

View results

Respondent

125

Anonymous

111:37

Time to complete

1. Country name *

VIET NAM

Contact information

2. Your name *

Tran Thanh Ha (Ms)

3. Title *

Deputy Director General

4. Organization *

Department of International Cooperation, Ministry of Information and Communications

5. Email *

ttha@mic.gov.vn; nqquyen@mic.gov.vn;

6. Please select whichever applies *

- I am authorized and fully knowledgeable to respond to this questionnaire.
- A group of government agencies responded to the questionnaire collectively.
- I am authorized but I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other

A. Institutional / Organizational Framework

7. What is the official e-government portal at the national level? If more than one exists, please list all. *

Note: E-government and digital government are used interchangeably in this Questionnaire.

a) Vietnamese version: <http://chinhphu.vn/>
b) English version: <https://vietnam.gov.vn/>

8. Please provide link(s) for portal(s) providing following services/features:

- E-services or similar *

<https://dichvucong.gov.vn>

9. - E-participation or similar *

E-participation with civic engagement at the government, ministry and provincial websites/portals detailed: 1) Inviting and obtaining good ideas of public: <https://chinhphu.vn/hien-ke-cho-chinh-phu>; 2) Obtaining public opinion on draft legal documents: <https://chinhphu.vn/du-thao-vbqqpl>; 3) Forum of people and businesses on formulating and implementing policies and laws: <https://xaydungchinhsach.chinhphu.vn/> and <https://chinhphu.vn/tham-van-chinh-sach-70671>; 4) Q&A on general issues: <https://chinhphu.vn/tiep-nhan-phan-anh-kien-nghi-cua-cong-dan>; 5) Q&A on public service: <https://dichvucong.gov.vn/p/phananhkiennghi/pakn-gui-pakn.html>; 6) National e-consulting portal (for business regulation): <https://quydinhkinhdoanh.gov.vn/p/home/tmv-trang-chu.html>; Besides, there is a social networking site to update people on the activities of the Government and the Prime Minister; other important information: <https://www.facebook.com/thongtinchinhphu>

10. - Open government data

<https://data.gov.vn/>

11. - Public procurement

<http://muasamcong.mpi.gov.vn/>

12. - Others (if any)

1. Vietnam National Single Window in customs: <https://vnsw.gov.vn/>

2. National Business Registration Portal:

a) Vietnamese version: <https://dangkykinhdoanh.gov.vn/vn/Pages/Trangchu.aspx>;

b) English version: <https://dangkykinhdoanh.gov.vn/en/Pages/default.aspx>

3. Centre Database on Legal Normative Documents:

a) Vietnamese version:
<http://vbpl.vn/TW/Pages/Home.aspx>

English version:
<http://vbpl.vn/TW/Pages/vbplqen.aspx>

4. National information system on Foreign Investment: <https://fdi.gov.vn/pages/GioiThieu.aspx>

5. National Portal on Investment: <https://vietnaminvest.gov.vn/SitePages/home.aspx>

6. National portal on Investment Monitoring and Evaluation: <http://giamtsatdautuquocgia.mpi.gov.vn/Pages/default.aspx>

7. National information system on Science and Technology: <https://sti.vista.gov.vn/Pages/Trang-chu.aspx>

8. The Program supporting small and small enterprises in Digital Transformation
<https://smedx.vn/>

9. An information system to manage shared electronic lists of state agencies in service of the development of Vietnam's e-Government:
<http://dmdc.ngsp.gov.vn>

10. National Data Exchange Platform - NDXP is a national platform designed for data for integrating and sharing national data serving connection and data share between ministries, ministerial agencies, governmental agencies and agencies in provinces and central cities (visit at [https://ngsp.gov.vn/...](https://ngsp.gov.vn/)) (in Decree No. 47/2020/ND-CP dated April 09, 2020 of the Government on prescribing the management, connection and sharing of digital data of state agencies http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=1&_page=1&mode=detail&document_id=199754)

11. E-government Monitoring Center (EMC) developed by the MIC to measure, evaluate, monitor and manage the effectiveness provision and using information & online public services by state agencies (<https://emc.ngsp.gov.vn/> but only for internal use because the platform is based on the SPECIALIZED DATA TRANSMISSION NETWORK which is the main network transmission for the Communist Party and the State with high-speed, privately use for applying ICT of the Party and State's agencies or bodies) (in Decree No. 42/2022/ND-CP dated June 22nd, 2022 of the Government on prescribing provision of online information and online public services by regulatory bodies <https://vanban.chinhphu.vn/?pageid=27160&docid=206001&classid=1&typegroupid=4>).

12. Digital Transformation Index System (developed since 2020) to monitor and evaluate annual digital transformation results of ministries, provinces and the country during the implementation of the National Digital Transformation Program to 2025, with orientation to 2030; E-Government development strategy towards digital government for the period of 2021-2025, with orientation to 2030 and the National Strategy for development of the digital economy and digital society to 2025, with orientation to 2030 (<https://dti.gov.vn/>)

Besides, Decision No. 186/QĐ-BTTTT dated February 11st, 2022 of MIC on Approving the Program to promote the development and use of national digital platforms for digital transformation, digital government development, digital economy and digital society (https://mic.gov.vn/Pages/VanBan/14747/186_Qd-BTTTT.html). In 2022, VN deployed 35 national platforms (in the appendix attached to Decision No. 186/QĐ-BTTTT).

Document No. 2224/BTTTT-THH dated June 09th, 2022 of MIC on promoting the use of digital platforms in 2022 (<https://aita.gov.vn/tap-trung-thuc-day-sudung-nen-tang-so-tren-dia-ban-trong-nam-2022>). MIC has periodically published and updated the list of a number of Vietnamese digital platforms at the following addresses:

- + Digital platform for government: <https://mic.gov.vn/mra/Pages/trangchu.aspx>
- + Digital platform for citizen: <https://congdanso.mic.gov.vn>
- + Digital platform for businesses: <https://smedx.mic.gov.vn>
- + Massive Open Online Course (MOOC): <https://onetouch.mic.gov.vn/>

13. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. *

The Ministry of Information and Communications (MIC) plays the central role in implementing e-Government in Vietnam Based on Decree No. 48/2022/ND-CP dated July 26, 2022 of the Government (<https://vanban.chinhphu.vn/?pageid=27160&docid=206255>)

MIC Portal:

- Vietnamese version: <https://mic.gov.vn/>
- English version: <https://english.mic.gov.vn/Pages/home.aspx>

14. Does your country have a national Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? *

Yes

No

Contact information of national Chief Information Officer (CIO) or equivalent

15. Name *

16. Title *

17. Organization *

18. Email *

19. Are there sectoral/line/ministry/local CIOs or equivalent positions across Government agencies/departments/ministries/jurisdictions? *

 Yes No

20. If yes, please provide link(s) and detail(s) on above, including coordination/integration between national and sub-national levels on e-government development.

1. The Law No. 67/2006/QH11 dated June 29, 2006 of the National Assembly on information technology (Article 44), <http://vbpl.vn/bocongthuong/Pages/vbpgen-toanvan.aspx?ItemID=4773>, Decree No. 64/2007/NĐ-CP dated April 10, 2007 of the Government on information technology application in state agencies' operations ((Articles 44 to 47); <http://vbpl.vn/TW/Pages/vbpgen-toanvan.aspx?ItemID=3975>, each ministry and province has its own agency or unit in charge of information technology with functions and tasks on digital transformation, digital government.
Example of a specialized information technology unit at ministerial level: <http://dinte.gov.vn>, <http://www.idea.gov.vn>. Examples of specialized information technology units at provincial level: <https://tttt.danang.gov.vn>, <https://sotttt.hanoi.gov.vn>, <http://ict-hcm.gov.vn>

2. Circular No. 11/2022/TT-BTTTT dated July 29, 2022 of the MIC guiding the functions, tasks and powers of the Department of Information and Communications under the People's Committees of provinces and cities directly under the Government, the Culture and Information Department under the People's Committees of rural districts, urban districts, towns, provincial cities, and cities under the Government: https://mic.gov.vn/mic_2020/Pages/VanBan/14802/11_2022_TT-BTTTT.html
In particular, regulations on units in charge of digital government at provincial and district levels

3. Decision No. 1619/QĐ-TTg dated September 24, 2021 of the Prime Minister on consolidating and renaming the National Committee on E-Government to the National Committee on Digital Transformation. Link: <https://vanban.chinhphu.vn/default.aspx?pageid=27160&docid=204190> in which members are Ministers: Ministry of Public Security; Government Office, Ministry of Science and Technology, Ministry of Finance, Ministry of Planning and Investment, Ministry of Home Affairs, Ministry of Education and Training, Ministry of Health, Ministry of Trade and Industry, Ministry of Construction, Ministry of Agriculture and Rural Development, State Bank of Viet Nam and Deputy Minister of Information and Communications.

4. Decision No. 1619/QĐ-TTg (Clause 2, Article 5): Ministries, Ministerial-level agencies, agencies attached to the Government and People's Committees of provinces and centrally run cities consolidate and rename the Steering Committee to build e-Government/Government. The electronic data of ministries, sectors and localities will become a Steering Committee for Digital Transformation headed by ministers, heads of ministerial-level agencies, government-attached agencies, and chairpersons of People's Committees of provinces and centrally run cities.
As of August 2022, 100% of ministries, sectors and localities have completed the Digital Transformation Steering Committee and issued the annual Digital Transformation Steering Committee's Operation Plan (<https://dti.gov.vn/Home/ChiTietHoiNghid=8>, Document No.3, page 5). Examples of some ministries and provinces setting up a digital transformation steering committee are:
- Ministry of Home Affairs: <https://moha.gov.vn/baucu/van-ban-huong-dan/kien-toan-ban-chi-dao-chuyen-doi-so-cua-bo-noi-vu-48634.html>
- Kien Giang: <https://kiengiang.gov.vn/Lists/TinTuc/Attachments/29489/122-QĐ-UBND.signed.pdf>
- Cao Bang: <https://caobang.gov.vn/thong-tin-chi-dao-dieu-hanh-cua-tinh/quyet-dinh-kien-toan-ban-chi-dao-chuyen-doi-so-tinh-cao-bang-903306>.

5. Decision No. 1622/QĐ-TTg dated October 25, 2017 of the Prime Minister approving the Project "Strengthening the operation of the incident response network, strengthening the capacity of officers and departments in charge of responding Researching cyberinformation security incidents nationwide by 2020, with a vision to 2025". <https://vanban.chinhphu.vn/default.aspx?pageid=27160&docid=191574>

6. Decision No. 942/QĐ-TTg dated on June 15, 2021 of The Prime Minister ... <https://vanban.chinhphu.vn/default.aspx?pageid=27160&docid=203403> ... (Further in the file attached herewith).

Sectoral agencies/departments/ministries

Please provide names and URLs of the government agencies/departments/ministries at the national level in charge of the following

21. Planning/development *

Ministry of Planning and Investment: - V: <http://www.mpi.gov.vn/> - E: <http://www.mpi.gov.vn/en/Pages/default.aspx>

22. Education *

Ministry of Education and Training: - Vietnamese version: www.moet.gov.vn - English version: <https://en.moet.gov.vn/Pages/home.aspx>

23. Health *

Ministry of Health: - Vietnamese version: <http://www.moh.gov.vn> - English version: https://www.moh.gov.vn/en_US/web/ministry-of-health

24. Social Welfare (social inclusion, social protection, etc.) *

1. Ministry of Labor, Invalids and Social Affairs: - Vietnamese version: <http://www.molisa.gov.vn> - English version: <http://english.molisa.gov.vn/Pages/home.aspx> 2. Viet Nam Social Security - Vietnamese version: <https://baohiemxahoi.gov.vn/> - English version: <https://vss.gov.vn>

25. Employment and Labour *

Ministry of Labor, Invalids and Social Affairs: - Vietnamese version: <http://www.molisa.gov.vn> - English version: <http://english.molisa.gov.vn/Pages/home.aspx>

26. Environment *

Ministry of Natural Resources and Environment: - Vietnamese version: <http://www.monre.gov.vn> - English version: <http://www9.monre.gov.vn/wps/portal/english>

27. Justice *

1. Ministry of Justice: - Vietnamese version: <https://moj.gov.vn/Pages/home.aspx> - English version: <https://moj.gov.vn/en/Pages/home.aspx> 2. The Supreme People's Court of the Socialist Republic of VietNam: - Vietnamese version: <https://www.toaan.gov.vn> - English version: <https://www.toaan.gov.vn/webcenter/portal/spc/home>

28. Economy/finance *

Ministry of Finance: - Vietnamese version: <http://www.mof.gov.vn> - English version: <https://www.mof.gov.vn/webcenter/portal/mof>

29. Industry/trade *

Ministry of Industry and Trade: - Vietnamese version: <http://www.moit.gov.vn> - English version: <http://www.moit.gov.vn/web/web-portal-ministry-of-industry-and-trade>

30. Sustainable Development Goals (SDGs) [NEW] *

1. Resolution No. 136/NQ-CP dated on September 25, 2020 of the Government on Sustainable Development.
http://www.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=509&_page=1&mode=detail&document_id=201074
 Section V: Ministry of Planning and Investment (<http://www.mpi.gov.vn/>) is assigned to assume the prime responsibility for, and coordinate with other ministries, sectors and localities in the implementation of the National Action Plan for the implementation of the 2030 Agenda and the Sustainable Development Goals.

2. Decision No. 681/QD-TTg of the Prime Minister dated June 4, 2019 on promulgating the Roadmap for the implementation of Viet Nam's sustainable development goals until 2030.
<https://vanban.chinhphu.vn/default.aspx?pageid=27160&dodid=197164>

31. Climate Change [NEW] *

Decision No. 1055/QD-TTg dated July 20, 2020 of the Prime Minister on the promulgation of the National Plan to adapt to climate change for the period of 2021 - 2030, with a vision to 2050.
<https://vanban.chinhphu.vn/default.aspx?pageid=27160&dodid=200561>
 Section V: Ministry of Natural Resources and Environment (<http://www.monre.gov.vn>) is assigned to assume the prime responsibility for, and coordinate with the National Committee on Climate Change, relevant ministries and branches, and the People's Committees of the provinces and centrally-run cities to monitor and urge the implementing the National Plan to adapt to climate change; periodically review, summarize, report and propose to the Government, the Prime Minister and the National Committee on Climate Change necessary measures to ensure the synchronous and effective implementation of the Plan.

