



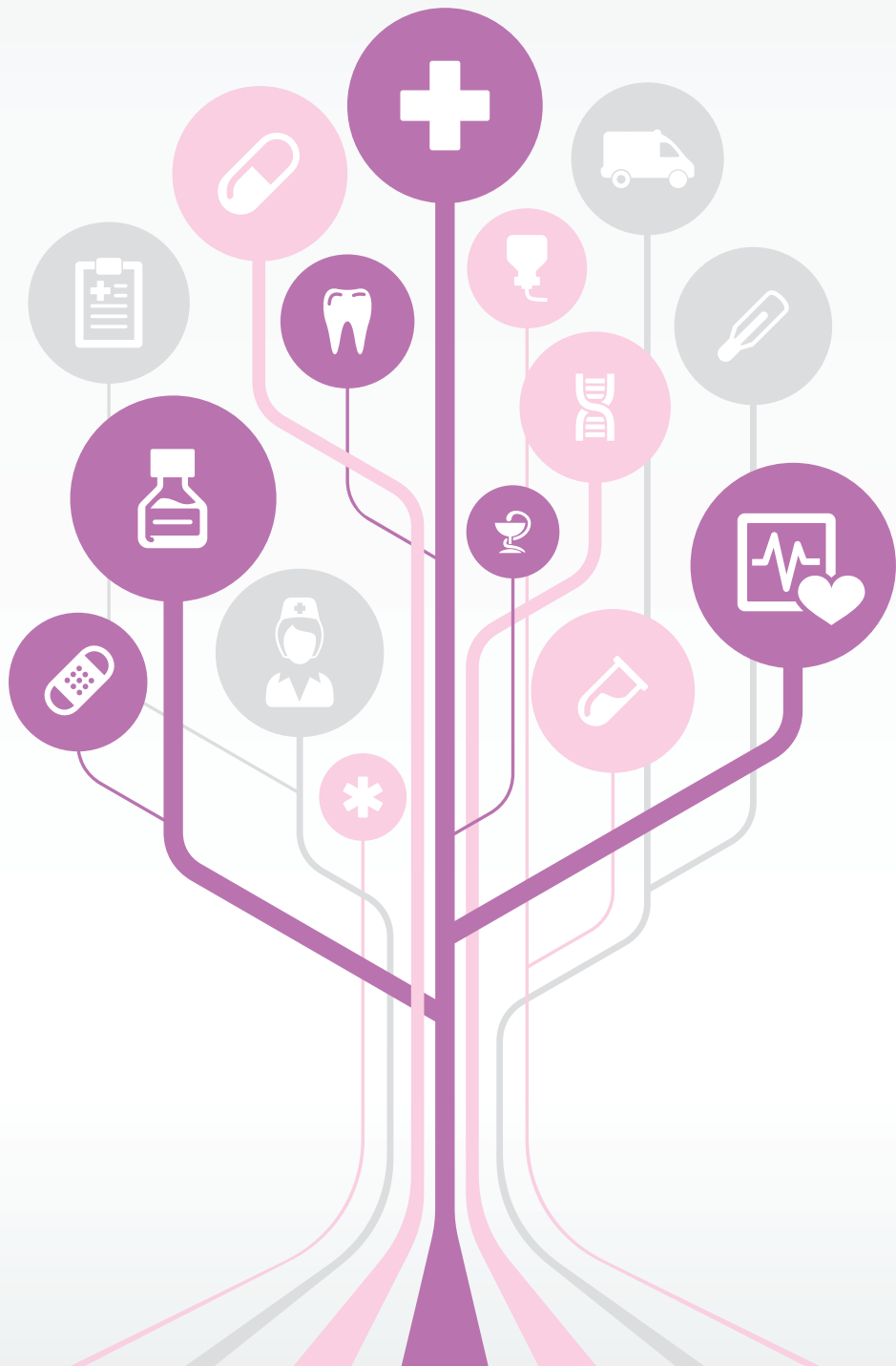
MINISTRY OF PLANNING
& INVESTMENT



LAO CAI
PEOPLE'S COMMITTEE



CITIZEN REPORT CARD ON THE BIRTH REGISTRATION SERVICES IN LAO CAI PROVINCE



LAO CAI

July 2015

CITIZEN REPORT CARD
ON THE BIRTH REGISTRATION SERVICES
IN LAO CAI PROVINCE



LAO CAI

July 2015

ACKNOWLEDGEMENTS

Within the framework of the cooperation program 2012 - 2016 between Lao Cai People's Committee and the United Nations Children's Fund (UNICEF), the survey of people satisfaction of birth registration service in communes with tough conditions in Lao Cai province was implemented and completed in May 2015. This report was implemented with technical assistance of specialists from Central Institute for Economic Management (CIEM) including Mr. Hoang Van Cuong (team leader) and other team members: Mr. Tran Trung Hieu, Mr. Pham Phu Minh, Ms. Be Thu Trang and Ms. Le Mai Anh.

The report was completed with close cooperation of the Department of Planning and Investment (Child-friendly Project Management Unit), Department of Labor, Invalids and Social Affairs and Department of Justice in Lao Cai. Besides, the report received the cooperation of relevant organizations in Bac Ha district, Sapa district, Si Ma Cai district and Muong Khuong and 06 communes, including: Lau Thi Ngai (Bac Ha district), Ta Phan (Sa Pa district), San Chai and Can Chau (Si Ma Cai district), La Pan Tan and Cao Son (Muong Khuong district).

The process of carrying the survey and the report out was consulted by specialists from Departments and Industries in Lao Cai (Department of Planning and Investment, Department of Justice, Department of Labor, Invalids and Social Affairs, General Statistics Office (GSO), staff from GSO and Department of Justice in 04 districts in the research area: Bac Ha district, Sa Pa district, Si Ma Cai district and Muong Khuong districts); staff and specialists of Project Management of the Central Child Friendly Project (Service of Labor, culture, society – Ministry of Planning and Investment) and other specialized staff of UNICEF Viet Nam.

UNICEF and Lao Cai Child-Friendly Project would like to express our gratitude to all organizations and individuals contributing to the report!

CONTENTS

ACKNOWLEDGEMENTS	4
LIST OF ABBREVIATIONS	9
EXECUTIVE SUMMARY	10
FOREWORD	14
PART I: INTRODUCTION OF CRC RESEARCH	18
1. Overview of research area	19
2. Objectives of CRC survey in Lao Cai	22
3. Scope of Research.....	22
4. Research Methodology.....	23
5. Respondents.....	23
6. The process of research implementation	23
7. Sampling	24
PART II: KEY FINDINGS OF CRC SURVEY	26
I. GENERAL FINDINGS.....	27
II. KEY SURVEY RESULTS AND FINDINGS.....	35
1. Assessing the level of user access to services.....	35
2. Evaluation on the use of service.....	49
3. Evaluation on the cost of services.....	56
4. Evaluation on the recommendations.....	59
5. General Assessment of users	65
III. CONCLUSION AND RECOMMENDATION	69
1. Conclusion.....	69
2. Recommendations	71
3. Shortcomings and lessons learnt.....	75
LIST OF REFERENCES	78
I. The local documents:.....	79
II. Legal documents:.....	80
III. Guidance tools for conducting CRC:.....	81

ANNEX	82
Annex 1:	82
Annex 2:	100
Appendix 3:	101
Appendix 4:	107
Apenndix 5:	118

DANH MỤC BẢNG

Table 1: Results of birth registration in 2014	22
Table 2: Summarization of sample for widespread survey.....	25
Table 3: General results of respondents characteristics	27
Table 4: Information of respondents	29
Table 5: Information of children who were registered for birth	30
Table 6: Information about the status of a birth certificate, health insurance card of children.....	32
Table 7: Physical access to birth registration	35
Table 8: Fee for copy of household registration book, marriage certificate, identity card	58
Table 9: Purposes of birth certificate	60
Table 10: The TOP priorities to improve birth registration service.....	6

DANH MỤC HÌNH

Figure 1: PCI of Lao Cai province over years	15
Figure 2: The component index of PAPI in Lao Cai in 2014	15
Figure 3: The trend of 6 components of PAPI in Lao Cai	16
Figure 4: Papers needed to prepare for the birth registration	38
Source: Data from CRC survey on birth registration in Lao Cai, 2015.	38
Figure 5: The level of satisfaction with the assistance of CPC/communal judicial officials about papers prepared for birth registration for children.....	38
Regarding the children born in the health facilities without the birth-certifying paper or at home, 61% of written pledges were provided by the CPC officials.	39
Figure 7: People providing the sample of written pledge of the birth	40
Figure 8: Writing the Written Pledges of Birth.....	40
Figure 9: Reasons for not writing the Written Pledges of Birth by themselves.....	41

Figure 10: The assistants of declaration of Written Pledges of Birth	42
Figure 11: The satisfaction upon CPC officials' assistance in declaration of birth	43
Figure 12: Registration of marriage	44
Figure 13: The father/mother of child was old enough for marriage registration at the time of birth registration.....	44
Figure 14: The willingness of submission a copy of household registration books of children's parents upon birth registration procedures.....	45
Figure 15: Submission of copies of parents' household registration books upon birth registration	46
Figure 16: Willingness of submission of a copy of ID card upon birth registration	46
Figure 17: Submission of ID copy	47
Figure 18: Self-declaration of birth registration at home	48
Figure 19: The level of satisfaction for the assistance of CPC officials on birth registration declarations.....	48
Figure 20: Response of CPC officials on the proposed registration of birth	49
Figure 21: The issue of birth certificate on appointing date.....	50
Figure 22: Total number of working days to receive the certificate of birth	50
Figure 23: Number of times going to the CPC to be granted registration of birth.....	51
Figure 24: Waiting time at CPC to get birth certificate	51
Figure 25: Waiting time	52
Figure 26: Reasons of waiting	52
Figure 27: The attitude of the CPC officials during birth registration.....	53
Figure 28: Evaluation on the whole administrative procedures of birth registration.....	54
Figure 29: Evaluation on administrative procedure in process of birth registration for children	55
Figure 30: The status of children birth registration	56
Figure 32: Evaluation on the copy fee for the three types of documents including household registration book, marriage certificate and identity card.....	58
Figure 33: The necessity of birth registration	59
Figure 34: Propaganda activities related to birth registration	60
Figure 35: Evaluation on the effectiveness of propaganda.....	61
Figure 36: Actual status of current propaganda activities.....	61
Figure 38: Mobile birth registration services.....	63
Figure 39: Evaluation of mobile birth registration service	64
Figure 40: General perception on the birth registration service.....	65
Figure 41: Assessment on birth registration procedure.....	66

Figure 42: Assessment on the attitude of commune judicial officials.....67
Figure 44: Assessment on current propaganda activities.....68

DANH MỤC HỘP

Box 1: Regulation on birth registration procedures.....37

LIST OF ABBREVIATIONS

No	ABBREVIATIONS	MEANING
	BR	Birth Registration
	CECODES	Center for Community Support Development Studies
	CFPM	Child Friendly Project Management
	CIEM	Central Institute for Economic Management
	CPC	People's Committee
	CRC	Citizen Report Card
	ES	Economic-Socio
	HI	Health insurance
	ID	Identification Card
	LISA	Labor - Invalids and Social Affairs
	PAPI	Public Administration Performance Index
	PCI	Provincial Competitiveness Index
	PI	Planning and Investment
	PM	Project Management
	SA	Social Audit
	SI	Social Insurance
	UNDP	United Nations Development Program
	UNICEF	International Children's Emergency Fund
	VCCI	Viet Nam Chamber of Commerce and Industry

EXECUTIVE SUMMARY

Report of the survey on people satisfaction of the birth registration service in communes with difficult conditions of Lao Cai province was done with close cooperation of the Department of Planning and Investment (Child-friendly Project Management Unit), Department of Labor, Invalids and Social Affairs, Department of Justice of Lao Cai province and UNICEF Viet Nam with the technical assistance from the national consultant group from the Central Institute for Economic Management (CIEM) including Mr. Hoang Van Cuong (team leader) and other team members: Mr. Tran Trung Hieu, Mr. Pham Phu Minh, Ms. Be Thu Trang and Ms. Le Mai Anh.

This CRC aims at gathering feedback on service quality and evaluating the satisfaction of birth registration service users in communes with difficult conditions of Lao Cai province including: (1) Access to the service, (2) Use of the service, (3) Fee for using the service and (4) Overall evaluation. From which some recommendations for the improvement and enhancement of the birth registration service quality in the coming years are proposed.

During the survey, there are findings that can be considered as the main barriers in implementing the child birth registration, including gender, education background, Vietnamese level of interviewee, the relationship between interviewee and the child, the distance from the interviewee's house to the CPC, communication and attitude/level of social justice officials.

The detailed findings in the report show:

Evaluation of the access of service users

Physical access to child birth registration service is easy, in most cases the distance from the respondents' house to the commune People's Committee (PC) office to register for a birth certificate is about 1 - 5 km (63%), the most used means of transportation is motorbike (78%), time spent from their houses to the commune PC is less than 30 minutes (about 83%).

In terms of the documents needed to present: The majority of respondents said that the child's parents have their marriage certificate (82%). 87% of respondents stated that at the time the child was born, the parents did not have the marriage certificate even though both of them were at the age for marriage registration (20 years old for the father and 18 years old for the mother). The percentage of respondents were willing to submit a copy of their household registration book and ID card for their child's birth registration was 97% and 96%, respectively. 81% of the respondents thought that it was necessary to submit a copy of ID cards when making birth registration for their children.

In terms of the birth registration form: 99% of the form was provided by the CPC officials (One-stop shop). While 72% of the respondents filled in the form themselves, 98% of them thought that it was the CPC officials who helped fill in the forms. All of the respondents (100%) felt satisfied and very satisfied when the CPC officials helped them fill in the forms.

Evaluation by service users

In terms of the submission procedures for the birth registration: 72% of people filled in the birth registration by themselves, the rest of them (28%) asked for help from CPC officials. 100% of respondents felt satisfied and very satisfied with the CPC officials' help in filling in the forms. It was stated that 99% of the respondents submitted all the necessary documents for their child's birth registration correctly.

In terms of the date issuing the birth certificate: 86% of the respondents received their child's birth certificate issued on the scheduled date; while the rest of them (14%) could immediately have the birth certificate without waiting.

In terms of the time waiting in the CPC office: 61% of the respondents said that they had to wait in the CPC offices, 65% indicated that they had to wait in line, and 18% shared other reasons such as the respondents had to wait for the CPC officials through the whole birth registration process or they forgot the birth

delivery certificates at home, 10% reported the reason that local officials in charge were in a meeting, 6% of respondents had to wait in order of the registered number, and 2% shared that the officials in charge were out of town.

In terms of the attitude of CPC officials during the process: 98% of the respondents rated the attitude of CPC officials as good and very good with the reasons that the officials was kind, helpful, and gentle with dedicated guidance. Overall, the respondents feel very satisfied with the working process of the officials. 96% of the respondents evaluated the administrative process to be good and very good. 49% of the respondents felt that the child's birth registration was simple and quickly while 44% of them thought the process was normal.

Evaluation on the cost of services

In terms of the situation of the child's birth registration: 55% of the cases were registered on time, and 45% of the cases were overdue.

In terms of the fines for overdue registration: Most of the respondents said that they weren't charged with any fines. There was only one case in Cao Son where they had to pay VND 28,000 for the fines and this was announced before they used the service. The fine is considered as an average rate in comparison with the family's income.

In terms of the copy fees: 35% respondents paid for photocopies of 03 documents including household registration book, marriage registration and ID card. About 93% of the respondents paid less than VND 20,000 for this fee. 83% respondents considered this fee as an average rate in comparison with the family's income/living conditions.

In terms of informal payment for the service: The survey results show that 100% of the respondents did not have to make any informal payment for the birth registration.

Evaluation on the recommendations

In terms of the importance and necessity of the birth certificate: 99.33% of the respondents said that birth certificate is really important for their child. Majority of them thought that the certificate would help their child to get a health insurance card (95%); allow them to attend school (99%); have access to health care (94%); be eligible to enter in the household registration book (68%). Other reasons (4%) included: for their child to travel, have the father's family name, work far away and have the right to civil identify.

In terms of communication about birth registration: 86% of the respondents rated communication about the birth registration under any form as good. Specifically 49% respondents rated communication as normal, while 39% and 7% of them rated it good and very good respectively compared to 5% who considered communication bad. The general recommendations to improve the communication about birth registration include: (1) Head of village makes a list and sends to CPC to conduct birth registration for the whole village (41%); Communication through local educators (32%); Communication through loudspeakers (17%); Communication was designed in ethnic language and mobile forms at villages' cultural houses (8%); Having no recommendation (7%).

In terms of evaluation on the mobile birth registration: 92% of the respondents had no idea and had never heard about the mobile birth registration service. However, 96% of the respondents who had heard of and known about the service thought that it was necessary and very necessary to employ the service.

In term of the measurement to improve the birth registration: Given the overall assessment, to improve the birth registration process, the respondents proposed: the CPC officials should provide clearer and more detailed guidance for local people (32%); improving communication activities (24%); simplifying the administrative procedures (20%); and piloting the mobile birth registration (18%).

Evaluation on the general satisfaction of service users

The general satisfaction of respondents from 7 points (out of 10) and higher (good and higher) takes up a large percentage of respondents (over 85%). Of which, the satisfaction of the process time/issuing birth certificate takes up the highest percentage with 98% while the satisfaction of the communication activities received the lowest percentage (86%).

Recommendations

For the central level

- Strengthening the communication activities on the punctual registration of birth certificate for children in order to ensure the children's rights and express the parents' responsibilities for implementing children's rights.
- Unifying the communication and implementation of Decree No. 110/2013/ND-CP dated September 24th, 2013 of the Government on administrative sanctions in the field of judicial assistance, judicial administration, marriage and family, civil enforcement, bankruptcy of enterprises & cooperatives.
- It is necessary to have the guidelines for communication and application of Inter-ministerial Circular No. 05/2015/TTLT-BTP-BCA-BYT dated May 15th, 2015 of the Ministry of Justice, Ministry of Public Security, the Ministry of Health on guiding to implement the joint administrative procedures of child birth registration such as resident registration, health insurance cards for children under age 6.
- Continue the process of communication and implementation of the Law on Health Insurance 2008 for judicial officials, in which pays more attention to the articles related to the health insurance cards for children less than 6 years.
- Regulating clearly the responsibility of the health facilities for providing the birth delivery certificates after children were born and requiring their parents or the caregivers to confirm the receipt of birth delivery certificates.

For Lao Cai province

For the Provincial People's Committee:

- It is necessary to issue the regulations on coordination between the Department of Justice, Department of Health and the Department of Public Security in implementing and applying the Joint Circular No. 05/2015/TTLT-BTP-BCA-BYT dated May 15th, 2015 issued by the Ministry of Justice, Ministry of Public Security, and the Ministry of Health on guiding the joint administrative procedures about child birth registration, resident registration, and health insurance cards for children less than age 6.
- Developing regulations on coordination between the Department of Justice and Social Insurance Institution in implementing issuing and delivering the health insurance cards for children less than 6 years based on the Law on Health Insurance 2008.
- Strengthening communication activities, raising people's awareness about the importance of birth registration, especially those living in the communes facing many difficulties in healthcare services (antenatal and postnatal care as well as services for children under 6 years old). For health facilities in villages/hamlets and communes health care station, they should strengthen the preventive and primary healthcare measures for children and mothers.
- The infrastructure, roads from the villages/hamlets to the communal health stations, CPC headquarters required further improvements to support people's commuting. This leads to the increase in needs/demands of mothers and children for antenatal, neonatal and postnatal care. Therefore the birth registration will receive more attention.

For provincial justice department:

Firstly, it is necessary to strengthen the communication activities to raise the awareness and the interest of families, communities and authorities in birth registration for children. Here, it is necessary to pay more attention about the media contents to enhance transparency as well as accountability of the stakeholders,

namely the procedures to register the child birth: (1) submitting the birth delivery certificate or the written confirmation for the birth of the child, (2) presenting papers including marriage certificate, household registration book and identity cards of their parents. If there are violations on the regulations of child birth registration such as missing the deadline for registration, the judicial officers need to give a warning to people responsible for the service of birth registration. Besides, communication through posters, billboards and leaflets in ethnic minority's languages, so that people can understand and receive the correct information.

Secondly, it is needed to enhance the qualification of judicial officials working in field of civil status registration. In the coming time, the training should focus on implementing a number of provisions relating to child birth registration such as: the Decree No. 110/2013/ND-CP and Decree #67/2015/NĐ-CP; Joint Circular No. 05/2015/TTLT-BTP-BCA-BYT; the Law on Health Insurance in 2008, the guidelines on the regulations on coordination among the stakeholders issued by the provincial authority in implementing child birth registration, providing health insurance cards and household registration for children. In addition, the judicial officers should be proactive, constantly study the new documents and new guidance documents related to their working field. They need to be accountable for their tasks and mandates.

Thirdly, some legal procedures, facilities, and funding to implement some activities of birth registration for children need to be supported. At first, it is necessary to clearly stipulate the judicial officials at the commune level are the focal points for making a children list at each commune to transfer to the provincial social institutions to issue health insurance cards. They are responsible for sending health-care insurance cards to the local people within 30 days after receiving these cards from the provincial social insurance institution. Next step, providing financial support to the judicial officials to implement the mobile registration of birth certificate in the hamlets/villages, while implementing the communication activities on-site to improve people's awareness about centres birth registration for children when they were born.

Fourthly, it should implement the tracking, monitoring, and assessing the birth registration and relevant activities. Periodically, twice a year, each district would choose one commune to assess the birth registration profiles stored in the communal justice committee division, then test a sample of about 20% birth certificates.

Fifthly, the policy mechanism should be designed to promote performance of birth registration through as a computerized and dynamic system. Currently, data on birth registration at local level is manually stored. In order to store, update, monitor, handle and share information about the birth registration, it is needed to set up a project on birth registration database, which will make information management modern and highly effective.

Sixthly, the pilot mobile birth registration with weekly schedules should be implemented. The responsibility of officials in hamlets/villages (including hamlet/village heads) needs to make centres update on birth certificate situation. Making schedules for the communal judicial officials to implement the mobile registration in the hamlets/villages.

FOREWORD

1. Context of the study

Citizen Report Card (CRC) is one of the major tools under Social audit to gather feedbacks from citizens to assess public services. Citizens, as service users, are in the best position to provide useful feedback on quality, effectiveness and relevance of such public services as well as constraints or difficulties that they encountered when using the service. The CRC tool sees service users as clients, therefore their opinions and feedbacks are very important for the process of designing, providing and evaluating public services of the Government. CRC employs household survey method to obtain feedback from the people. From 2010 until now, with the assistance of United Nations Children's Fund (UNICEF) in Viet Nam, CRC tool has been piloted and implemented in some provinces to assess public services, especially those for women and children in the provinces of Dien Bien, An Giang, Dong Thap and Ho Chi Minh city. Results and recommendations of CRC were widely shared with related parties, especially governments, services providing units and the people in order to further improve quality and effectiveness of the services. (Appendix 2 present additional details introducing CRC tool).

The scheme "Promoting administrative reform, improving operations' efficiency and effectiveness of the political system in Lao Cai province", issued with the Decision No. 307/2011/QD-TU dated November 15th, 2011 that set the objective as "By 2015, the time to complete tasks by individuals and institutions in state administrative agencies is reduced as compared to that of 2010. The mechanisms of "one-stop-shop", "inter-level one-stop-shop" are implemented completely in ministries, departments, People's Committees of districts, cities and communes; modern "inter-level one-stop-shop" is conducted in districts, cities. The satisfaction of individuals and institutions towards services provided by the administrative bodies reached 70% in 2015"¹.

The administrative reform plan of Lao Cai province in year 2015² points out the mission in reforming administrative procedures: keep on improving and enhancing the quality and effectiveness of "one-stop shop" and "inter-level one stop shop" mechanisms. Promoting the application of information technology in associate between bodies of the same and different administrative level in order to improve the openness, transparency and deal well with works for the people and businesses. The objective is in 2015, 90% of departments and agencies, 100% of districts, cities, 100% of communes, wards and towns has implemented the "one-stop shop", "inter-level one stop-shop" mechanism. The satisfaction of individuals and institutions towards services provided by state administrative bodies reaches 70%³. For these objectives, the Official Dispatch No. 2218/2014/SKH-DABHTE dated December 18th, 2014 of Director Planning and Investment of Lao Cai province on the implementation of Document No. 2609/2014/UBND-TH dated July 10th, 2014 of the Chairman of People's Committee of Lao Cai province on the experimental application of the Project Friends of Lao Cai province children, financed by UNICEF on the survey of the satisfaction of people about the infant birth registration in communes with tough conditions in Lao Cai province, using the social audit tools of CRC is quite meaningful in terms of current practices.

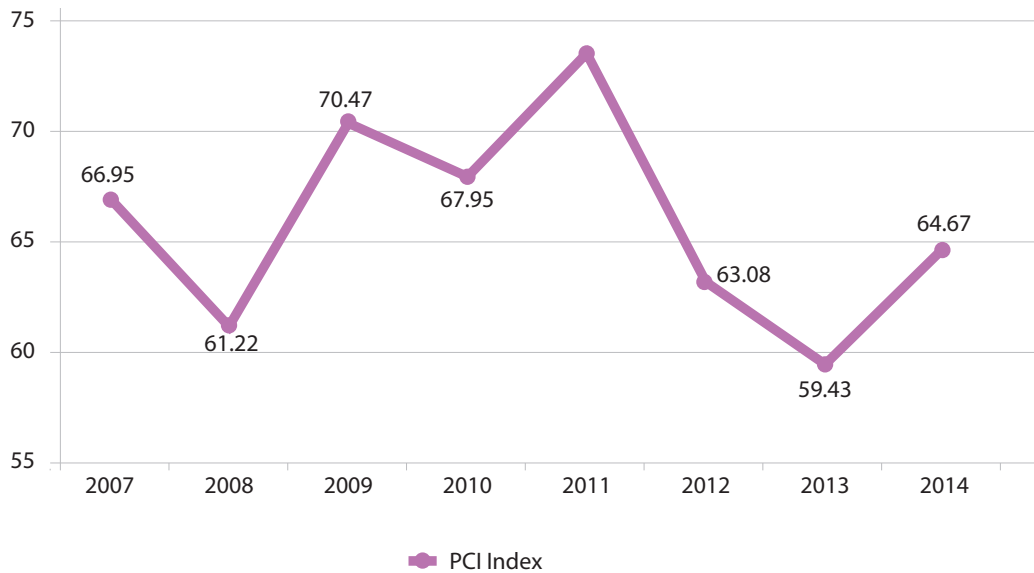
Besides, in 2014, Lao Cai was also one of the provinces with significant improvement in the Provincial Competitiveness Index (PCI) and Provincial Governance and Public Administration Performance (PAPI) at provincial level.

According to the evaluation of businesses community and many specialists, Lao Cai has always been a province with leading ranking among mountainous provinces in the North. In particular, in 2014, PCI of Lao Cai province ranked at the 3rd with 64.67 points (very good). In the past years, Lao Cai has (1) improved solutions of planning and economic-social development plan construction; (2) increased the

- 1 People's Committee of Lao Cai province (2011): Decision No. 307/2011/QD-TU dated November 15th, 2011 on approving the Scheme "Promoting administrative reform, improve the efficaciousness and effectiveness of the operation of the political system in Lao Cai Province".
- 2 People's Committee of Lao Cai province (2014): The administrative reform plan of Lao Cai province in year 2015 No. 194/2014/KH-UBND dated December 09th, 2014.
- 3 CRC of Lao Cai this time will use this objective as the base to compare, evaluate the level of satisfaction of people for each indicator chosen for analysis.

disciplines, administrative disciplines in the state systems, (3) listened to enterprises' feedback through various channels, (4) continued to invest in infrastructure, reasonably mobilizing and distributing resources to maximize the province's strength; (5) continued to renovate public administration, creating the most favorable condition for enterprises and increasing the fair competitiveness amongst types of businesses.

