eRegulations Ha Noi





YOUR STEP-BY-STEP GUIDE TO INVESTMENT PROCEDURES

The Government of Vietnam and the Ha Noi province are launching a new tool for foreign investors that brings total transparency to investment procedures: hanoi.eregulations.org.

WHAT IS EREGULATIONS HA NOI?

hanoi.eregulations.org is an online step-by-step guide showing procedures for setting up a business in Vietnam. For each step, it provides **up-to-date and comprehensive information** on: where to go; who to see; which documents to submit; which documents you should receive; how much to pay; the duration of the step; who to contact with complaints or feedback, and the legal justification of the step.

eRegulations Ha Noi is brought to you by the Ha Noi Authority for Planning and Investment, Hoa Lac Hi-tech Park, the Ha Noi Industrial Export Process Zones Authority (HIZA), under the overall guidance of the People's Committee. It is part of a **national effort** led by the Ministry of Planning and Investment to provide **transparency** on rules and procedures and **facilitate investment in Vietnam**: vietnam.eregulations.org.

WHAT CAN I FIND ON HANOI.EREGULATIONS.ORG?

eRegulations Ha Noi reflects **procedures from the user's point of view**, as they are actually applied in practice. **Information has been collected through repeated field visits** to all the administrations involved. The website gives access to the following procedures:

- Company creation with office or land lease
- Construction permits
- Business cooperation contracts
- Amendment of investment certificates
- Company re-registration
- Company conversion

eRegulations Ha Noi shows a large amount of information, collected by the Ha Noi Authority for Planning and Investment, Hoa Lac Hi-tech Park, the Ha Noi Industrial Export Process Zones Authority (HIZA), under the overall guidance of the People's Committee.

21 procedures

234 steps

373 forms and requirements

53 civil servants with contact data

180 legal bases

THE GOVERNMENT OF THE GRAND DUCHY OF LUXEMBOURG
Ministry of Foreign and European Affairs
Directorate for Development Cooperation and Humanitarian Affairs

UNITED NATIONS UNCTAD

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HOW DOES IT WORK?

Procedures are presented **step-by-step**, from the user's point of view. Every necessary interaction with a civil servant is considered a step.

For each procedure, the system presents a list of required steps and a summary showing the entities involved, expected results, requirements, minimum and maximum processing time and all legal bases.

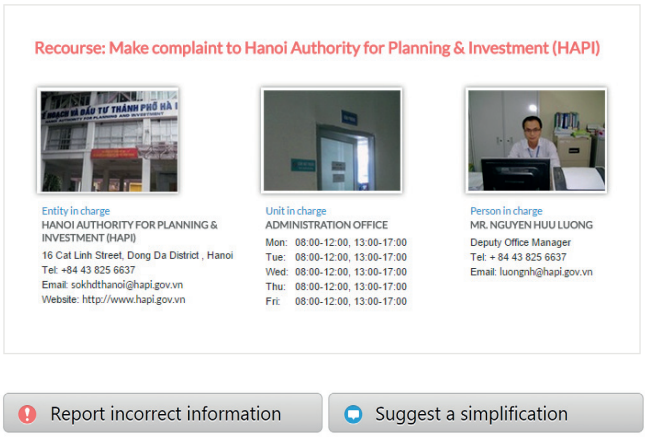
- Entity/office/officer in charge
- Result of the step
- Requirements (forms and documents)
- Cost
- Duration (minimum and maximum)
- Legal justification
- Authority certifying that the step is correctly described
- Entity/civil servant in charge of attending complaints

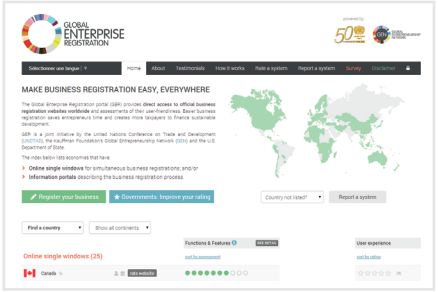
HOW CAN I INQUIRE OR COMPLAIN ABOUT A PROCEDURE OR A SPECIFIC STEP?

The contact data of the civil servants in charge of each step is published on the website. Feel free to contact them through phone or email for any inquiry.

For complaints, you can visit or **contact by phone or email** the "recourse" official whose data is published at the end of each step file. You can also **file complaints** through the system, by clicking on the "Report incorrect information" button.

Please **send us your suggestions** to make procedures easier by clicking on "Suggest a simplification".





A FIRST IN ASIA

27 countries worldwide are using the eRegulations system to present information on business-related procedures. **Vietnam** is the first country in Asia to adopt eRegulations. Thanks to this effort, it is **now among the best ranked in the Global Enterprise Registration portal** (www.ger.co), which lists official business registration websites worldwide and rates each website's user-friendliness.

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