



### Interview with Vu Van Quang, Mayor of DELGOSEA Best Practice City Lang Son, Vietnam

My name is Vu Van Quang. I am the Mayer of Lang Son city, the main city of Lang Son province.

The population of Lang Son city is 140,000 and it covers 79 square kilometer of area.

I am pleased to present you our best practice of Lang Son city. That is the administrative reform which contains a number of elements as follow;

Firstly, good policy from the top, that is the policy from the central government of Vietnam, down to the provincial and the city level.

Secondly, the decisive leadership of the city which is the driving force of the reform.

Thirdly, human resources in the reform process, which includes government officials, and the city staff.

Fourthly, the application of appropriate equipment and technology and supportive budget in the reform process.

Fifthly, the assessment of existing process and the improvement in order for a cut-down of document and process when acquiring regular services or documents from the city.

Sixthly, the education and publicizing of the reform to the citizen of the city so that they learn and understand the reform process and they can participate in the auditing process of this reform.



A project implemented by the contractor

Konrad-Adenauer-Stiftung e.V. Head Office Germany

Field office Philippines  
5/F Cambridge Bldg., 108  
Tordesillas crn. Gallardo  
sts. - Makati City, Manila -  
Philippines

This project is co-funded by the European Union

Delegation of the European Union to Indonesia and Brunei Darussalam  
Intiland Tower, 16th floor  
Jl Jend Sudirman 32  
Jakarta 10220 Indonesia  
Tel: (62 21) 2554 6200  
Fax:(62 21) 2554 6201

The European Commission is the EU's executive body.

The European Union is made up of 27 Member States who have decided to gradually link together their know-how, resources and destinies. Together, during a period of enlargement of 50 years, they have built a zone of stability, democracy and sustainable development whilst maintaining cultural diversity, tolerance and individual freedoms. The European Union is committed to sharing its achievements and its values with countries and peoples beyond its borders.



Talking about the key element, among these driving elements for the reform, human resource is the key.

Human resources is very important. City personnel with appropriate capability and responsibility to work and provide good service to the citizen is considered very essential for the convenience of acquiring official document and also for the cut-down of complicated process in the past.

With supportive technology and appropriate equipment, human resources, the key element, can contribute greatly to the success of the administrative reform.

Of all that I have mentioned above, however, human resources is the most important factor to the success, under well-established regulation and comprehensive framework.

Talking about the outcome of the administrative reform of Lang Son City. The most outstanding outcome of this process is the increase of convenience of the people from various sectors who make contact to the city hall.

Not only the convenience but also the transparent, clear, and accountable processes have been delivered to the people.

Additionally, the staff of Lang Son city who provide service to the people can improve their performance and level of responsibility along with this reform process.

With the administrative reform, and together with the our One-stop Shop, the people of Lang Son can benefit from the shorter time of acquisition of official document and the staff can also streamline and increase the efficiency of the documentation process.

Now the people of Lang Son city know that the city cares and shows responsibility to the people and tries to provide good and convenience service to them. We, as the city personnel, try to work best to provide punctual and quality service. This can be seen in our work performance, now we can achieve 80 to 90% punctuality of official paper acquisition.



A project implemented by the contractor

Konrad-Adenauer-Stiftung e.V. Head Office Germany

Field office Philippines  
5/F Cambridge Bldg., 108  
Tordesillas crn. Gallardo  
sts. - Makati City, Manila -  
Philippines

This project is co-funded by the European Union

Delegation of the European Union to Indonesia and Brunei Darussalam  
Intiland Tower, 16th floor  
Jl Jend Sudirman 32  
Jakarta 10220 Indonesia  
Tel: (62 21) 2554 6200  
Fax:(62 21) 2554 6201

The European Commission is the EU's executive body.

The European Union is made up of 27 Member States who have decided to gradually link together their know-how, resources and destinies. Together, during a period of enlargement of 50 years, they have built a zone of stability, democracy and sustainable development whilst maintaining cultural diversity, tolerance and individual freedoms. The European Union is committed to sharing its achievements and its values with countries and peoples beyond its borders.



The impact to the people of Lang Son city.

In my opinion, as we have our administrative reform, the living condition and quality of life of our people is greatly improved.

According to the time-saving service, people can proceed faster to start their business, have more time, and eventually results in good economic and social development.

For example, one can acquire a permit of commerce in a short time, given that he has prepared complete document as requested, so the economic development in general is sped up.

In the past, this process took 15 days but nowadays it takes only 10 days. This time-saving applies to other type of document including house registration.

Moreover, the people of Lang Son realize more to become law-abiding. The people know the process and try to follow the rules and at the same time, try to keep an eye on the relevant offices in the line of document acquisition whether they are working at their full capacity.

To apply our best practice in another city or country.

First of all, the central government of Vietnam has a strong commitment to continue the administrative reform process and looks forward to the success of the reform in Vietnam.

This year, we are on the third step, and we keep going forward as there are many more steps to proceed, including future revision and further improvement of the existing practice for the better service.



A project implemented by the contractor

Konrad-Adenauer-Stiftung e.V. Head Office Germany

Field office Philippines  
5/F Cambridge Bldg., 108 Tordesillas crn. Gallardo sts. - Makati City, Manila - Philippines

This project is co-funded by the European Union

Delegation of the European Union to Indonesia and Brunei Darussalam  
Intiland Tower, 16th floor  
Jl Jend Sudirman 32  
Jakarta 10220 Indonesia  
Tel: (62 21) 2554 6200  
Fax: (62 21) 2554 6201

The European Commission is the EU's executive body.

The European Union is made up of 27 Member States who have decided to gradually link together their know-how, resources and destinies. Together, during a period of enlargement of 50 years, they have built a zone of stability, democracy and sustainable development whilst maintaining cultural diversity, tolerance and individual freedoms. The European Union is committed to sharing its achievements and its values with countries and peoples beyond its borders.



Personally I think that One-stop Shop in Lang Son city can be one of the models but to apply the practice in another city, I would like to say that it depends on the condition of each particular city. To replicate this, a city has to consider the suitability, the legal process, and the condition of its own.

For example, the One-stop Shop of Lang Son city is probably appropriate to Lang Son city’s context but the condition could be different in another country so that the replication can be more or less only partial, depending on the context and the replication also needs some adjustment according to the existing condition.

It is very important that to achieve the success, we need to learn from one another, we share our experience, and we apply the best practice in an appropriate way for the highest efficiency.

Translated to English by

Mr. Apiyut Siyapan

21<sup>st</sup> July, 2011

Edited by

Mr. Sven Herpig

Communication Officer, DELGOSEA

2<sup>nd</sup> August, 2011



A project implemented by the contractor

Konrad-Adenauer-Stiftung e.V. Head Office Germany

Field office Philippines  
5/F Cambridge Bldg., 108 Tordesillas crn. Gallardo sts. - Makati City, Manila - Philippines

This project is co-funded by the European Union

Delegation of the European Union to Indonesia and Brunei Darussalam  
Intiland Tower, 16th floor  
Jl Jend Sudirman 32  
Jakarta 10220 Indonesia  
Tel: (62 21) 2554 6200  
Fax: (62 21) 2554 6201

The European Commission is the EU’s executive body.

The European Union is made up of 27 Member States who have decided to gradually link together their know-how, resources and destinies. Together, during a period of enlargement of 50 years, they have built a zone of stability, democracy and sustainable development whilst maintaining cultural diversity, tolerance and individual freedoms. The European Union is committed to sharing its achievements and its values with countries and peoples beyond its borders.