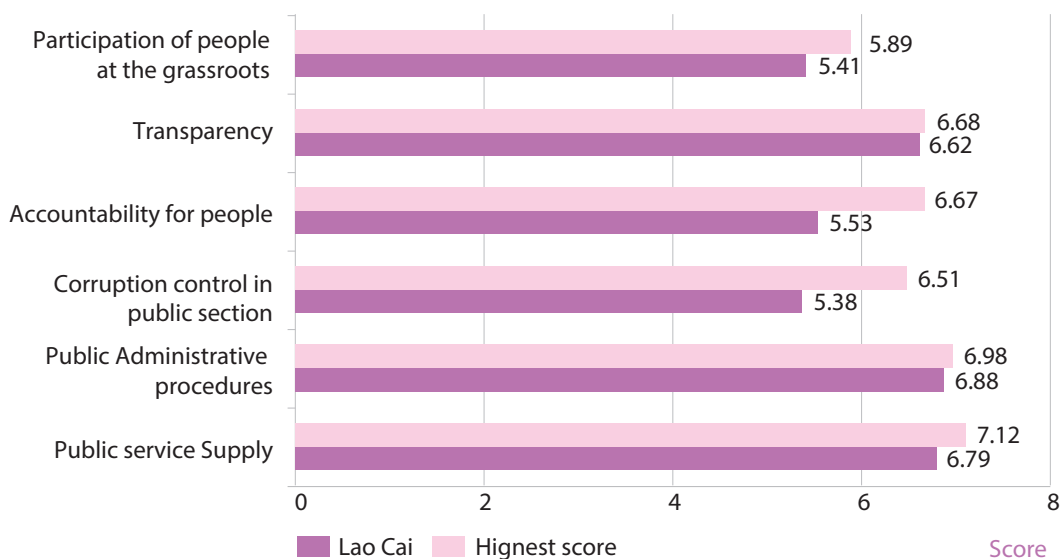
Figure 1: PCI of Lao Cai province over years



Source: VCCI (2015): PCI Report 2014.

About the Provincial Governance and Public Administration Performance (PAPI), in 2014⁴ Lao Cai gained considerable points compared to in 2013. PAPI measured 6 components, including: Citizen Participation at local levels; Publicity - transparency; Accountability; Control of corruption in the public sector; Public administrative procedures and public services. During the past years, Lao Cai has had efforts and significant improvements in the increase of governance performance and public administration indicators.

Figure 2: The component index of PAPI in Lao Cai in 2014



Source: The Viet Nam Fatherland Front, CECODES and UNDP (2015): PAPI Report 2014.

4 VFF, CECODES and UNDP (2015): PAPI report of 2014.

Figure 3: The trend of 6 components of PAPI in Lao Cai



Source: *The Viet Nam Fatherland Front, CECODES and UNDP (2015): PAPI Report 2014.*

So, the result of the Survey report on people’s satisfaction with birth registration service, which uses social audit tool named CRC, in the disadvantaged and difficult areas in Lao Cai province can make in-depth evaluation of the PAPI indicator about the “one-stop-shop” section in public service delivery and administrative procedures in the judiciary field in coming years.

2. Some existing problems of the birth registration

Convention on the Rights of the Child, in Part I, Article 7, Section 1 states: “The child shall be registered immediately after birth and shall have the right from birth to a name, the right to acquire a nationality and as far as possible, the right to know and be cared for by his or her parents.”

In recent years, there have been many guidelines and policies on birth registration in Viet Nam, including:

- Law on Protection, Care and Education of Children in Viet Nam (which was amended in June 2004), in Chapter II, article 11 states: “1. Children have the right to birth registration and to acquire a nationality; 2. Children, who do not determine their parents, will be helped by the authority to identify parents as prescribed by law, if requested.”
- Viet Nam Nationality Law, in articles 16, 17, 18, 19 states some basic issues of nationality, and birth registration.
- The Basic Legal system related to the birth registration, which contains the Law and sub-law documents, includes: Marriage and Family Law dated June 9th, 2000; Decree No. 68/2002/ND-CP dated July 10th, 2002 of the Government state the detailed implementation of some articles in the Marriage and Family Law, the marriage and family relation involving foreign elements; Decree No. 158/2005/ND-CP dated December 27th, 2005 of the Government on the registration and management of civil status, Decree No. 60/2009/ND-CP on the condemnation of administrative offences, Decree 110/2013/NĐ-CP dated 24 September 2013 by the Government on administrative sanctions in judicial services, marriage and families, civil criminals, bankruptcy of enterprises and cooperatives, Decree # 67/2015/NĐ-CP dated 14 August 2015 by the Government to adjust and supplement some articles of the Decree #110/2013/NĐ-CP dated 24 September 2013 by the Government on administrative sanctions in judicial services, marriage and families (This Decree

will come into effect from 1st October 2015), Decree No.06/2012/ND-CP dated May 02nd, 2012 of the Government amending and supplementing some articles of the decree on the civil status, marriage and family, and authentication and Decree No.24/2013/ND-CP of March 28th, 2013 of the Government detailing the implementation of some articles of the Law on Marriage and family with foreign elements; Decree # 126/2014/NĐ-CP dated 31 December 2014 by the Government with specific articles and measures to enforce the law on marriage and family (this decree came into effect from 15 February 2015) Circular No. 01/2008/TT-BTP guides the implementation of Decree No. 158/2005/ND-CP on the registration and management of civil status; the Joint Circular No. 11/2008/TTLT-BTP-BNG dated December 31st, 2008 of the Ministry of Justice and Ministry of Foreign Affairs guide the implementation of Decree No. 158/2005/ND-CP dated December 27th, 2005 on the registration and management of civil status at the Agency for Foreign representatives Affairs, Viet Nam consular offices in foreign countries and the Joint Circular No. 06/2012/TTLT-BTP-BNG dated June 19th, 2012 between the Ministry of Justice and the Ministry of Foreign Affairs on amending and supplementing some provisions in Joint Circular No. 11/2008/TTLT-BTP-BNG dated December 31st, 2008 between the Ministry of Justice and Ministry of Foreign Affairs, guiding the implementation of Decree No. 158/2005/ND-CP dated December 27th, 2005 of the Government on the registration and management of civil status at the diplomatic representative offices, Viet Nam consular offices in foreign countries; inter-sectoral circular #05/2015/TTLT-BTP-BCA-BYT dated 15 May 2015 by the Ministry of Justice, Ministry of Public Security, Ministry of Health with guidance on administrative procedures for birth registration, household registration, and health insurance for children under six years old (This circular came into effect from 1st July 2015); and Directive No. 17/2004/CT-TTg dated June 20th, 2014 of the Prime Minister on a number of solution to tackle the problem of the requirement to submit numerous certified copy of papers while performing the administrative procedure.

In recent years, registered newborn children reached high rates, including children in the mountainous provinces (about 95% or above, and about 98% in the city)⁵. According to the latest figures from the UN Children's Fund (UNICEF), 5% of children under 5 years old in Viet Nam (approximately 359,000 children) do not get a birth certificate⁶. However, this result only shows the child birth registration, it does not clarify the nature factors inside, influencing factors, what child birth registration decides, and whether this birth registration was on time or overdue, and whether it includes re-registration, edition, modification or not?

Although the result of the work of birth registration had positive changes, most civil judicial officials have clear responsibilities for adequate and timing registration. However, there are still existing newborn children who are not registered for a birth certificate or are overdue registered, particularly in difficult and disadvantaged areas. The condition that civil judicial officials wait for birth registration from residents is still popular in many areas. Especially, the problem is that many parents kept thinking "they do not need a birth certificate, after registration, the birth certificate is just stored in the closet", resulting in the neglect of birth registration. There are many people that worry about their livelihood so they have no interest in the birth registration. There are also cases of children that are not registered because "parents have to wait for marriage registration" or "household registration". The birth certificates that have false information, lack of information, unregulated aspects still exist.

Although there are many reasons, but the main reason of this problem is came from the manager, who is responsible for birth registration. Thus, the representatives of the Department of Justice have said that the most important task in the birth registration is awareness raising, sense of responsibility of local officers, civil judicial officers and the people who are responsible for birth registration, along with communication and education on the importance of birth registration, etc.

With the expectation of evaluation with evidence and scientific basis, the Survey on people's satisfaction with birth registration service for children in difficult and disadvantaged areas in 06 communes in Lao Cai province as mentioned above, which use the social audit tool named citizen report card (CRC), will receive the feedback from parents/caregivers about birth registration service and existing problems in accessing this service. On that basis, recommendations will be made for improving and enhancing the quality of birth registration services in the coming years.

5 [Http://moj.gov.vn/mobile/Pages/nghien-cuu-trao-doi.aspx?ItemID=4477](http://moj.gov.vn/mobile/Pages/nghien-cuu-trao-doi.aspx?ItemID=4477)

6 [Http://baodientu.chinhphu.vn/Doi-song/5-tre-em-Viet-Nam-chua-co-giay-khai-sinh/214136.vgp](http://baodientu.chinhphu.vn/Doi-song/5-tre-em-Viet-Nam-chua-co-giay-khai-sinh/214136.vgp)



**PART I:
INTRODUCTION OF CRC RESEARCH
IN LAO CAI**

PART I:

INTRODUCTION OF CRC RESEARCH IN LAO CAI

1. Overview of research location

1.1. Overview of Lao Cai province

Lao Cai is a mountainous province in Northern of Viet Nam, the natural area is 6,383.89 km². It is located at the North borders on Yunnan province - China; the South borders on Yen Bai province, the East borders on Ha Giang province, the West borders on Lai Chau province. Lao Cai has 203.5 km of border on Yunnan province - China. Lao Cai has an important geographical position on the economic corridor of Kunming (China) - Lao Cai - Ha Noi - Hai Phong, it is the “Gateway”, the “Bridge” of Viet Nam, ASEAN countries to Yunnan’s market and the South - Western of China. This geographical location creates the advantages of socio- economic development and international economic integration of Lao Cai.

Lao Cai’s terrain characterizes by high mountains intersperses with low hills, big split, with parts of valley along the Red River and roads, railways run through the center of the province. The mountainous district surround this center lobby from East – North to West – South, which includes lots of small mountain ranges and isolated valleys, in which the communities live. The region has the slope above 250 and make up more than 80% of the provincial land area. The province’s natural terrain has elevation ranging from 80 m to 3,143 m above sea level at Fan Si Pang, which is the top of Viet Nam. The mountainous terrain and microclimate effects created a diverse natural environment with many different ecological regions (sub-regional).

The total population of the province was 656,900 people in 2013⁷, the density is 103 people per km², of which the male figure is 330,900 people, making up 50.37%. The province has 25 ethnic groups who live together harmony, in that the ethnic minorities account for 64.09% of the provincial population. Kinh people makes up 35.9%, H Mong people make up 22.21%, Tay people is 15.84%, Dao people is 14.05%, Day people is 4.7%, Nung people is 4.4%, the rest is some especially ethnic minorities such as: Phu La, San Chay, Ha Nhi, La Chi, etc...

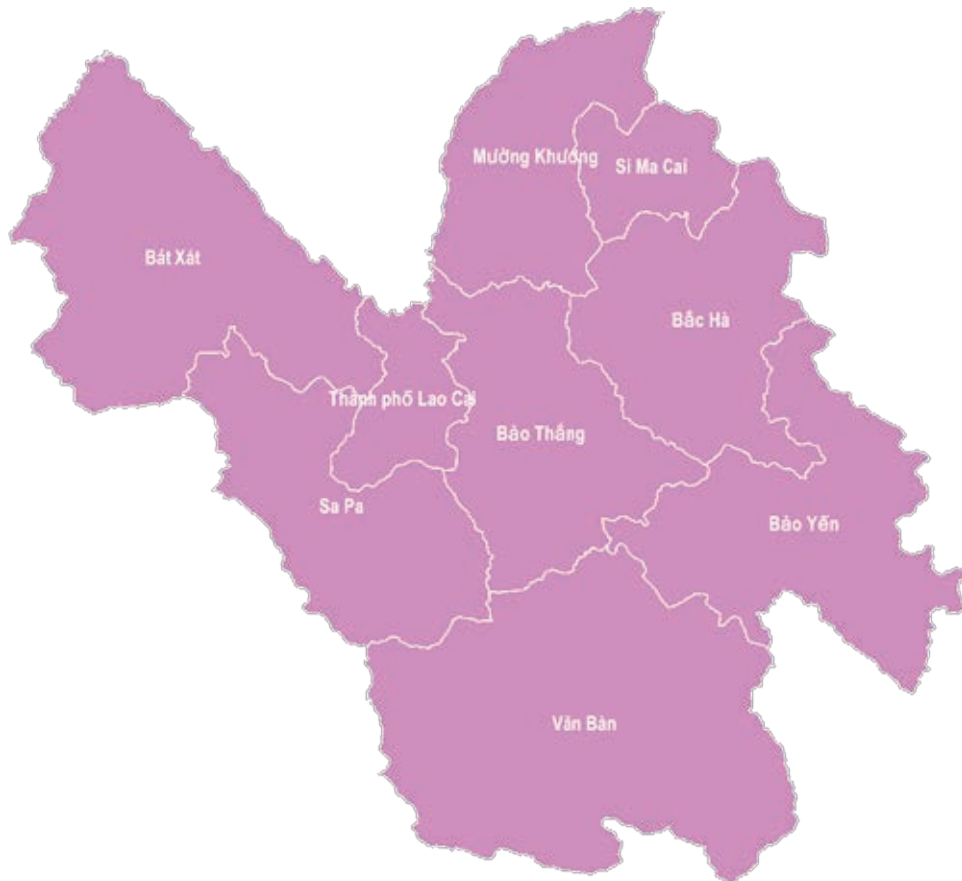
The province has a city namely Lao Cai and 8 districts namely Sa Pa, Bat Xat, Bao Yen, Bao Thang, Si Ma Cai, Van Ban, Muong Khuong, Bac Ha, with 164 communes and towns, of which 138 villages at remote and border areas. Lao Cai is divided into 3 areas:

- Region I: The villages which have the advantage conditions of socio – economic development. The villages are mostly at lowland, near the center of district, city, convenience in transportation and social service.
- Region II: The villages which have the difficult conditions of socio – economic development. The villages are mostly at remote areas with relative difficulties in transportation and fairly good basic social services.

⁷ General Statistics Office of Viet Nam (2014): Statistics Yearbook 2013.

- Region III: The villages which have particularly difficult conditions of socio – economic development; the villages are at border areas, far from center of district, city; the terrain of those villages are strongly fragmented; transportation at those villages is extremely difficult and social services are limited.

Administrative map of Lao Cai



Economy of Lao Cai in 2014 maintains the growth rate at 14.3%; economic structure shifts positively, the share of agriculture is about 16.07%, industry and construction and service account for 42.77%, 41.16%, respectively.

1.2. Results of birth registration in 2014 in Lao Cai province

Regarding the legal basis: the legal documents relating to the registration of birth certificates in Lao Cai is applied under the guidance of the written law and sub-law (such as the list of references of the legislation attached).

The results of judicial administration in 2014 of Lao Cai⁹, there are 13,594 cases of the registration of birth, of which 7,235 cases were boys (representing 53.22%); registration on time was 9,083 cases (representing 66.82%); re-registration was 3,240 cases (representing 23.83%).

⁸ People Committee of Lao Cai (2014): Report of implementation result the indicators of socio – economic development in 2014, socio – economic development plan 2015 (Report presented at the 12th session, lock XIV of Provincial Council) under the Official letter No. 414/2014/BC-UBND dated December 01st, 2014.

⁹ Lao Cai Department of Justice (2014): Report on the performance of judicial administration in 2014 and orientations, tasks in 2015, issued by Official Letter No. 28/2014/BC-HCTP dated November 17th, 2014.

1.3. Characteristics of 06 communes surveyed CRC

a. Ta Phan commune, Sapa district

Ta Phan commune is mountainous area of Sapa district, 12 km from the district center. Ta Phan has 06 rural communes, total natural land area of 2,178 hectares, with 601 households and 3,043 people (of which 1,507 is number of men, representing for 49.52%). There are 332 households of H Mong ethnic group with 1,631 people; 219 households of Dao ethnic with 1,189 people; 01 households of Day ethnic group with 04 people; 02 households of Tay ethnic group with 04 people, the rest are Kinh ethnic group with 47 households including 138 people.

b. Lau Thi Ngai commune, Bac Ha district

Lau Thi Ngai is in the north of Bac Ha district, about 05 km from the district center, with total natural area of 1,690 hectares. The entire population of 07 rural communes is 335 households and 1,752 people in 05 ethnic groups: H Mong, Dao, Kinh, Tay, and Phu La. In which, the number of H Mong ethnic people accounts for 92.23% of the population. The commune has 147 poor households, representing for 43.88% of all households in the commune (according to the poverty survey, in November 2014).

c. Cao Son commune, Muong Khuong district

Cao Son is a mountainous commune of Muong Khuong district, about 24 km from the district center and the 154 Provincial Highway goes through The commune has a total area of 4,317 hectares of natural forest; 1,536.52 ha of Agricultural area ; 1,145.80 hectares of forest area, 268.66 ha of non-agricultural area. The commune has total population of 3,100 people, with 589 households. Three main ethnic groups: Kinh, H Mong and Nung live in 09 villages, in which H Mong ethnic group has 571 households with 3,020 people and Nung ethnic has 15 households with 70 people, the Kinh ethnic group has 03 households with 10 people. Their lives were in poverty, mainly based on agroforestry production. Poor rate is about 286 out of 589 commune households (according to new criteria), representing for 48.56%.

d. La Pan Tan commune, Muong Khuong district

La Pan Tan commune has a total area of 4,595 natural hectares, including 2,393 hectares of agricultural area, 118.26 hectares of non-agricultural area, and 2,083 hectare of unused hilly area. The total number of households in the commune is 533 with 2,820 people, divided into 9 villages with 7 ethnic groups namely H Mong (95.09%), Dao (3.88%), Kinh (0.62%), Nung (0.12%), Tay (0.12%), Day (0.14%), Cao Lan (0.036%). People in the commune are mainly agricultural laborers. The application of science and technology in production is limited; productivity is low. Poverty rate based on the new criteria is 259 households (48.59%), 207 of near poor households (38.84%). The total food production is 1,489.45 kg; 528.17 kg/person/year increase 25.17 kg/person/year compared to the same period in 2013. La Pan Tan has income per capita of VND 5.3 million/person/year.

e. Can Cau commune, Si Ma Cai district

Can Chau commune is located in the south of Si Ma Cai District. Can Chau commune shares the eastern border with Lu Than commune, Si Ma Cai district; southern border with Ta Van Chu commune, Bac Ha district; western border with Quan Than San commune, Si Ma Cai district; northern border with Can Ho commune, San Chai commune, Lung Sui commune, Si Ma Cai district. Can Chau commune covers an area of 16.29 km² and has a total population of 2,462 people, density of 136 people/km². H Mong people make up the majority, at more than 90% of population.

g. San Chai commune, Si Ma Cai district

San Chai commune is located in the northeast of Si Ma Cai District. San Chai commune shares the eastern border with Pa Vay Su commune, Xin Man district, Ha Giang province (the natural boundaries is Chay river) and Lung Sui commune, Si Ma Cai District, Lao Cai province; southern border with Can Chau commune, Can Ho commune, Si Ma Cai district; western border with Man Than commune and Si Ma Cai commune, Si Ma Cai district; northern border with Si Ma Cai commune, Si Ma Cai district and China. San Chai commune covers an area of 22.15 km² and has a total population of 2,902 people, a density of 115 people per square kilometer.

Table 1: Results of birth registration in 2014

CRITERIA	DIVISION BY THE SURVEYED COMMUNES					
	Lau Thi Ngai	Ta Phin	Can Cau	San Chai	La Pan Tan	Cao Son
- Birth Registration (Person)	52	128	100	89	158	200
In which number of men (%)	48.1%	50.8%	48.0%	55.1%	63.4%	56.0%
- Registration in due date (%)	21.2%	41.4%	67.0%	78.7%	34.8%	20.0%
- Re-registration (%)	9.6%	9.4%	1.0%	0%	8.9%	46.0%
- Overdue registration (%)	69.2%	49.2%	32.0%	21.3%	56.3%	34.0%

Source: Summary from Report on performance indicators of socio - economic development 2014, the orientation and tasks for socio - economic development in the year 2015 of 06 communes.

The data above shows that, overdue status of birth registration remains high, such as Lau Thi Ngai commune accounting for 69.2%, La Pan Tan about 56.3%; Ta Phan 49.2%, San Chai commune has the lower rate, but also at 21.3%.

2. Objectives of CRC survey in Lao Cai

Feedback and satisfaction survey on service of people who registered birth certificates for children in disadvantaged communes of Lao Cai province, using the social audit tool namely Citizen Report Cards (CRC) has 02 goals as follows:

- Collect feedback about quality of service and satisfaction assessment of people who registered birth certificate in communes of Lao Cai province includes: (1) Accessing services, (2) Using the services, (3) Cost of service and (4) Evaluation of common sense.
- Launched a number of recommendations for improving and enhancing the quality of registration service for children birth certificates in the coming years.

3. Scope of Research

- In terms of time: Evaluation on people who registered birth certificate for children in 2014, from 01st January to 31st December, 2014, including the re-registration, modification, overdue registration.
- In terms of places: All children are granted according to the Register of Birth (profile, list) in 2014 in the 06 communes in the project area including Lau Thi Ngai commune, Bac Ha district; Ta Phan commune, Sapa district; San Chai commune and Can Chau commune, Si Ma Cai district; La Pan Tan commune and Cao Son commune, Muong Khuong district. The results in this study only represent for the service of birth registration in the communes of the project in Lao Cai province.
- In term of content/survey interview location: the interviews were carried out at home or house of culture in the villages. The respondents are people who have a relationship with the child as father/mother, his/her family members related by blood or relatives who went to register the birth certificate for the children. The content will focus on the evaluation of the person who registered birth certificate for children about (1) Access to services, (2) Use the services, (3) Costs for using the service and (4) General evaluation about the service of birth registration.

4. Research Methodology

This research is a sociological survey with the participation of directly service users who used the birth registration service by the social audit tool through the use of citizen report cards (CRC). The study uses analysis methods combined with the summarization, secondary documents review and group discussions with different stakeholders on the scope of the study and sample for household survey.

The study uses 01 questionnaire to collect information. The questionnaire is designed into 07 sections, including the closed and open questions to gather information related to opinions and satisfaction of people on birth registration. In the survey process and gathering information by questionnaire, the survey team consists of 02 main consultants, conducting the in-depth interviews with judicial officials at the provincial, district and commune levels; in-depth interviews some communal leaders, heads of villages and some households. When the results of questionnaires collected was coded, data was entered by using Stata 12 software, then the consultants will calculate the targets to obtain empirical evidences, comparing and interpreting the claims from in-depth interviews with relevant staff.

5. Respondents

Interviewers are children's fathers/mothers, grandmothers/grandfathers and family members who have biological relation with children or relatives who come to register a birth certificate for their child. This study interviewed a total of 300 people (50 for each commune), with 300 questionnaires (50 questionnaires per commune), according to the selected lists at commune level.

In this study, no one refused to participate in the survey. However, due to permanent resident characteristics, cultural characteristics in each village, so in addition to the official list of sample interview, the team has prepared a list of preventive form as required (people go to register birth certificates for the children, a birth certificate issued in 2014, from 01st January to 31st December, 2014, including re-registration, modification, overdue registration) and priority target groups (children under 5 years of age, registered birth certificate in 2014, children from poor households, and children with disabilities).

6. The process of research implementation

Process of implementation of the study complies with the following steps:

Step 1: Technical Workshop

The main objective of the workshop is to discuss, agree between the parties in order to clarify the objectives, requirements and scope of the research implementation of citizen report card (CRC) for "service of birth registration for children" in the poor communes in Lao Cai province; planning and implementing, establishing technical working groups, progress of implementation; coordination among stakeholders; preliminary surveying working with in justice affairs for preliminary information collection, preparing for the design of the questionnaire content.

The participation of the workshop are officials from the Department of Planning and Investment (Child-friendly Project Management Unit), Department of Justice, Bureau of Statistics, Department of Labor, War Invalids and Social Affairs, the leadership of Justice Department of 04 departments in the project districts, including leaders of the district Justice Sections: Sapa, Bac Ha and Muong Khuong and Si Ma Cai, UNICEF Representative in Viet Nam.

Step 2: Develop a research tool

After reaching the purpose and scope of the feedback and satisfaction survey on people who

registered birth certificates for children in poor communes of Lao Cai province, using tools social audit of citizen report card (CRC), the group's key staff of the Department of Planning and Investment (Child-friendly Project Management Unit), Department of Justice and related agencies and national consultant teams have exchanged information, experience and designed the survey questionnaire and documentation, supervised coordinators, staff doing data collection and process, identified patterns and sample.

Step 3: Technical training for CRC implementation

The objective of the training was to discuss and agree the contents between the parties and technical training, examine Citizens Report Card survey for registration services for children birth certificates in the poor communes of Lao Cai province. Training courses for the core group of the relevant departments of provincial and district levels¹⁰, are designed in hands-on method, by combining theory and practice in local conditions, including the 01 pilot test survey with 20 households in Cao Son commune and La Pan Tan commune, Muong Khuong district, Lao Cai province.

Step 4: Information collection on field

Core group conducted the survey and interview under the block diagram, including 01 general operation leaders; 06 investigative teams assign work schedule for each commune and district. Each commune had 02 coordinators; each monitoring group has 03 people; investigation team has 03 people. In communes, there are officials who acted as local guides and translators.

The survey teams in charge of data collection and the survey's monitoring in the field were assigned to complete in each commune before starting in next commune, in the period from 09th to 20th March, 2015.

During the implementation process of data collection, the surveyed provincial officials received technical assistance, in close coordination from national direct advisory group. Survey teams interviewed 300 residents of 06 selected communes. Consultant Group interviewed 08 households, 06 judicial officials of communes, 04 judicial officials of the district, 12 heads of villages, and 06 leaders in 06 communes.

Step 5: Data processing and reporting

The whole 300 questionnaires/surveys were cleaned by the national advisory group and support staff, and then entered by using Stata 12.0 software (from 03rd to 13th April, 2015). After that, the Consultant Group calculated the raw data and the tables corresponding to the design report.

Consultative Group developed a draft report and sent to the relevant provincial authorities, the Management Board of Children Friendly Project and UNICEF Representative to getting comments.

Step 6: Consultation on draft and finalization of the report

The draft report was sent to the relevant provincial authorities, the Management Board of Children Friendly Project and UNICEF Representative to getting comments. Then the national advisory group revises the final report based on the comments of the stakeholders. The expected workshop to share the findings of the study will be conducted with the involvement of local authorities at provincial level.

7. Sampling

Sample size

The survey includes 300 samples (50 samples/commune), with 300 questionnaires (50 questionnaires/commune), according to the selection list compiled by commune.

¹⁰ Technical Group was established under Decision No. 01/2015/QĐ-SKH dated January 08th, 2015 by the Director of Planning and Investment Department in Lao Cai province.

Sampling Method

List of the communes submitted by criteria information to select/filter sample included all children who have birth registration in 2014, from 01st January to 31st December, 2014, including re-registration, modification, and expired - registration. Based on the sample, the national advisory group conducted random sampling by +2 steps.

