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Agenda Item: 11

Successful Cases of Public Services in Viet Nam

Purpose: Information
Submitted by: Viet Nam



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Successful Cases of Public Services in Vietnam

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Outline

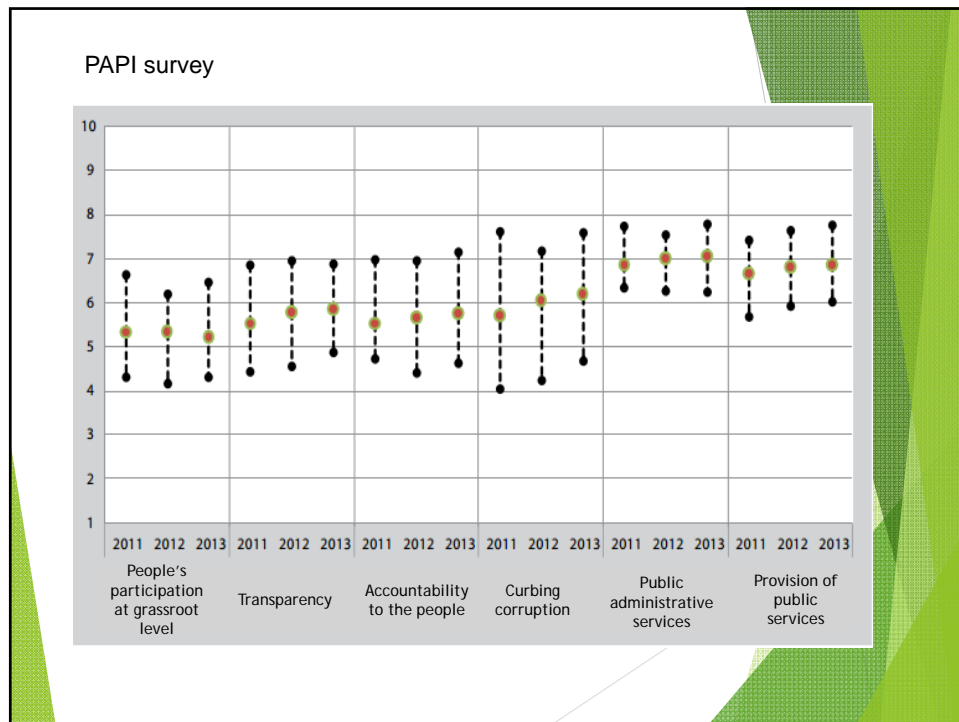
- ▶ Introduction
- ▶ Recent Reforms
- ▶ Case 1: Application of e-Customs
- ▶ Case 2: Socialization of Higher Education
- ▶ Key Lessons

Introduction

- ▶ Transition from central planning regime, so public services remain quite wide-ranging in VN;
- ▶ Context for changes:
 - ▶ Economic integration → more opportunities, more demand and relaxed entries for foreign suppliers.
 - ▶ Higher income → more demand for good services.
 - ▶ Constraint of State Budget → hard to provide all public services.

Recent Reforms

- ▶ Liberalization of entry
- ▶ Socialization /Co-funding by private and public entities
- ▶ Public administrative reforms
 - ▶ Most recently, Project 30c aims at increasing people's satisfaction with public administrative services, education and health.



Case 1: Application of e-Customs

- ▶ Before 2009: customs procedures mainly manual.
- ▶ 2009-2012: pilot e-customs
- ▶ Since 01/01/2013: Formal e-customs
 - ▶ Full services at 34/34 branches within 2 months
 - ▶ 2013: 93.8% of export declarations and 92.7% of import declarations submitted electronically;
 - ▶ 2014: almost 49,500 enterprises had custom procedures completed electronically.

Key reasons for success

- ▶ Political will;
- ▶ Good planning;
- ▶ Instructions;
- ▶ IT infrastructure.

Case 2: Socialization of Tertiary Education

- ▶ 1990s: private universities and colleges very rare;
- ▶ Since 2000: better recognition of private universities and colleges;
- ▶ Stable shares of non-public institutions:
 - ▶ 29/185 colleges in 2013 vs. 5/84 colleges in 1999;
 - ▶ 54/153 universities in 2013 vs. 17/52 universities in 1999;
 - ▶ 177.5 thousand/1,453.1 thousand university students in 2013 vs. 95.4 thousand/719.8 thousand in 1999.
- ▶ More presence of high quality foreign and private universities (RMIT, FPT, etc.)

Key reasons for success

- ▶ Acknowledge the capacity of private sectors in providing tertiary education services;
- ▶ Acknowledge the competition in tertiary education (in terms of curriculum, quality of staff, learning experience) which is induced by the private sectors;

Key Lessons

- ▶ Serving the people is most important
 - ▶ *“Outcome, NOT output”*
- ▶ The Government should not provide ALL public services. Their provisions should be for basic services, at basic level and for targeted groups
 - ▶ *Role of Government vs. Role of private suppliers*
- ▶ Overcome the pressures from certain groups against reforms of public services.
 - ▶ *Political will*

THANK YOU!