32. Others (Please specify) *

1. Decision No. 749/QD-TTg dated June 03, 2020 of the Prime Minister approving the Program for national digital Transformation by 2025 with orientations towards 2030: http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=2&_page=1&mode=detail&document_id=200163; National digital transformation portal: <https://dx.gov.vn/>; 2. Decision No. 830/QD-TTg dated June 1, 2021 of the Prime Minister approving the Program "Protecting and supporting children to interact healthy and creatively in the online environment in the period of 2021-2025": <https://vanban.chinhphu.vn/default.aspx?pageid=27160&dodid=203332> (Section IV: MIC was assigned to lead the implementation of the Program.

B. Crisis/Emergency Response and Recovery [NEW]

33. **Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? [NEW]**

*

- Yes
- No
- Other

34. **Please provide links and details. ***

Resolution No. 11/NQ-CP dated January 30, 2022 of the Government on the program of socio-economic recovery and development for crisis/emergency response and recovery.

<https://vanban.chinhphu.vn/?pageid=27160&docid=205273>

in which, digital transformation is considered as one of the main tasks and solutions in the program of socio-economic recovery and development after the COVID-19 pandemic, specifically:

- Implementing digital transformation in vocational education; improve the capacity of the frontline facilities of the system of social assistance facilities, taking care of the psychologically traumatized, disadvantaged and vulnerable people affected by the COVID-19 epidemic.
- Investment in digital infrastructure development and digital transformation; health and social infrastructure; labor - employment; prevent and combat erosion of riverbanks and coasts, ensure the safety of water reservoirs, adapt to climate change, and overcome consequences of natural disasters.

35. **Is there a specific national portal addressing crisis/emergency? [NEW ***

- Yes
- No

36. **If yes, please provide a link and more information about the specific national portal or dedicated section addressing crisis/emergency? [NEW]**

1. Vietnam Cybersecurity Emergency Response Teams/Coordination Center (VNCERT/CC): performing the function of being the technical focal point; Coordinate response to incidents: <https://vncert.vn/>; Incident Response System: <https://irlab.vn>

2. National Cyber Security Center (NCSC): <https://khonggianmang.vn>

3. The rescuing and protecting children's Network in the online environment is an inter-sectoral coordination organization that helps the Minister of Information and Communications enhance the effectiveness and efficiency of state management and results of the implementation of the tasks of preventing and combating child abuse in the cyber environment, contributing to part to raise social awareness and create a safe and healthy online environment for children: <https://vn-cop.vn/>

4. Portal to declare Covid 19 Pandemic: <https://covid19.gov.vn/>

5. National Public Service Portal: there are 8 e-services for citizens affected by the covid 19 pandemic <https://dichvucong.gov.vn/p/home/dvc-ket-qua-thu-tuc-cho-cong-dan.html?keyword=covid>

C. Legal Framework

37. Is there any legislation, law or regulation on access to information such as Freedom of Information Act? *

Yes

No

38. If yes, please provide link and detail.

Vietnam has some legislation, law or regulation on access to information such as:

1. Law No. 104/2016/QH13 dated April 06, 2016 of the National Assembly on access to information:

http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=1&_page=1&mode=detail&document_id=184568

2. Decree No. 13/2018/ND-CP dated on January 23, 2018 of the Government on Detailed regulations and measures to implement the Law on Access to Information:

http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=1&_page=1&mode=detail&document_id=192742

3. Decree No. 42/2022/ND-CP dated June 24, 2022 of the Government on prescribing provision of online information and online public services by regulatory bodies:

<https://vanban.chinhphu.vn/?pageid=27160&docid=206001&classid=1&typegroupid=4>

39. Is there any legislation, law or regulation on data privacy and/or protection? *

Yes

No

40. If yes, please provide link and detail.

1. Law No. 86/2015/QH13 dated November 19, 2015 of the National Assembly on Cyber Information Security: <https://vanban.chinhphu.vn/default.aspx?pageid=27160&docid=183196>

2. Decree No. 13/2023/ND-CP dated April 17, 2023 of the Government on the protection of personal data: <https://vanban.chinhphu.vn/?pageid=27160&docid=207759>

3. Data privacy protection also provided in other laws and regulations such as Civil Code, Criminal Code, Civil Procedure Code, Criminal Procedure Code, ... <https://thuvienphapluat.vn/van-ban/Quyen-dan-su/Bo-luat-dan-su-2015-296215.aspx> (Article 38); ...

41. Is there any legislation, law or regulation on cybersecurity or similar? *

Yes

No

42. If yes, please provide link and detail.

1. Law No. 86/2015/QH13 dated November 19, 2015 of the National Assembly on Cyber Information Security
<https://vanban.chinhphu.vn/default.aspx?pageid=27160&docid=183196>
2. Law No. 24/2018/QH14 dated June 12, 2018 of the National Assembly on Cybersecurity
Vietnamese version: <http://vbpl.vn/TW/Pages/vbpq-toanvan.aspx?ItemID=132957&Keyword=>
English version: <https://thuvienphapluat.vn/van-ban/Cong-nghe-thong-tin/Luat-an-ninh-mang-2018-351416.aspx>
3. Law No. 05/2011/QH13 of November 26, 2011 of the National Assembly on Cipher.
http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=1&mode=detail&document_id=156594
4. Decree No. 53/2022/ND-CP dated August 15, 2022 of the Government elaborating a number of articles of the Law on Cybersecurity
<https://vanban.chinhphu.vn/?pageid=27160&docid=206381>
5. Decree No. 85/2016/ND-CP dated July 1, 2016 of the Government on ensuring information system security by level
<https://vanban.chinhphu.vn/?pageid=27160&docid=185601>
6. Decree No. 58/2016/ND-CP dated July 1, 2016 of the Government detailing the trading of civil cryptographic products and services and the export and import of civil cryptographic products
<https://vanban.chinhphu.vn/default.aspx?pageid=27160&docid=185297>
7. Decree 108/2016/ND-CP dated July 1, 2016 of the Government stipulating Detailed regulations on conditions for trading in cyber information security products and services
<https://vanban.chinhphu.vn/default.aspx?pageid=27160&docid=185920>
8. Decree No. 13/2023/ND-CP dated April 17, 2023 of the Government on the protection of personal data
<https://vanban.chinhphu.vn/?pageid=27160&docid=207759>
9. Directive No. 14/CT-TTg dated June 7, 2019 of the Prime Minister: On strengthening assurance of network safety and security to improve Vietnam's ranking index
<https://vanban.chinhphu.vn/default.aspx?pageid=27160&docid=197175>

43. Is there any legislation, law or regulation on digital identity? *

- Yes
- No

44. If yes, please provide link and detail.

1. Law No. 59/2014/QH13 dated November 20, 2014 of the National Assembly on citizen identifications:
<https://vanban.chinhphu.vn/default.aspx?pageid=27160&docid=178128>
2. Decree No. 59/2022/ND-CP dated September 5, 2022 of the Government on electronic identification and Authentication (focus only on digital identity)
<https://vanban.chinhphu.vn/?pageid=27160&docid=206490>
3. Decision No. 06/QĐ-TTg dated January 06, 2022 of the Government on approving scheme for application of population data, e-identification and e-authentication to national digital transformation in 2022 - 2025 period, with a vision by 2030
<https://vanban.chinhphu.vn/?pageid=27160&docid=205022>
4. Decision No. 20/2020/QĐ-TTg dated September 15, 2020 of the Prime Minister on electronic identifiers of agencies and organizations serving data connection and sharing with ministries, provinces
http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=1&_page=1&mode=detail&document_id=200568
5. Document No. 1018/BTTTT-THH dated April 07, 2021 of Ministry of Information and Communications on guiding details of the development, issuance, connection and sharing of electronic identifiers among agencies and organizations on a national scale
<https://aita.gov.vn/huong-dan-thuc-hien-quyet-dinh-so-202020qd-ttg-ngay-2272020-cua-thu-tuong-chinh-phu>

45. Is there any legislation, law or regulation on digital signature? *

Yes

No

46. If yes, please provide link and detail.

1. Law No. 51/2005/QH11 dated November 19, 2015 of the National Assembly on E-Transactions
http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=1&_page=1&mode=detail&document_id=29675
2. Law No. 67/2006/QH11 dated June 29, 2006 of the National Assembly on information technology
<http://vbpl.vn/bocongthuong/Pages/vbqpqn-toanvan.aspx?ItemID=4773>
3. Decree No. 130/2018/NĐ-CP dated on September 27, 2018 of the Government on Detailing the Law on E-Transactions regarding digital signatures and digital signature certification services
http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=1&_page=1&mode=detail&document_id=194913
4. Circular No. 41/2017/TT-BTTTT dated on December 19, 2017 of Ministry of Information and Communications on use of digital signatures for electronic documents of regulatory agencies
<https://neac.gov.vn/van-ban-qppl/41-2017-tt-btttt>
5. Circular No. 16/2019/TT-BTTTT dated on December 05, 2019 of Ministry of Information and Communications issued on promulgating the list of mandatory standards applicable on digital signatures and digital signature certification services under the digital model on mobile devices and remote digital signatures
<https://neac.gov.vn/van-ban-qppl/16-2019-tt-btttt>
6. Circular No. 04/2019/TT-BTTTT dated on July 05, 2019 of Ministry of Information and Communications issued regulation the communication between the national digital signature certification service provider and the government specialized digital signature certification service provider
<https://neac.gov.vn/van-ban-qppl/04-2019-tt-btttt>
7. Circular No. 06/2015/TT-BTTTT dated on March 23, 2015 of Ministry of Information and Communications issued regulation the list of mandatory standards for digital signatures and digital signature authentication services
<https://neac.gov.vn/van-ban-qppl/06-2015-tt-btttt>
8. Circular No. 185/2019/TT-BQP dated December 4, 2019 of Ministry of National Defense on guidelines for provision, management and use of specialized certification services for governmental authorities
<http://congbao.chinhphu.vn/thuoc-tinh-van-ban-so-185-2019tt-bqp-30260?cbid=29124>

47. Is there any legislation, law or regulation on e-procurement? *

Yes

No

48. If yes, please provide link and detail.

1. Law No. 43/2013/QH13 dated on November 26, 2013 of the National Assembly on Procurement: e-Procurement means Procurement conducted through the use of the national bidding network system
<https://vanban.chinhphu.vn/?pageid=27160&docid=171415>
2. Law No. 03/2022/QH15 dated on January 11, 2022 of the National Assembly on amendments to certain articles of the law on public investment, the law public-private partnership investment, the law on investment, the law on housing, the law on procurement, the law on electricity, the law on enterprises, the law on special excise duties and the law on civil judgment enforcement:
<https://vanban.chinhphu.vn/?pageid=27160&docid=206167&classid=1&typegroupid=3>
3. Decree No. 25/2020/ND-CP dated on February 28, 2020 of the Government on elaboration of some articles of the law on bidding on investor selection
<https://vanban.chinhphu.vn/?pageid=27160&docid=199239>
4. Circular No. 04/2017/TT-BKHDT dated November 15, 2017 of Ministry of Planning and Investment on prescribing in detail the contractor selection via the National E-Public Procurement system
http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=1&_page=1&mode=detail&document_id=192264
5. Circular No. 05/2018/TT-BKHDT dated December 10, 2018 detailing the preparation of a report on evaluation of bids for bidding packages for which contractor selection is organized on the national bidding network system
<http://vbpl.vn/TW/Pages/vbpq-van-ban-goc.aspx?ItemID=132696>
6. Circular No. 11/2019/TT-BKHDT dated December 16, 2019 of Ministry of Planning and Investment on regulation in detail the provision and posting of information on bidding, roadmap for organization of online selection of contractors, and management and use of unreturned bid security and contract performance security amounts
http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=1&_page=1&mode=detail&document_id=198871
7. Circular No. 05/2020/TT-BKHDT dated June 30, 2020 of Ministry of Planning and Investment on amending and supplementing a number of articles of the Circular No. 04/2017/TT-BKHDT dated November 15, 2017 of Ministry of Planning and Investment on prescribing in detail the contractor selection via the National E-Public Procurement system
<http://vbpl.vn/bokehoachvadautu/Pages/vbpq-luocdo.aspx?ItemID=142742>

49. Is there any legislation, law or regulation on digitally publishing government expenditure? *

Note: This is related to SDG Indicator 16.6.1

Yes

No

50. If yes, please provide link and detail.

1. Law No. 83/2015/QH13 dated June 25, 2015 of the National Assembly on State budget
http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=1&_page=1&mode=detail&document_id=180627
Article 15 states: Publishing the state budget
2. Law No. 104/2016/QH13 dated April 06, 2016 of the National Assembly on access to information
http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=1&_page=1&mode=detail&document_id=184568
Clause 1, Article 19 states: Publishing annual financial reports of state agencies on their websites/portals
3. Decree No. 163/2016/ND-CP dated on December 21, 2016 of the Government on guidelines for the law on state budget
http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=1&_page=83&mode=detail&document_id=187772
Chapter VI: Publishing the state budget and Supervising of community on the state budget
4. Circular No. 61/2017/TT-BTC dated June 15, 2017 of Ministry of Finance on Guiding Publishing the budget of state agencies, units.
http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=1&mode=detail&document_id=190865
5. Portal of publishing government expenditure:
<https://ckns.mof.gov.vn/SitePages/home.aspx>

51. Is there any legislation, law or regulation on **national data governance**, including data sharing/exchange/interoperability across government agencies? *