Table 2: Summarization of sample for widespread survey

ORDER	COMMUNE	DISTRICT	OFFICIAL	PREVENTIVE	SATISFIED SAMPLE (AFTER PILOT SURVEY) ¹¹
1	Lau Thi Ngai	Bac Ha	50	9	59
2	Ta Phin	Sapa	50	25	96
3	Can Cau	Si Ma Cai	50	25	97
4	San Chai	Si Ma Cai	50	25	85
5	La Pan Tan (- 10 pilot survey)	Muong Khuong	50	25	120
6	Cao Son (-10 pilot survey)	Muong Khuong	50	25	92
	TOTAL		300	134	549

Source: Data collected from submitted samples by 06 communes: Lau Thi Ngai commune (Bac Ha district), Ta Phan commune (Sapa district), San Chai commune and Can Chau commune (Si Ma Cai district), La Pan Tan commune and Cao Son commune (Muong Khuong district).

Due to local nature and specific surveys, so the sample includes: the official sample list (sample 50 per commune) and backup sample list. Initially, the sample list is expected by 50% compared with the official list of samples, randomly selected in sent list after taking official samples, randomly selected method by +2 steps. However, Lau Thi Ngai commune (Bac Ha district) has sent a list of 59 households, so the consultants used the whole sample in preparation for large-scale.

Selecting sample based on the above method is in order to ensure the randomness and the statistical significance because all the samples came from the list of households meeting the survey criteria sent by communes themselves. Selected sample rate is almost 60% compared with the initial list provided, except for Lau Thi Ngai which takes 100% from the original list.

¹¹ Including all children under 5 years old getting birth registration in 2014 (from 01/01/2014 - 31/12/2014, birth registration at the first time), which prioritizes the children from poor/ disable households.



PART II:
KEY FINDINGS OF CRC SURVEY
IN LAO CAI PROVINCE

PART II:

KEY FINDINGS OF CRC SURVEY IN LAO CAI PROVINCE

During the survey, there are findings that can be considered as the main barriers in implementing the child birth registration in 6 communes (Lau Phi Ngai, Ta Phan, Can Chau, San Chai, La Pan Tan, and Cao Son) of 4 districts (including Bac Ha, Sa Pa, Si Ma Cai and Muong Khuong) including gender, education background, Vietnamese level of interviewee, the relationship between interviewee and the child, the distance from the interviewee's house to the CPC, communication and attitude/level of social justice officials. They are considered as the main factors, determining assessment of local people about the child registration service.

I. GENERAL FINDINGS

According to the selection criteria for the scope of survey sample to capture feedback and satisfaction of people for the service of birth registration in the communes in the poor areas in Lao Cai province, all the selected samples are communes in difficult and disadvantaged situations.

Table 3: General results of respondents characteristics

CRITERIA	TOTAL	DIVISION BY SURVEYED COMMUNES					
		Lau Thi Ngai	Ta Phan	Can Chau	San Chai	La Pan Tan	Cao Son
1. Mode of interview							
Direct interview respondents	83%	94%	82%	84%	58%	84%	94%
Via local interpreter	17%	6%	18%	16%	42%	16%	6%
2. Time of interview							
Less than 20 minutes	2%	12%	0%	0%	0%	0%	0%
Between 21-30 minutes	35%	62%	54%	8%	4%	48%	34%
Between 31-60 minutes	59%	24%	44%	88%	82%	52%	64%
More than 60 minutes	4%	2%	2%	4%	14%	0%	2%
3. Gender							
Male	57%	52%	42%	64%	40%	74%	68%
Female	43%	48%	58%	36%	60%	26%	32%

CRITERIA	TOTAL	DIVISION BY SURVEYED COMMUNES					
		Lau Thi Ngai	Ta Phan	Can Chau	San Chai	La Pan Tan	Cao Son
Kinh	1%	0%	0%	2%	2%	0%	2%
H Mong	91%	96%	60%	98%	98%	96%	98%
Dao	7%	2%	40%	0%	0%	2%	0%
Tay	0%	0%	0%	0%	0%	0%	0%
Nung	0%	2%	0%	0%	0%	0%	0%
Other	0%	0%	0%	0%	0%	2%	0%

Source: Data from CRC survey on birth registration in Lao Cai, 2015.

According to the above table:

In terms of interview forms between the questioners and respondents:

The percentage of respondents answering directly is quite high. In total of the survey sample, there was 83% of the respondents answering directly. In this survey, we only refers to the ability to communicate in Vietnamese of the interviewee to the question, it does not mean that the interviewee could directly communicate in Vietnamese can write and read in Vietnamese as well. Comparing among communes, Lau Thi Ngai commune, Bac Ha district and Cao Son commune, Cao Son district had the highest proportion of respondents who answered directly, accounting for 94%; meanwhile, this proportion of San Chai commune, Si Ma Cai district is the lowest of about 58%. The reasons of that situation was that ethnic minorities were timid to have talks with outsiders, particularly government officials. Besides, with communes near the centre or with communes where tourism is developed, communication skills of local people were better.

In terms of interview's time:

Most of the interviews ended (All questions in the questionnaire were answered, ending the interview) with the average time from 31 - 60 minutes, accounting for 59%. However, the results are quite different between communes. While in Lau Thi Ngai commune and Ta Phin commune, the natural conditions are good and the tourism and trading activities quite develop, the interview time was shorter, in Can Cau commune and San Chai commune, the interview time was longer. In Lau Thi Ngai commune (62%) and Ta Phin commune (54%), time for an successful interview of 21 - 30 minutes accounted for majority proportion. In Can Cau commune and San Chai commune, duration for successful interviews was 31 - 60 minutes (88% and 82% respectively).

In terms of respondents' gender:

Accordingly, about 57% of respondents who registered birth for children are male and 43% of respondents who registered birth for children are female. The commune with the highest proportion of people who registered birth for children are male is La Pan Tan commune, accounting for 74% compared to 64% of Can Cau commune. Meanwhile, the commune with the lowest proportion of people who registered birth for children are male are San Chai commune and Ta Phin commune, accounting for 40% and 42%, respectively.

In terms of minority ethnics:

According to the above results, minority ethnic was not an indicator to compare between communes to evaluate the satisfaction and feelings of people about the service of birth registration. In general, the proportion of respondents who were H Mong minority ethnic people was high with 91%. Those proportions of Lau Thi Ngai commune, Bac Ha district, San Chai commune and Can Cau commune, Si Ma Cai district, La Pan Tan commune and Cao Son commune, Muong Khuong district were all above 96%. Only in Ta Phin commune, Sapa district, this proportion was low, accounting for about 60%. This is also the reason why one of the two communal justice officials came from the H Mong ethnic group. Thanks to that, it is convenient for policy communication, explaining and writing down the correct full names of people who registered birth for children.

Table 4: Information of respondents

CRITERIA	TOTAL	DIVISION BY SURVEYED COMMUNES					
		Lau Thi Ngai	Ta Phin	Can Cau	San Chai	La Pan Tan	Cao Son
1. The ability of using Vietnamese (national language)							
Ability of reading and writing	71%	60%	72%	74%	58%	66%	84%
Unable of reading and writing	29%	40%	28%	26%	42%	34%	16%
2. The level of education							
Not go to school	27%	34%	20%	24%	42%	26%	16%
From 1 st lass to 5 th class	18%	18%	46%	10%	6%	12%	18%
From 6 th to 9 th class	36%	34%	28%	38%	26%	44%	44%
From 10 th - 12 th class	15%	8%	4%	22%	22%	18%	14%
Vocational training and professional training	2%	4%	0%	4%	2%	0%	4%
College, university and upper university	2%	2%	2%	2%	2%	0%	4%
3. Status/division of household in 2014							
Poor households	49%	32%	28%	44%	48%	64%	78%
Non-poor households	51%	68%	72%	56%	52%	36%	22%
4. Relationship with children							
Father/mother	95%	94%	84%	98%	98%	96%	98%
Grandfather/grandmother	4%	6%	16%	0%	0%	2%	2%
Relative member family	1%	0%	0%	2%	0%	2%	0%
Other	0%	0%	0%	0%	2%	0%	0%

Source: Data from CRC survey on birth registration in Lao Cai, 2015.

In terms of Vietnamese competence (the national language) of respondents:

Within 100% of the respondents, about 71% of the respondents are able to use Vietnamese, 29% of respondents are not able to use Vietnamese. The commune which has the highest rate of people using Vietnamese is Cao Son, accounting for 84%, followed by La Pan Tan commune, with 78%. The commune with the lowest proportion of respondents who can use Vietnamese is San Chai commune, accounted for 58%.

In terms of education level:

According to the data, there was difference in terms of education levels between respondents in different communes. The education level of respondents from grade 6 - grade 9 was 36%, the percentage of respondents who had never gone to school was quite high with 27%. Comparing among communes, there was a big difference in education levels. The communes with high percentage of respondents who have never gone to school were San Chai with 42% and Lau Thi Ngai with 34%. Meanwhile, communes with high percentage of respondents who had education levels from grade 6 to grade 12 were La Pan Tan with 62% and Can Cau with 60%. Commune with high percentage of respondents who had education levels from grade 5 to lower grades was Ta Phin, accounting for 66%.

In terms of household classification in 2014:

Because at the time of conducting the survey, there was no announcement of the results of households' classification 2015, so the survey will use the result of household classification in 2014. Therefore, the targets we set up in the questionnaire focus on two types of households including poor and non-poor households, without the "near - poor households" to analyze and compare. The results of calculation also shows that the percentage of poor households participating in the survey was quite high, accounting for 49%. If we divide respondents by commune, communes with high percentage of poor households were Cao Son commune with 78% and La Pan Tan commune with 64%. Meanwhile, communes with low percentage of poor households were Ta Phin commune with 28% and Lau Thi Ngai commune with 32%.

In terms of the relationships of respondents and children with birth registered:

There were about 95% of respondents who are the parents of children using birth registration service. The rest of them accounting for about 5% are grandmothers/grandfathers or relatives (uncles). Out of all communes participating in this survey, Ta Phin commune was the commune with the highest percentage of respondents who registered birth for children were grandfathers/grandmothers about 16%. The high percentage can be explained that because of the experience and responsibility of the previous generation (grandmothers/grandfathers), they knew and were aware of the importance and benefits of birth registration for children. The results in Ta Phin commune showed that all respondents who were the children's grandfather were all aware of the importance of centres birth registration for children. Because of that, children can have their father's surname, have household registration, proving their appearance and have health insurance cards for healthcare services.

Table 5: Information of children who were registered for birth certificates

CRITERIA	TOTAL	DIVISION BY SURVEYED COMMUNES					
		Lau Thi Ngai	Ta Phan	Can Chau	San Chai	La Pan Tan	Cao Son
1. Gender of children							
Boy	52%	38%	54%	50%	56%	60%	54%
Girl	48%	62%	46%	50%	44%	40%	46%
2. Where children were born							
District hospital	19%	14%	30%	22%	30%	12%	4%
Medical stations at communes	4%	0%	2%	4%	0%	6%	10%
At home	76%	86%	64%	72%	68%	78%	86%
Other	2%	0%	4%	2%	2%	4%	0%
3. Health status of babies when they were born							
Good	61%	50%	18%	56%	52%	98%	90%
Moderate	38%	50%	78%	44%	46%	2%	10%
Weak/disability	0%	0%	0%	0%	2%	0%	0%
Other	1%	0%	4%	0%	0%	0%	0%
4. Weights of babies when they were born							
Under 2.0 kg	3%	4%	6%	4%	4%	2%	0%
From 2.1 - 2.5 kg	12%	10%	6%	14%	18%	14%	6%
From 2.6 - 3.0 kg	56%	63%	77%	48%	26%	59%	67%
Above 3.0 kg	30%	22%	11%	34%	52%	24%	27%

Source: Data from CRC survey on birth registration in Lao Cai, 2015.

In terms of information of children who were registered birth:

Gender:

According to Statistic Year Book 2014, the sex ratio of Lao Cai province (number of male/100 female) was 101.5, higher than the national ratio (the ratio is 98.2). The above calculation results show a common trend of that boys given birth was higher than girls. That means out of 100 children given birth, 52% of them were boys and 48% of them were girls. According the above table, the sex ratios were different among communes. Almost all communes had sex ratios that boys were more than girls, of which the ratio of La Pan Tan commune was the highest, the boys accounted for 60%. In addition, Lau Thi Ngai commune this ratio was different from other communes with 62% of children who were girls. This explained the reason of high proportion of boys due to the boy preference of the ethnic minority groups. This was one reason of was very important. If a mother gave birth to her second child and if the baby was a girl, then the father always registered birth for his daughter late.

In terms of birth place:

Currently, when communication on family planning and reproductive health was promoted with an aim of changing the perception of people, especially ethnic minorities in giving birth at health facilities to ensure good health of mothers and children. Accordingly, the percentage of births in health facilities must be increased according to actual needs. However, the research results showed a high rate of children born at home, accounting for 76%. Comparing between birth forms between communes as shown below, we

can see that Lau Thi Ngai and Cao Son communes had the highest percentage of children born at home, accounting for 86%. Meanwhile, the percentage of births at the district hospital in Ta Phin commune and San Chai commune were the highest, accounting for 30%. The reason for the above situation can be explained as follows: the majority of women living in mountainous area, poor and difficult communes still hesitate to come to health-care center to give birth and use health care services. Moreover, the long distance to health facility is also another factor. Therefore, even though women have a demand for giving birth in a healthcare facilities, they found it difficult to come, and the periodic examinations for expecting mothers during pregnancy had not received attention by the family, and especially women themselves. Also, elements of customary and actual livelihoods of ethnic minorities also affected the ability to access the “birth delivery” services at the commune’s healthcare centres.

The explanation why the percentage of children who were born in the provincial health hospitals were higher than in the commune health stations was because these communes are close to provincial health facilities or it is convenient for them to travel to these hospitals. Another reason was that birth delivery was complicated (either born prematurely or with abnormal defects) and therefore mothers were hospitalized to provincial facilities for safety reasons. General data on birth rates shows that 76% of mothers giving birth at home meaning that 76% of mothers and children would not have access to early health care services for mothers and children such as the national expanded vaccination program, the early preventive health program, etc. Also, from this issue we can also relate to the child birth registration issue. The child birth registration is not made in a centres manner in many cases because of limited awareness and information access from young parents.

In terms of health status of infants:

Most children were born in normal and good health conditions. Over 98% of respondents said that children were born healthy. There were only 02 cases of premature birth in Ta Phin commune and 01 case of infant with 06 finger deformities in San Chai commune. Even though this criterion is based on the natural feelings, and the point of views of interviewee, to some extent, this finding may indicate the health condition of the mother during pregnancy. Both long distance and culture of ethnic minorities resulted in high rates of birth delivery at home (76%). This poses a question for local health services (commune and village levels). More attention was required to improve healthcare services in those areas, especially for maternal and child health.

In terms of weight of infants:

Calculation results showed: 86% of respondents reported that their children were born healthily, weighing from 2.6 kg. This rate was not much different across communes: Cao Son commune was ranked at the top with 94% compared to the lowest rate of San Chai commune (accounting for 78%). Even though the purpose of this survey was not to provide an accurate assessment and in-depth analysis, it showed the appropriateness of the evaluation by respondents about the health status of their children after birth and this is an indicator for assessing healthcare services for mothers and children.

Table 6: Information about the status of a birth certificate, health insurance card of children

CRITERIA	GENERAL	DIVISION BY SURVEYED COMMUNES					
		Lau Thi Ngai	Ta Phan	Can Chau	San Chai	La Pan Tan	Cao Son
1. Situation of certificate of birth							
Existence	97%	100%	90%	98%	98%	98%	98%
Loss	3%	0%	10%	2%	2%	2%	2%
2. Status/condition of certificate of birth							
The same	98%	96%	96%	100%	96%	100%	100%
Bad conditions	1%	2%	4%	0%	0%	0%	0%
Dirty/unclear	0%	0%	0%	0%	2%	0%	0%
Other	1%	2%	0%	0%	2%	0%	0%
3. Children have insurance card 2014							
Yes	45%	57%	57%	38%	8%	46%	62%
No	55%	43%	43%	62%	92%	54%	38%
4. Place issued insurance card 2014 for children							
Commune People's Committee	95%	100%	93%	95%	100%	91%	97%
Medical stations	2%	0%	4%	5%	0%	4%	0%
Village medical station	1%	0%	4%	0%	0%	0%	0%
At home	2%	0%	0%	0%	0%	4%	3%
5. People who hold health insurance card 2014 for children							
Father or mother	98%	100%	96%	100%	100%	100%	97%
Grandfather or grandmother	2%	0%	4%	0%	0%	0%	3%
6. Current status of health insurance card 2014 for children							
Loss	1%	0%	0%	5%	0%	0%	0%
Undamaged	98%	100%	100%	95%	100%	96%	100%
Bad condition	0%	0%	0%	0%	0%	0%	0%
Dirty/unclear	1%	0%	0%	0%	0%	4%	0%
7. health insurance cards are used when children visit doctors							
Yes	55%	39%	75%	28%	25%	70%	58%
No	45%	61%	25%	72%	75%	30%	42%
8. Frequency of using health insurance card (or copies of birth certificate) for health checking up for children							
From 1 - 4 times	63%	72%	86%	43%	26%	96%	78%
From 5 - 8 times	37%	28%	14%	57%	74%	4%	22%
From 9 - 13 times	0%	0%	0%	0%	0%	0%	0%
Over 13 times	0%	0%	0%	0%	0%	0%	0%
9. Current health status of children							
Good	58%	41%	12%	60%	54%	96%	89%
Moderate	40%	57%	82%	38%	46%	4%	9%
Weak/disable	1%	2%	4%	2%	0%	0%	0%
Other	1%	0%	2%	0%	0%	0%	2%

Source: Data from CRC survey on birth registration in Lao Cai, 2015.

Regarding the current status of birth certificate:

Most people (97%) interviewed said their children's birth certificates were kept at home. There are a few cases where birth certificates have been kept by teachers in the commune, brothers/sisters and commune leaders. When the interviewer wanted to see birth certificates, the people interviewed who said that the birth certificate be preserved/stored at home were willing to share. The ratio of intact birth certificates was rather high, at 98%. There were very few cases where birth certificates are torn, blur. When asked why their children's birth certificates were stored carefully, most respondents shared that they were aware of the importance of keeping birth certificates for their children's healthcare when they did not have health insurance cards and for the purpose of education in the future. Besides, the majority of respondents also said that after receiving birth certificates, they were instructed carefully by judicial officers to keep these papers carefully.

Regarding health insurance cards for children in 2014:

The majority of people surveyed said that by time of the interview, despite the fact that they had the birth certificate, they still did not have health insurance cards and this case accounting for 55%. According to regulation, after completing registration procedures for birth certificates, judicial officials will transfer 01 copy of birth certificate to the police to include in family record book, 01 copy for the commune's cultural/social cadres to make health insurance card for the child and 01 copy for the register.

The results also showed that the provision of health insurance cards for children in the survey area in 2014 was slow. And there were also significant differences between communes in provision of health insurance cards. The commune had the highest proportion of children provided with health insurance cards was Cao Son Commune, accounting for 62%, followed by Ta Phan commune and Lau Thi Ngai Commune, accounting for 57%. Commune had the lowest proportion of children not yet granted health insurance cards was San Chai Commune, accounting for 92%; followed by Can Chau Commune, with 62%. Explaining for the issue that the health insurance cards for children under 6 were not handed over to the local people, even though the insurance card was delivered to the commune, representative of communes said that the local people had to come to commune centres or meet the commune's staff to sign the book in order to get a health insurance card for their children. Commune officials had notified the village leader/chief to remind the local people, however, they did not pay much attention. So that, in order to avoid the situation in which people got an insurance card but then lost it, commune officials retained health insurance card at the Commune People Committee to minimize the number of people to claim the card for second time.

Place of health insurance cards provided for children in 2014:

Most people interviewed said that the children's health insurance cards provided in 2014 were delivered in the CPCs. In few cases, the cards were received at commune, hamlet/village health centres, or at home. The cards were received at commune health centres when mothers gave birth to their children there. There is no difference across the surveyed communes.

Besides, the communes also regulate that only family members can receive the health insurance cards at the commune centre because these cards would need to be recorded at the book-list of commune's socio-cultural staff.

Current status of health insurance card:

Most children's health insurance cards provided in 2014 were kept by the father/mother, accounting for 98%.

When the interviewers asked to see to check the current status of the health insurance cards, the majority of respondents were willing to share. The ratio of intact health insurance card was rather high (98%). The interviewed said that the health insurance card has been used until the child reaches the age of 6 years old, so it should be carefully stored for later use in taking medical advice and treatment and receiving medicine for children at state health facilities.

Regarding use of a birth certificate/insurance card to take medical advice for children:

In 2014, 68.33% of respondents took their children to medical consultations and treatment. Among them,

only 55% of children used the health insurance cards issued in 2014 for taking medical consultations and treatment. Although there were differences in the use of health insurance cards for child healthcare in 2014, it was difficult to assess the perception of people about healthcare issue for children. Because of 68.33% of the children taking medical consultations and treatment in 2014, there are still relatively a large number of children who were not provided health insurance cards, so they had to use their birth certificates to get treatment. The use of birth certificates to get the examination and treatment for infants at health-care center would cause difficulties in consolidation of funds, settlement of funds and annual budgeting for this health-care center

The above results show that, most interviewees said that in 2014 their children went to take medical treatment mainly from 1 - 4 times, accounting for about 63%. Although there were differences in using health insurance cards (or copy of birth certificates) for child healthcare in 2014, but this is meaningless. This is because that most of healthcare treatment for children is periodically associated with programs in healthcare sector in maternal and child healthcare after birth.

Most of the interviewees assessed health status of their children is normal and good, and this rate is very high, accounting for 98%. The difference between good and normal among communes does not make sense in terms of comparative health condition. These are only personal evaluation which is difficult to quantify exactly between these two rating scales.

II. KEY SURVEY RESULTS AND FINDINGS

1. Assessing the level of user access to services

Physical access to services

Regarding place of children birth registration:

All the interviewees (100%) answered that birth certificates for children were registered at the CPCs.

Thus, among the children in the surveyed area, there was no case with foreign relations, or births out of wedlock. And on the surveyed areas, currently there is no mobile birth registration service.

Table 7: Physical access to birth registration

CRITERIA	AVERAGE LEVEL	DIVIDED BY SURVEYED COMMUNES					
		Lau Thi Ngai	Ta Phan	Can Chau	San Chai	La Pan Tan	Cao Son
1. Distance from home to Commune People's Committee centre							
Less than 1 km	19%	20%	12%	22%	24%	18%	16%
From 1 to 5 km	63%	76%	86%	67%	64%	16%	68%
From 6 to 10 km	13%	2%	2%	10%	0%	46%	16%
From 11 to 20 km	6%	2%	0%	0%	12%	20%	0%
2. Primary means of transport used to reach the Commune People's Committee							
Motorcycle	78%	84%	58%	88%	76%	84%	76%
Bicycle	1%	2%	2%	0%	0%	0%	0%
On foot	22%	14%	40%	12%	24%	16%	24%
3. Time from home to the Commune People's Committee by the above means							
Less than 15 minutes	54%	56%	38%	74%	78%	34%	42%
From 16 to 30 minutes	29%	40%	52%	20%	6%	22%	36%
From 31 to 60 minutes	14%	4%	10%	6%	4%	38%	20%
From 61 - 120 minutes	1%	0%	0%	0%	2%	6%	0%
More than 121 minutes	2%	0%	0%	0%	10%	0%	2%

Source: Data from CRC survey on birth registration in Lao Cai, 2015.

Distance from home to the centre of Commune People's Committee

The distance from interviewees' houses to CPC centre to register birth certificate is from 1 to 5 km (accounting for about 63%). There is a difference across surveyed communes. The most density and shortest distance is in Ta Phan and Lau Thi Ngai communes (almost 100% of the respondents had less than 5 km). Meanwhile, La Pan Tan commune has the equal distance from interviewees' house to the CPC.

Accordingly, the communes with the highest rate of respondents replied that the distance from their home to the CPC is less than 1 km are San Chai commune (24%), followed by Can Chau commune (22%), Lau Thi Ngai commune (20%). Communes with the highest rate of respondents replied that the distance from the interviewees' home to the CPC between 1 and 5 km are Ta Phan commune (86%), followed by Lau Thi Ngai commune (76%), Cao Son commune (68%). Communes with the highest rate of respondents replied that the distance from the interviewees' home to the CPC between 6 and 10 km are La Pan Tan

commune (46%) (This is the distance at which the respondent occupies the largest ratio among the interviewees), followed by Cao Son commune (16%), Can Chau Commune (10%). Communes with the highest rate of respondents replied that the distance from the interviewees' home to the CPC between 11 and 20 km are La Pan Tan Commune (20%), followed by San Chai commune (12%) and Lau Thi Ngai with 01 case (2%).

Primary means of transport used to reach the CPC

According to the above results, the primary means of transport used to reach CPC for birth registration is motorcycle (78%). The means of transport used by interviewees are consistent with terrains, distances while a small number is suitable with household's income and status in 2014. The response of going on foot to the CPC for birth registration concentrates in Ta Phan commune (40%) due to the short distance from their home to the CPC and the convenience of commuter roads, San Chai commune (24%) and Cao Son commune (24%) because the poverty rate of these communes is relatively high.

Time from home to the headquarters of the CPC

With such means of transport, calculation results also show that majority of the time from home to the CPC for birth registration is less than 30 minutes (about 83%). The only difference among those communes is that for the case of La Pan Tan commune and Cao Son commune, the time from home to the headquarters of CPC is distributed evenly in three levels, under 15 minutes, from 16 - 30 minutes and from 31 - 60 minutes. Meanwhile, the communes having travel time less than 15 minutes accounted for high percentage are San Chai (78%) and Can Chau (74%).

The reason for this difference is the distance and terrain in the localities is diverse. Besides, the means of transport also contribute to the differences in time from home to CPC. If traveling by motorcycle, bicycle, the time is shorter than going on foot for the same distance.

Regarding the procedure, papers needed to make the procedures for registration of birth certificate¹²

Under the provisions of Decree No. 158/2005/ND-CP dated December 27th, 2005 of the Government on the registration and management of civil status and Decree No. 06/2012/ND-CP dated February 02nd, 2012 on amending and supplementing some articles of the Decrees on civil status, marriage and family and authentication; Decision No. 2299/2013/QĐ-UBND dated August 23rd, 2013 of the President of Lao Cai provincial People's Committee on the promulgation of administrative procedures in the field of judicial applied at the commune level in the province of Lao Cai, the procedures to register a birth certificate include:

- Documents to be submitted: birth delivery certificate (the place where the child was delivered).
- Documents to be presented: marriage registration certificate, household registration books and ID cards.

However, practical implementation and application of this procedure in the process of child birth registration is different across communes and between officials who directly handled the service (judicial officers). Because it involves two legal documents which conflicts with each other, namely the Law on Administrative Punishment and the Civil Law. While the Law on Administrative Punishment requires to attach the copy of dossier to the process, without the copy, the dossier is uncompleted. However, the Civil Law (Decree No. 158/2005/ND-CP dated December 27th, 2005) requires to submit the birth proof paper or a declaration of the birth of the child, while the other papers such as marriage certificates, household registration books and identity card just only need to be presented.

¹² The rule of convert of assessment scales ranging from 1 - 10 according to the assessment of satisfaction /needs/complexity/perceived scale is as following: point (1 - 2): Very dissatisfied /very unnecessary/very complicated/very bad; Point (3 - 4): Dissatisfied/unnecessary/ complicated/not good; Point (5 - 6): Normal/average; Point (7 - 8): Satisfied/necessary/easy/good; points (9 - 10): Very satisfied/very necessary/easy/very good.

Box 1: Regulation on birth registration procedures

Article 13. Birth registration competence

1. The People's Committees of communes, wards or district townships (hereinafter called the commune-level People's Committees) where the mothers reside shall affect the birth registration for their children; if it is unable to identify the residence places of the mothers, the commune-level People's Committees of the localities where the fathers reside shall affect birth registration.
2. Where the residence places of mothers and fathers are unidentifiable, the commune-level People's Committees of the localities where the children are de facto living shall affect birth registration.
3. The birth registration for abandoned children shall be carried out at the commune-level People's Committees of the localities where the persons temporarily fostering such children reside or where the organizations temporarily fostering such children are headquartered.

