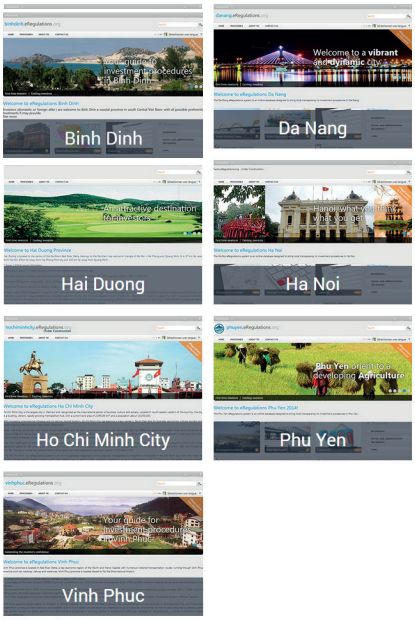
MINISTRY OF PLANNING AND INVESTMENT OF VIETNAM

eRegulations Vietnam



A TOOL FOR TRANSPARENCY

The Government of Vietnam is launching a new tool for foreign investors: the eRegulations Vietnam portal. This online database brings total transparency to foreign investment procedures.



While Vietnam is an attractive destination for investors, the country is sometimes associated with cumbersome procedures, opaque bureaucracy and corruption.

The **fight against corruption** has moved up the political agenda in Vietnam. The legal framework for curbing corruption is now better developed thanks, in particular, to clearer, simpler and easier to apply laws.

The eRegulations Vietnam portal is an effective step and a hands-on tool for the government of Vietnam to **increase the transparency, integrity and accountability of public agencies**. It will help to ensure that national laws are applied consistently and to harmonize administrative practices across the country.

The portal 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.

ONE NATIONAL PORTAL GIVING ACCESS TO 7 PROVINCIAL WEBSITES

The vietnam.eregulations.org portal gives access to step-by-step guides in 7 provinces for the following procedures:

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

THE 7 PROVINCIAL WEBSITES COMBINED SHOW:

- 121 procedures
- 1438 steps
- 2085 forms and requirements
- 375 civil servants with contact data
- 1175 legal bases

*eRegulations Vietnam shows a large amount of information, collected by the **provincial departments of planning and investment**, under the overall guidance of the **provincial People's Committees**.*

vietnam.eregulations.org

THE GOVERNMENT
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Ministry of Foreign and European Affairs

Directorate for Development Cooperation
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eRegulations Vietnam



PROCEDURES FROM THE USER'S POINT OF VIEW

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 step, you can see the following:

- 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/office/officer in charge of attending complaints

STREAMLINING AND HARMONIZING THE ADMINISTRATIVE PRACTICE NATIONWIDE

The national portal allows comparisons of procedures among provinces in terms of number of steps, entities involved, documents required, duration and cost. The **comparison tool** makes it easier to **identify best practices**, to detect unnecessary steps and requirements and to **streamline and harmonize procedures**.

Company creation - Simple Office lease - Outside Industrial zones

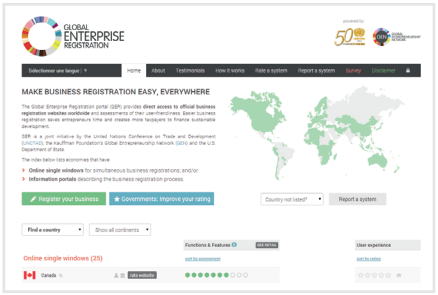
System	Steps	Entities	Requirements	Duration	Costs
Da Nang	18	11	35	27	4'133'000
Ho Chi Minh City	20	11	31	19	5'141'000
Phu Yen	20	12	27	22.5	3'661'000
Binh Dinh	21	12	28	30.5	4'634'000
Hai Duong	21	11	31	29.5	4'187'000
Ha Noi	22	13	29	33.25	4'907'000

TRANSPARENCY AND PUBLIC-PRIVATE DIALOGUE

eRegulations Vietnam promotes public awareness of rules and procedures and stimulates the **public-private dialogue**. Users can contact the officers in charge of procedures and also **send complaints, report misconduct and propose simplification ideas** through the system.

*eRegulations Vietnam displays the name and contact details of all civil servants involved in the procedures and specifies for each step a recourse to whom the user may complain or address an inquiry. A way to strengthen the **voice and participation of businesses in Vietnam's anti-corruption efforts**.*





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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