in supporting users in the OSS at the commune level and mobile services to villages, remote villages, areas without Internet coverage, 3G, 4G.

For new issuance, renewal of certificates of land use rights, ownership of houses and other land-attached assets of citizens,

1) Develop a land database, a digital cadastral map system, unify and use a common software in receiving and handling administrative records for all administrative procedures at district and commune levels.

2) Implement the public postal service model at commune cultural sites to promptly deliver results to people.

3) Make leaflets, boards, and video clips with easy-to-understand instructions and easy-to-remember steps to carry out OPAS related to the issuance of certificates of land use rights, ownership of houses and other assets attached to the land of citizens.

4) It is necessary to review, evaluate and reward some localities for doing well with the procedures related to the issuance of certificates of land use rights, ownership of houses and other land-attached assets on the public service portal based on the completion rate.

5) Offering gifts and reducing fees from 10 to 20% to people when they do online procedures related to granting certificates of land use rights, ownership of houses and other assets attached to land so that people feel there are practical benefits when they work on the public administrative portal.

3.2.2. Recommendations to central authorities

a. Recommendations to National Assembly

Amend relevant provisions in the Law on Archives, the Law on Land, the Law on Civil Status and other relevant legal documents, specifying the requirement to diversify forms of performing administrative services related to the certificate of land use right; birth certificate, health insurance and personal identification number for children under 6 years old.

b. Recommendations to the Government

Administrative procedures are largely regulated by the central authority, so the central-level respective agencies are responsible first to restructure the process of administrative procedures to put them into practice, and then guide local governments to implement them. Priority should be given to public services which are directly related to people's daily lives instead of giving to many procedures causing difficulties for localities in implementation.

In the coming time, at least by 2025, encourage local authorities to deliver different forms of procedures issuing land use right certificates; birth certificates, permanent residence registration and health insurance cards for children under 6 years old, such as face-to-face public services at one stop-shop units at all authority levels, mobile one stop-shops, one stop-shop through the public postal service, OPAS, and mobile OPAS.

Request ministries and agencies related to each group of administrative services to build shared synchronous software or a shared platform, taking the personal identity number as the user profile root; take the electronic signature associated with the personal identity number of the civil

servants in their role of being mainly responsible for confirming and approving of the dossier (electronic authentication)

Request authorities at all levels to develop detailed instructions on above-mentioned types of OPAS and disseminate to users through the Youth Union, village heads, village elders, village head etc. to help people, especially ethnic minorities who are not fluent in Vietnamese, gradually get used to OPAS.

References

- Report of the People's Committee of Cau Ngang District for the Study Team
- Report of the People's Committee of Cau Ngang town for the research team
- Report of Hiep My Dong commune, Cau Ngang district for the research team
- Report of Truong Tho commune, Cau Ngang district to serve the research team
- Report of Dai Phuc commune, Cau Ngang district to serve the research team
- Ministry of Information and Communications, Circular No. 26/2009/TT-BTTTT providing for information provision and ensuring convenient access to websites of state agencies;
- Ministry of Home Affairs, Public Administration Reform Index PAR-Index
- United Nations Development Program (2021), Provincial Governance and Public Administration Performance Index Report 2020, papi.org.vn
- People's Committee of Tra Vinh province, Report on assessment of administrative procedure control, one-stop-shop mechanism, handling administrative procedures in the electronic forms.

Annex: List of relevant documents of Tra Vinh province

+ Resolution of the 11th Provincial Party Congress, term 2020-2025, Tra Vinh Provincial Party Committee's Standing Committee develops a program to strengthen leadership in implementing administrative reform, improving the ranking of the Performance Index. Provincial Governance and Public Administration (PAPI) results for the period of 2021-2025

+ Plan No. 46/KH-UBND dated June 7, 2021 of the People's Committee of Tra Vinh province to overcome the limitations of the evaluation results of Tra Vinh province's Governance and Public Administration Performance Index in 2020

+ Decision No. 1850/QD-UBND dated September 6, 2021 of the People's Committee of Tra Vinh province on improving the efficiency of governance and public administration

+ Decision No. 2148/QD-UBND dated May 6, 2020 of the People's Committee of Tra Vinh province approving the list of integrated public services, provided on the National Public Service Portal in 2020 within the scope and functions of the province's management Tra Vinh;

+ Decision No. 2690/QD-UBND dated July 9, 2020 of the People's Committee of Tra Vinh province on the promulgation of regulations on coordination in performing OPAS in the field of land in Tra Vinh province. Land registration has implemented OPAS at level 3, level 4 in the whole province of Tra Vinh

+ Plan No. 33/KH-UBND dated April 29, 2021 of the People's Committee of Tra Vinh province on the application of information technology in the activities of state agencies, development of digital government and assurance of network information security on the Internet. Tra Vinh province

+ Plan No. 46/KH-UBND dated June 7, 2021 of the People's Committee of Tra Vinh province to overcome the limitations of the evaluation results of Tra Vinh province's Governance and Public Administration Performance Index in 2020

+ Decision No. 1509/QD-UBND dated August 3, 2021 of the Provincial People's Committee approving the Plan to provide 100% of the eligible administrative procedures to be uploaded online at level 4 in Tra Vinh province in 2021

+ Decision No: 1850/QD-UBND dated September 6, 2021 of the Chairman of Tra Vinh Provincial People's Committee on improving the efficiency of governance and public administration, the Provincial People's Committee proposes provincial departments, branches, People's Committees of districts Towns, cities, People's Committees of communes, wards and townships focus on performing the tasks of improving the province's PAPI index.