Article 14. Time limit for making birth registration and responsibility to make birth registration

Within 60 days after a child is born, his/her father or mother shall have to make birth registration for his/her child; if the father or mother cannot go to make birth registration, the grandfather, grandmother or other next of kin shall go to make birth registration for the child.

Article 15. Procedures for birth registration

1. A birth registration applicant must submit the birth-certifying paper (made according to a set form) and produce the certificate of marriage of the father and mother of the infant (if the father and mother of the infant have registered their marriage).

Birth delivery certificate shall be granted by medical facilities where children were born; if they were born outside these medical facilities, birth-delivery certificates shall be replaced by written certifications of witnesses. If witnesses were not available, birth registration applicants must make written pledges that the birth is real.

If civil status judicial officials were well aware of the marriage between the child's parents, marriage certificates must not necessarily be produced.

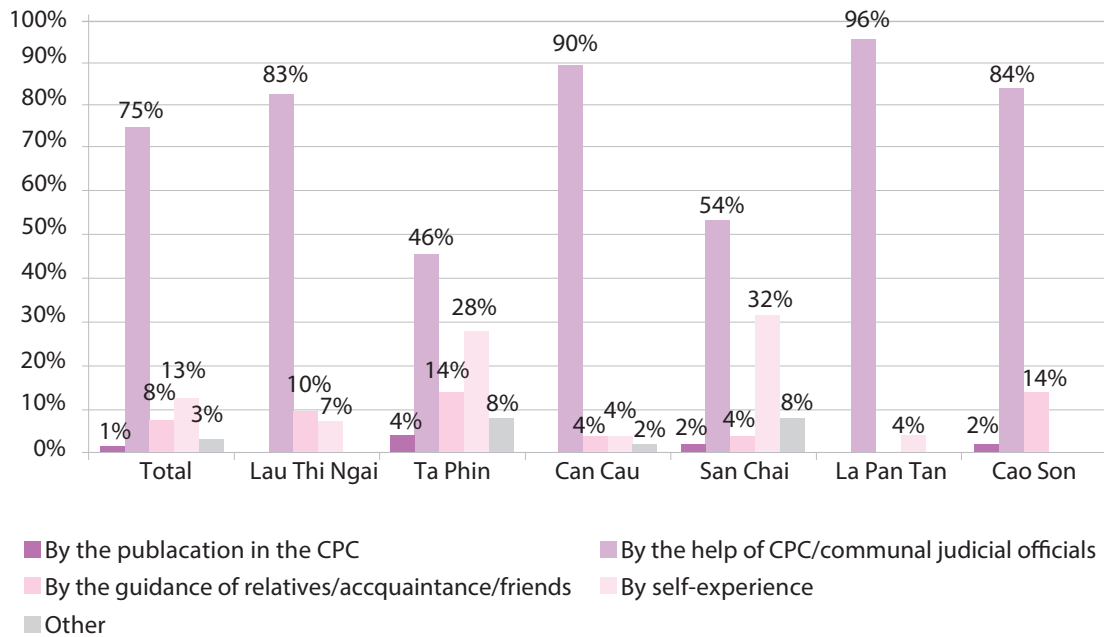
2. After examining all valid papers, civil status judicial officials shall record in the birth registration books and original birth certificates, and the commune-level People's Committee chairperson shall sign and grant original birth certificates to the applicants each with one. The duplicates of birth certificates shall be issued at the request of birth registration applicants.

3. In case of registering the birth of an out-of-wedlock infant, if his/her father cannot be identified, the sections for information on father in the birth registration books and birth certificates shall be left blank. If by the time of birth registration, an infant is recognized by someone, the commune-level People's Committee shall handle the child recognition and the birth registration at the same time.

Source: Decree No. 158/2005/ND-CP dated December 27th, 2005 by the Government on Civil status registration and management.

About the documents to be prepared for the birth registration: the majority of respondents knew the documents and procedures for birth certificate registration for the children primarily through the guidance of CPC social justice officials (75%). Thus, according to the above-mentioned data, people who directly go to register the birth certificate at the first time must take at least 2 times to finish and to obtain birth certificate in accordance with regulations.

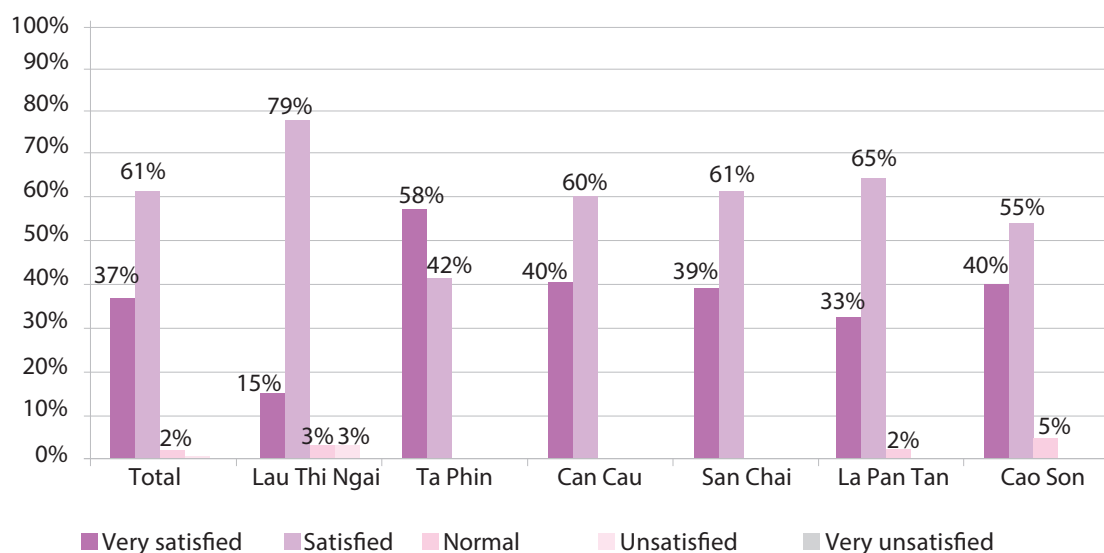
Figure 4: Papers needed to prepare for the birth registration



Source: Data from CRC survey on birth registration in Lao Cai, 2015.

The rates of respondents who informed that they knew about the papers needed for the registration because of their own experiences were different among the communes. In fact, the significant differences are mainly in the 2 communes, namely Ta Phan commune (28%) with the fact that the most respondents are children’s grandfathers and San Chai (32%) with the fact that majority of respondents have many children.

Figure 5: The level of satisfaction with the assistance of CPC/communal judicial officials about papers prepared for birth registration for children



Source: Data from CRC survey on birth registration in Lao Cai, 2015.

The result has revealed that most respondents helped by the CPC/communal judicial officials conducting

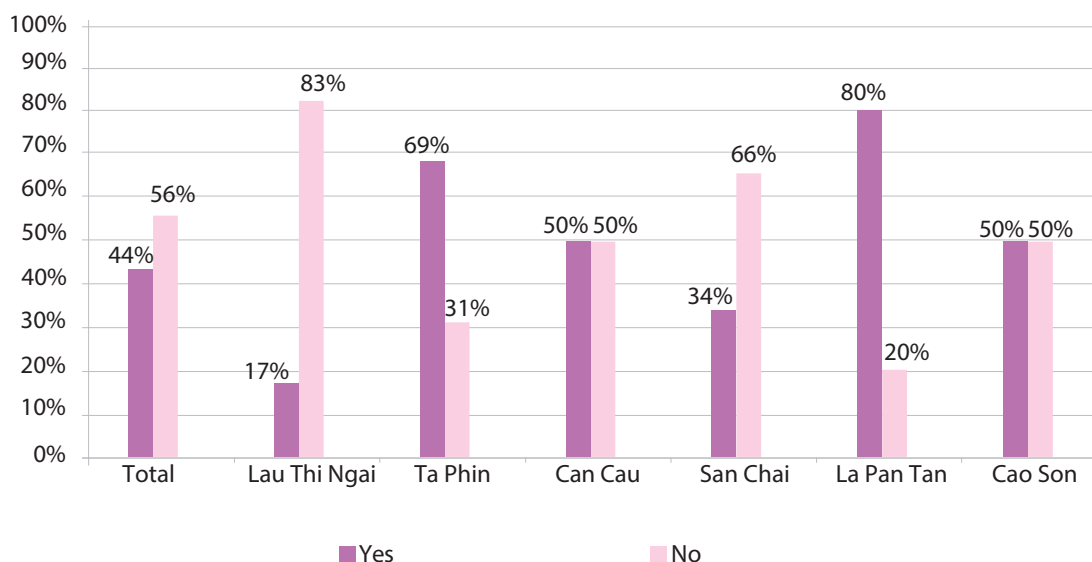
the birth registration were all satisfied with the guidance attitude of the CPC/communal officials. The general assessment is satisfied and very satisfied levels at the rate of 98%. There was one case that the respondents were not satisfied in Lau Thi Ngai commune because the communal judicial officials misspelled the information on the birth certificates repeatedly, which took the respondents much time. A few respondents' satisfied at normal level because they have also known and understood the procedures.

The explanation for the assessment above is partly affected by the respondents' ability of speaking Vietnamese (the national language), literacy and education level (from 6th - 12th grade), which makes the respondents understand and prepare carefully for the procedures of the birth registration.

The papers needed to submit

With regard to providing the birth delivery certificate, the written pledges upon implementation of the procedures of birth registration.

Figure 6: The status of providing the Reports of Birth when the children were born at the communal health centres or other health facilities



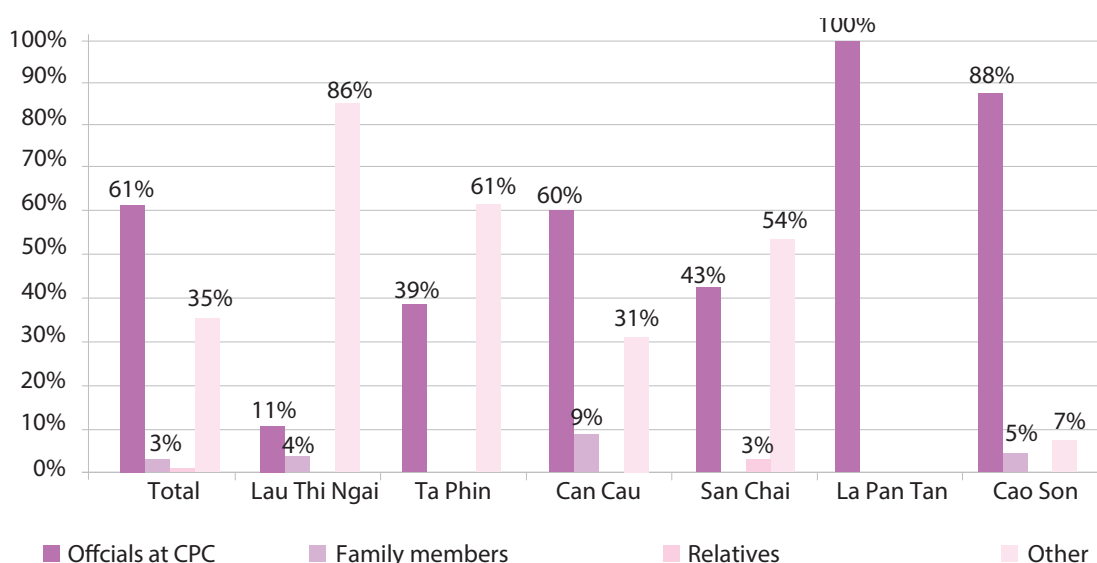
Source: Data from CRC survey on birth registration in Lao Cai, 2015.

The survey results showed that when children were born at the health facilities, the 44% of children were provided the birth-certifying paper was and the rest of 56% of children do not have birth-certifying paper. In which, the highest rate respondents of children having the birth-certifying paper was in La Pan Tan (80%), followed by Ta Phan (69%). Otherwise, the highest rate with the response that children were not to be provided the birth delivery certificate at the birth is in Lau Thi Ngai commune (83%), the second highest rate is in San Chai commune (66%). This percentage based on the number of children born in medical facility (district hospitals and Commune Health centres) is 23% as the results in Table 5 above.

The differences in the rates of children provided with the birth delivery certificates among the Communes are from the education/culture level, their own experience and the guidance of the communal judicial officials.

Regarding the children born in the health facilities without the birth delivery certificate or at home, 61% of written pledges were provided by the CPC officials.

Figure 7: People providing the sample of written pledge of the birth

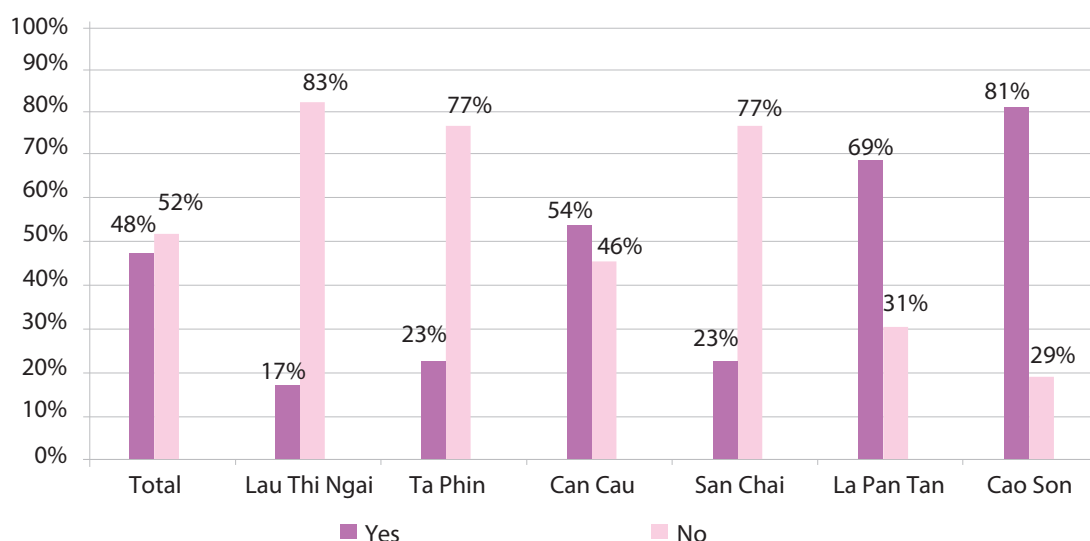


Source: Data from CRC survey on birth registration in Lao Cai, 2015.

The previous results on birthplace of children showed the consistence of the large number of children having written pledge of Birth when they were born. However, there were differences in providing the birth among the communes. The commune with the highest rate of the written pledges of Birth provided by CPC officials is La Pan Tan, the next is Cao Son (88%) and Can Chau (60%). The commune having the high percentage of written pledges of birth provided by the acquaintances/relatives was Lau Thi Ngai (86%), followed by Ta Phan (61%) and San Chai (54%).

With regard to self-written Pledges of Birth

Figure 8: Writing the Written Pledges of Birth

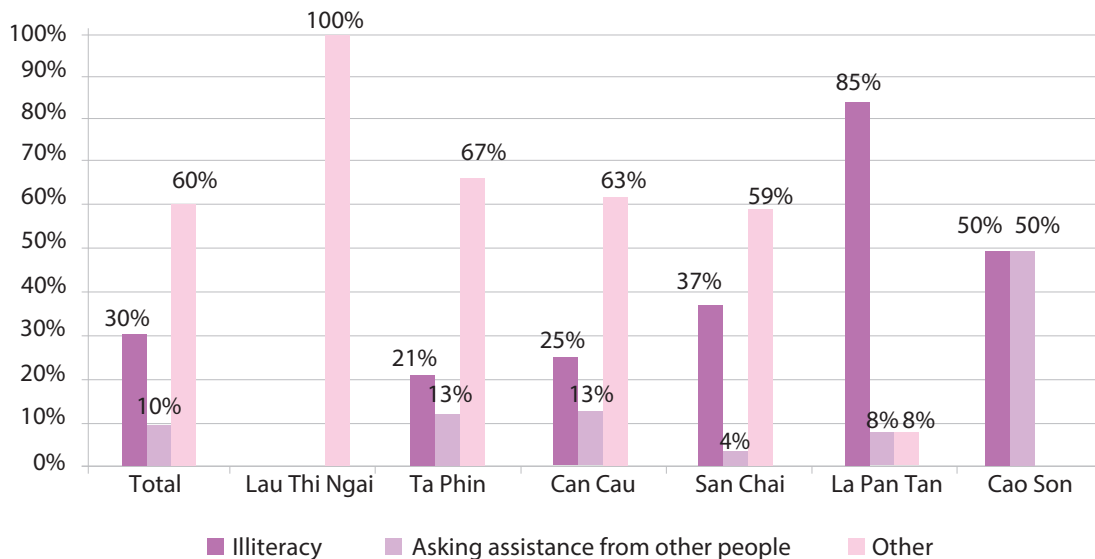


Source: Data from CRC survey on birth registration in Lao Cai, 2015.

The rate of respondents who themselves had to write a Written Pledge of Birth was 48% of the total respondents with a Written Pledge of Birth. There were differences in writing the Written Pledges of Birth for children among the communes. The commune with the highest rate of respondents writing the Written Pledges of Birth themselves was Cao Son (81%), followed by La Pan Tan (69%) and Can Chau (54%). In contrast, the communes with the highest rate are Lau Thi Ngai (83%), Ta Phan (77%) and San Chai (77%).

The main reason of people who did not declare Written Pledges of Birth by themselves is their illiteracy (30%), followed by asking someone else help with the fear of making mistakes (10%) and other reasons (social justice officials do not ask, and unnecessary to do, accounted for 60%).

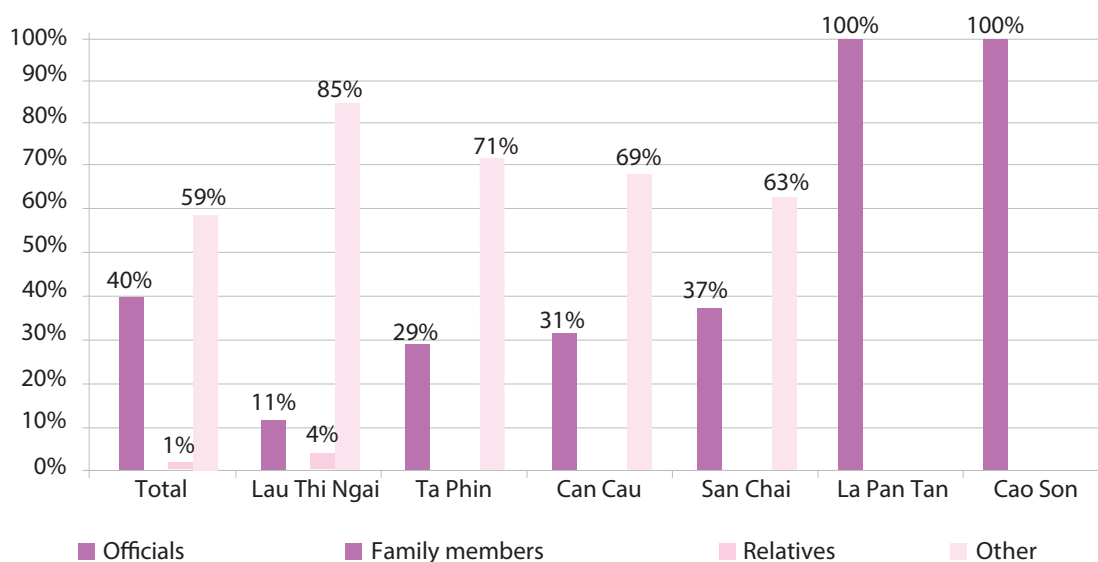
Figure 9: Reasons for not writing the Written Pledges of Birth by themselves



Source: Data from CRC survey on birth registration in Lao Cai, 2015.

The results show that, another reason for not having declaration of the Written Pledges of Birth (commune judicial officials do not ask, unnecessary to do) also have differences in the communes. Lau Thi Ngai commune with the highest percentage accounted for 100%, followed by Ta Phan commune (67%) and Can Chau Commune (63%). This can be explained as the communal judicial officials have mastered and known information of spouses of household heads before.

Figure 10: The assistants of declaration of Written Pledges of Birth

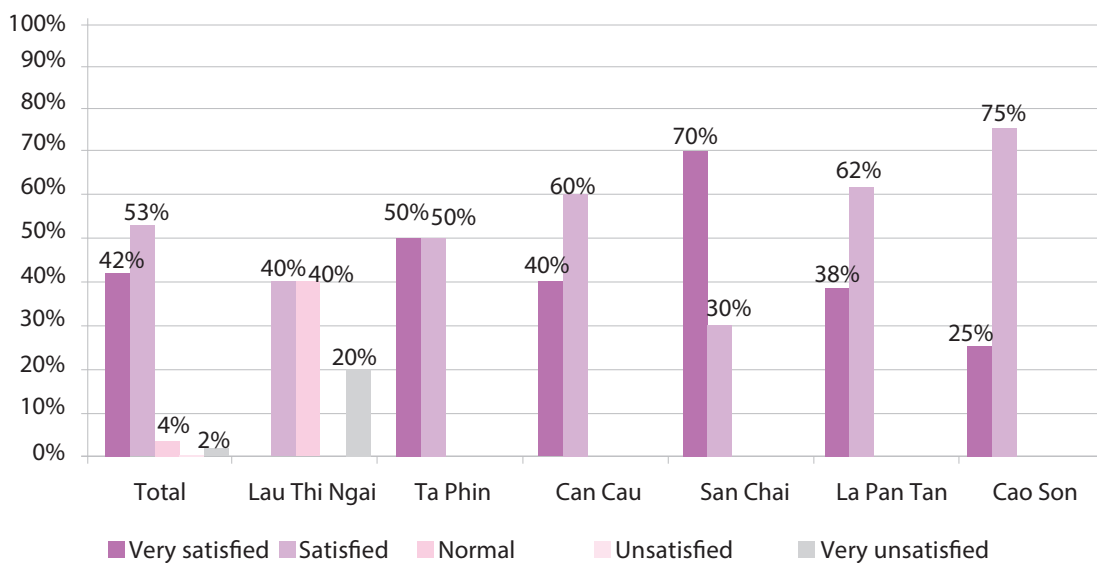


Source: Data from CRC survey on birth registration in Lao Cai, 2015.

The above results show that assistants of declaration of Written Pledges of Birth mostly are people with more experiences (59%) and CPC officials (40%). This percentage had remarkable differences amongst the communes. La Pan Tan Commune and Cao Son Commune have the proportion of experienced people help writing is at 100%. Meanwhile, the people interviewed in other communes by CPC officials who helped with writing, Lau Thi Ngai (85%), Ta Phan commune (71%), Can Chau Commune (69%) and San Chai (63%). The people interviewed in Lau Thi Ngai, Ta Phan, Can Chau and San Chai ask commune-level officials to help writing.

This comes from the reality while checking the stored books of the status of birth registration in 2014 in the communes mentioned above.

Figure 11: The satisfaction with CPC officials' assistance in declaration of birth



Source: Data from CRC survey on birth registration in Lao Cai, 2015.

The results showed that the majority of respondents who asked CPC officials for help to write a birth declaration felt satisfied with the enthusiastic, affable and dedicated assistance of judicial officials. Overall satisfaction rate is 95%. Only few of the respondent rates CPC officials through the help of declaration of the birth as normal (40%) and very dissatisfied (20%) in Lau Thi Ngai.

The widespread of rate according to the scale evaluations of satisfaction levels of officials in Lau Thi Ngai is because that the Written Pledges of Birth, original birth certificate and a copy have many errors, leading to the person who submits birth registration must go back several times.

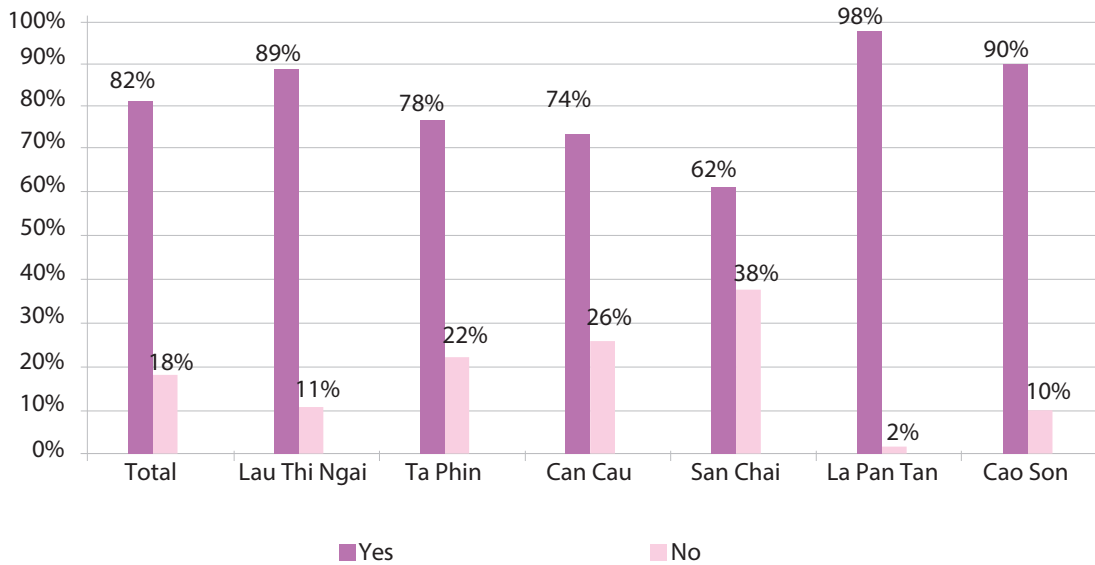
The papers presented

Marriage certificate

Marriage Certificate is a paper needed to be present to determine the child is not an illegitimate.

The presentation of marriage certificate for people who register birth certificate to certify the parents of the children who were born.

Figure 12: Marriage Certificate

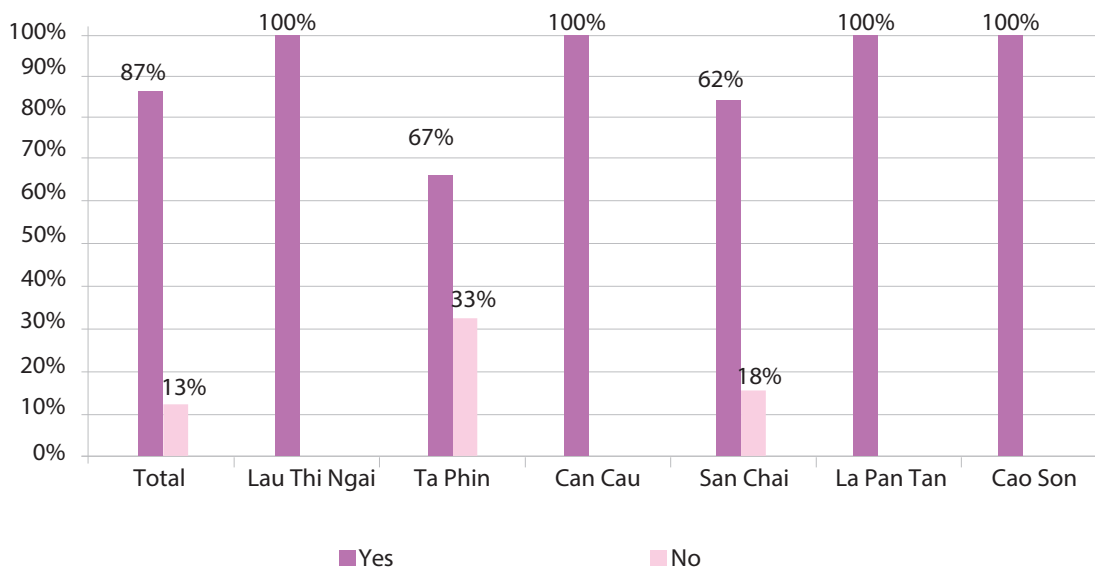


Source: Data from CRC survey on birth registration in Lao Cai, 2015.