Yes

No

52. If yes, please provide link and detail.

1. Law No. 67/2006/QH11 dated June 29, 2006 of the National Assembly on information technology
<http://vbpl.vn/bocongthuong/Pages/vbpqen-toanvan.aspx?ItemID=4773>
2. Decree No. 64/2007/NĐ-CP dated April 10, 2007 of the Government on information technology application in state agencies' operations
<http://vbpl.vn/TW/Pages/vbpqen-toanvan.aspx?ItemID=3975>
Article 7 defining: Sharing digital information
3. Decree No. 47/2020/NĐ-CP dated April 09, 2020 of the Government on prescribing the management, connection and sharing of digital data of state agencies
http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=1&_page=1&mode=detail&document_id=199754
Carrying out Decree No. 47/2020/NĐ-CP, presiding over the implementation of the Vietnam E-Government Architecture Framework version 2.0, MIC has deployed the National Data Exchange Platform (NDXP) for connecting, integrating and sharing of data on a national scale. This platform is the "backbone" for connecting, integrating, and sharing data on a nationwide scale.
Currently, NDXP has connected to more than 90 ministries, sectors, localities and enterprises; connecting with 09 national databases, 13 information systems with scale and scope from central to local; From 2019 to April 20th, 2023, there have been more than 1.2 billion transactions made through NDXP.
<https://tapchinhanghang.gov.vn/ket-noi-va-chia-se-du-lieu-thong-qua-nen-tang-tich-hop-chia-se-du-lieu-quoc-gia.htm>
4. Decree No. 90/2010/NĐ-CP dated August 18th, 2010 of the Government on providing for the national database on population
<http://vbpl.vn/botuphap/Pages/vbpq-van-ban-goc.aspx?ItemID=25550>
5. Decree No. 43/2021/NĐ-CP dated August 18, 2010 of the Government on national insurance database
http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=1&_page=1&mode=detail&document_id=202984
6. Decision No. 714/QĐ-TTg dated May 22, 2015 of the Prime Minister on issuing the list of the national database
http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=2&_page=1&mode=detail&document_id=180009
7. Circular No. 39/2017/TT-BTTTT of MIC on promulgating list of technical standards for application of information technology in regulatory authorities
<http://vbpl.vn/bothongtin/Pages/vbpq-van-ban-goc.aspx?ItemID=126903>
8. Circular No. 10/2016/TT-BTTTT of MIC on Promulgating the "National technical regulation on the structure and format of packet data serving the connection among e-document management systems and administration of state agencies
<http://vbpl.vn/TW/Pages/vbpq-lichsu.aspx?ItemID=110988>
9. Circular No. 18/2019/TT-BTTTT of MIC: Promulgating the "National technical regulation on the structure and format of packet data serving the connection of the National public service Portal with the ministry/provincial public service Portals, electronic single-window systems with national/specialized Databases
http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=1&_page=1&mode=detail&document_id=198844
10. Circular No. 13/2017/TT-BTTTT of MIC regulation technical requirements for connection of information systems and databases with national databases.
https://www.mic.gov.vn/Pages/VanBan/13969/13_2017_TT-BTTTT.html
11. Circular No. 24/2011/TT-BTTTT of MIC on regulation the creation, use and storage of specification data on websites or web portals of state agencies
https://www.mic.gov.vn/Pages/VanBan/9964/24_2011_TT-BTTTT.html
12. Circular No. 03/2013/TT-BTTTT of MIC on application of standards and technical regulations for data centers: <http://vbpl.vn/bothongtin/Pages/vbpq-van-ban-goc.aspx?ItemID=46724>
13. <https://thuvienphapluat.vn/van-ban/Cong-nghe-thong-tin/Thong-tu-08-2022-TT-BCA-san-pham-khai-thac-thong-tin-trong-Co-so-du-lieu-dan-cu-524970.aspx>
14. <https://thuvienphapluat.vn/van-ban/Cong-nghe-thong-tin/Thong-tu-46-2022-TT-BCA-ket-noi-thong-tin-gia-Co-so-du-lieu-ve-dan-cu-voi-co-so-du-lieu-quoc-gia-541683.aspx>

53. Is there any legislation, law or regulation on open government data? *

Yes

No

54. If yes, please provide link and detail.

1. Decree No. 47/2020/ND-CP of the Government on prescribing the management, connection and sharing of digital data of state agencies http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=1&_page=1&mode=detail&document_id=199754 in which defining the national data portal, link at <https://data.gov.vn/>, is a online access point on the internet serving publicizing open data, providing information on sharing data of regulatory agencies; providing documents, services, tools, applications to process and utilize data publicized by regulatory agencies. The data portal component provides open data at <http://open.data.gov.vn>

2. Decision No. 942/QD-TTg of The Prime Minister on approving national e-government development strategy towards digital government in 2021-2025, with a vision towards 2030.
<https://vanban.chinhphu.vn/default.aspx?pageid=27160&doid=203403>
setting goals by 2025: 100% of ministerial and provincial agencies participate in opening data and providing open data for the development of digital government, digital economy and digital society; Vietnam is among the top 50 countries in the open government data index (OGDI).

3. Decision No. 411/QD-TTg dated March 31, 2022 of The Prime Minister on approving the National Strategy for Digital Economy and Digital Society Development to 2025, with orientation to 2030:
<https://vanban.chinhphu.vn/?pageid=27160&doid=205555>
In the development of digital data: The breakthrough point is to develop master data in national databases with high accuracy as original data and open data for analysis and processing, labeled for artificial intelligence development.

4. Decision No. 2289/QD-TTg of the Prime Minister promulgating the National Strategy on the Fourth Industrial Revolution through 2030
http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=2&_page=1&mode=detail&document_id=202228
Clause 2, Section 4: Assign MIC to research and recommend the Government to issue policies on open data; to guide state agencies to develop data sharing solutions; to develop the national platform to integrate, connect and share data for joint exploitation and use; facilitate the commercialization of data

5. Decision No. 749/QD-TTg of the Prime Minister approving the Program for national digital Transformation by 2025 with orientations towards 2030
http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=2&_page=1&mode=detail&document_id=200163
Clause 3, Section V, Article 1: Deploy a national data portal (data.gov.vn), integrating with the open data component of the digitized Vietnamese Knowledge System, providing open data, providing the current status and roadmap for data construction in government agencies, the extent to which data is shared and used, and the information necessary to connect; publicly evaluate and rank the data development level of ministries, sectors and localities. Develop an integration platform, share national data, connect national databases, databases of ministries and provinces to connect and share information and data for joint exploitation. exploit, use.

6. Decision No. 516/QD-BTTTT of the Ministry of Information and Communications approving the implementation plan of the "National Digital Data Year" of the Ministry of Information and Communications.
<https://mic.gov.vn/phapdien/Pages/TinTuc/tinchitiet.aspx?tintucid=157774>
Accordingly, the year 2023 is associated with the theme "National Digital Data Year" to exploit digital data, create new values and focus specifically on the following contents: Open data development; base development data; develop and promote the use of digital platforms for uniform use nationwide or within each locality; improve data governance capacity, data safety and security.

7. The MIC is developing a Draft National Standard on the specification of open datasets for data portals and is seeking public comments:
<https://mic.gov.vn/pages/duthaovanban/danhsachduthaovanban.aspx>

55. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes

No

56. If yes, please provide link(s) and detail(s).

1. Decision No. 749/QĐ-TTg of the Prime Minister on approving the Program for national digital Transformation by 2025 with orientations towards 2030 http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=2&_page=1&mode=detail&document_id=200163
Section IV, Article 1, Clause 3: Develop digital Infrastructure, Clause 6: Choosing to prioritize research on a number of core technologies that Viet Nam can take a shortcut as well as have the ability to make strong breakthroughs such as artificial intelligence (AI), blockchain and virtual reality/augmented reality (VR/AR). Incentivize and strongly support start-up businesses to develop and encourage large and traditional enterprises to take the lead in applying these technologies to production and trade activities.
 2. Decision No. 942/QĐ-TTg dated on June 15, 2021 of The Prime Minister on approving national e-government development strategy towards digital government in 2021-2025, with a vision towards 2030.
<https://vanban.chinhphu.vn/default.aspx?pageid=27160&docid=203403>
Clause 5, Section V, Article 1: Powerful and effective application of new digital technologies such as Cloud Computing, Big Data, Mobility, Internet of things, artificial intelligence, blockchain, social networks...
 3. Resolution No. 50/NQ-CP dated May 20, 2021 of the Government (<https://thuvienphapluat.vn/van-ban/Bo-may-hanh-chinh/Nghi-quyet-50-NQ-CP-2021-thuc-hien-Nghi-quyet-Dai-hoi-dai-bieu-toan-quoc-lan-thu-XIII-cua-Dang-474838.aspx>), the Ministry of Information and Communications was assigned to develop the draft legal document "proposition for building digital technology industrial law" (from 2022 to 2025); and organized to ask for people's opinions at the link: https://fvt.mic.gov.vn/Pages/DuThaoVanBan/XemYKienDongGop.aspx?iDDTVB_DuThaoVanBan=2084
- There are guiding documents and policies on the use of new/emerging technologies such as:
- i. Resolution No. 52-NQ/TW of The Political Bureau (Politburo) of the Central Committee Communist Party of Viet Nam on a number of guidelines and policies for active participation in the fourth industrial Revolution: <https://tulieuvankien.dangcongsan.vn/he-thong-van-ban/van-ban-cua-dang/nghi-quyet-so-52-nqtwngay-2792019-cua-bo-chinh-tri-ve-mot-so-chu-truong-chinh-sach-chu-dong-tham-gia-cuoc-cach-mang-cong-5715>
Clause 6, Section III: Policy on development of priority industries and technologies
 - ii. Resolution No. 50/NQ-CP of the Government on introducing Government's action Program on politburo's Resolution No. 52-NQ/TW.
http://www.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=509&_page=1&mode=detail&document_id=199867
Clause 6, Section II: Policy on development of priority industries and technologies
 - iii. Decision No. 38/2020/QĐ-TTg of the Prime Minister on approving the list of high technologies prioritized for development investment and the list of hi-tech products encouraged for development. http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=1&mode=detail&document_id=202202
 - iv. Decision No. 127/QĐ-TTg of the Prime Minister on promulgating the national strategy for artificial intelligence research, development and application through 2030
<https://www.most.gov.vn/vn/Pages/ChiTietVanBan.aspx?vID=29021&TypeVB=1>
 - v. Decision No. 2289/QĐ-TTg of the Prime Minister on adopting the national Strategy for the fourth industrial Revolution by 2030.
http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=2&_page=1&mode=detail&document_id=202228
 - vi. Decision No. 1529/QĐ-BTTTT of Minister of MIC on a Set of specifications for 5G network terminals, base stations and service quality.
https://www.mic.gov.vn/Pages/VanBan/14573/1529_Qd-BTTTT.html
 - vii. Decision 736/QĐ-BTTTT of MIC on promulgating the list of basic requirements to ensure network information security:
https://mic.gov.vn/Pages/VanBan/14664/736_Qd-BTTTT.html

57. Is there any legislation, law or regulation on the ethical/responsible use of AI in public administration? [NEW]

- Yes
- No

58. If yes, please provide link and detail.

1. Decision No. 127/QĐ-TTg dated on January 26, 2021 of the Prime Minister on promulgating the national strategy for artificial intelligence research, development and application through 2030
<https://www.most.gov.vn/vn/Pages/ChiTietVanBan.aspx?vID=29021&TypeVB=1>
Section IV, Article 1:
Ministry of Science and Technology was assigned to develop and complete additional legal documents on intellectual property rights related to artificial intelligence, in which developing and applying AI centered on people and businesses, avoiding the abuse of technology and infringing upon the legitimate rights and interests of organizations and individuals.
2. The Ministry of Information and Communications is developing a Draft National Standard on Artificial Intelligence and Big Data and is seeking public comments at link.
<https://mic.gov.vn/pages/duthaovanban/danhsachduthaovanban.aspx>

D. Strategy and Implementation

59. Is there a national e-government strategy or equivalent? *

- Yes
- No

Please provide information where relevant:

60. How long is the period/cycle of the national e-government strategy or equivalent? *

- Two-year
- Three-year
- Five-year
- Ten-year
- 5 years with a 10-year vision

61. **Is there a dedicated budget for digital government development? Please explain by informing on the percentage compared to national government expenditure. [NEW]**

*

- Yes
- No

62. **If yes, please provide link and detail.**

1. Decision No. 942/QĐ-TTg dated on June 15, 2021 of The Prime Minister on approving national e-government development strategy towards digital government in 2021-2025, with a vision towards 2030.
<https://vanban.chinhphu.vn/default.aspx?pageid=27160&docid=203403>
Section XIV of attached Appendix:
Assigning ministries and provinces to develop plans to secure funding, strive for a higher proportion of spending on digital transformation, development of e-government and digital government in total state budget expenditures than the world average.
2. Digital transformation handbook on National digital transformation portal at link: <https://dx.mic.gov.vn/docs/chuyen-doi-so-ton-bao-nhieu-tien/>
It is recommended that the ministerial and provincial agencies, the spending rate on digital transformation should be at 1% of the total annual state budget expenditure.
3. There are some ministries and provinces have issued spending policies for digital transformation and digital government such as:
 - Ministry of Natural Resources and Environment: Spending on e-Government development, digital transformation, maintenance and operation of digital technology systems ranges from 1.5%-2% of the total non-business budget and development investment.
<https://thuvienphapluat.vn/van-ban/Cong-nghe-thong-tin/Quyết-dinh-417-QĐ-BTNMT-2021-chuyen-doi-so-tai-nguyen-moi-truong-den-2025-467172.aspx>
 - Ha Nam: Every year, spending on digital transformation, the digital government must be at least 01% of the province's total budget expenditure (page 6)
<https://stc.hanam.gov.vn/Pages/ngghi-quyet-so-24-nqtu-ngay-26052022-ve-chuyen-doi-so-tinh-ha-nam-nam-2025-dinh-huong-den-nam-2030.aspx>

63. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail **including specific reference to an implementation roadmap.** *

Yes

No

64. Please provide link and detail.

Decision No. 942/QĐ-TTg dated on June 15, 2021 of The Prime Minister on approving national e-government development strategy towards digital government in 2021-2025, with a vision towards 2030.

