MINISTRY OF PLANNING AND INVESTMENT OF VIETNAM

eRegulations Vietnam



YOUR STEP-BY-STEP GUIDE TO FOREIGN INVESTMENT PROCEDURES



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

WHAT IS EREGULATIONS VIETNAM?

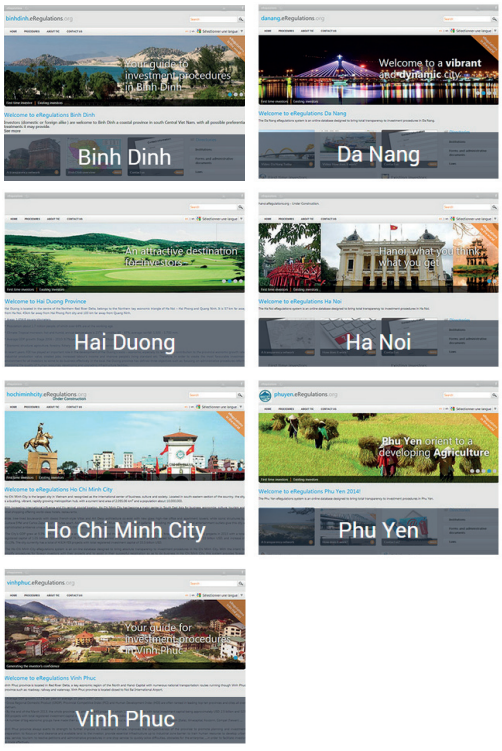
Vietnam.eregulations.org is **an online step-by-step guide showing procedures for setting up a business** in Vietnam. For each step, it provides **up-to-date and comprehensive information** on: where to go; who to see; which documents to submit; which documents you should receive; how much to pay; the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

WHAT CAN I FIND ON VIETNAM.EREGULATIONS.ORG?

eRegulations Vietnam reflects procedures as they are actually applied in practice. Information has been collected through repeated field visits to all the administrations involved.

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.



vietnam.eregulations.org

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Ministry of Foreign and European Affairs

Directorate for Development Cooperation
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UNITED NATIONS
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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**.

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

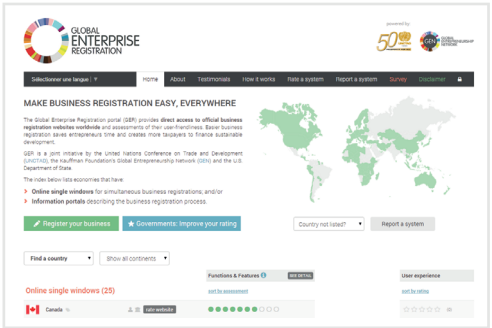
HOW CAN I INQUIRE OR COMPLAIN ABOUT A PROCEDURE OR A SPECIFIC STEP?

The contact details of the officers in charge of each step are published on the websites. 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 details are 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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