Majority of respondents said that parents of children have a marriage certificate (82%). Commune with the highest proportion of parents having marriage registration is La Pan Tan (98%), followed by Cao Son (90%), Lau Thi Ngai (89%).

Respondents who said parents of children have no marriage certificate also informed that at the time of children birth, fathers and mothers of children were old enough to make marriage registration (the father from 20-years-old and mother from 18 years old and over) accounted for a high rate, at 87%. The remaining (about 13%) was not old enough to register marriage certificate (possibly father or mother, or both of them are not old enough to marry).

Figure 13: The father/mother of child was old enough for marriage registration at the time of birth registration



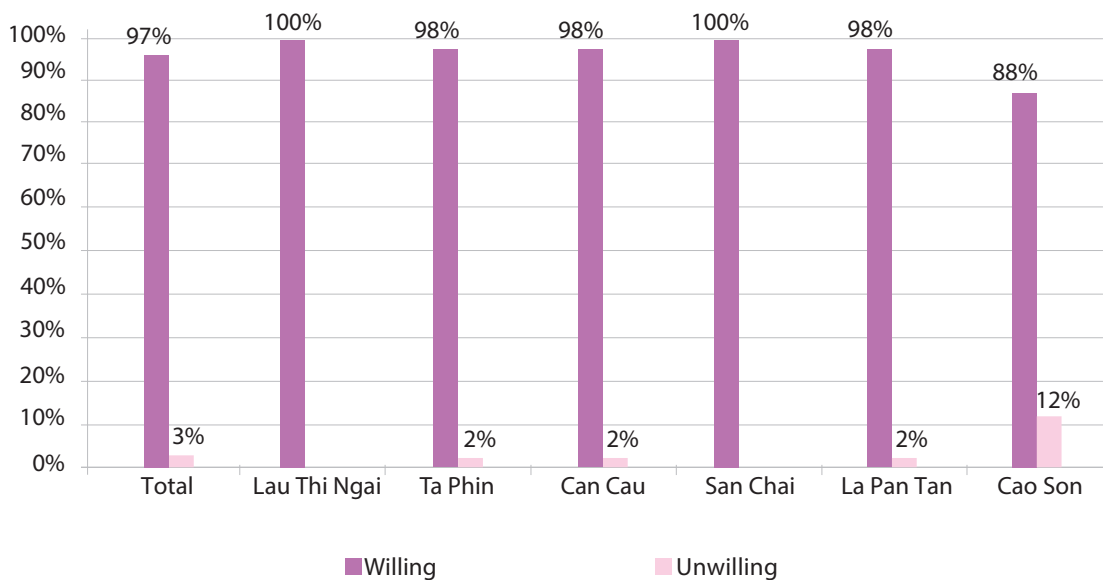
Source: Data from CRC survey on birth registration in Lao Cai, 2015.

The reason explaining the situation that the mother and father who are old enough for marriage registration when registering a birth certificate but they did not make registration of marriage is due to their fears, having many children and no reminders from family members. It is also the reason why the majority of children were late for birth registration.

And results of the study also showed that, for parents of children who are not old enough for marriage registration when registering a birth certificate for the child, they were not fined. The officials of social justice only reminded them to do marriage registration procedures soon. Few of the respondents who were the child's parents were not old enough for marriage registration when registering the birth certificates for children with 04 cases in Ta Phan commune and 03 cases in San Chai commune.

On presentation, a copy of parent's household registration books when procedures registered birth certificate

Figure 14: The willingness of submission a copy of household registration books of children's parents upon birth registration procedures

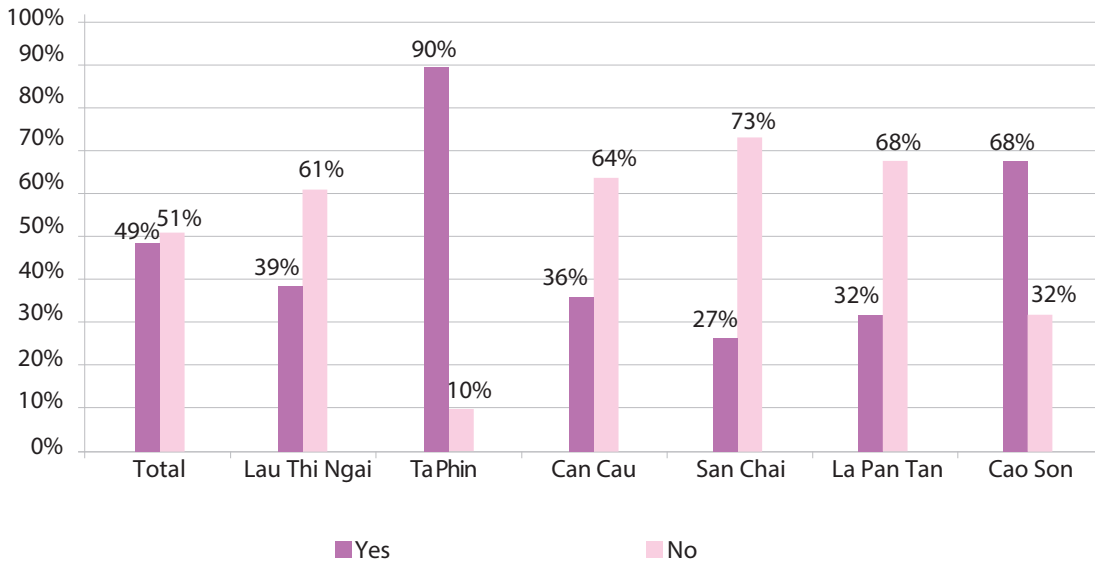


Source: Data from CRC survey on birth registration in Lao Cai, 2015.

The results show that, the majority (97%) of respondents are willing to submit a copy of household registration books when registering birth certificates.

There are few people who are not willing to submit a copy of household registration books including 01 case in Can Chau Commune, 01 case in Ta Phan commune, 01 case in La Pan Tan Commune and 06 cases in Cao Son. The main reason explaining their unwillingness here is due to the cost of photocopies and few parents are under-age of marriage registration, therefore they mind bringing the household registration books.

Figure 15: Submission of copies of parents' household registration books upon birth registration



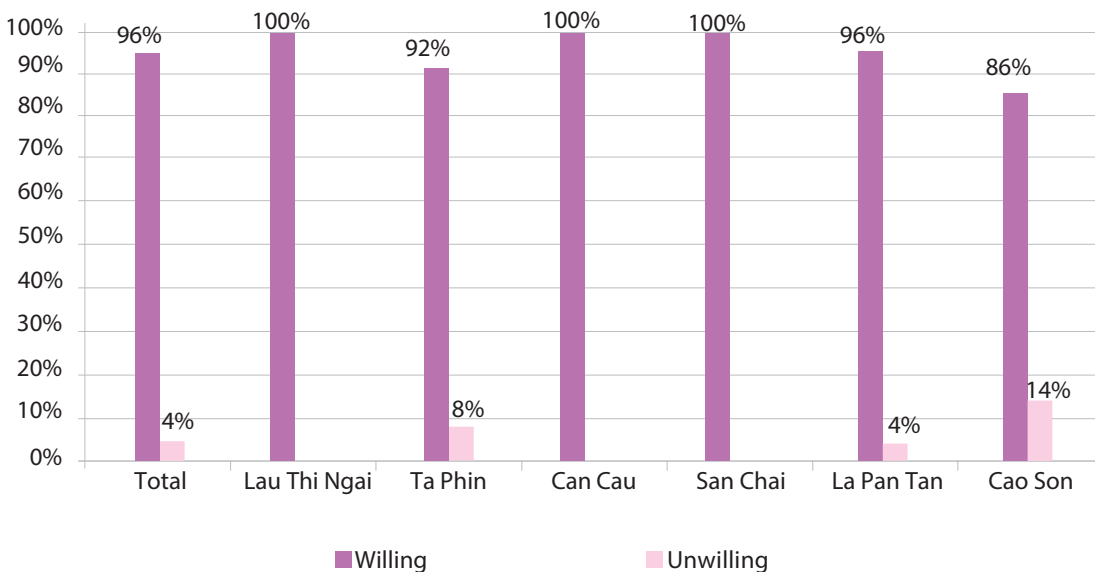
Source: Data from CRC survey on birth registration in Lao Cai, 2015.

Under the provisions of Decree No.158/2005/ND-CP dated December 27th, 2015 of the Government on civil status registration and management, upon birth registration, the people who registered birth certificates for children have to bring the household registration books of parents to be presented.

However, the survey results showed that: 49% of respondents said that they had to submit a copy of a household registration book of parents. The incidences are also different amongst surveyed communes. The commune has a high rate of submission of copies of household registration book is Ta Phan (90%), followed by Cao Son (68%).

Regarding present and submission of ID card

Figure 16: Willingness of submission of a copy of ID card upon birth registration



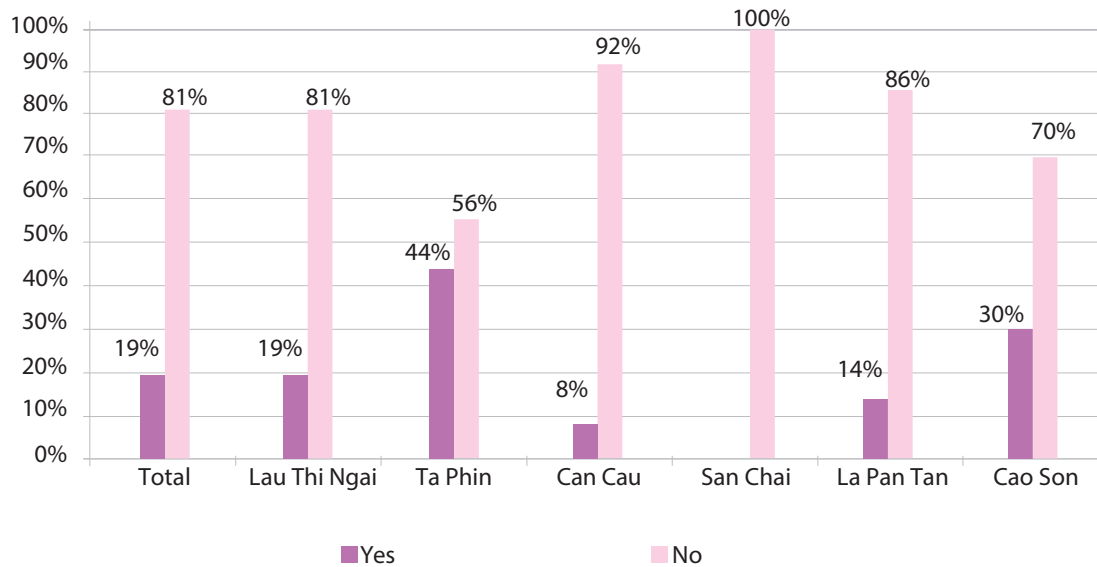
Source: Data from CRC survey on birth registration in Lao Cai, 2015.

The results show that the majority of respondents are willing to provide a copy of ID card in order to do birth registration procedures (96%).

A few respondents are not willing to provide a copy of their people's identity cards for birth registration procedures including 07 cases in Cao Son, 04 cases in Ta Phan commune and 02 cases in La Pan Tan commune.

The main reason explaining of unwillingness is mostly due to the cost of copy, or not having one copy yet or loss of ID card.

Figure 17: Submission of ID copy



Source: Data from CRC survey on birth registration in Lao Cai, 2015.

The results also show that the majority (81%) of respondents said that they must submit a copy of ID card when making a birth certificate for their child. Commune with the highest percentage of not having to submit a copy of ID card is in Ta Phan (44%), followed by Cao Son (30%). Explaining this, the judicial official said the ID card copy of people who do registration procedures for birth certificates in order to save in a profile and know the exact relationship of people to work for the birth certificate with children family. For the communes that the judicial officials know children's parents, as such parents will not have to submit ID card copy as well as household registration book.

Regarding birth registration declaration

In principle and procedure, registration form of birth certificate is provided by CPC officials (one stop shop).

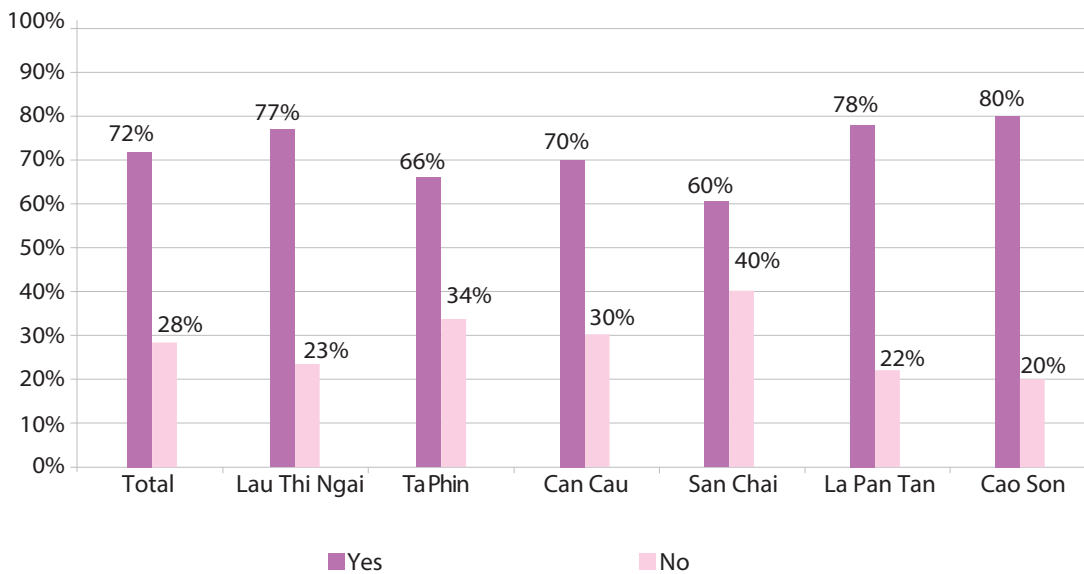
The results show that, the ratio of providing registration form by CPC officials was 99%. But still few cases registered declaration form birth certificate was provided by the family member (01 case of Ta Phan commune) and others, experienced people (01 case of Lau Thi Ngai commune) with the reason that children born in health facilities in the district.

Calculation results also show that the majority (72%) of people who registered for their child's birth certificate had to write by themselves in declaration form of birth registration (as a result the below figure).

There are also significant differences in the respondents conducting the procedures for birth registration in the communes. Commune with the highest proportion of people who declared by themselves for birth registration is Cao Son (80%), followed by La Pan Tan Commune (78%) and Lau Thi Ngai (77%).

Commune with the percentage of people doing registration birth were not self-declared in the declaration form of birth registration at the highest is San Chai (40%), followed by Ta Phan commune (34%), and Can Chau commune (30%).

Figure 18: Self-declaration of birth registration at home

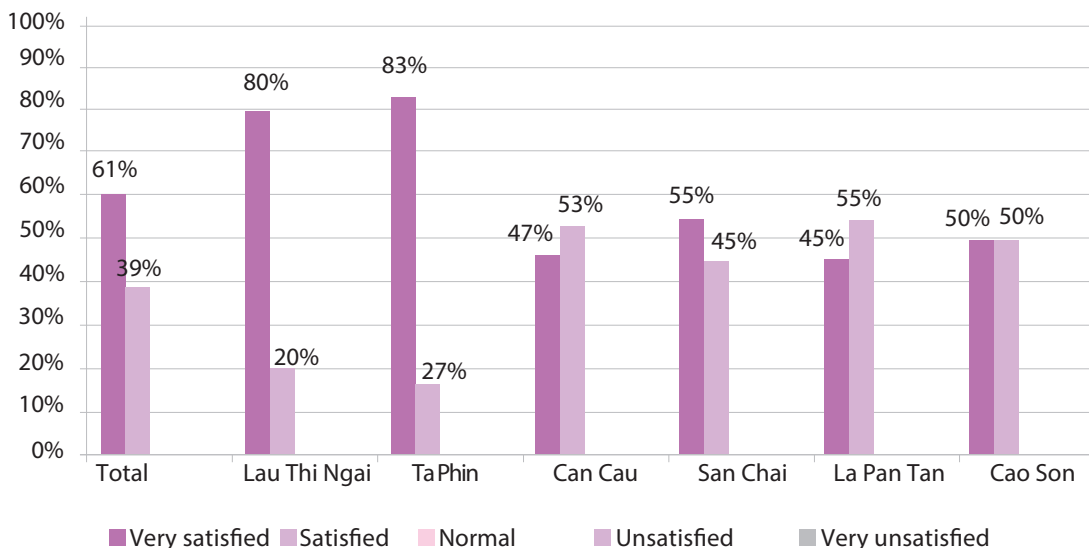


Source: Data from CRC survey on birth registration in Lao Cai, 2015.

The explanations for people who registered birth certificate do not write by themselves in birth registration certificate are mostly illiterate (67%), or they would like to ask other people to help (26%).

The results also show that the majority (98%) of the respondents indicated that people who help to write in the birth registration declaration are the CPC officials. The few respondents who declared with assisted birth registration declarations are family members in Ta Phan, with 02 cases.

Figure 19: The level of satisfaction with the assistance of CPC officials on birth registration declarations



Source: Data from CRC survey on birth registration in Lao Cai, 2015.

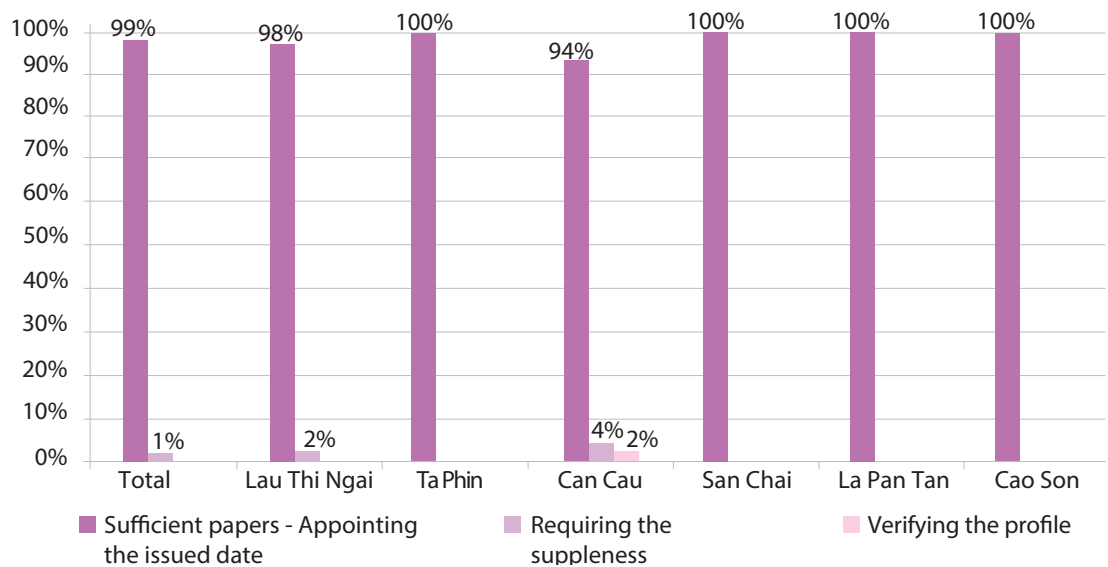
The results show that 100% of the respondents were satisfied or very satisfied with the assistance on birth registration declaration by the CPC officials.

2. Evaluation on the use of service

Procedures for birth registration

Majority of the respondents (72%) who apply birth registration have to write by themselves in birth registration declaration, and the rest (28%) from the assistance of CPC officials, in which 100% of respondents are satisfied and very satisfied with helps of CPC officials for birth registration declarations. Calculation results show that: the majority of respondents (99%) submit full papers to register a birth certificate for the child.

Figure 20: Response of CPC officials on the proposed registration of birth



Source: Data from CRC survey on birth registration in Lao Cai, 2015.

Few respondents requested additional documents, 03 cases, including 01 case in Lau Thi Ngai commune and 02 cases in Can Chau Commune; 01 case required to verify profile in Can Chau Commune.

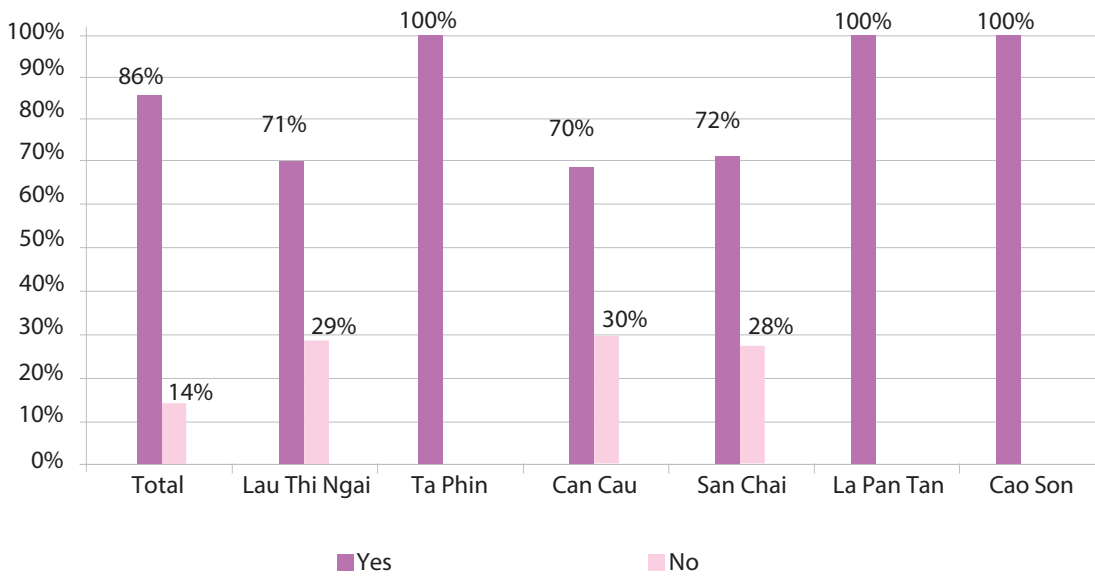
For 03 cases require additional documents, after birth registration, the full complement of 100% (03 cases) of appointing date to issue birth certificates.

For cases require verification profile of Can Chau Commune with the reason of waiting for transfer children mother household registration from the town of Si Ma Cai. Working time to commune officials verified is in FIVE days.

On date of issuance of birth registration

The results show that the majority (86%) of respondents said that on the scheduled date, commune officials issued a birth registration for their children. 14% reported that the birth certificate was issued immediately and they did not have to wait (13 cases of Lau Thi Ngai, 15 cases of Can Chau and 14 cases of San Chai commune).

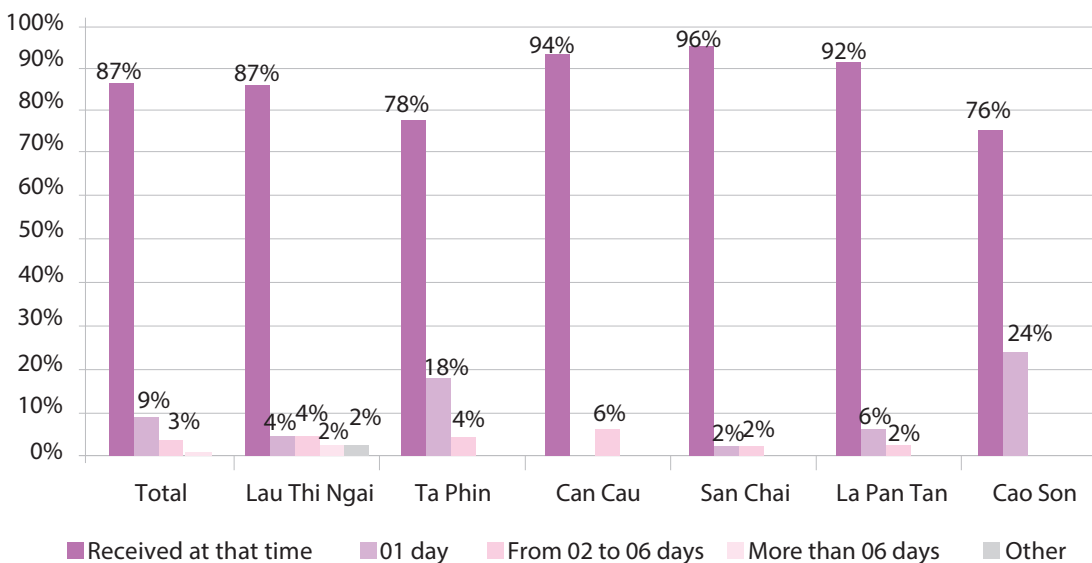
Figure 21: The issue of birth certificate on the scheduled date



Source: Data from CRC survey on birth registration in Lao Cai, 2015.

Evaluation on the total number of working days of communal officials to get proof of the child’s birth shows that the majority (87%) of respondents can have birth registration certificates immediately.

Figure 22: Total number of working days to receive the certificate of birth



Source: Data of CRC survey on birth registration in Lao Cai, 2015.

The remaining answers are that they received in ONE or TWO to SIX working days with the proportion of about 13%.

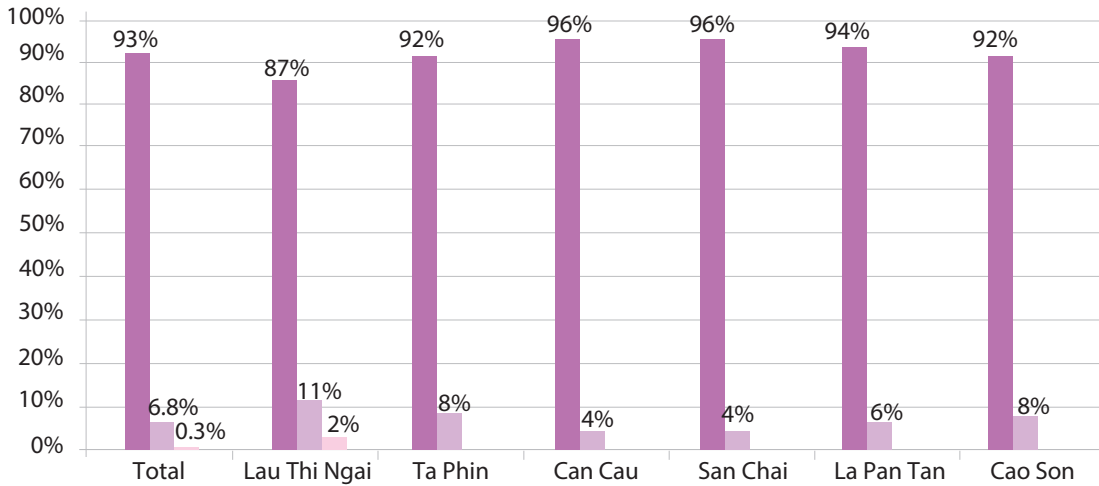
The number of cases received in ONE day (during working days) at most in Cao Son Commune, with 12 cases, followed by Ta Phan commune with 09 cases, La Pan Tan commune with 03 cases, Lau Thi Ngai with 02 cases, San Chai commune with 01 case.

The number of cases received in TWO to SIX working days mostly in Can Chau Commune, with 03 cases, followed by Ta Phan commune with 02 cases, Lau Thi Ngai with 02 cases, La Pan Tan with 01 case, San Chai commune with 01 case.