<https://vanban.chinhphu.vn/default.aspx?pageid=27160&docid=203403>

Please visit at: Vietnam issued its first e-government strategy towards digital government

<https://english.mic.gov.vn/Pages/TinTuc/147615/Vietnam-issued-its-first-e-government-strategy-towards-digital-government.html>

The development orientation of the digital government has been outlined in Resolution No. 52-NQ/TW of the Politburo, as well as in the National Digital Transformation Program; National Strategy on the Fourth Industrial Revolution through 2030, approved by the Prime Minister, detailed:

1. Resolution No. 52-NQ/TW dated September 27, 2019 of The Political Bureau (Politburo) of the Central Committee Communist Party of Vietnam on a number of guidelines and policies for active participation in the fourth industrial Revolution

<https://tulieuvankien.dangcongsan.vn/he-thong-van-ban/van-ban-cua-dang/nghe-quyet-so-52-nqtw-ngay-2792019-cua-bo-chinh-tri-ve-mot-so-chu-truong-chinh-sach-chu-dong-tham-gia-cuoc-cach-mang-cong-5715>

2. Resolution No. 50/NQ-CP dated April 17, 2020 of the Government on introducing Government's action Program on politburo's Resolution No. 52-NQ/TW dated september 27, 2019 on a number of guidelines and policies for active participation in the fourth industrial Revolution

http://www.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=509&_page=1&mode=detail&document_id=199867

3. Decision No. 749/QĐ-TTg dated June 03, 2020 of the Prime Minister approving the Program for national digital Transformation by 2025 with orientations towards 2030

http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=2&_page=1&mode=detail&document_id=200163

Section II, Article 1 (the digital government development goals by 2025, 2030) and Section V, Article 1 (some important tasks, solutions developing digital government).

4. Decision No. 2289/QĐ-TTg dated December 31, 2020 of the Prime Minister on promulgating the National Strategy on the Fourth Industrial Revolution through 2030

http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=2&_page=1&mode=detail&document_id=202228

Clause 2, Section II (the e-government development goals by 2025, 2030) and Clause 4, Section III (Develop the e-Government towards a digital Government).

Besides, Resolution No. 01/NQ-CP dated January 06, 2023 of the Government on main tasks and solutions for implementation of Socio - Economic development plan and state budget estimate of 2023

<https://vanban.chinhphu.vn/?pageid=27160&docid=207258&classid=509>

Clause 4, Section II states:

Continuing to promote administrative reform in association with building e-Government and digital government; improve business environment, enhance national competitiveness

65. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? *

Yes

No

66. Please provide link and detail.

Decision No. 942/QĐ-TTg dated on June 15, 2021 of The Prime Minister on approving national e-government development strategy towards digital government in 2021-2025, with a vision towards 2030.

<https://vanban.chinhphu.vn/default.aspx?pageid=27160&doid=203403>

Please visit at: Vietnam issued its first e-government strategy towards digital government

<https://english.mic.gov.vn/Pages/TinTuc/147615/Vietnam-issued-its-first-e-government-strategy-towards-digital-government.html>

This strategy is guided by or aligned with the Sustainable Development Goals because vision to 2030 (Section II, Article 1 of the strategy) and goals by 2025 (Section III, Article 1 of the strategy) of the digital government has been outlined in the Sustainable Development legislation, law or regulation, detailed:

1. Resolution No. 136/NQ-CP dated on September 25, 2020 of the Government on Sustainable Development

http://www.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=509&_page=1&mode=detail&document_id=201074

Point (m), Clause 2, Section IV states: Ministry of Information and lead and coordinate with ministries, provinces in, organizing the implementation of the National Digital Transformation Program to 2025, with orientation to 2030 (issued in Decision No. 749/QĐ-TTg dated on June 3, 2020 of the Prime Minister) aims to develop digital government, digital economy, digital society, increase labor productivity, create new economic growth momentum, ensure sustainable development.

2. Decision No. 2289/QĐ-TTg dated December 31, 2020 of the Prime Minister promulgating the National Strategy on the Fourth Industrial Revolution through 2030

http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=2&_page=1&mode=detail&document_id=202228

3. Decision No. 681/QĐ-TTg of the Prime Minister dated June 4, 2019 on promulgating the Roadmap for the implementation of Vietnam's sustainable development goals until 2030: The 5.8 and 9.5 goals about ICT infrastructure.

<https://vanban.chinhphu.vn/default.aspx?pageid=27160&doid=197164>

67. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? *

Yes

No

68. Please provide link and detail.

Decision No. 942/QĐ-TTg dated on June 15, 2021 of The Prime Minister on approving national e-government development strategy towards digital government in 2021-2025, with a vision towards 2030.

<https://vanban.chinhphu.vn/default.aspx?pageid=27160&doid=203403>

Please visit at: Vietnam issued its first e-government strategy towards digital government

<https://english.mic.gov.vn/Pages/TinTuc/147615/Vietnam-issued-its-first-e-government-strategy-towards-digital-government.html>

This strategy makes reference to or is aligned with sub-national/local e-government development strategy, detailed:

1. Define clearly digital government development at the national, ministry and provincial level;

2. Requiring ministries and provinces to develop ministry and provincial e-Government architectures in compliance with the Vietnam e-Government architecture framework version 2.0 approved in Decision No. 2323/QĐ-BTTTT dated on December 31, 2019 of Ministry of Information and Communications on promulgating the Vietnam e-Government Architectural Framework, version 2.0

<https://mic.gov.vn/Pages/vanban/chitietvanban.aspx?IDVB=14540>

There are many ministries and provinces have issued their e-government Architecture version 2.0, examples:

1. Decision No. 892/QĐ-BNV dated on October 23, 2020 of the Ministry of Home Affairs on promulgating E-Government Architecture version 2.0

<https://www.moha.gov.vn/75-nam/tin-tuc-su-kien-75nam/bo-noi-vu-ban-hanh-kien-truc-chinh-phu-dien-tu-phien-ban-2-0-45130.html>

2. Decision No. 6085/QĐ-BYT dated on December 30, 2019 of the Ministry of Health on promulgating E-Government Architecture version 2.0

<https://ehealth.gov.vn/Index.aspx?action=Detail&MenuChildID=&Id=4378>

3. Decision No. 2392/QĐ-UBND dated on July 3, 2020 on updating the Ho Chi Minh City e-Government Architecture

<https://i.hochiminhcity.gov.vn/documents/20142/38840/QD+2392.pdf/deca89c3-713d-6818-6234-53a6cc3e5366>

4. Decision No. 3167/QĐ-UBND dated on December 14, 2020 of Yên Bái province on promulgating E-Government Architecture version 2.0

[https://www.yenbai.gov.vn/noidung/tintuc/Lists/Tintrongtin/Attachments/24513/3167%20QD%20\(1\).pdf](https://www.yenbai.gov.vn/noidung/tintuc/Lists/Tintrongtin/Attachments/24513/3167%20QD%20(1).pdf)

5. Decision No. 479/QĐ-UBND dated on February 26, 2021 of Bình Phước province on promulgating E-Government Architecture version 2.0

<https://binhphuoc.gov.vn/vi/sttt/tin-tuc-su-kien/kien-truc-chinh-quyen-dien-tu-tinh-binh-phuoc-phien-ban-2-0-444.html>

69. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? *

Yes

No

70. Please provide link and detail.

Decision No. 942/QĐ-TTg of The Prime Minister on approving national e-gov development strategy towards digital government in 2021-2025, with a vision towards 2030.
<https://vanban.chinhphu.vn/default.aspx?pageid=27160&docid=203403>
 Please visit at: Vietnam issued its first e-government strategy towards digital government
<https://english.mic.gov.vn/Pages/TinTuc/147615/Vietnam-issued-its-first-e-government-strategy-towards-digital-government.html>
 This strategy makes specific reference to e-participation, engagement and/or digital inclusion, Article 1:
 1. Clause 3, Section I: Provide open orientations for citizens, enterprises and other organizations to suitably participate in operations of state agencies and interact with state agencies with the aim of increasing transparency, improving service quality, resolving issues and creating value for the society together;
 2. Section II: Digital government transforms the way to serve people and businesses, reducing costs, increasing business productivity, creating facilitation, bringing people's satisfaction, so that people and businesses can participate more in activities. action of state agencies to jointly create values, benefits, satisfaction, trust and social consensus;
 3. Clause 2, Section III: 2. Widely mobilize the participation of society
 Citizens, businesses and other organizations can easily contribute ideas to the activities of state agencies, reflect on social problems around them to state agencies and receive opinions. feedback on their participation, participation results.
 Enterprises can participate in providing public services or develop new and innovative services, making it easier for society to access and use public services of state agencies.
 The State, people, businesses and other organizations participate in universalizing the use of public services in particular and digital transformation in general. Some of the key metrics include:
 a) 100% of state agencies at ministerial and provincial levels participate in opening data and providing open data for the development of digital government, digital economy and digital society.
 b) At least 50% of new public services of state agencies are provided by enterprises or non-state organizations.
 c) 100% of ministerial and provincial public service portals support people and businesses to interact conveniently and online with state agencies in state management activities and provide services based on digital technology platform.
 4. Point b, Clause 5, Section III: Vietnam is ranked in the top 50 on the e-participation index, one of sub-index EGD
 5. Point c, Clause 5, Section V: Deploying online interactive channels for people to participate, supervise the formulation and implementation of policies and laws, and decision-making by state agencies.
 Decree No. 42/2022/ND-CP of the Government on prescribing provision of online information and online public services by regulatory bodies
<https://vanban.chinhphu.vn/?pageid=27160&docid=206001&classid=1&typegroupid=4>
 Article 8. E-participation:
 1. Regulatory bodies shall apply information technology and digital technology to carry out functions allowing online interaction with organizations and individuals on their web portals, consisting of:
 a) Question-answer and feedback function, which allows organizations and individuals to submit their questions and feedback online, answer questions, receives feedback and monitors the online processing of complaints and receipt of results.
 b) Social networking function.
 c) Allowing participation in law-making and enforcement of policies and laws of regulatory bodies in accordance with regulations of law.
 d) Allow assessment of state agencies' information provision activities in the network environment, including assessment of interface, content, quality, and support of state agencies.
 d) Publicize all information on interactions with organizations and individuals as prescribed by law.
 2. Based on specific conditions, state agencies may deploy...

71. Does the national e-government strategy make specific reference to a national data governance framework or similar? *

Yes

No

72. Please provide link and detail.

Decision No. 942/QĐ-TTg of The Prime Minister on approving national e-government development strategy towards digital government in 2021-2025, with a vision towards 2030.

<https://vanban.chinhphu.vn/default.aspx?pageid=27160&docid=203403>

Please visit at: Vietnam issued its first e-government strategy towards digital government

<https://english.mic.gov.vn/Pages/TinTuc/147615/Vietnam-issued-its-first-e-government-strategy-towards-digital-government.html>

This strategy makes specific reference to a national data governance framework or similar, detailed in Article 1:

1. Clause 4, Section I: Data is the new resource. State agencies open data and provide open data for the development of digital government, digital economy and digital society. State agencies connect and share data so that people have to declare and provide data once only to state agencies and essential public service providers.
2. Point a, Clause 3, Section IV: Developing the National Data Exchange Platform - NDXP to connect, integrate and share data between information systems and databases of ministries, sectors and localities on a global scale. through the connection with the Local Government Service Platform of Ministries, Sectors and Localities (LGSP).
3. Clause 4, Section IV: Development of national digital data: a) Developing national digital data to create a foundation for digital government implementation, ensuring the provision of digital data for online public services, smooth data sharing among state agencies, providing Open datasets with high quality and mining value, open data in accordance with the law to develop digital government, digital economy and digital society; b) National databases serving the implementation of basic and essential services related to people, businesses and state agencies should be developed first. Identifying data on population, land, and businesses is the core data that needs to be completed and put into operation soon to lead, link and unify all data in state agencies on sectors and fields; c) Building nationwide data for socio-economic development, prioritizing data in important fields: geospatial infrastructure; insurance, health care, social security; finance; identity card; civil; education; train; officials and civil servants; agriculture; labor and employment; means of transport, construction, import and export.
4. Point b, Clause 5, Section IV: Building the National Data Portal (<https://data.gov.vn/>) to be the focal point for providing open data of state agencies in the online environment in order to be transparent, increase data sharing, promote creativity, develop the digital economy and digital society. ensure information security of organizations and individuals as prescribed by law.
5. Point a, Clause 3, Section V: Developing the Local Government Service Platform of Ministries, Sectors and Localities (LGSP) connecting information systems and databases within internal, industry and local governments and connecting to the National Data Exchange Platform - NDXP under the Vietnam E-Government Architecture Framework to exchange and share data with external agencies.
6. Clause 4, Section V: Data development: a) Developing specialized databases serving digital government applications and services within ministries, sectors and localities, ensuring no duplication, updating, connection and sharing with other agencies. country-scale data on demand and through the National Data Sharing and Integration Platform (NDXP); share and integrate specialized data of ministries and branches with localities; open data of state agencies in accordance with the law; most of the master data is stored as machine readable and shared as an application programming interface (API) service; b) Building a data warehouse of citizens and organizations when conducting online transactions with state agencies; help citizens and organizations manage and store their electronic data, provide sharing with state agencies,... (Further in the file attached)

73. Does the national e-government strategy make specific reference to national digital identity? *

Yes

No

74. Please provide link and detail.

Decision No. 942/QĐ-TTg dated on June 15, 2021 of The Prime Minister on approving national e-government development strategy towards digital government in 2021-2025, with a vision towards 2030.

<https://vanban.chinhphu.vn/default.aspx?pageid=27160&docid=203403>

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This strategy makes specific reference to national digital identity, detailed:

1. Point c, Clause 1, Section III, Article 1 : 100% of citizen and organizations using online public services are identified and authenticated smoothly, unified on all systems of government levels from central to local.
2. Point a, Clause 4, Section III, Article 1 : Every citizen has a digital identity with a QR code, and then there's a smartphone. Each household has a digital address, capable of accessing broadband fiber optic Internet.
3. Point đ, Clause 1, Section IV, Article 1 : Promulgating the Government's Decree on electronic identification and authentication, and completing the legal corridor to digital identity.

Some documents on national digital identity, examples:

1. Decision No. 749/QĐ-TTg dated June 03, 2020 of the Prime Minister approving the Program for national digital Transformation by 2025 with orientations towards 2030

http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=2&_page=1&mode=detail&document_id=200163

Point a, Clause 4, Section IV, Article 1: Building a national electronic identification and authentication system, a practical and effective electronic identification and authentication exchange platform, taking advantage of and inheriting existing systems and platforms to serve transactions. Electronic translation between people and state agencies and other civil electronic transactions is easy, simple and convenient. Support and promote cooperation between a number of large organizations and enterprises in the fields of telecommunications, finance, banking, and social insurance to provide electronic identification and authentication services.