Thus, 93% of respondents said that they only needed to come one time to the headquarters of CPC to get birth certificates for the children, which means the whole procedure provided in one working day.

Number of respondents who went to the headquarters of CPC twice and 03 times to get birth registration for child are at the proportion of 6.8% and 0.2%.

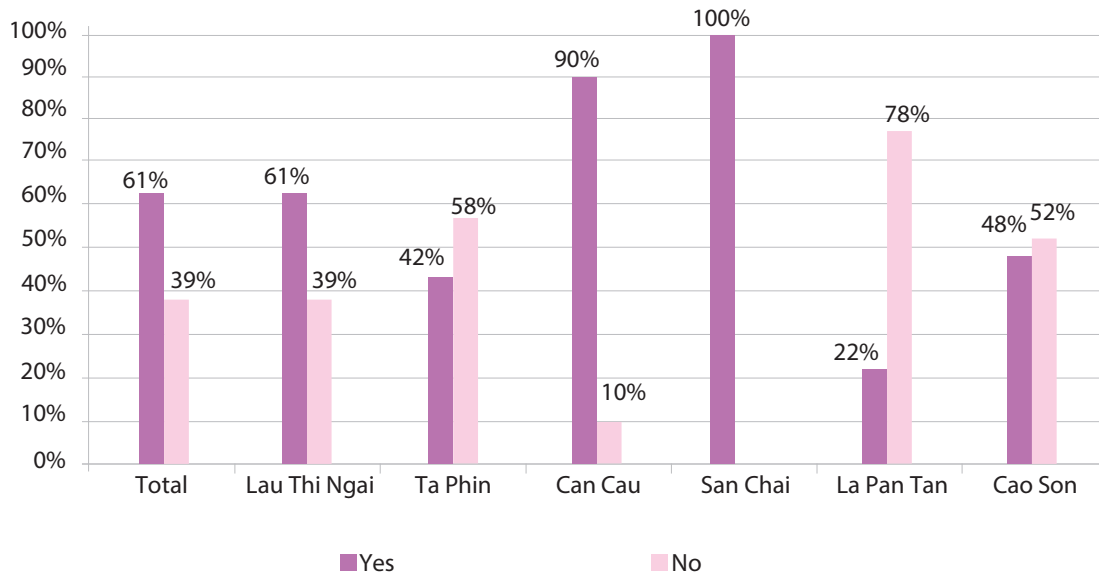
Figure 23: Number of times going to the CPC to be granted registration of birth



Source: Data from CRC survey on birth registration in Lao Cai, 2015.

About waiting time at the headquarters of CPC

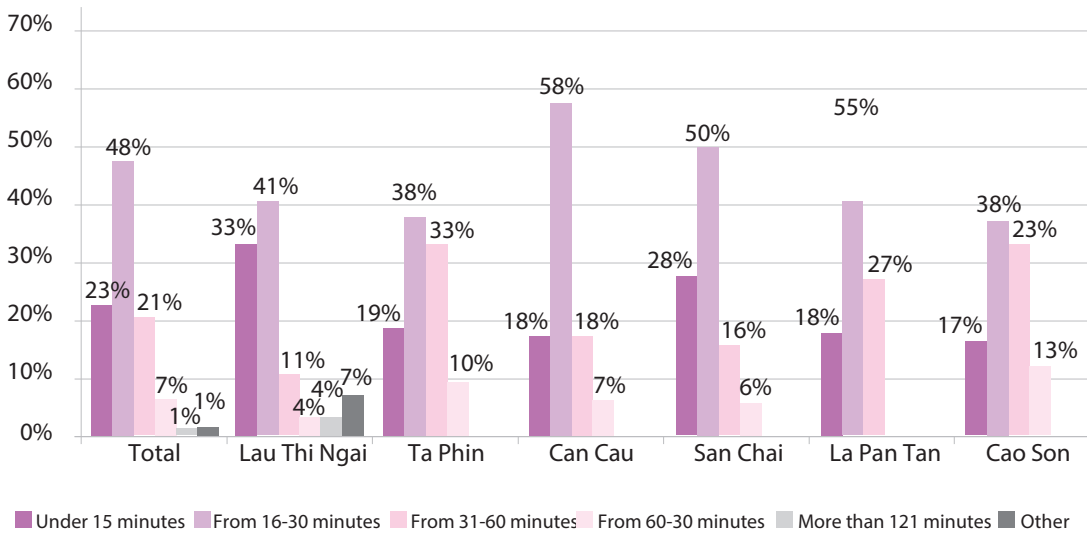
Figure 24: Waiting time at CPC to get birth certificate



Source: Data from CRC survey on birth registration in Lao Cai, 2015.

The results show: 61% of respondents had to wait every time at CPC. However, amongst the communes, there are relative differences in waiting time. The commune has a high proportion of waiting time is San Chai commune, with a rate of 100%; followed by Can Chau (90%). Commune having no waiting time with the highest rate is La Pan Tan (78%); followed Ta Phan commune (58%).

Figure 25: Waiting time

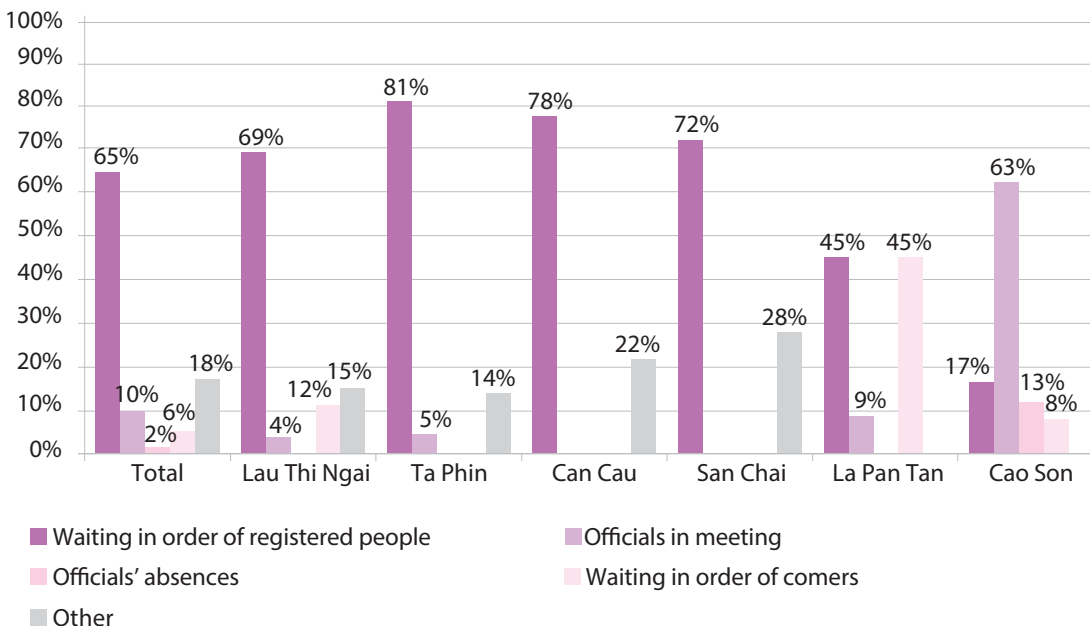


Source: Data from CRC survey on birth registration in Lao Cai, 2015.

The results show that of 39% the respondents have to wait each time at CPCs and there are various levels of waiting times. Waiting time from 16 - 30 minutes was at 48%, less than 15 minutes was at 23%, from 31 - 60 minutes was at 21%, more than 60 minutes was about 8%.

Percentages of waiting period amongst the communes are not much different and relatively consistent with the overall rate of the communes.

Figure 26: Reasons of waiting



Source: Data from CRC survey on birth registration in Lao Cai, 2015.

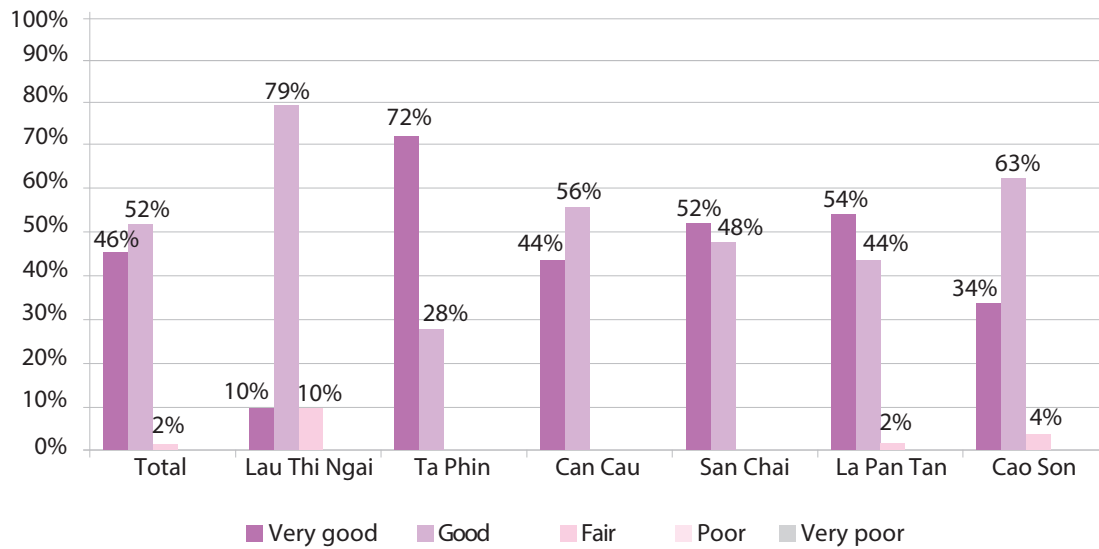
65% of respondents had to line up; 18% with reasons such as waiting for the officials for procedures of birth certificate, birth certificate forgotten at home; 10% of explanations are the officials (judicial/civil) in a meeting; 6% reported to have waited on the basis of first come first served; 2% shared that it was due to the fact that officials (judicial/civil) were away.

However, there are also significant differences in the reasons of waiting between the respondents across communes. The waiting time that accounts for a high proportion of the main reason is lining up by registered people at Ta Phan commune (81%); followed by Can Chau Commune (78%); San Chai commune (72%) and Lau Thi Ngai (69%), the reason of (judicial/civil) officials in meetings is highest at Cao Son (63%), the reason of people wait in order to register to work is in La Pan Tan Commune (45%).

Assess the attitudes of CPC officials during the birth registration

About attitudes of CPC officials in the process of birth registration for the children, the majority (98%) of respondents rated as good and very good level to explain why CPC officials dedicated guidance, to be kind, helpful, very pleased and to speak softly with the work of officials in the process of birth registration.

Figure 27: The attitude of the CPC officials during birth registration

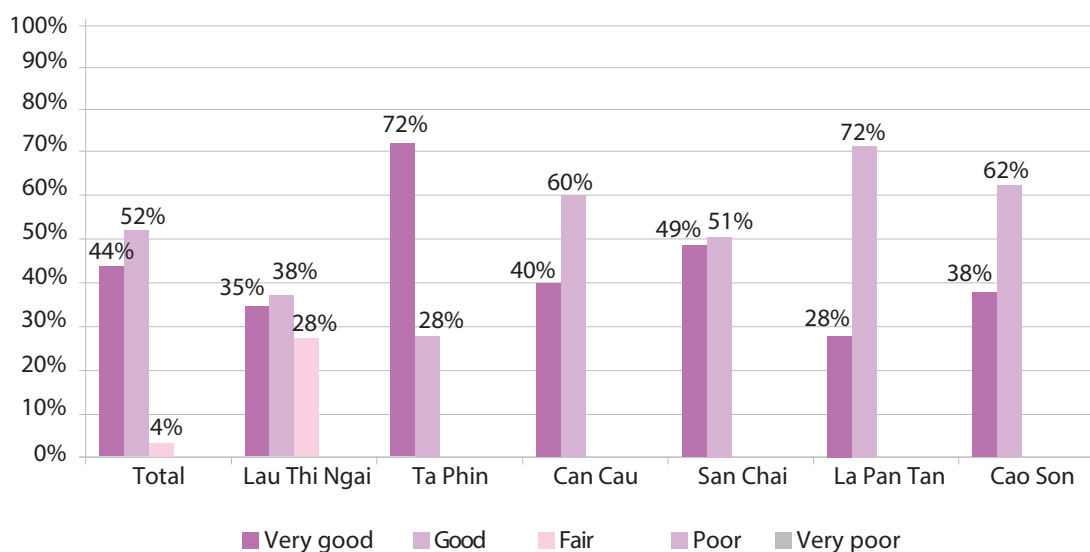


Source: Data from CRC survey on birth registration in Lao Cai, 2015.

However, there are also few cases in the communes Lau Thi Ngai (04 cases), Cao Son (02 cases) and La Pan Tan Commune (01 case) assess the attitudes of CPC officials during birth certificate registered at the fair level because communal officials normally instruct, do not enthusiastically work and registered people have to take times to wait.

Đánh giá về thủ tục hành chính trong cả quá trình ĐKKKS cho trẻ em.

Figure 28: Evaluation on the whole administrative procedures of birth registration



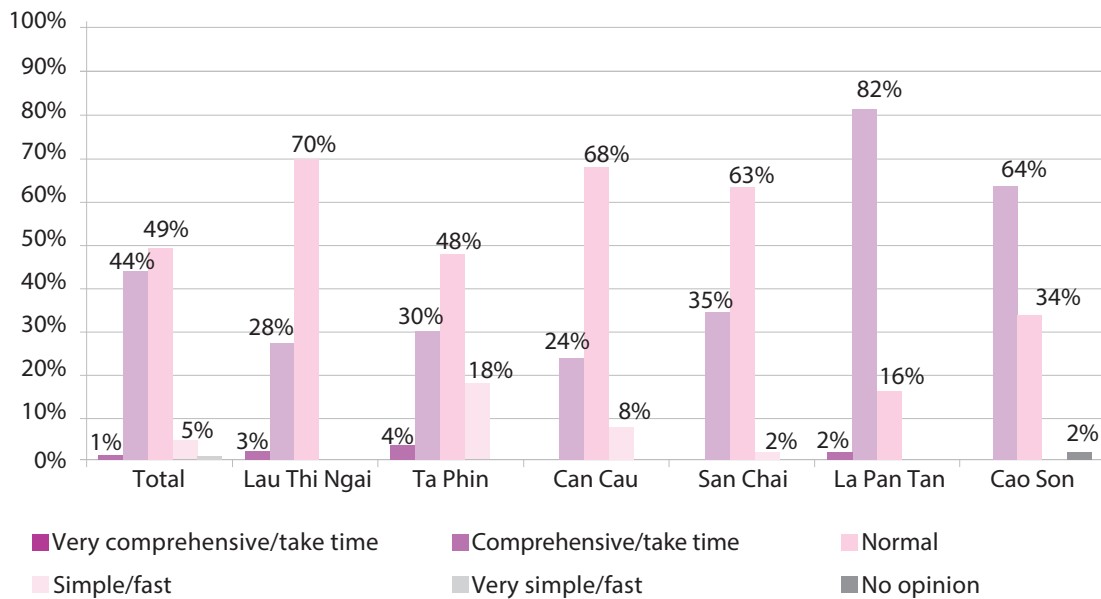
Source: Data from CRC survey on birth registration in Lao Cai, 2015.

The results show that, the majority (96%) of respondents rated good and very good about administrative procedures in the process of birth registration for the child, the less assessed as medium average (4%) belongs to Lau Thi Ngai. The split in the assessment scale level is quite appropriate, the difference between the good and the rating very good but in the communes differ, but compared to general and indicators that Decision No. 307/2011/QĐ-TU November 15th, 2011 of the People’s Committee of Lao Cai province has set a target of “By 2015, the personal satisfaction, held for service provision by administrative agencies levels reached 70% in 2015”¹³, the assessment procedures in the process of registering a birth certificate for the child reached high levels.

However, only Lau Thi Ngai is different from the other communes. Percentage of respondents who rated very good, good and average about administrative procedures in the process of registering a birth certificate for the child, respectively 34%, 38% and 28%.

¹³ Lao Cai Provincial People’s Committee (2011): The Decision No. 307/2011/QĐ-TU dated November 15th, 2011 on approval for The scheme “Promoting administrative reform, improving operations’ officiousness and effectiveness of the political system in Lao Cai province”

Figure 29: Evaluation on administrative procedure in process of birth registration for children



Source: Data from CRC survey on birth registration in Lao Cai, 2015.

According to the results show that, the majority of respondents find the administrative procedures in the process of birth registration are simple/fast (up 49%) and normal (up 44%).

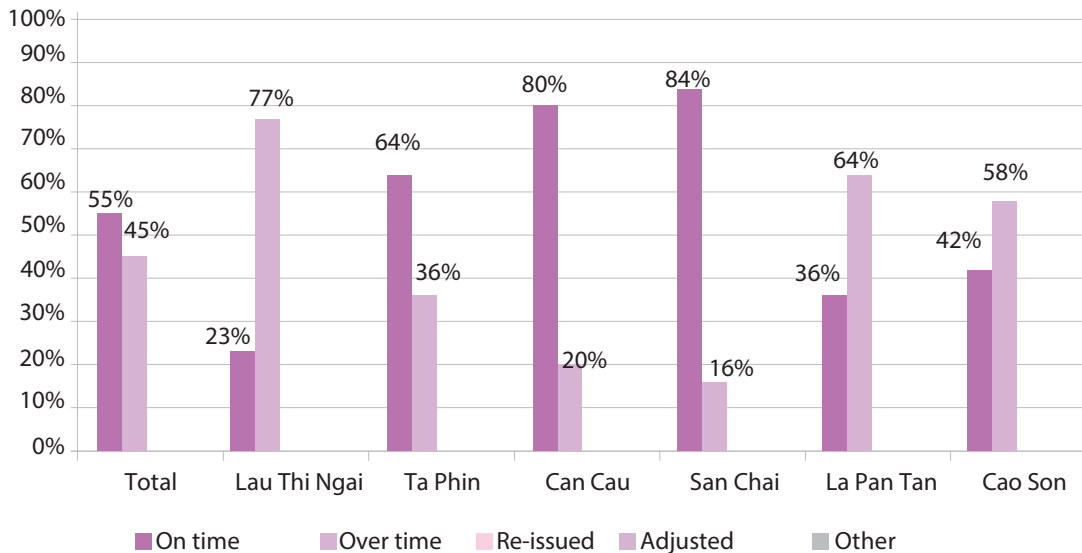
However, there are differences amongst the communes on the perception of administrative procedures in the process of birth registration for the child. The commune has highest rate assessment of the administrative procedures in the process of registering birth certificates for the children is simple/fast, is in Lau Thi Ngai (70%), followed by Can Chau (68%), San Chai (63%); the normal rate was highest in La Pan Tan (82%), Cao Son (64%).

There are very few respondents said that administrative procedures in the process of registering birth certificates for the children is very easy/very quickly. The highest assessment rate is with Ta Phan commune (18%), followed by Can Chau (8%) and San Chai commune (2%).

3. Evaluation on the cost of services

Regarding the status of children birth registration

Figure 30: The status of children birth registration



Source: Data from CRC survey on birth registration in Lao Cai, 2015.

The data shows that there is an obvious difference among the communes about the children birth registration status. On-time birth registration accounts for 55%, whereas overdue registration status is at 45%.

However, those percentages vary among the chosen communes. The communes of which the on-time registration percentage is high are namely San Chai (84%), Can Cau (80%) and Ta Phin (64%). In contrast, the communes with high percentage of overdue registration are Lau Thi Ngai (77%), second by La Pan Tan (64%) and Cao Son (58%).

The children birth registration status can be explained or affected by factors that include education level/literacy, gender of the respondents, the relationship between the child and the respondent and the respondent's ability to speak Vietnamese (Viet Nam's standard language).

Regarding the fine for overdue registration

As stipulated in Decree No. 158/2005/ND-CP of the Government on the Civil status registration and management, within 60 days after the child was born, the parents are responsible for registering birth certificate for the child. If the birth registration is done after 60 days, the process will follow the procedure for overtime birth registration. As stated in Clause 1, Article 10 of the Decree No. 60/2009/ND-CP of the Government on the sanctions for administrative judiciary violations, the person responsible for registering birth certificate for newborn children but fails to comply with the regulation on the duration of the procedure will probably be subjected to warning or a fine from VND 50,000 – 100,000.

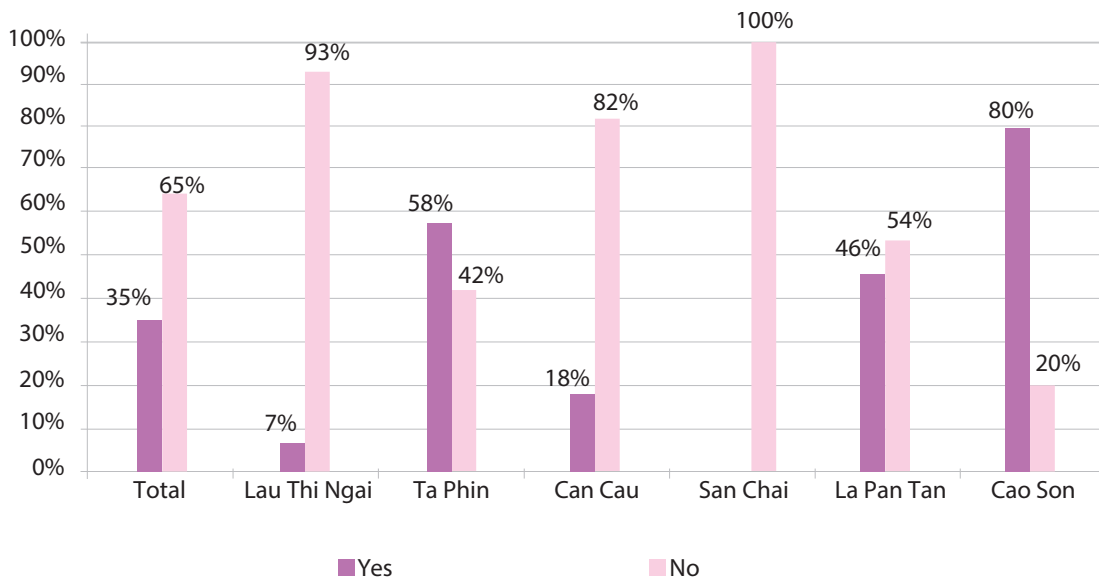
However, in clause 1, article 27 of Decree No. 110/2013/ND-CP dated September 24th, 2013 by the Government on sanctioning of administrative violations in the field of judicial assistance, judicial administration, marriage and family, civil enforcement, bankruptcy of enterprises, cooperatives, the judicial officers would caution the people responsible for making the child birth certificate overdue.

The average rate of overdue birth registration is 45%. Most respondents said that they did not have to pay fine for failing to register on time. There was only one case in commune Cao Son in which one person had to make fine payment of VND 28,000. The fine was announced in advanced by the People's Committee officials. The fine was considered as average compared with the household's total income.

The fine or a warning as stipulated in the two above Decrees has not been implemented uniformly among judicial officers in different communes. Some judicial officials said that if we only applied the warning note to the person responsible for the child birth registration but did not do it on-time, it would not create good impacts on raising the awareness for local people. Others argued that people in communes were mostly poor, and had low income, so that even though they did it late it was still better than no registration. They also stated that many families were just aware of the importance of child birth registration, and asking for the help from commune officials to register when they take their child to the examination and treatment because the hospital asked for a birth certificate. Therefore, only reminding is enough.

Fee for photocopying related documents

Figure 31: Fee for copy of household registration book, marriage certificate and identity card



Source: Data from CRC survey on birth registration in Lao Cai, 2015.

The data shows that there is a difference in the application of fee charge for photocopying family-register, marriage certificate and identity cards when registering birth certificates for children. The average percentage of households that paid for the fee is 35%. The commune having the highest percentage of respondents who paid for the photocopy fee is Cao Son (80%), second is Ta Phan (58%) and third is La Pan Tan (46%). Meanwhile, the percentage of respondents that were not obliged to pay for photocopy fee is highest in San Chai (100%), second is Lau Thi Ngai (93%) and third is Can Chau (82%).

Majorly, each household have to pay less than 20,000 VND for photocopying the three types of documents, which accounts for approximately 93%.

However, the pay scale proportion is different among the chosen communes.

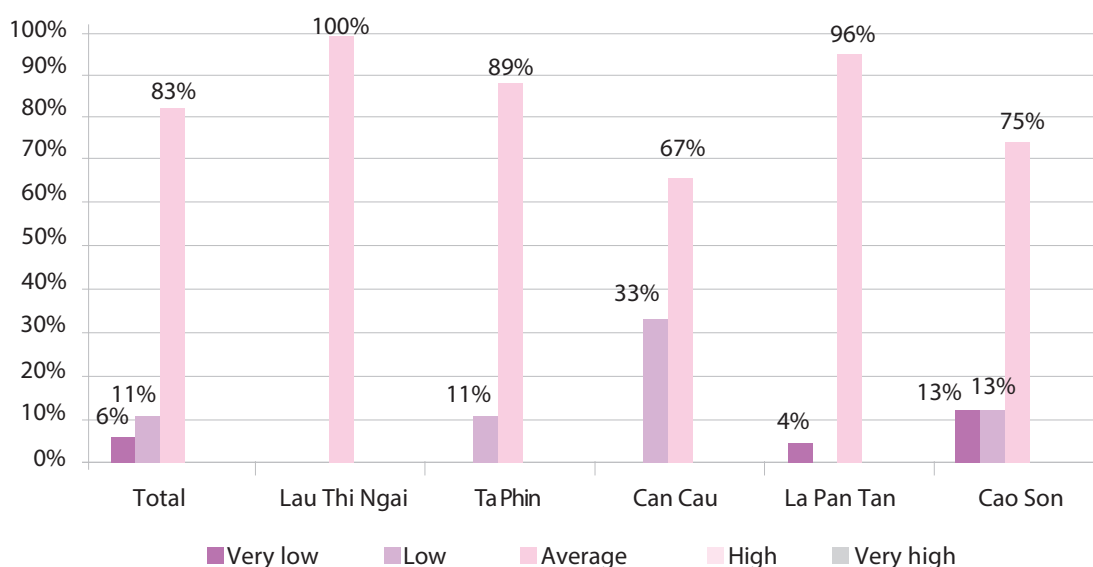
Table 8: Fee for copy of household registration book, marriage certificate, identity card

CRITERIA	AVERAGE RATE	COMMUNE				
		Lau Thi Ngai	Ta Phin	Can Cau	La Pan Tan	Cao Son
From VND 1,000 – 5,000	25%	50%	4%	0%	38%	38%
From VND 6,000 – 10,000	28%	50%	48%	11%	21%	23%
From VND 11,000 – 20,000	40%	0%	44%	67%	42%	33%
From VND 21,000 – 30,000	5%	0%	4%	11%	0%	8%
Above VND 30,000	1%	0%	0%	11%	0%	0%

Source: Data from CRC survey on birth registration in Lao Cai, 2015.

The figures in Table 8 shows that commune Lau Thi Ngai has 50% respondents paying copy fee from VND 1,000 – 5,000 and 50% respondents paying photocopy fee from VND 6,000 – 10,000; Ta Phan has 48% respondents paying from 6,000 – 10,000 VND for photocopy fee, 44% from VND 11,000 – 20,000 and 4% paying from VND 1,000 – 5,000 and from VND 21,000 – 30,000; Can Chau has 67% respondents paying from VND 11,000 – 20,000 for photocopy fee, the percentage is equally 11% for the three other level from VND 6,000-10,000; VND 21,000 – 30,000 and above VND 30,000; La Pan Tan has 38% respondents pay from VND 11,000 – 20,000, 38% from VND 1,000 – 5,000 for photocopy fee, 21% from VND 6,000 – 10,000; Cao Son has 38% of respondents paying from VND 1,000 – 5,000, 33% from VND 11,000 – 20,000, 23% from VND 6,000 – 10,000 and 8% from VND 21,000 – 30,000.