2. Decree No. 59/2022/ND-CP dated September 5, 2022 of the Government on electronic identification and Authentication

<https://vanban.chinhphu.vn/?pageid=27160&docid=206490>

75. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? *

Yes

No

76. Please provide link and detail.

Decision No. 942/QĐ-TTg dated on June 15, 2021 of The Prime Minister on approving national e-government development strategy towards digital government in 2021-2025, with a vision towards 2030.

<https://vanban.chinhphu.vn/default.aspx?pageid=27160&docid=203403>

Please visit at: Vietnam issued its first e-government strategy towards digital government

<https://english.mic.gov.vn/Pages/TinTuc/147615/Vietnam-issued-its-first-e-government-strategy-towards-digital-government.html>

This strategy makes specific reference to digital-by-default/digital-by-design/digital-first principle or similar, detailed:

1. Clause 1, Section I, Article 1: Developing a digital Government that operates completely and safely in the digital environment with a redesigned operational model based on digital technology and data to provide finer services, make decisions faster, promulgate policies more efficiently, optimize resources better, promote development, lead the national digital transformation and address major issues in socio-economic management and development more effectively.

2. Clause 1, Section III, Article 1: State agencies cut, restructure, simplify, standardize and unify administrative procedures in service of society nationwide. State agencies provide new services on the principle of ensuring service quality, reducing costs, and increasing social labor productivity in a proactive and timely manner to meet the needs of society.

People and businesses can use digital services according to their personalized needs, throughout their lives, when needed, in a convenient way, online or in person, easily, simply, quickly, and without paper, does not require presence if not required by law.

Some of the key metrics include:

a) 100% of administrative procedures eligible as prescribed by law are provided in the form of online public service level 4.

b) 100% of online public services are designed and redesigned to optimize the user experience, when used, are pre-filled with data that the user has previously provided under the agreement, in accordance with the service quality standards.

3. Clause 3, Section III, Article 1: Optimize operations of state agencies

State agencies design organizational models and operating methods based on data and digital technology, creating a working environment and working tools so that officials, public servants and public employees can perform their best. Their tasks, connect and cooperate with each other more easily, make timely decisions, issue better policies, use resources more optimally.

Cadres, civil servants and public employees are trained and fostered skills in analyzing and exploiting data and digital technology, capable of creating development, leading digital transformation in each industry, field, and locality.

Some of the key metrics include:

a) 100% of state agencies provide 24/7 service, ready to serve online whenever people and businesses need. 100% of civil servants are assigned digital identifiers in job processing.

b) 100% of the directing, operating and internal governance activities of state agencies are carried out on the basis of overall and unified governance.

c) 100% of documents exchanged between state agencies are carried out in electronic form, digitally signed by specialized digital signatures, except for confidential documents as prescribed by law.

d) 90% of work records at ministerial and provincial levels; 80% of work records at the district level and 60% of work records at the commune level are processed on the internet (except for work records that are classified as state secrets).

d) 100% of the reporting work is done on the national reporting information system.

e) 100% of records are created, kept and shared electronically according to regulations.

g) 100% of state agencies at ministerial and provincial levels have a centralized analysis and data processing platform, and application of artificial intelligence to optimize operations.

h) ...

(Further in the file attached)

77. Does the national e-government strategy make specific reference to data-once-only principle, **single-source-of-truth (SSoT)**, or similar? *

Yes

No

78. Please provide link and detail.

Decision No. 942/QĐ-TTg dated on June 15, 2021 of The Prime Minister on approving national e-government development strategy towards digital government in 2021-2025, with a vision towards 2030.

<https://vanban.chinhphu.vn/default.aspx?pageid=27160&doid=203403>

Please visit at: Vietnam issued its first e-government strategy towards digital government

<https://english.mic.gov.vn/Pages/TinTuc/147615/Vietnam-issued-its-first-e-government-strategy-towards-digital-government.html>

This strategy makes specific reference to data-once-only principle or similar, detailed:

1. Clause 4, Section I, Article 1 : Data is the new resource. State agencies open data and provide open data for the development of digital government, digital economy and digital society. State agencies connect and share data so that people have to declare and provide data-once-only to state agencies and essential public service providers.

2. Point b, Clause 5, Section V, Article 1 : Developing online public services based on people's needs and events in their lives, people provide data-once-only, taking advantage of the power of technology to develop new digital services, simultaneously. Time to cut some unnecessary services. Strong application of artificial intelligence technology in providing services such as virtual assistants, automatic answering. Implement content to encourage people to use online public services, first of all, to reduce costs and time for people when carrying out online administrative procedures.

Some documents on data-once-only principle or similar, examples:

1. Decree No. 45/2020/ND-CP dated April 08, 2020 of the Government on Administrative Procedures by electronic means

http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=1&mode=detail&document_id=199753

Clause 4, Article 4: Organizations and individuals are not required to declare or return data that the agency carrying out administrative procedures is managing or which has been readily shared by other state agencies.

2. Decision No. 749/QĐ-TTg dated June 03, 2020 of the Prime Minister approving the Program for national digital Transformation by 2025 with orientations towards 2030

http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=2&_page=1&mode=detail&document_id=200163

Clause 1, Section II, Article 1: "100% of national databases create the foundation for e-Government development, including national databases on Population, Land, Business Registration, Finance, Insurance completed and connected and shared across the country; step by step open the data of state agencies to provide timely public services, once declared, for the whole life of serving the people and for socio-economic development".

79. Does the national e-government strategy make specific reference to a life-cycle approach? Please provide link and detail. [NEW]

Yes

No

80. Please provide link and detail.

Decision No. 942/QĐ-TTg dated on June 15, 2021 of The Prime Minister on approving national e-government development strategy towards digital government in 2021-2025, with a vision towards 2030.

<https://vanban.chinhphu.vn/default.aspx?pageid=27160&doid=203403>

Please visit at: Vietnam issued its first e-government strategy towards digital government

<https://english.mic.gov.vn/Pages/TinTuc/147615/Vietnam-issued-its-first-e-government-strategy-towards-digital-government.html>

This strategy makes specific reference to a life-cycle approach, detailed:

Clause 1, Section III, Article 1: People and enterprises can use digital services according to individual demand, throughout their life, where needed, in a convenient, online or offline, easy, simple, fast and paperless manner and without being present physically unless otherwise required by law.

Some documents on a life-cycle approach, examples:

Decision No. 749/QĐ-TTg dated June 03, 2020 of the Prime Minister approving the Program for national digital Transformation by 2025 with orientations towards 2030

http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=2&_page=1&mode=detail&document_id=200163

Clause 1, Section II, Article 1: "100% of national databases create the foundation for e-Government development, including national databases on Population, Land, Business Registration, Finance, Insurance completed and connected and shared across the country; step by step open the data of state agencies to provide timely public services, once declared, for the whole life of serving the people and for socio-economic development".

81. Does the national e-government strategy make specific reference to inclusion-by-default, inclusion-by-design or similar? [NEW]

Yes

Maybe

82. Please provide link and detail.

Decision No. 942/QĐ-TTg dated on June 15, 2021 of The Prime Minister on approving national e-government development strategy towards digital government in 2021-2025, with a vision towards 2030.

<https://vanban.chinhphu.vn/default.aspx?pageid=27160&docid=203403>

Please visit at: Vietnam issued its first e-government strategy towards digital government

<https://english.mic.gov.vn/Pages/TinTuc/147615/Vietnam-issued-its-first-e-government-strategy-towards-digital-government.html>

This strategy makes specific reference to inclusion-by-default, inclusion- by-design, detailed:

1. Clause 1, Section III, Article 1: State agencies cut, restructure, simplify, standardize and unify administrative procedures in service of society nationwide. State agencies provide new services on the principle of ensuring service quality, reducing costs, and increasing social labor productivity in a proactive and timely manner to meet the needs of society.

People and businesses can use digital services according to their personalized needs, throughout their lives, when needed, in a convenient way, online or in person, easily, simply, quickly, and without paper, does not require presence if not required by law.

Some of the key metrics include:

- a) 100% of administrative procedures eligible as prescribed by law are provided in the form of online public service level 4.
- b) 100% of online public services are designed and redesigned to optimize the user experience, when used, are pre-filled with data that the user has previously provided under the agreement, in accordance with the service quality standards.

2. Clause 4, Section III, Article 1: Effectively solve major problems in socio-economic development

State agencies are capable of effectively solving major problems in socio-economic development in all fields.

Some of the basics include:

- a) Each citizen has a digital identity with a QR code, and will have a smartphone next. Each household has a digital address, capable of accessing broadband fiber optic Internet.
- b) Every citizen is entitled to live in an environment that ensures security, social order and safety and has the right to personal privacy in a protected digital environment as prescribed by law.
- c) Each resident has a digital personal health record. Each commune health station implements the management of commune health stations in the digital environment. Each medical examination and treatment facility deploy remote medical examination and treatment consultation based on actual needs. Every hospital and public health center deploy electronic medical records, non-cash payment of hospital fees, and electronic prescriptions. Publicize drug prices, medical equipment prices, medical examination and treatment prices.
- d) Each student has a digital record of personal learning. Each training institution deploys teaching and learning management activities in the digital environment. Implement non-cash tuition payment, digital learning materials. Deploying a digital university as a miniature digital country, changing the teaching and learning model to optimize the operation of higher education institutions, optimize the learning experience of students, and encourage higher education models. create new.
- dd) Every farmer has the ability to access, exploit, and effectively use the digital data platform on agriculture, the traceability platform, reducing dependence on intermediary stages from production, distribution, and distribution. distribution to consumers.
- e) Every citizen of working age has the ability to access job opportunities. Every citizen has access to MOOC (Massive Open Online Course) online skills courses that are personalized for learners and extended to the whole society, including basic courses, contributing to the community. part of improving digital skills of society, eradicating digital technology for remote and isolated areas.

83. Does the national e-government strategy make specific reference to digitalizing a specific percentage of public services? [NEW]

Yes

No

84. Please provide link and detail.

Decision No. 942/QĐ-TTg dated on June 15, 2021 of The Prime Minister on approving national e-government development strategy towards digital government in 2021-2025, with a vision towards 2030.

<https://vanban.chinhphu.vn/default.aspx?pageid=27160&docid=203403>

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<https://english.mic.gov.vn/Pages/TinTuc/147615/Vietnam-issued-its-first-e-government-strategy-towards-digital-government.html>

This strategy makes specific reference to digitalizing a specific percentage of public services, detailed:

Clause 1, Section III, Article 1: Providing quality service to serve society

State agencies cut, restructure, simplify, standardize and unify administrative procedures in service of society nationwide.

State agencies provide new services on the principle of ensuring service quality, reducing costs, and increasing social labor productivity in a proactive and timely manner to meet the needs of society.

People and businesses can use digital services according to their personalized needs, throughout their lives, when needed, in a convenient way, online or in person, easily, simply, quickly, and without paper, does not require presence if not required by law.

Some of the key metrics include:

- a) 100% of administrative procedures eligible as prescribed by law are provided in the form of online public service level 4.
- b) 100% of online public services are designed and redesigned to optimize the user experience, when used, are pre-filled with data that the user has previously provided under the agreement, in accordance with the standards. service quality.
- c) 100% of people and businesses using online public services are identified and authenticated smoothly, unified on all systems of government levels from central to local.
- d) At least 80% of administrative dossiers are processed completely online, people only have to enter data once.
- d) At least 90% of people and businesses are satisfied with the handling of administrative procedures.
- e) At least 20% of administrative procedures of state agencies will be reduced compared to the current one.

85. Does the national e-government strategy make specific reference to the use of new/emerging technologies/practices such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT), **anticipatory, proactive services?**

Artificial intelligence (AI) - please provide link and detail:

Decision No. 942/QĐ-TTg dated on June 15, 2021 of The Prime Minister:

1. Point g, Clause 3, Section III, Article 1: 100% of state agencies at ministerial and provincial levels have a centralized analysis and data processing platform, and application of artificial intelligence (AI) to optimize operations.
2. Point b, Clause 5, Section V, Article 1: Developing online public services based on people's needs and events in their lives, people only provide information once, taking advantage of the power of technology to develop new digital services, simultaneously. Time to cut some unnecessary services. Strong application of artificial intelligence (AI) in providing services such as virtual assistants, automatic answering. Implement content to encourage people to use online public services, first of all, to reduce costs and time for people when carrying out online administrative procedures.
3. Point i, Clause 5, Section V, Article 1: Powerful and effective application of new digital technologies such as cloud computing (Cloud Computing), big data (Big Data), mobility (Mobility), Internet of things (IoT), artificial intelligence (AI), blockchain, social networks, etc. in building and deploying digital government applications and services at ministries, sectors and localities to save time and costs for construction and operation of information systems and automation, intelligence, optimization of work processes.
4. Point c, Clause 5, Section VI, Article 1: Prioritizing and promoting the research movement on a number of core technologies in which Vietnam has advantages, capable of making strong breakthroughs such as QR code, artificial intelligence (AI), blockchain and Virtual reality/augmented reality (VR/AR), big data (Big Data) facilitate early deployment of advanced digital technologies in Digital Government. Implement the ordering mechanism, assign tasks to digital technology enterprises to research and develop new technology applications for the Digital Government.
5. Point e, Clause 5, Section VI, Article 1: Developing research programs and apply artificial intelligence to create products and services with Vietnamese characteristics, create competitive advantages, and create a foundation to promote National Digital Transformation. These products and services are prioritized for pilot application in state agencies, thereby evaluating, perfecting and forming platforms to serve the digital economy and digital society.

86. Robotics - please provide link and detail:

Point i, Clause 5, Section V, Article 1: Powerful and effective application of new digital technologies such as cloud computing (Cloud Computing), big data (Big Data), mobility (Mobility), Internet of things (IoT), artificial intelligence (AI), blockchain, social networks, etc. in building and deploying digital government applications and services at ministries, sectors and localities to save time and costs for construction and operation of information systems and automation, intelligence, optimization of work processes.

87. Blockchains - please provide link and detail:

1. Point i, Clause 5, Section V, Article 1: Powerful and effective application of new digital technologies such as cloud computing (Cloud Computing), big data (Big Data), mobility (Mobility), Internet of things (IoT), artificial intelligence (AI) , blockchain, social networks, etc. in building and deploying digital government applications and services at ministries, sectors and localities to save time and costs for construction and operation of information systems and automation, intelligence, optimization of work processes.
2. Point c, Clause 5, Section VI, Article 1: Prioritizing and promoting the research movement on a number of core technologies in which Vietnam has advantages, capable of making strong breakthroughs such as QR code, artificial intelligence (AI), blockchain and Virtual reality/augmented reality (VR/AR), big data (Big Data) facilitate early deployment of advanced digital technologies in Digital Government. Implement the ordering mechanism, assign tasks to digital technology enterprises to research and develop new technology applications for the Digital Government.
3. Point đ, Clause 5, Section VI, Article 1: Research, build and pilot the use of virtual currency based on blockchain technology (blockchain).

88. 5G - please provide link and detail:

- Decision No. 749/QĐ-TTg dated June 03, 2020 of the Prime Minister approving the Program for national digital Transformation by 2025 with orientations towards 2030
http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=2&_page=1&mode=detail&document_id=200163
1. Point c, Clause 1, Section II, Article 1: By 2025, universalize 4G/5G mobile network services and smart mobile phones and By 2030, universalization of 5G mobile network services.
 2. Point b, Clause 3, Section IV, Article 1: Re-planning frequency bands, developing 5G mobile network infrastructure; upgrade 4G mobile network; early commercialization of 5G mobile networks; implementing solutions to popularize smart mobile phones in Vietnam; develop regulations and roadmaps on requirements for integrating 4G and 5G technologies for mobile phones and Internet of Things (IoT) devices manufactured and imported for circulation in the domestic market.

89. Internet of Things (IoT) - please provide link and detail:

1. Point c, Clause 2, Section V, Article 1: Developing Internet of Things (IoT) infrastructure for professional and specialized applications in implementing Digital Government associated with smart city development in ministries, sectors and localities, prioritizing the form of service hire professional services, ensuring effective implementation, avoiding overlap, making full use of and combining with the infrastructure of organizations and individuals that have invested.
2. Point i, Clause 5, Section V, Article 1: Powerful and effective application of new digital technologies such as cloud computing (Cloud Computing), big data (Big Data), mobility (Mobility), Internet of things (IoT), artificial intelligence (AI) , blockchain, social networks, etc. in building and deploying digital government applications and services at ministries, sectors and localities to save time and costs for construction and operation of information systems and automation, intelligence, optimization of work processes.

90. Invisible/anticipatory/proactive/seamless services [NEW]:

1. Clause 1, Section III, Article 1: People and enterprises can use digital services according to individual demand, throughout their life, where needed, in a convenient, online or offline, easy, simple, fast and paperless manner and without being present physically unless otherwise required by law.

91. Others - please provide link and detail:

- Data science, Big Data, Cloud Computing, VR/AR, Blockchain, 3D Printing.
1. Point i, Clause 5, Section V, Article 1 : Powerful and effective application of new digital technologies such as cloud computing (Cloud Computing), big data (Big Data), mobility (Mobility), Internet of things (IoT), artificial intelligence (AI) , blockchain, social networks, etc. in building and deploying digital government applications and services at ministries, sectors and localities to save time and costs for construction and operation of information systems and automation, intelligence, optimization of work processes.
 2. Point c, Clause 5, Section VI, Article 1: Prioritizing and promoting the research movement on a number of core technologies in which Vietnam has advantages, capable of making strong breakthroughs such as QR code, artificial intelligence (AI), blockchain and Virtual reality/augmented reality (VR/AR), big data (Big Data) facilitate early deployment of advanced digital technologies in Digital Government. Implement the ordering mechanism, assign tasks to digital technology enterprises to research and develop new technology applications for the Digital Government.

92. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? *

Yes

No

93. Please provide link and detail.

Decision No. 942/QĐ-TTg dated on June 15, 2021 of The Prime Minister on approving national e-government development strategy towards digital government in 2021-2025, with a vision towards 2030.

<https://vanban.chinhphu.vn/default.aspx?pageid=27160&docid=203403>

Please visit at: Vietnam issued its first e-government strategy towards digital government

<https://english.mic.gov.vn/Pages/TinTuc/147615/Vietnam-issued-its-first-e-government-strategy-towards-digital-government.html>

This strategy is aligned to any regional or global guidelines, recommendations or goals, detailed in the Article 1:

1. Section II: With a vision to 2030, Vietnam has a high level of EGDI in the world, among the top 30 ranked by the United Nations.

2. Clause 5, Section III: Vietnam's national ranking on the development of e-government and digital government according to the United Nations' assessment. Some of the key metrics include:

a) Vietnam is in the top 50 countries of EGDI (e-government development index).

b) Vietnam is in the top 50 countries of EPI (e-participation index).

c) Vietnam is in the top 50 countries of EGDI (open government data index).

3. Clause 7, Section VI: International Cooperation in digital government development

a) Actively cooperate internationally in the development of digital government; actively and actively participate in international organizations, initiatives on digital government and development of digital technology and digital economy, in which is ready to promote its leading role in areas of strength; actively and actively participate in the development of new international legal frameworks, standards and principles on digital technology in line with Vietnam's goals and interests.

b) Support a number of countries in developing digital government in order to strengthen international cooperation relationships, and at the same time promote and create markets for digital government products and services of Vietnamese enterprises.

Some documents are aligned to any regional or global guidelines, examples:

1. Decision No. 749/QĐ-TTg of the Prime Minister (http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=2&_page=1&mode=detail&document_id=200163), Clause 6, Section IV: International Cooperation, attract talent, cooperate with large organizations

and enterprises around the world for research, development and innovation, including:

a) Develop a specific action plan to research, transfer and deploy new technologies in Vietnam, connect the knowledge chain from research and development to trade, increase the rate of public investment for industries. technology projects;

b) Research and build testing zones for technology enterprises according to the world's advanced models to pioneer in testing the latest technology and newest models in the world;

c) Prioritize research on a number of core technologies that Vietnam can take shortcuts as well as have the ability to create strong breakthroughs such as artificial intelligence (AI), blockchain and reality. virtual/augmented reality (VR/AR). Incentivize and strongly support start-up businesses to develop and encourage large, traditional enterprises to take the lead in applying these technologies to production and trade activities.

Build a computing system with strong enough capacity to process and analyze data, mobilize community participation, and allow organizations and businesses to exploit and develop product ecosystems. creating artificial intelligence applications;

d) Actively cooperate internationally in participating in the management of common resources in the digital environment and in cyberspace; participating in international organizations and chairing and leading the implementation of a number of initiatives on digital transformation.

2. Decision No. 922/QĐ-BTTTT of MIC (https://mic.gov.vn/Pages/VanBan/14597/1726_Qd-BTTTT.html) - Point b, Clause 1, Section I, Article 1.

94. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? *

Yes

No

95. Please provide link and detail.

Decision No. 942/QĐ-TTg dated on June 15, 2021 of The Prime Minister on approving national e-government development strategy towards digital government in 2021-2025, with a vision towards 2030.

<https://vanban.chinhphu.vn/default.aspx?pageid=27160&docid=203403>

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<https://english.mic.gov.vn/Pages/TinTuc/147615/Vietnam-issued-its-first-e-government-strategy-towards-digital-government.html>

This strategy makes references to foresight tools, detailed:

1. Point e and g, Clause 3, Section IV, Article 1: e) Deploying a national monitoring and measuring system on provision and use of digital government services; g) Deploying a monitoring system of digital platforms for state management.

2. Evaluating system the set of indicators for directing, operating and evaluating the quality of services for people and businesses in the implementation of administrative procedures and public services in real time in the electronic environment serving people and businesses. industry of the National Public Service Portal at link: <https://dichvucong.gov.vn/p/home/dvc-index-tinhthanhpho-tonghop.html>

(Decision No. 766/QĐ-TTg dated on June 23, 2022 of The Prime Minister: <https://vanban.chinhphu.vn/?pageid=27160&docid=205997>)

3. Digital Transformation Index System (built since 2020) to monitor and evaluate annual digital transformation results of ministries, provinces and the country during the implementation of the National Digital Transformation Program to 2025, with orientation to 2030; E-Government development strategy towards digital government for the period of 2021-2025, with orientation to 2030 and the National Strategy for development of the digital economy and digital society to 2025, with orientation to 2030 (<https://dti.gov.vn/>)

4. E-government Monitoring Center (EMC) built by the Ministry of Information and Communications to measure, evaluate, monitor and manage the effectiveness provision and using information and online public services by state agencies (<https://emc.ngsp.gov.vn/>)

96. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? *

Yes

No

97. Please provide link and detail.

1. Resolution No. 52-NQ/TW of The Political Bureau (Politburo) of the Central Committee Communist Party of Vietnam (<https://tulieuvankien.dangcongsan.vn/he-thong-van-ban/van-ban-cua-dang/nghe-quyet-so-52-nqtw-ngay-2792019-cua-bo-chinh-tri-ve-mot-so-chu-truong-chinh-sach-chu-dong-tham-gia-cuoc-cach-mang-cong-5715>)
 Clause 1, Section I: The Fourth Industrial Revolution requires a new thinking on economic management, social management, building and perfecting institutions accordingly. It is necessary to have an open, creative and pilot approach to new practical problems, creating all favorable conditions for innovation. Avoid all expressions of indifference, lack of confidence, passivity, but not subjectivity, haste, and willpower.
 Clause 2, Section III: Clearly define the pilot roadmap and select smart urban pilot cities; allow pilot implementation of a number of specific mechanisms in the pilot implementation of smart city development, ensuring efficiency and suitability with actual conditions.
2. Decision No. 749/QĐ-TTg dated June 03, 2020 of the Prime Minister approving the Program for national digital Transformation by 2025 with orientations towards 2030
http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=2&_page=1&mode=detail&document_id=200163
 Section I, Article 1 : Vision by 2030 : Vietnam becomes a prosperous digital country that pioneers trying out new technologies and models; has completed fundamental and comprehensive reforms in Governmental operation, economic activities of enterprises and the way people live and work, and has established a safe, civilized and widespread digital environment.
 Clause 3, Section III: Institutions need to be one step ahead when possible. The government creates institutions and policies to be willing to accept and test new things in a controlled manner; forming a culture of accepting and experimenting with new things; score, do it quickly, then evaluate and replicate; promote the development of creative industries. The Government accelerates the development of e-Government towards digital government.
 Clause 1, 2, 6, Section IV:
 - Heads of agencies, organizations and businesses commit to innovate, allow new things to be tested, and apply new technologies for the sake of sustainable development, linking different components under the circular economy models; promote the development of creative industries in the industries, fields and localities under their charge;
 - Create institutions in the direction of encouraging and willingly accepting products, solutions, services, and digital business models, promoting new management methods for newly arising relationships, including:
 + Accepting to test products, solutions, services, and digital business models while the legal regulations are incomplete and unclear, in parallel with the completion of the legal corridor.
 + Building a controlled trial legal framework for the development, testing and application of digital products, solutions, services and business models in Vietnam, clearly defining the scope of space and time experimentation, to encourage innovation and creativity;
 Clause 8, Section V: Testing the effective implementation of a number of services on the smart city platform, testing the smart city management and monitoring center; select typical cities of provinces and centrally run cities for pilot implementation, associate the development of smart city services with the e-government system, and develop sustainably according to the circular economy models. Identify successful deployment models for dissemination and replication.
3. Decision No. 283/QĐ-TTg has issued approving the Project "Plan to restructure the service industry until 2020, with a vision to 2025", http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=2&_page=1&mode=detail&document_id=199216
4. https://frit.mic.gov.vn/Pages/DuThaoVanBan/XemYKienDongGop.aspx?iDDTVB_DuThaoVanBan=2084
5. ...Further as the file attached

98. Does the Government have any official tool/mechanism to monitor the progress of the implementation of its e-government strategies? [NEW]

Yes

No

99. Please provide link and/or details.

1. Evaluating system the set of indicators for directing, operating and evaluating the quality of services for people and businesses in the implementation of administrative procedures and public services in real time in the electronic environment serving people and businesses. industry of the National Public Service Portal at link: <https://dichvucong.gov.vn/p/home/dvc-index-tinhthanhpho-tonghop.html>
 (Decision No. 766/QĐ-TTg dated on June 23, 2022 of The Prime Minister: <https://vanban.chinhphu.vn/?pageid=27160&docid=205997>)
2. Digital Transformation Index System (built since 2020) to monitor and evaluate annual digital transformation results of ministries, provinces and the country during the implementation of the National Digital Transformation Program to 2025, with orientation to 2030; E-Government development strategy towards digital government for the period of 2021-2025, with orientation to 2030 and the National Strategy for development of the digital economy and digital society to 2025, with orientation to 2030 (<https://dti.gov.vn/>)
3. E-government Monitoring Center (EMC) built by the Ministry of Information and Communications to measure, evaluate, monitor and manage the effectiveness provision and using information and online public services by state agencies (<https://emc.ngsp.gov.vn/>)

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

100. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind? *

Yes

No

101. If yes, please provide link and detail.

1. Decree No. 42/2022/ND-CP dated June 24, 2022 of the Government on prescribing provision of online information and online public services by regulatory bodies <https://vanban.chinhphu.vn/?pageid=27160&docid=206001&classid=1&typegroupid=4>
 Clause 3, Article 5: Support for people with disabilities
 - Ensuring network information security; apply standards and technologies to assist people with disabilities in accessing and using information and communication products and services; comply with technical regulations on providing information in the network environment.
 - Ministry of Information and Communications guides standards to support people with disabilities to access and use information and communication products and services; provide information on the network environment.

Clause 1, Article 14: The design, construction, and provision of online public services comply with the standards and technical regulations for information systems providing online public services and meet the needs of organizations and individuals, support people with disabilities to access and use information and communication products and services.

Point b, Clause 1, Article 15: Fair and non-discriminatory treatment when users access online public services on different supply channels.