Figure 32: Evaluation on the copy fee for the three types of documents including household registration book, marriage certificate and identity card



Source: Data from CRC survey on birth registration in Lao Cai, 2015.

When assessing the fee compared to the living standards/incomes of the interviewed households, the majority (83%) of respondents agreed this is a normal/average level compared to the standard of living/income of the households.

However, there are a few cases consider the copy fee to be very low compared to their living standards/income (05 households in Cao Son commune and 01 household in La Pan Tan commune). A few other cases consider the fee to be fairly low compared to their living standards/income (05 households in Cao Son, 03 in Can Chau and 03 in Ta Phan).

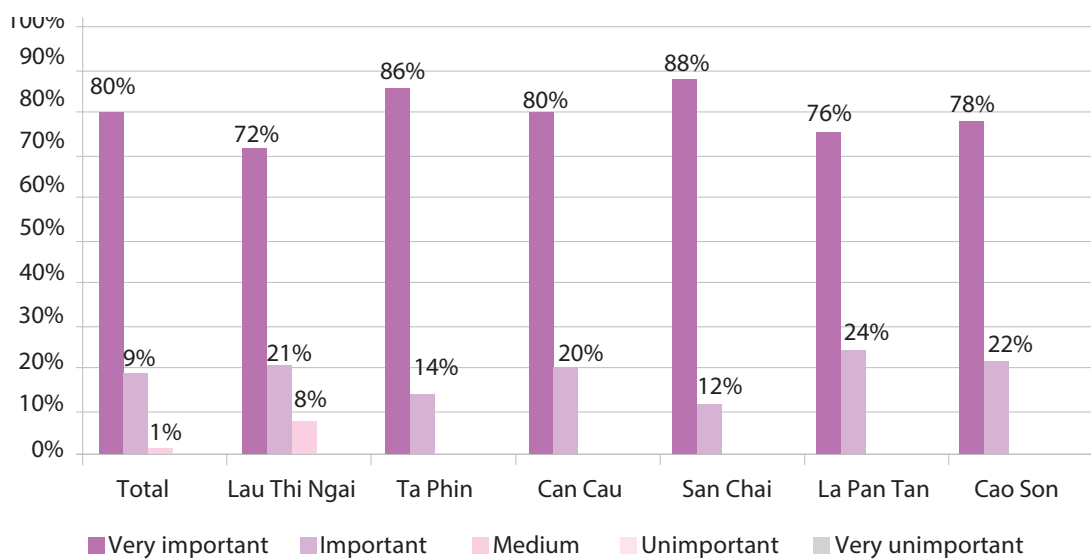
In terms of commissions for officials during birth registration procedure: 100% respondents said that they did not have to pay commissions/bribe for the officials when they register birth certificates for their children.

4. Evaluation on the recommendations

Regarding the importance and necessity of birth certificate

The data shows that the majority of respondents (99.3%) recognized that birth certificate was important for their children. There are only 02 cases (01 from Can Chau and 01 from La Pan Tan) considered birth certificate as unimportant without giving specific reasons.

Figure 33: The necessity of birth registration



Source: Data from CRC survey on birth registration in Lao Cai, 2015.

The result above shows the significant difference among the communes. The difference could be explained by the variation in education level/literacy and the ability to speak standard language (Vietnamese) of the respondents. Besides, communication is a factor influencing people's awareness of the importance of birth registration. According to the survey data, the commune with the highest positive responses to the necessity of birth registration is San Chai (88%). 8% of respondents in Lau Thi Ngai indicated birth registration was of medium importance. And the average percentage of all responses considering birth registration to be important is 99%.

In terms of the purposes for having birth certificate, the majority of respondents said that registering birth certificate for their children are for health insurance (95%), education (99%), medical treatment/examination (94%), and updating household registration (68%). Other purposes including travels, having the father's family name, job opportunities in other provinces, proof of birth and citizenship, account for 4%.

Especially, the respondents who were the grandfathers of the children/new born babies who recently registered for birth certificates shared birth certificates were very essential for their grand-children.

Table 9: Purposes of birth certificate

CRITERIA	AVERAGE RATE	COMMUNE					
		Lau Thi Ngai	Ta Phin	Can Cau	San Chai	La Pan Tan	Cao Son
For health insurance	96%	94%	100%	98%	96%	90%	98%
For education	99%	100%	100%	98%	98%	98%	98%
For medical treatment/examination	94%	96%	100%	98%	88%	98%	84%
For updating household registration	88%	86%	98%	94%	96%	92%	62%
Other	4%	16%	6%	0%	2%	0%	0%

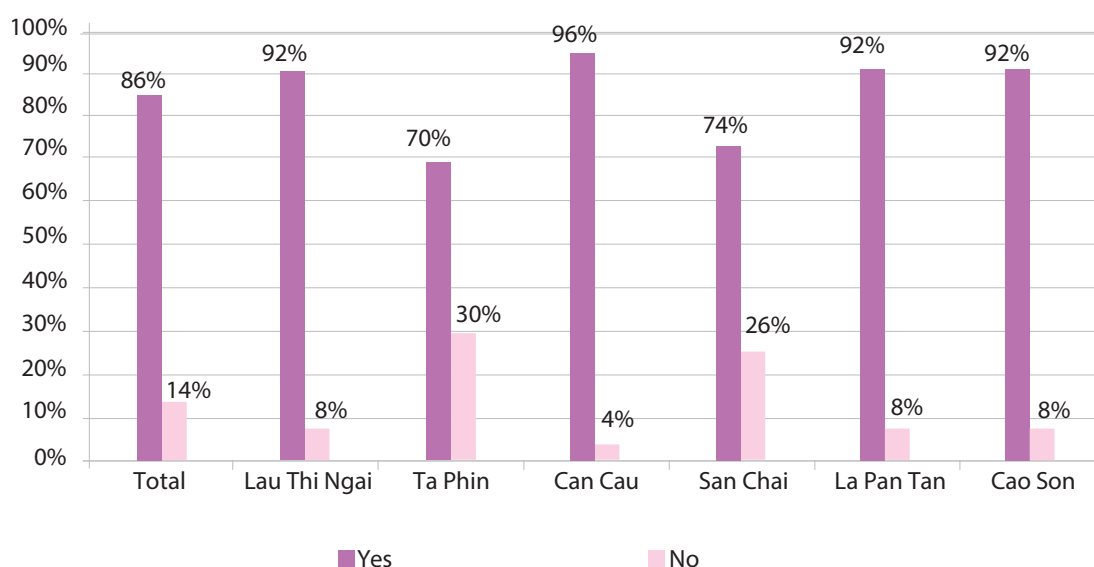
Source: Data from CRC survey on birth registration in Lao Cai, 2015.

The result above shows the similarity between the overall assessment and the assessment of each commune on the purposes of birth registration. There is not much of difference.

For the communes close to the border, those with tourist attractions or frequent visits from foreign tourists, communes in which people living far from the center, birth certificates have other functions such as allowing people to travel or get married in other provinces, other than for healthcare and education.

Communication activities related to birth registration

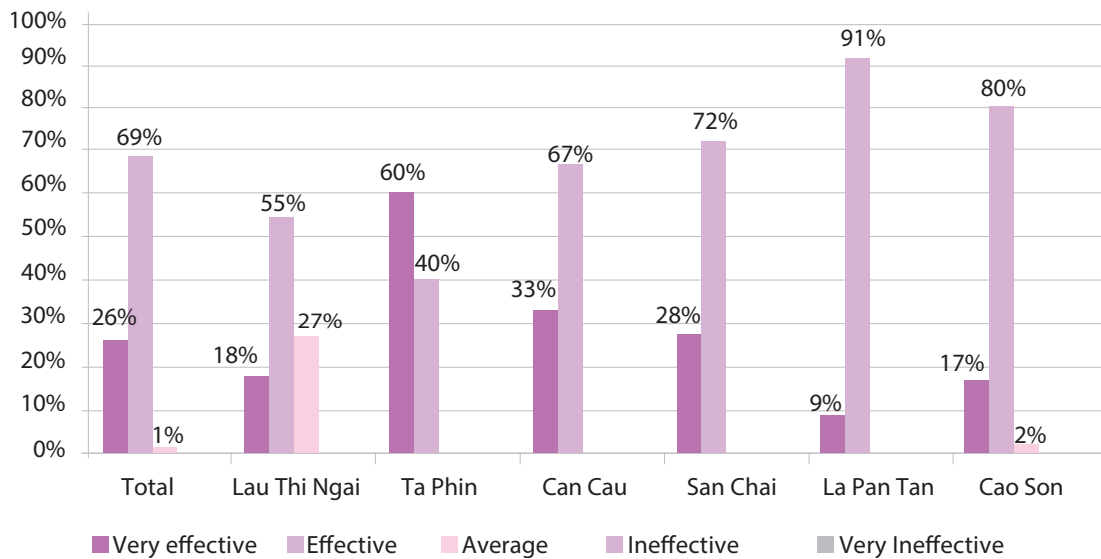
Figure 34: Communication activities related to birth registration



Source: Data from CRC survey on birth registration in Lao Cai, 2015.

The data shows that most communes have successfully implemented communication activities on birth registration in different forms, which is 86% on average. However the rate differs among the communes. The highest rate of “Yes” response belongs to Can Chau (96%), followed by Lau Thi Ngai and La Pan Tan (92%). The highest rate of “No” response belongs to Ta Phan (30%), followed by San Chai (26%). There are three factors considered to influence the respondents, namely, gender of the respondent, education level/literacy of the respondent and the distance from the respondents’ houses to the CPC headquarters. The evaluation on the effectiveness of communication activities is remarkably different among the communes.

Figure 35: Evaluation on the effectiveness of communication



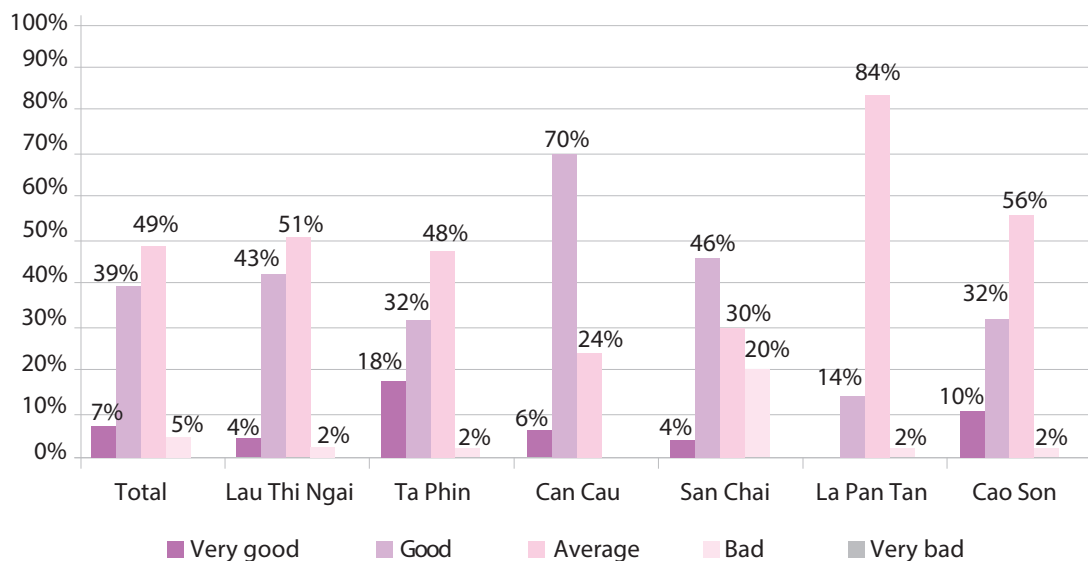
Source: Data from CRC survey on birth registration in Lao Cai, 2015.

According to the above data, the response rate for “effective” accounts for 69%, “very effective” at 26% and “average” at 5%. Effective communication activities do not mean the people will fully receive and understand the information. In Lau Thi Ngai, for example, people often thought highly of its communication activities. However, the people residing in Lau Thi Ngai responded to the survey that the communication activities in their commune are at “average” level, which accounts for 27% of total responses. In addition, there is one respondent in Cao Son commune rated communication at “average” level. In contrast, 100% people in other communes assessed that the communication activities were “effective” and “very effective”.

However, the respondents have inconsistent explanations to their assessment. Thus, the high response rates for “effective” and “very effective” criteria do not imply satisfaction with communication activities.

The gender, education level/literacy and the ability to speak Vietnamese (Viet Nam’s standard language) are reasons for the inconsistent responses.

Figure 36: Actual status of current communication activities



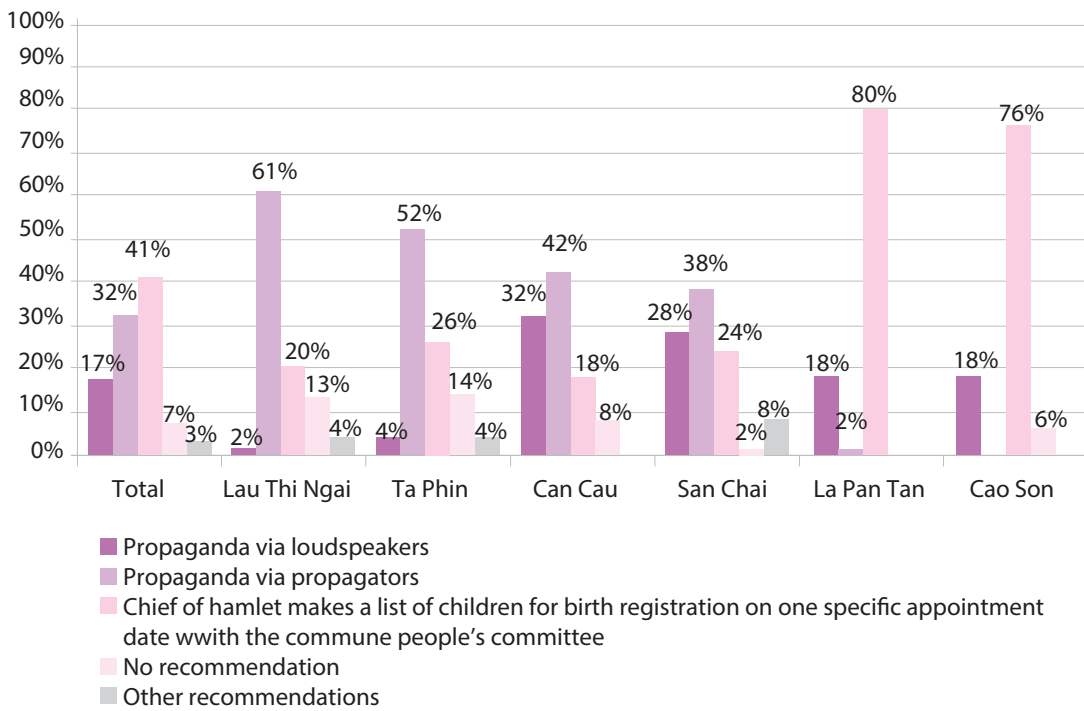
Source: Data from CRC survey on birth registration in Lao Cai, 2015.

Most communication materials, communication via loudspeakers are in Vietnamese. Therefore, female respondents (who do not usually participate in village/hamlet meetings), respondents with low education level/literacy (who have never gone to school or have only finished 5th grade), and respondents who do not know how to read and write cannot comprehend the content of the communication materials. Besides, the communication activities using flyers in pictures can lead to misunderstanding.

The data shows that the response rate for “average” level of communication activities accounts for 49%, “good” level at 39%, response rate for “excellent” level is quite modest at 7%, and “not good” level at 5%. The data also indicates the difference in the assessment of the actual status of current communication activities in each commune. This is also a significant “bottleneck” which requires specific measures in the future. According to the data, the highest response rate for “average” level is of commune La Pan Tan, accounting for 84%, second is Lau Thi Ngai, at 51%, third is Cao Son, at 50%. The highest response rate for “good” level is of commune Can Chau, at 70%, second is in San Chai, at 46%. The response rate for “excellent” level is very modest. Even in Ta Phan, who has the highest response rate for “excellent” level, it only accounts for 18%.

Therefore, the measurement to improve communication activities should focus on: communication via loudspeakers, communication via propagators, and head of each hamlet/village makes a list of new born children and sends it to the commune People’s committee for registering birth certificates for all children on one specific scheduled date.

Figure 37: Recommendations for communication activities to improve the performance of the local birth registration



Source: Data from CRC survey on birth registration in Lao Cai, 2015.

According to the above data, in each commune, the respondents have their own preference in methods to improve the communication activities on birth registration. The average rate for the method of “communication via loudspeakers” with 17%, “communication via educators” with 32%, “head of hamlet makes a list of children for birth registration on one specific appointment date with the commune People’s committee” with 41%, “no recommendation” with 7%, “other recommendations” is 8%, including implementing communication activities in ethnic languages, organizing mobile birth registration in each hamlets on hamlet’s meeting occasions.

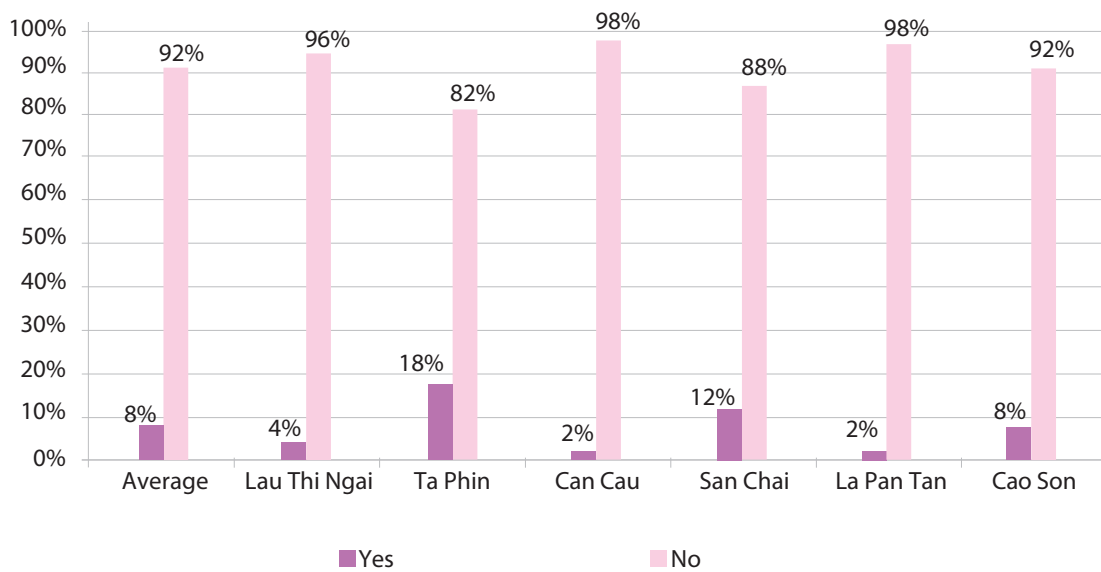
The results show the each commune has different recommendations to improve the communication

activities on birth registration. 80% response of La Pan Tan commune and 76% response of Cao Son commune agree on the idea “Head of hamlet makes a list of children for birth registration on one specific appointment date with the commune People’s committee”. 61% response of commune Lau Thi Ngai and 52% response of commune Ta Phan agree on increasing communication activities via propagators.

Evaluation on the mobile birth registration service

The mobile birth registration service allows commune’s judicial officials to visit each village/hamlet to help the people with the birth registration procedures. This method has been implemented in some communes in Lao Cai¹⁴, for example. The purpose of this method is to ensure the rights for children to have birth registration, thereby eliminating the situation of school-age children not having birth certificates.

Figure 38: Mobile birth registration services



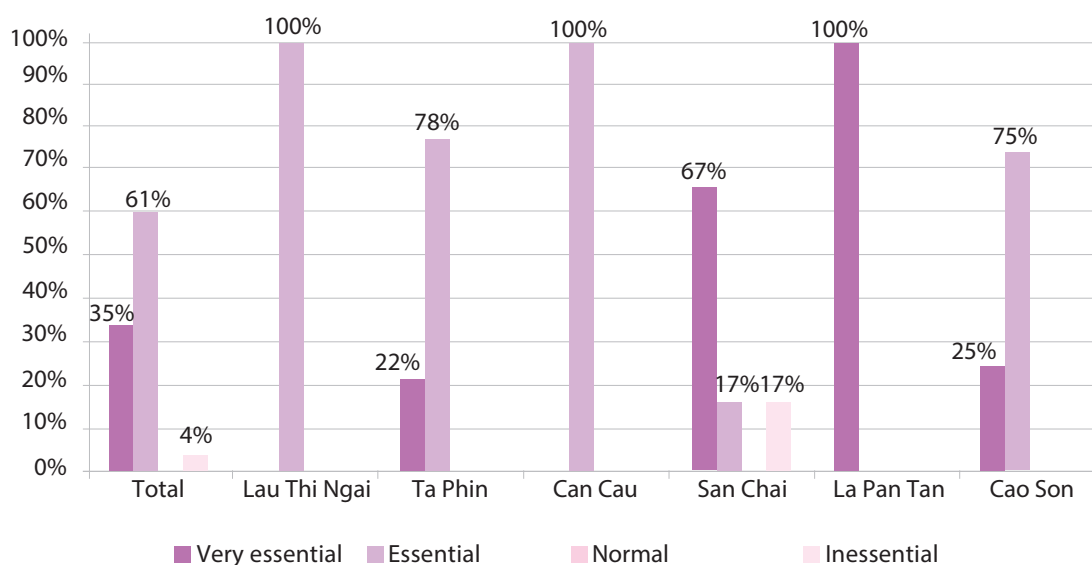
Source: Data of CRC survey on birth registration in Lao Cai, 2015.

According to the above result, 92% of respondents stated that they had not heard of mobile birth registration service. Some said that they have known this type of service since it was implemented in the commune before. The difference in the response rate of each commune did not imply the quality of information or communication activities on birth registration.

When assessing the necessity of the mobile birth registration service, the majority of people (96%) who have heard of the service think that it is very essential. 4% of the people who had heard of the service thought that the service was not essential for a reason that people should go to commune office to register birth certificate in order to fulfill civic responsibility.

¹⁴ Lao Cai province implemented pilot mobile birth registration program in 2003 in accordance to Decree No. 83/1998/ND-CP, Circular No. 12/1999/TT-BTP and Scheme No. 278/TP-HT issued by Ministry of Justice to ensure the rights for children to have birth certificates.

Figure 39: Evaluation of mobile birth registration service



Source: Data from CRC survey on birth registration in Lao Cai, 2015.

The mobile birth registration service is necessary because most respondents live far from the CPC office, they even give birth at home, thus going to the CPC Office to register birth certificates for their children on time was very difficult. Other reasons are their ability to complete the birth registration procedures and the documents they had to prepare in advance.

Measurement of improvement in birth registration service

Table 10: The TOP priorities to improve birth registration service

CRITERIA	AVERAGE RATE	COMMUNE					
		Lau Thi Ngai	Ta Phin	Can Cau	San Chai	La Pan Tan	Cao Son
Simplify administrative procedures	20%	2%	26%	30%	22%	0%	37%
Implement mobile birth registration service	17%	15%	10%	28%	16%	14%	16%
Enhance communication activities	24%	37%	44%	8%	26%	14%	18%
Stop commune People's committee officials from receiving informal payment	0%	0%	0%	0%	0%	0%	0%
Commune People's committee officials explain the procedures more clearly and specifically	32%	41%	18%	24%	28%	68%	12%
Commune People's committee officials be nice and considerate to the people	6%	4%	2%	6%	4%	4%	16%
Other	1%	0%	0%	4%	4%	0%	0%

Source: Data from CRC survey on birth registration in Lao Cai, 2015.

The above result indicates that each commune has different solutions to enhance the quality of birth registration service. 68% and 41 % of respondents in La Pan Tan and Lau Thi Ngai, respectively, indicate that in order to improve birth registration services, CPC officials must explain the procedures more clearly and specifically is about. 44% of respondents in Ta Phan commune think that the communication activities should be enhanced; 37% of respondents in Cao Son agree on the measure of simplifying administrative procedures; the response of simplifying administrative procedures is at 30% and implementing mobile birth registration is at 28% in Can Chau; the respondents in San Chai wished CPC officials to explain the procedures more clearly and specifically (28%) and improving communication (26%).

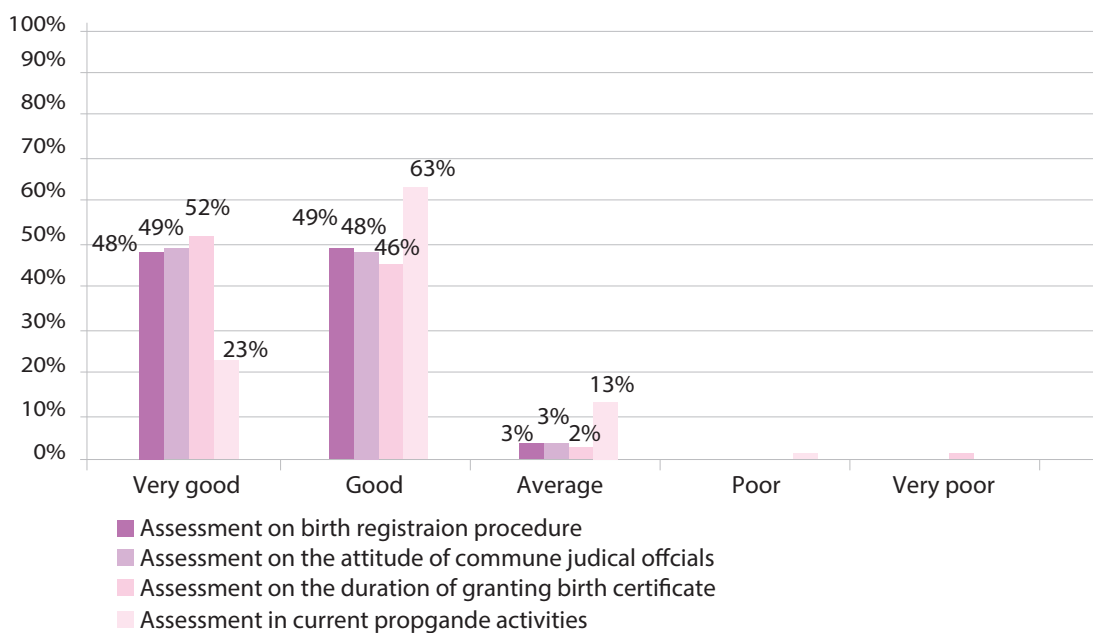
On average, in order to improve the quality of birth registration, recommendations are: the CPC officials to explain the procedures more clearly and specifically (accounting for 32% of total response rate), improvement of communication activities (24%), simplification of administrative procedures (20%) and implementation of pilot program for mobile birth registration (17%).

5. General Assessment of users

Overall assessment

According to the Survey results, people who used the children birth registration service appreciated the simple and understandable registration procedures; the attitudes of local officials are hospitable and enthusiastic; the duration for processing/granting birth certificates was short; the communication activities for birth registration are conducted well.

Figure 40: General perception on the birth registration service



Source: Data from CRC survey on birth registration in Lao Cai, 2015.