2. Decision No. 749/QD-TTg dated June 03, 2020 of the Prime Minister on approving the Program for national digital Transformation by 2025 with orientations towards 2030
http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=2&_page=1&mode=detail&document_id=200163
 Point c, Clause 1 and 2, Section I, Article 1: Develop digital society

3. Decision No. 942/QD-TTg dated on June 15, 2021 of The Prime Minister on approving national e-government development strategy towards digital government in 2021-2025, with a vision towards 2030
<https://vanban.chinhphu.vn/default.aspx?pageid=27160&docid=203403>
 This strategy makes references to ensuring digital inclusion and leaving no one behind, detailed: Point d, Clause 3, Section IV, Article 1: Developing an application platform on mobile devices that allows people and businesses to identify in the digital space and use all services and utilities in the digital government, digital economy, and digital society at all times, everywhere.

4. Decision No. 414/QD-TTg dated on April 12, 2019 of the Prime Minister on approving the project "Strengthening information technology application to support ethnic minorities in socio-economic development and ensuring security and order in ethnic minority areas". Vietnam in the period of 2019-2025
http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=2&_page=1&mode=detail&document_id=196796

5. Decision 1019/QD-TTg dated on April 12, 2019 of the Prime Minister on Approving the Project on assisting people with disabilities for the period 2012-2020 with the goal that by 2020 50% of people with disabilities will be assisted in accessing and using information and communication technology.
http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=2&mode=detail&document_id=162826

6. Circular No. 28/2009/TT-BTTTT dated on September 14, 2009 on Regulations on application of standards and technologies to support people with disabilities to access and use information and communication technologies.
http://mic.gov.vn/Pages/VanBan/9829/28_2009_TT-BTTTT.html

7. Circular 26/2020/TT-BTTTT dated on September 23, 2020 regulation the application of standards and technologies to assist people with disabilities in accessing and using information and communication products and services.
https://mic.gov.vn/Pages/VanBan/14587/26_2020_TT-BTTTT.html

102. Is there a national e-participation policy/strategy or similar? *

Yes

No

103. If yes, please provide link and detail.

1. Decree No. 42/2022/ND-CP of the Government on prescribing provision of online information and online public services by regulatory bodies
<https://vanban.chinhphu.vn/?pageid=27160&docid=206001&classid=1&typegroupid=4>
Article 8: E-Participation...

2. Decision No. 942/QĐ-TTg of The Prime Minister on approving national e-government development strategy towards digital government in 2021-2025, with a vision towards 2030
<https://vanban.chinhphu.vn/default.aspx?pageid=27160&docid=203403>
This strategy makes specific reference to e-participation, detailed in the Article 1:
- Clause 3, Section I: Provide open orientations for citizens, enterprises and other organizations to suitably participate in operations of state agencies and interact with state agencies with the aim of increasing transparency, improving service quality, resolving issues and creating value for the society together.
- Section II: Digital government transforms the way to serve citizen and organization, reducing costs, increasing business productivity, creating facilitation, bringing people's satisfaction, so that people and businesses can participate more in activities. action of state agencies to jointly create values, benefits, satisfaction, trust and social consensus.
- Clause 2, Section III: Widely mobilize the participation of society. Citizens, businesses and other organizations can easily contribute ideas to the activities of state agencies, reflect on social problems around them to state agencies and receive opinions. feedback on their participation, participation results. Enterprises can participate in providing public services or develop new and innovative services, making it easier for society to access and use public services of state agencies.
The State, people, businesses and other organizations participate in universalizing the use of public services in particular and digital transformation in general. Some of the key metrics include: a) 100% of state agencies at ministerial and provincial levels participate in opening data and providing open data for the development of digital government, digital economy and digital society; b) At least 50% of new public services of state agencies are provided by enterprises or non-state organizations; c) 100% of ministerial and provincial public service portals support people and businesses to interact conveniently and online with state agencies in state management activities and provide services based on digital technology platform.
- Point b, Clause 5, Section III: Vietnam is ranked in the top 50 on the e-participation index, one of sub-index EGDI
- Point c, Clause 5, Section V: Deploying online interactive channels for people to participate, supervise the formulation and implementation of policies and laws, and decision-making by state agencies.

3. The VNForm (<https://form.gov.vn/home>) survey and opinion collection platform developed by the MIC..
Viet Nam Government uses social media for e-participation, such as: <https://www.facebook.com/thongtinchinhphu>; <https://zalo.me/1804841377504511303>; <https://www.youtube.com/@thongtinCP>; ... (Further as the file attached)

104. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and/or other vulnerable groups? *

Yes

No

105. If yes, please provide link and detail.

1. Decision No. 830/QĐ-TTg of the Prime Minister on approving the Program for "Protecting and Supporting children on network environment for the period of 2021 - 2025"
http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=2&_page=1&mode=detail&document_id=203332
 MIC is developing the set of conduct for child protection in cyberspace:
<https://ft.mic.gov.vn/Pages/DuThaoVanBan/XemYKienDongGop.aspx>
[iDDTVB_DuThaoVanBan=2098&replyUrl=/pages/duthaovanban/danh sachduthaovanban.aspx](https://thuvienphapluat.vn/van-ban/Cong-nghe-thong-tin/Ke-hoach-3667-KH-BTTTT-BGDDT-2021-phoi-hop-thuc-hien-Chuong-trinh-Song-va-can-finish-for-em-488793.aspx)
2. MIC and the Ministry of Education and Training agreed to issue a plan to coordinate the implementation of the program "Internet and PCs for children".
<https://thuvienphapluat.vn/van-ban/Cong-nghe-thong-tin/Ke-hoach-3667-KH-BTTTT-BGDDT-2021-phoi-hop-thuc-hien-Chuong-trinh-Song-va-can-finish-for-em-488793.aspx>
 As of January 2023, 92,629 tablets funded by telecommunications businesses have been delivered to students in 24 provinces for use. The amount of 510.77 billion VND was transferred to 17 Departments of Education and Training to buy 204,308 tablets being deployed by localities and handed over to students:
<https://moet.gov.vn/tintuc/Pages/tin-tong-hop.aspx?ItemID=8383>
3. Decision No. 749/QĐ-TTg of the Prime Minister on approving the Program for national digital Transformation by 2025 with orientations towards 2030
http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=2&_page=1&mode=detail&document_id=20016
 Point c, Clause 1 and 2, Section I, Article 1: Develop digital society
4. Decision No. 942/QĐ-TTg of The Prime Minister on approving national e-government development strategy towards digital government in 2021-2025, with a vision towards 2030
<https://vanban.chinhphu.vn/default.aspx?pageid=27160&docid=203403>
 This strategy make references to ensuring digital inclusion and leaving no one behind, detailed in the Article 1:
 Point a, b, Clause 3, Section VI: a) Organize propaganda and dissemination of legal contents and policies to raise awareness for the people and the whole society about e-Government, digital government and digital transformation; b) Organize the popularization of digital skills for people, guide people to use digital services of state agencies through socialization activities.
5. Decision No. 414/QĐ-TTg of the Prime Minister on approving the project "Strengthening information technology application to support ethnic minorities in socio-economic development and ensuring security and order in ethnic minority areas". Vietnam in the period of 2019-2025
http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=2&_page=1&mode=detail&document_id=196796
6. Decision 1019/QĐ-TTg of the Prime Minister on Approving the Project on assisting people with disabilities for the period 2012-2020 with the goal that by 2020 50% of people with disabilities will be assisted in accessing and using information and communication technology.
http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=2&mode=detail&document_id=162826
7. Directive No. 05/CT-TTg of the Prime Minister on continuing to promote the implementation of the project developing the development of development of development of development data on population, identification and electronic services national period of 2022 - 2025, vision to 2030 in ministers, sectors, locals in 2023 and the following years, in which the Prime Minister assigns the MIC to assume the prime responsibility for, and coordinate with the Ministry of Industry and Trade, Committee for Management of State Capital at Enterprises, directs and focuses on mobilizing resources, tools and means for mobile and internet coverage, and bringing fiber optic cable and electricity to 266 villages ...<https://vanban.chinhphu.vn/?pageid=27160&docid=207491>
8. <https://vanban.chinhphu.vn/?pageid=27160&docid=206001&classid=1&typegroupid=4>
9. https://mic.gov.vn/Pages/VanBan/14587/26_2020_TT-BTTTT.html
 (...Futher details as in the file attached...)

106. Does the Government provide any specific e-service(s) for women and/or other vulnerable groups? *

Yes

No

107. If yes, please provide link and detail.

The government agencies provide some specific e-services for women and other vulnerable groups at the national public services Portal, such as:

1. Public services for pregnant women

<https://dichvucong.gov.vn/p/home/dvc-ket-qua-thu-tuc-cho-cong-dan.html?keyword=thai%20s%E1%BA%A3n>

2. Public services for ill people

<https://dichvucong.gov.vn/p/home/dvc-dich-vu-cong-truc-tuyen-ds.html?keyword=gi%E1%BA%A3i%20quy%E1%BA%BFt%20ch%E1%BA%BF%20C4%91%E1%BB%99%20%E1%BB%91m%20C4%91au>

3. Public services for people in difficult circumstances

<https://dichvucong.gov.vn/p/home/dvc-ket-qua-thu-tuc-cho-cong-dan.html?keyword=covide#mainTitle>

4. Public services for people with disabilities

<https://dichvucong.gov.vn/p/home/dvc-ket-qua-thu-tuc-cho-cong-dan.html?keyword=covide#mainTitle>

5. Public services for the elderly

<https://dichvucong.gov.vn/p/home/dvc-ket-qua-thu-tuc-cho-cong-dan.html?keyword=covide#mainTitle>

6. Public services for the children

<https://dichvucong.gov.vn/p/home/dvc-ket-qua-thu-tuc-cho-cong-dan.html?keyword=thai%20s%E1%BA%A3n#mainTitle>

7. Public service for youth

<https://dichvucong.gov.vn/p/home/dvc-ket-qua-thu-tuc-cho-cong-dan.html?keyword=thai%20s%E1%BA%A3n#mainTitle>

108. Does the Government provide any specific e-participation measure(s) for women and/or other vulnerable groups? *

Yes

No

109. If yes, please provide link and detail.

1. Law No. 13/2022/QH15 dated on November 14, 2022 of The National Assembly of Vietnam hereby promulgates the Law on Prevention and Combat against Domestic Violence.

<https://vanban.chinhphu.vn/?pageid=27160&docid=207711&classid=1&typegroupid=3>

Clause 2, Article 4: Respect and protect legal rights and benefits of relevant people; ensure the best benefits of children; prioritize the protection of legal rights and benefits of domestic violence victims who are pregnant women, women who are raising children under 36 months old, the elderly, disabled people, and people who are unable to take care of themselves; perform gender equality.

2. Ministry of Culture, Sports and Tourism is developing a Government Decree detailing a number of articles of the Law on Domestic Violence Prevention and Control.

<https://chinhphu.vn/du-thao-vbqpp/du-thao-nghi-dinh-quy-dinh-chi-tiet-mot-so-dieu-cua-luat-phong-chong-bao-luc-gia-dinh-5489>

in which, it stipulates:

- The national telephone exchange for domestic violence prevention and control operates 24 hours a day, with operational resources guaranteed by the State.

- To use the same phone number 111, without telecommunications charges for incoming and outgoing callers and consultation fees for callers to the National Telephone Exchange for Domestic Violence Prevention and Control.

3. National Child Protection Switchboard (tollline 111): is a special public service established under the provisions of the Law on Children 2016.

<http://tongdai111.vn/>

<https://baochinhphu.vn/tong-dai-dien-thoi-quoc-gia-phong-chong-bao-luc-gia-dinh-so-111-102230302100534801.htm>

4. Decision No. 830/QĐ-TTg dated June 01, 2021 of the Prime Minister on approving the Program for "Protecting and Supporting children on network environment for the period of 2021 - 2025"

http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=2&_page=1&mode=detail&document_id=203332

5. The National project "Supporting ethnic minority women in poverty reduction and economic development through the application of technology of the 4.0 revolution" was built and implemented based on the strong commitment of the Government of Vietnam in implementing Sustainable Development Goals, aiming to ensure "No one is left behind".

<https://nhandan.vn/nhan-dinh/phu-nu-dan-toc-thieu-so-thoat-ngheo-nho-cong-nghe-4-0-380333/>

6. Viet Nam Women's Union:

<https://hoilhp.org.vn/web/guest/gui-cau-hoi>

110. Does the Government provide any specific measure(s) to build digital literacy/skills for women and/or other vulnerable groups? *

Yes

No

111. If yes, please provide link and detail.

1. Decision No. 414/QĐ-TTg dated on April 12, 2019 of the Prime Minister on approving the project "Strengthening information technology application to support ethnic minorities in socio-economic development and ensuring security and order in ethnic minority areas". Vietnam in the period of 2019-2025
http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=2&_page=1&mode=detail&document_id=196796
2. Decision No. 830/QĐ-TTg dated June 01, 2021 of the Prime Minister on approving the Program for "Protecting and Supporting children on network environment for the period of 2021 - 2025"
http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=2&_page=1&mode=detail&document_id=203332
3. Decision No. 146/QĐ-TTg dated January 28, 2022 of the Prime Minister on Approving the Project "Raising awareness, universalizing skills and developing the national digital transformation human resources to 2025, with orientation to 2030":
<https://chinhphu.vn/?pageid=27160&docid=205276>
4. Massive Open Online Course (MOOC) managed by Ministry of Information and Communications, operated by VTC NETVIET Communication and Technology Joint Stock Company - VTC Multimedia Communications Corporation in order to deploy training and education. fostering and training digital transformation officers in central and local state agencies, corporations, state corporations, media agencies, the press and popularizing digital skills for the people. to successfully implement the National Digital Transformation Program to 2025, with orientation to 2030 in Decision No. 749/QĐ-TTg dated June 3, 2020 of the Prime Minister. Link at: <https://onetouch.mic.gov.vn>; <https://onetouch.edu.vn/courses>
5. On December 8, 2021, Ministry of Information and Communications organized a training on digital skills for women in the context of international integration for leaders and staff of women's unions from 63 provinces across the country.
<https://ictvietnam.vn/phu-nu-hoc-tap-trang-bi-ky-nang-so-tro-nen-thiet-yeu-23177.html>
6. Central agency Vietnam Women's Union offers 5 free digital skills courses for women starting a business in the 4.0 era
<https://phunuvietnam.vn/5-khoa-hoc-ky-nang-so-mien-phi-cho-phu-nu-khoi-nghiep-trong-ky-nguyen-40-20200819101213443.htm>
<https://hoilhp.org.vn/web/guest/tin-chi-tiet/-/chi-tiet/tang-cuong-giao-duc-ky-nang-so-cho-phu-nu-va-tre-em-gai-30005-4506.html>

112. Does the Government use any social media platform(s)? *

Yes

No

113. If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

1. Facebook of Viet Nam government regularly provides timely and accurate information on the direction and administration of the Prime Minister, social updates, and is responded to by the people with 3.9 million followers.
<https://www.facebook.com/thongtinchinhphu>

2. Zalo of Viet Nam government
<https://zalo.me/1804841377504511303>

3. Youtube of Viet Nam government
<https://www.youtube.com/@thongtinCP>

4. App of Viet Nam government
Download link from Google Play store: <http://bit.ly/VGPGGP>
Download link from Apple App Store: <http://bit.ly/VGPapp>

In addition, many ministries and provinces also use Zalo for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making: Ministry of Information and Communications; Ministry of Education and Training; Ministry of Health... Da Nang, Lao Cai...

114. If yes, please include any guidelines for government officials/institutions on the use of social media.

1. Decree No. 42/2022/ND-CP dated June 24, 2022 of the Government on prescribing provision of online information and online public services by regulatory bodies <https://vanban.chinhphu.vn/?pageid=27160&docid=206001&classid=1&typegroupid=4>
Article 5; 8; 13: regulations on government agencies' use of social networks to provide information, online public services and interact with people in the network environment.
2. Decree No. 15/2020/ND-CP dated February 03, 2020 of the Government on penalties for administrative violations against regulations on postal services, telecommunications, radio frequencies, information technology and electronic transactions
http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=1&_page=1&mode=detail&document_id=199053
3. On June 17, 2021, Ministry of Information and Communications issued Decision No. 874/QĐ-BTTTT on the issuance of the Code of Conduct on social networks. This Code is to create conditions for all individuals and organizations to participate in and use social networks in a safe and healthy manner; be consistent with ethical standards of behavior and conduct in the network environment; in accordance with practices and international treaties to which Vietnam has acceded:
<https://thuvienphapluat.vn/van-ban/Cong-nghe-thong-tin/Quy-dinh-874-QĐ-BTTTT-2021-Bo-Quy-tac-ung-xu-tren-mang-xa-hoi-478154.aspx>
4. Circular No. 09/2014/TT-BTTTT date on August 19, 2014 on Detailing Management, Provision and Use of Information on Websites and Social Networks.
http://vanban.chinhphu.vn/portal/page/portal/chinhphu/hethongvanban?class_id=1&_page=1&mode=detail&document_id=176000

115. Does the Government publish information on how people's voices, including those among women and/or the vulnerable groups, are included in policy decision-making? *

Yes

No

116. If yes, please provide link (URL) and detail.

In Vietnam, the government agencies always publish information on how people's voices, including those among women and vulnerable groups on their website/portals, Section Questions and Answers (detailed in E-participation of Part A), examples:

- a) <https://xaydungchinh sach.chinhphu.vn/#Box-Draft>
- b) <https://chinh sach online.chinhphu.vn/>
- c) <https://nanglucanhtranh.chinhphu.vn/>
- d) <https://dichvucong.gov.vn/p/phananhkienghi/pakn-field.html?id=81>
- e) <https://tiengchuong.chinhphu.vn/>

In addition, Viet Nam Government uses social media platforms (Facebook, Zalo, Youtube) and e-participates with it citizen.

<https://www.facebook.com/thongtinchinhphu>

<https://zalo.me/1804841377504511303>

<https://www.youtube.com/@thongtinCP>

F. Usage, User Satisfaction and Evaluation

117. Does the Government monitor/collect usage statistics of e-government services? *

Yes

No

118. If yes, please provide link and detail.

1. Evaluating system the set of indicators for directing, operating and evaluating the quality of services for people and businesses in the implementation of administrative procedures and public services in real time in the electronic environment serving people and businesses. industry of the National Public Service Portal (Decision No. 766/QĐ-TTg dated on June 23, 2022 of The Prime Minister: <https://vanban.chinhphu.vn/?pageid=27160&docid=205997>): <https://dichvucong.gov.vn/p/home/dvc-index-tinhthanhpho-dvctructuyen.html>
2. Digital Transformation Index System (built since 2020) to monitor and evaluate annual digital transformation results of ministries, provinces and the country during the implementation of the National Digital Transformation Program to 2025, with orientation to 2030; E-Government development strategy towards digital government for the period of 2021-2025, with orientation to 2030 and the National Strategy for development of the digital economy and digital society to 2025, with orientation to 2030 (<https://dti.gov.vn/>)
3. E-government Monitoring Center (EMC) built by the Ministry of Information and Communications to measure, evaluate, monitor and manage the effectiveness provision and using information and online public services by state agencies (<https://emc.ngsp.gov.vn/>)

119. Does the Government collect usage data with dis-aggregation by gender? *

Viet Nam has been implementing electronic identification according to of the Government on electronic identification and Authentication. <https://vanban.chinhphu.vn/?pageid=27160&docid=206490>
This function is to be implemented in 2024 because measuring of digital service usage is done through the EMC platform with digital identity (including gender information).

120. Does the Government measure user satisfaction of e-government services? *

- Yes
- No

121. If yes, please provide link and detail.

Evaluating system of the set of indicators for directing, operating and evaluating the quality of services for people and businesses in the implementation of administrative procedures and public services in real time in the electronic environment serving people and businesses. industry of the National Public Service Portal (Decision No. 766/QĐ-TTg dated on June 23, 2022 of The Prime Minister: <https://vanban.chinhphu.vn/?pageid=27160&docid=205997>): <https://dichvucong.gov.vn/p/home/dvc-index-tinhthanhpho-mucdohailong.html>

Besides, annually, monitoring of citizen satisfaction has been implemented by Ministry of Home Affairs, adopted the Decision No. 876/QĐ-BNV dated 10 November 2022 approving the project "Measuring the satisfaction of citizens and organizations with respect to the services of public administrative agencies in the period 2021-2030" <https://thuvienphapluat.vn/van-ban/Bo-may-hanh-chinh/Quyết-dinh-876-QĐ-BNV-2022-De-an-Xác-dinh-Chi-so-cai-cach-hanh-chinh-cua-bo-co-quan-ngang-bo-537938.aspx>
SIPAS (Satisfaction index of public administrative services) 2022 results announced on April 19, 2023: <https://www.moha.gov.vn/tin-noi-bat/bo-noi-vu-nam-trong-nhom-2-ve-chi-so-cai-cach-hanh-chinh-nam-2022-48873.html>

122. Does the Government collect user satisfaction data with dis-aggregation by gender? *

Viet Nam has been implementing electronic identification according to of the Government on electronic identification and Authentication <https://vanban.chinhphu.vn/?pageid=27160&docid=206490>
This function is expected to be implemented in 2024 because collecting user satisfaction data is done by platform with digital identity (including gender information).

G. Partnership and International Cooperation [NEW]

123. Please provide information about any ongoing global/regional partnership and/or digital cooperation, with United Nations (such as UNDESA, Regional commissions, UNDP, UNICEF ...) focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) * [NEW] *

Viet Nam is an active State Member of the UN, as well as specialized UN agencies such as ITU, UPU, UNICEF, UNESCO, etc. Some typical results are presented as follows:

- ITU (International Telecommunication Union): During the Covid-19 pandemic, based on the initiative of the Minister of Information and Communications of Vietnam (H.E. Nguyen Manh Hung), the ITU Digital World as a biggest event of ITU co-organized in hybrid form (virtual and in-person), by ITU and Ministry of Information and Communications of S.R. of Viet Nam for 2 consecutive years, 2020 and 2021. Accordingly, Viet Nam developed and provided digital platform for these events. During the events, H.E. Minister Nguyen Manh Hung chaired some Ministerial Sessions and Roundtables related to Digital Transformation, including the development of digital government. The event 2021 attracted more than 2380 delegates from 159 countries, 2 Government leaders, 32 ministers, 8 deputy ministers participated in online meetings, 90 speakers from big technologic organizations and corporations shared experiences, solutions and ideas related to the telecommunications/ICT sector, many of which were related to digital transformation and digital government. In just 3 days, more than 160,000 people visited the digital exhibition in this Event. (more information at <https://www.itu.int/en/itu/telecom/Pages/world2021.aspx>).
- ITU: At the Plenipotentiary Conference of ITU held in Buchrest, Rumania from September 25 to October 14, 2022, Viet Nam had contributed some key content for developing digital transformation. H.E. Deputy Minister Phan Tam of MIC shared Vietnam's priorities in building a digital future together: (i) advancing the development of digital platforms in order to quickly bring all people and businesses into the digital world; (ii) providing all people with digital skills through Massive Open Online Courses so that they could get new chance in a new development space; (iii) strengthening ITU's role in mobilizing, coordinating global efforts and initiatives towards the establishment of digital infrastructure (more information at: https://pp22.itu.int/en/itu_policy_statements/phan-tam-vietnam/).
- UNICEF: Viet Nam and the Office of the United Nations Children's Fund (UNICEF) in Viet Nam have developed the Technical Assistance (TA) Project on promoting the role of information and communications technologies in child protection, equipping skills for safe online interaction, and enhancing inclusive equitable digital access for children in the period of 2023-2026.
- UNESCAP: Cooperation with Asia Pacific Center of ICT (APCICT) of the UN ESCAP to implement training courses, material exchange and workshops, events for capacity building in ICT sector with digital transformation, trending and emerging technologies, MSMEs, women and technology etc.
- UNESCAP-ITU: Asia Pacific Telecommunity (as an intergovernmental organization, founded on the joint initiatives of UNESCAP and ITU) International Collaborative Research 2022 with the Project "Development of a smart system using action recognition technology to help deaf-mute people to learn sign language by themselves" was implemented in 2023; and Deputy Minister of MIC (H.E. Nguyen Huy Dzong) participated and shared Vietnam's strategies and approaches to speed up the digital transformation – with highlights in the areas of digital institutional framework, digital infrastructure, digital workforce, digital skills, digital enterprises, solutions from digital platforms – in the Ministerial Session on Digital Transformation and Innovation Strategies for sustainable Digital Society at the 22nd APT Policy and Regulatory Forum, July 19th – 21st 2022, Bangkok, Thailand.

124. Please provide information about any other ongoing global/regional partnership and/or digital cooperation, with other non UN-bodies. [NEW] *

FOR MULTILATERAL ORGANIZATIONS:

- In ASEAN:

+ The ASEAN Conference on 5G as an initiative of Viet Nam is an annual event lead by Viet Nam to exchange views, share experiences and discuss with experts from international organizations, such as ITU, GSMA, and leading companies on key issues such as radio frequency spectrum, 5G standards development, network and infrastructure sharing, technologies update, 5G business cases and security, etc.

+ Viet Nam leads its initiative to develop "A Best Practice Guide for Digital Infrastructure Development in ASEAN", which aims to provide evidence-based guidance and practices regarding digital infrastructure development, based on experiences and shared knowledge of AMS members and international experience.

+ Viet Nam leads the initiative to develop "A Regional Guideline on Innovative Approach to Accelerate the Digital Service Development". It will provide a common platform for ICT experts, policy makers and governments of ASEAN member states to come together and share experiences toward accelerating the digital services in ASEAN member states.

- In ACMECS: Viet Nam leads the initiative to develop "A Guideline on an ICT Framework for promoting the interconnected Smart Sustainable Cities among ACMECS member countries". Consultation for A Guideline and Recommendation on an ICT Framework for promoting the interconnected Smart Sustainable Cities among ACMECS member countries (Laos, Cambodia, Myanmar, Thailand and Viet Nam).

- In OECD: Viet Nam proactively contributed its valuable information and best practices in the Symposium on Measuring Digital Government and Open Data in Southeast Asia organized by OECD in Korea from November 26th – 30th, 2022.

FOR BILATERAL COOPERATION:

In general, Vietnam Government has been cooperating with many UN State Members such as US, France, South Korea, Japan, India, UK, Singapore, Lao PDR, Cambodia, ... for developing electronic government and digital government.

+ Bilateral Agreements or MoU related to electronic/digital government:

Vietnam has signed and implemented cooperation agreements and memorandums of understanding with many countries for development of E-Gov and Digital Government such as with UK, United States, Japan, Korea, India, Singapore, Laos, Cambodia and Uganda on consultation and sharing telecommunications/ICT, as well as digital infrastructure regulatory experiences, formulating policies and strategies, amending laws and regulations in electronic transactions, digital transformation, digital society, digital economy, cybersecurity, data management, social networks, digital infrastructure, ect.

+ Initiatives proposed and lead by Viet Nam:

Viet Nam assumes the prime responsibility for coordinating with partners from Japan, United States and Australia to implement projects/programs of technical assistance and capacity building in digital transformation, digital infrastructure, cybersecurity such as the following projects:

- To cooperate with Japan to implement the Technical xProject "Support to raise awareness, skills to ensure information security and law enforcement capacity on information security in Viet Nam"

- To cooperate with the United States on sharing experiences in developing digital infrastructure, network safety.

- To cooperate with Australia to implement (i) the Project "Building response to network incidents"; (ii) Technical advice in specific areas and support for digital transformation in the Postal Sector (iii) Cyber BootCamp Project under the Australian Cyber Cooperation Program on training human resources to respond with the challenges and opportunities from cyberspace.

- To cooperate with Japan to implement the project "Smart Silver Innovation Phase 2" to find appropriate digital solutions to solve the issue on the ageing society by fostering "Smart Silver Innovation in Asia".

+ Other activities: ... Further details as the file attached. ...

THANK YOU

125. **Please provide any other information that will help us in understanding e-government development in your country.**
[NEW] *

The Government of Viet Nam and the Ministry of Information and Communications have been extremely active and committed to coordinating with other ministries, all sectors and local governments in organizing the development of e-Government and aiming towards the development of digital government in the near future, with the goal of serving the people and businesses in the best ways possible.

126. **Consent to publish this Questionnaire**

I/We authorize UN DESA to publish my/our responses as deemed necessary. *

Yes

No

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.