According to the data, the majority of respondents are highly satisfied with the birth registration service in the commune. Taking general satisfaction is a milestone as the goal of the Scheme “Promoting administrative reform, improving effectiveness and efficiency of the political system in Lao Cai”, issued with Decision No. 307/2011/QĐ-TU dated November 15th, 2011, the decision aims to “reduce the amount of time for addressing the work of individuals and organizations at the state administrative agencies by 2015 in comparison with 2010”. The mechanism of “one-stop shop”, “inter-level one-stop shop” is

15 People’s Committee of Lao Cai (2011): Decision No. 307/2011/QĐ-TU dated November 15th, 2011 on approving the project “Promoting administrative reform, improving effectiveness and efficiency of the political system in Lao Cai”

fully implemented in the departments, People's Committees of districts, cities and communes; modern "inter-level one-stop shop" is implemented in districts and cities. The level of personal satisfaction for services provided by administrative agencies reaches 70% by 2015. According to the data, the average rate of the respondents who score their satisfaction 7/10 and above (which is equivalent to "good" and "excellent" categories) is high (over 85%). In particular, the rate of people's satisfaction with the duration of processing/granting birth certificate is the highest, which accounts for 98% of total responses; the rate of people's satisfaction with the communication activities for birth registration is the lowest at 86% of total response.

The reason for the low satisfaction of the respondents with the communication activities on birth registration was that most people lived in remote areas far from Commune People's Committee office and Commune cultural house; consequently, communication activities via loudspeakers, radios were not efficient, especially when local people went to the fields. Besides, many mothers participating in the survey did not usually go to the communal meetings, so their assessment on the communication activities was sometimes not precise. The mothers usually collected information mainly from others or from school teachers when their children go to kindergarten and Grade 1. Education level of local people is another factor contributing to their misjudgment. Because of the people's limitation in speaking Vietnamese, the communication activities conducted in Vietnamese will not be effective on ethnic minorities.

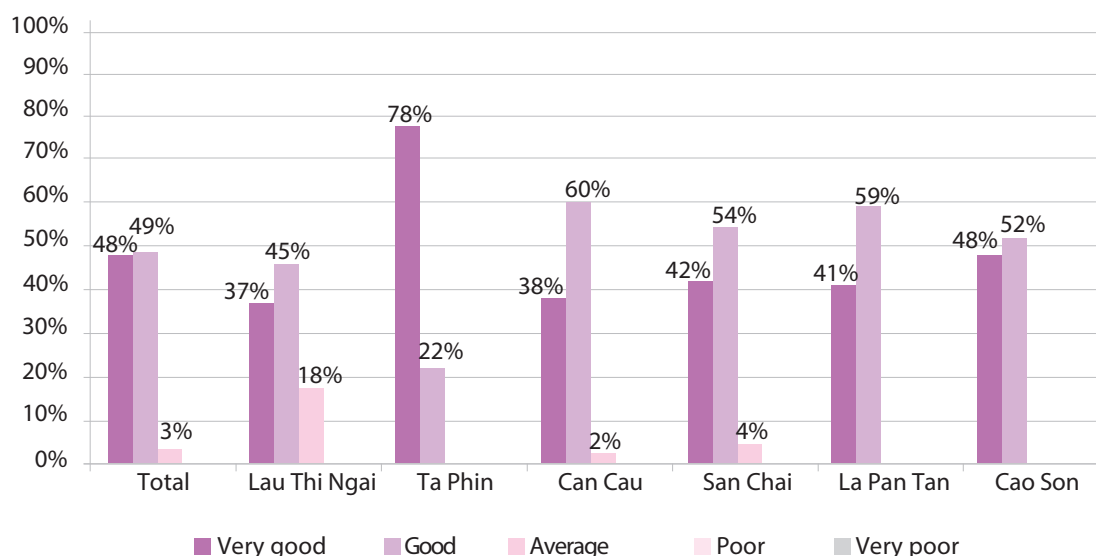
The overall assessments on the children birth registration service, procedures of birth registration, attitude of commune's officials when guiding birth registration procedure, duration of processing/granting birth certificate, communication activities on birth registration were different from the assessments of each commune. Specifically:

Assessment of the birth registration procedures

97% of respondents voted for the level of satisfaction as good and excellent. The communes (namely Cao Son, La Pan Tan, and Ta Phan) have 100% votes. Meanwhile, Lau Thi Ngai commune has lower rate (82%).

From practical observations, the important explanation for the above result came from local judicial officials' behavior, explanation and support. In the communes where judicial officials explained thoroughly, behaved hospitably, supported and helped people, the level of satisfaction was very high. This was quite consistent with the characteristics of the communes in the mountainous areas, where local people's houses were usually far from CPC and their limitation in using standard language when registering birth certificate.

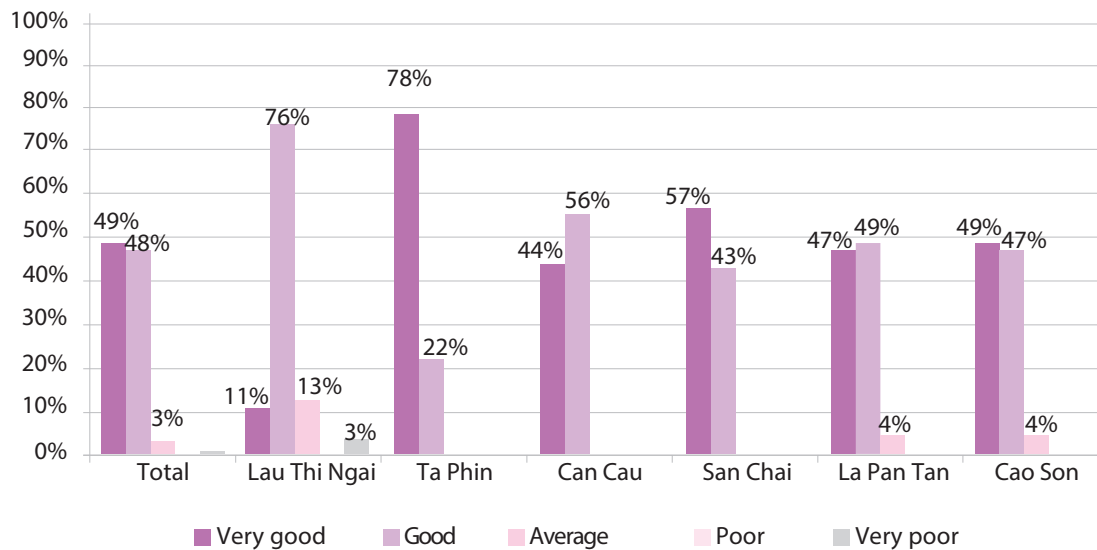
Figure 41: Assessment on birth registration procedure



Source: Data from CRC survey on birth registration in Lao Cai, 2015.

Assessment on the attitude of commune judicial officials

Figure 42: Assessment on the attitude of commune judicial officials

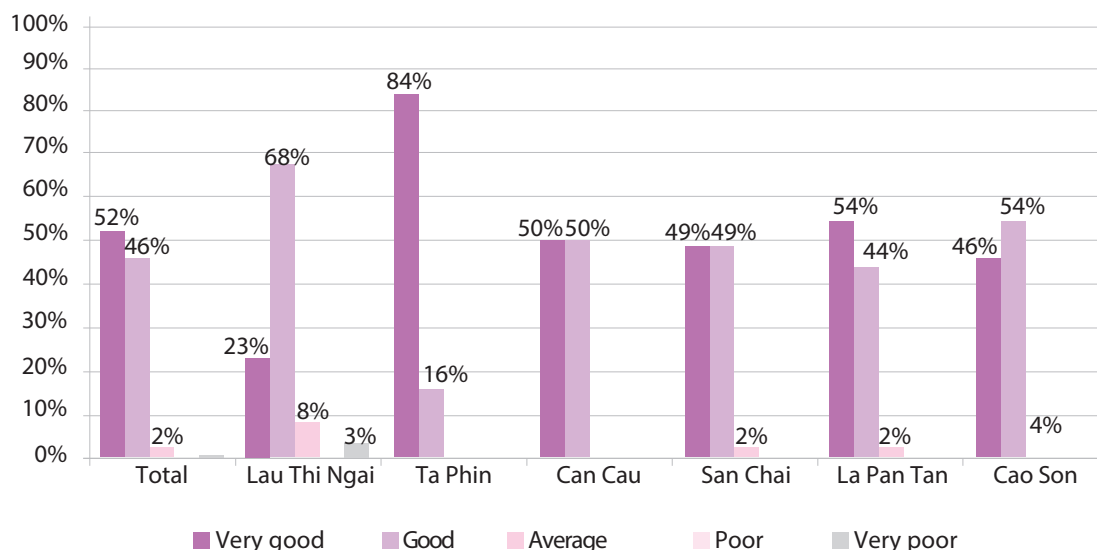


Source: Data from CRC survey on birth registration in Lao Cai, 2015.

According to the data, most respondents consider the attitude of commune judicial officials as enthusiastic and helpful. The total average response rate for “good” and “excellent” attitude accounts for 97%. The assessment varies among the communes. In Ta Phan, Can Chau, San Chai, The total response rate for “good” and “excellent” attitude accounts for 100%; in Lau Thi Ngai, Cao Son, La Pan Tan, the return rates for “good” and “excellent” attitude account for 77%, 96% and 96%, respectively.

Assessment on the duration of processing/granting birth certificate

Figure 43: Assessment on the duration of processing/granting birth certificate



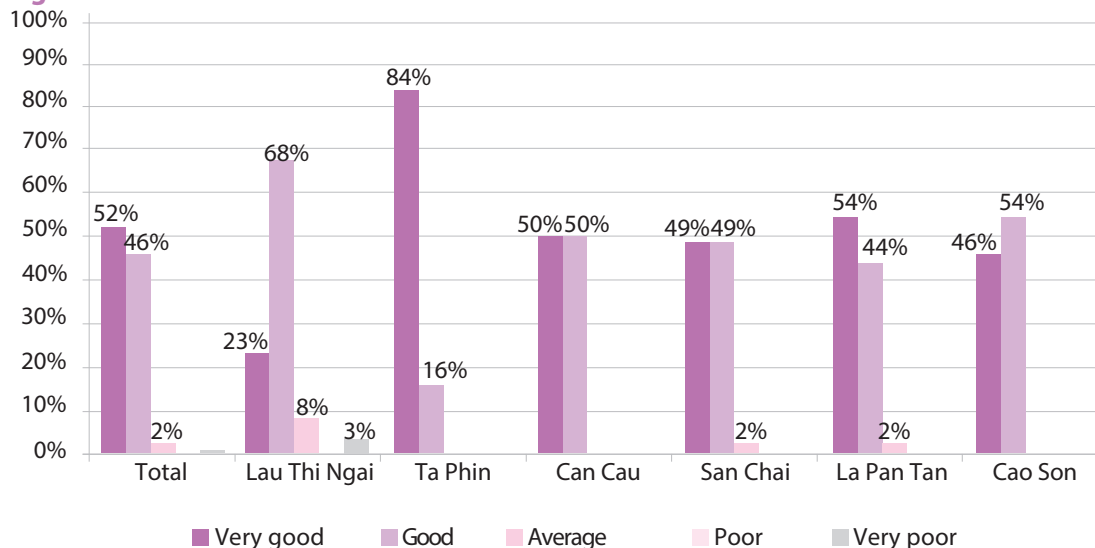
Source: Data from CRC survey on birth registration in Lao Cai, 2015.

There is significant difference of the response rate on the duration of processing/granting birth certificate among the communes. In communes such as Ta Phan, Can Chau, Cao Son, the total response rates “good” and “excellent” criteria are 100%, in Lau Thi Ngai, the response rate showing people’s satisfaction with the duration of processing/granting birth certificate is slightly lower, at 89%. In most communes, the response rate for “excellent” criteria is around 50%, with the highest rate from Ta Phan commune.

Assessment on the current communication activities

The response rates on the current communication activities varied across the communes. This criterion reflects the influential factors of gender and education on the survey result.

Figure 44: Assessment on current communication activities



Source: Data from CRC survey on birth registration in Lao Cai, 2015.

On average, the total response rate indicating that the current communication activities on birth registration is “good” and “excellent” is 87%. However, there is a difference in assessing the comprehension and frequency of the communication activities in each commune. Specifically, Can Chau has 98% of total response rate agreeing that the communication activities is “good” and “excellent”, Cao Son and La Pan Tan 96% each, whereas Lau Thi Ngai only 59%.

III. CONCLUSION AND RECOMMENDATION

1. Conclusion

The general results showed: all selected communes are in difficult and disadvantaged circumstances; the rate of respondents in poverty was quite high (about 49%); the respondents were mainly in the Hmong ethnic group, accounting for around 91%; about 95% respondents were the parents of children registered the birth certificates; the number of children born at home was relatively high (76%). Most respondents informed that the children's birth certificates were kept at home, accounting for 97%; the rate of the intact birth certificates was fairly high (98%), and 45% of children with the health insurance cards in 2014.

Assessment on the accessibility of service users

The physical access to the service of birth registration for children was easy, most of the distance from the respondents' houses to the Communal People's Committee (CPC) is 1-5 kilometers (63%), the primarily-used means was motorbike (78%), the time taken from the respondents' houses to the CPC was mainly under 30 minutes (about 83%).

Regarding the procedures and papers needed to prepare for the children's birth registration: The majority of respondents (75%) informed that they knew the papers and procedures prepared for the registration through the guidance of CPC/communal judicial officials, with which 98% respondents were satisfied and very satisfied.

In terms of the necessary papers to submit: Of the nearly 23% of children born in health facilities and 44% of them were provided with a birth-delivery Certificate. For children who were born either in the health facilities without a birth-delivery certificate or at home, most of them (61%) had the Written Pledges of Birth instead, which were provided by CPC officials. The percentage of respondents themselves writing the Written Pledges of Birth accounted for 48% of people who had to write the Written Pledges of Birth. The main reasons explaining why some respondents did not themselves write the Written Pledges of Birth are due to: (i) illiteracy (30%); (ii) wanting to ask someone else for help (10%), and (iii) other reasons (that judicial officials did not ask, or no need) (60%). The respondents who asked the CPC officials for help to write the Written Pledges of Birth felt satisfied and very satisfied, reaching 95% overall.

In terms of the papers needed to present: Most respondents said that the children's parents having a Marriage Certificate (82%). Parents without a marriage certificate at the time when their children were born even though they were old enough for the Marriage Registration (father of 20 and mother of 18 or older) accounted for very high rate, about 87%. There were 97% respondents willing to submit a copy of their Household Registration Book when conducting the birth registration for children. 96% respondents were willing to submit one copy of the Identification Card and 81% respondents informed that they had already done it.

In terms of the declaration form of the birth registration: 99% of the declarations were provided by CPC officials (one-stop shop section). There were 72% respondents filling in the declaration form by themselves. Of the respondents who did not themselves fill in the declarations, 98% were helped by the CPC officials and all of them rated the service at the satisfied and very satisfied levels.

Assessment on the use of service

In terms of the profiles submitted to the birth registration: 72% respondents themselves filled in the declaration form for the birth registration; the rest (28%) asked CPC officials for help to do that and all of them felt satisfied and very satisfied with the help. 99% respondents said they had already submitted the sufficient profiles for birth registration for children.

Regarding the date of issuance of the Birth Certificates: 86% respondents agreed the Birth Certificates had already been issued by CPC officials that on the scheduled dates. The rest (14%) said they got the children's Birth Certificates immediately when applying for the registration service without waiting time.

Regarding the waiting time in the CPC: 61% respondents informed that they had to wait every time when going to the CPC due to queuing in the order of people who go to register (65%); other reasons (18%) such as waiting for CPC officials implementing the birth certificate procedures, forgetting the Reports of Birth; CPC/judicial officials busy with meetings (10%); waiting for the queue of registrations of birth certificate (6%) and CPC/judicial officials going out (2%).

Regarding to the attitude of CPC officials in the process of birth registration: 98% assessment from respondents were good and very good points due to CPC officials' dedicated guidance, good behaviors, enthusiastic helps, gentle talks, and the officials' performances in the process of registration. 96% respondents assessed the administrative procedures in the whole process of birth registration at good and very good levels. The majority of respondents found the administrative procedures simply/quick (49%) and normal (44%).

Assessment of service fees

About the status of birth registration for children: The on-time registered Birth Certificates reached 55%, the rest of the 45% were overdue-registered ones.

Regarding the fine paid for overdue registration: Almost all respondents informed that there was no fine paid for the overdue registration of birth certificate. There was, in Cao Son commune, only one case to pay the 28.000 VND-fine which was informed to the respondent before he/she used the service. And the respondent said the fine was normal/medium, compared with the family's income.

About the cost of photocopying: 35% respondents said that they had to pay the photocopying cost for 3 kinds of legal papers (the Household Registration Book, Marriage Registration and Identification Card). The rate of the cost under 20.000 VNDs was major, accounting for 93%. And 83% respondents found the cost normal/medium, compared with the families' incomes.

Regarding informal payment for birth registration: The results revealed that 100% respondents did not have to pay any informal cost for the officials when use the birth registration service.

Assessment on recommendations

With regard to the importance and necessity of the birth certificate: 99,33% respondents totally agreed the Birth Certificates are essential for children. Most respondents said that the Birth Certificates are needed for the Health Insurance cards (95%), schools (99%), medical treatment in health facilities (94%), updating household registration (68%); and other reasons such as travelling somewhere, being named with the fathers' family name, working far away from home; proving the rights to be born and have a citizenship.

Regarding communication activities on birth registration: 86% respondents informed that the communes had done well in the communication activities on the birth registration in any way. 69% of respondents found the quality of the communication effective, 26% of others found very effective and the rest of 5% found normal. However, the percentage of respondents rating the status/situation of implementing the communication activities as follows: medium/normal (49%), good (39%), very good (7%) and not good (5%). Many recommendations were made in order to improve the efficiency, do better in the communication activities on birth registration such as (1) Village heads to make the list submitted to the CPC for implementing birth registration for the whole village on a date appointed by CPC (41%); (2) Communication through propagandists (32%); (3) through loudspeakers (17%); (4) Communication in ethnic minority languages or by mobile organizations in the villages/hamlets when regular meetings takes place in culture houses (8%); (5) No opinion (7%).

Assessment of the mobile service of birth registration: 92% respondents said that they had not known and heard about it. However, when assessing its necessity, almost all respondents, who had already known and heard about it before, found it essential and very essential (96%).

About the solutions to improve the service of birth registration: Given the overall assessment, in the coming time, in order to improve the service of birth registration, some solutions were recommended, such as: requiring CPC officials to explain and guide people more clearly and specifically (32%); promoting the communication activities (24%); simplifying the administrative procedures (20%) and implementing the pilot mobile service of birth registration (18%).

Assessment on general perception of service users

The assessment level of general satisfaction of respondents from 7/10 or above (the satisfaction is assessed at the good level or above) accounted for a high rate, over 85%. In particular, the assessment level of satisfaction with the time for settling/issuing the Birth Certificates was the highest, reaching 98%; the level of satisfaction with the current communication activities on birth registration in the communes was lowest, although still at high level (86%).

2. Recommendations

In the short-term, the targets are helping raise the awareness of families, communities, authorities dramatically and attention to children, children's rights, and the necessity of birth registration for children; enhancing the professional quality of civil status officials; supporting some legal procedures to implement the birth registration for children whose the Birth Certificates have not been issued in the recent years, so that the overdue registrations have existed no longer.

In the long-term, step-by-step to promote and enhance the families' responsibility for implementing the birth registration in accordance with the regulations, in order to ensure the children's right about birth registration, on the basis of sufficient both the quantity and professional quality of civil status officials.

Given the results and findings above, in order to improve and enhance the quality of the service of birth registration for children in years to come, the consultant group makes some following recommendations:

2.1. For the Central level

- Strengthening the communication activities on the on-time registration of birth certificate for children in order to ensure the children's rights and express the parents' responsibilities for implementing children's rights.

The communication activities should be incorporated into some dissemination programs or others important Holidays such as The International Children's Day 01/6, the First Day of School, Viet Nam Family Day (28/6).

Unifying the propagation and implementation of Decree No. 110/2013/ND-CP dated September 24th, 2013 of the Government on sanctioning the administrative violations in the field of judicial assistance, judicial administration, marriage and family, civil enforcement, bankruptcy of enterprises & cooperatives. Particularly in Clause 1, Article 27, the violations of regulations on child birth registration "warning against the people responsible for child birth registration but not meeting the registration deadline".

Thus, we need to have a consensus in the process of communicating and punishing the violations of child birth registration deadline in order to avoid the different actions between different communes.

- It is necessary to have the guidelines for the propagation and application of Joint Circular No. 05/2015/TTLT-BTP-BCA-BYT dated May 15th, 2015 of the Ministry of Justice, Ministry of Public Security, the Ministry of Health on guiding to implement the joint administrative procedures of child birth registration such as resident registration, health insurance cards for children under age 6, in effect since July 1st, 2015. Decree # 67/2015/NĐ-CP dated 14 August 2015 by the Government to adjust and supplement some articles of the Decree #110/2013/NĐ-CP dated 24 September 2013 by the Government on administrative sanctions in judicial services, marriage and families (This Decree will come into effect from 1st October 2015).

Thus, implementing three joint administrative procedures including child birth registration, resident registration, health insurance cards for children under 6 years of age will be unified and generally applicable for the whole country, not just for disadvantaged communes.

- Continue communication and implementation of the Law on Health Insurance 2008 for judicial officials, in which pays more attention to the terms related to the health insurance cards for children under 6 years as stipulated in Article 12, subjects participating in medical insurance – Article 13, the insurance fee and the obligation to buy health-care insurance – Article 15, the method to join the health-care insurance – Article 17, the delivery of health insurance card, and Article 22 health insurance benefits.

So that, we can improve the issue that parents use birth certificate to take their children to health-care examination. Thanks to that, the health-care facilities have documents to consolidate figures for annual budgeting.

- Regulating clearly the responsibility of the health facilities for providing the Reports of Child Birth after children were born, and requiring the children's parents or the caregivers to confirm the receipt of the Reports of Child Birth.

2.2. For Lao Cai province

2.2.1. For Provincial People's Committee

It is necessary to issue the regulations on coordination between the Department of Justice, Department of Health and the Department of Public Security in implementing and applying the Joint Circular No. 05/2015/TTLT-BTP-BCA-BYT dated May 15th, 2015 issued by the Ministry of Justice, Ministry of Public Security, and the Ministry of Health on guiding the joint administrative procedures about child birth registration, resident registration, and health insurance cards for children under age 6.

In which, the Department of Justice is the in-charge and responsible organization for implementing this Circular and applying it in the whole Lao Cai province.

This coordination Regulation stipulates the timeline for registering the child birth registration, providing health insurance cards and getting the result for registering the child to their parents' household registration

Developing regulations on coordination between the Department of Justice and the Social Insurance Institution in issuing and delivering the health insurance cards for children under 6 years based on the Law on Health Insurance 2008.

Promulgating legal documents on guiding and regulating clearly the performance of birth registration and the time for issuing the health insurance Cards and entering the children into the parents' Household Registration Books.

Strengthening the communication activities on the birth registration for children to ensure children's rights to birth and citizenship right when they were born.

Supporting to improve the capacity of officials working in the field of protecting children in the province in order to build a protection system for children, based on the communities.

Strengthening the advocacy activities, raising people's awareness, especially the people living in the communes encountering many difficulties in the health-care service for pregnant women before and after giving birth, and the child under 6 years old. For health facilities in villages/hamlets and communes health care station, they should strengthen the preventive and primary healthcare measures for children and women.

The infrastructure, roads from the villages/hamlets to the communal health stations, CPC are needed to further improve to make the people's movement more comprehensive. This leads to the increase in needs/demands of the mothers and children for healthcare during/after birth, therefore the birth registration will receive more attention.

2.2.2. For the local justice department

Firstly, it is necessary to strengthen the communication activities to raise the awareness and the interest of families, communities and authorities in the birth registration for children.

Regarding the objects of communication: fathers/mothers at reproductive age (the main group); leaders of organizations, agencies; district/communal judicial officials; people who have a reputation in the communities; prenatal group; children (age of 9 and under 16).

Regarding the content of communication: Some general messages should be communicated to communities and society about the birth registration through mass media, posters, and billboards. Key messages of communication may focus on certain main topics, including: concept of children; fundamental rights of children, of which the rights to citizenship and birth certificates should be emphasized; the importance of birth registration and centres registration; the procedures needed to implement the birth registration; the guidelines and policies on the birth registration; some other contents related to the procedures of birth registration such as: the Marriage Registration, Household Registration Book, Identification Card, agencies and addresses of the agencies implementing the birth registration for children...

Here, it is necessary to pay more attention about the media contents to enhance the transparency as well as the accountability of the stakeholders, namely:

- The procedures to register the child birth: (1) submitting the birth proof paper or the written confirmation for the birth of the child. (2) Presenting papers including the marriage certificate, the household registration book and the identity card.
- If there are violations on the regulations of child birth registration such as missing the due time to make the registration, the judicial officers caution to the people responsible for registering the child birth.

Measures of implementation:

- For regular meetings at commune and hamlet/village levels: Incorporating the content of the communication on the birth registration into monthly meetings in the communes and hamlets/villages; raising parents' awareness of fulfilling the children's rights when they were born.
- For communication programs: the content of communication on the birth registration should be incorporated into programs celebrating big holidays or days related to women and children such as: Viet Nam Family Day (28/6), International Women's Day (8/3), Viet Nam Women's Day (20/10), International Children's Day (1/6), Mid-Autumn Holiday. On the days, the content of ensuring the health of mothers and children also needs communicating to improve the awareness of pregnancy and family planning.
- Propagating through posters, billboards and leaflets in ethnic minority's languages, so that, people can understand and receive the correct information.

Secondly, it is needed to enhance the qualification of judicial officials working in field of civil status registration.

Regarding the target groups for training: District judicial officials in charge of civil status; communal judicial officials and officials in charge of the communal justice; officials of some local departments as the collaborators coordinating with the justice agencies to implement the birth registration for children.

In terms of the training contents: Some general issues about children and children's rights; some legal documents on birth registration, the procedures of birth registration; skills for handling situations in the process of birth registration; ways of planning for birth registration in communities; other relevant issues such as: the Marriage Registration, Household Registration Book, Identification Card... The training will emphasize on skills and the common unified procedures for whole judicial staffs working in the provincial civil jobs. Then, it will help the judicial staff perform the procedures for child birth registration in a more professional, quicker and computerized manner.

In the coming time, the training should focus on implementing a number of provisions relating to child birth registration such as: Decree No. 110/2013/ND-CP dated September 24th, 2013 of Government on sanctioning of administrative violations in the field of legal support, administration of justice, marriage and family, the civil judgments, bankruptcy of enterprises, cooperatives; Decree # 67/2015/NĐ-CP dated 14 August 2015 by the Government to adjust and supplement some articles of the Decree #110/2013/NĐ-CP dated 24 September 2013 by the Government on administrative sanctions in judicial services, marriage and families (This Decree will come into effect from 1st October 2015); Joint Circular No. 05/2015/TTLT-BTP-BCA-BYT dated May 15th, 2015 of the Ministry of Justice, Ministry of Public Security, the Ministry of Health on guiding joint administrative procedures of registering the child birth registration, resident registration, health insurance cards for children under age 6; the Law on Health Insurance in 2008, in which pays more attention to the terms related to the health insurance cards for children under 6 years - Article 12, subjects participating in medical insurance - Article 13, the insurance fee and the obligation to buy health-care insurance - Article 15, the method to join the health-care insurance - Article 17, the delivery of health insurance cards, and Article 22 health insurance benefits. Decree No. 126/2014/ND-CP dated December 31st, 2014 of the Government detailing a number of articles and measures for implementing the Law on Marriage and Family (the Decree takes into enforce from February 15th, 2015).

The guidelines on the regulations on coordination among the stakeholders issued by the provincial authority in implementing child birth registration, providing health insurance cards and household registration for children should be seriously implemented. If so, we could unify the way to implement and apply the legal documents related to child birth registration in the whole sector. Besides, the judicial officers should be proactive, constantly study new policies, documents and guidance related to their working field. They need to be accountable for their tasks and mandates.

Thirdly, some legal procedures, facilities, and funding to implement some activities of birth registration for children need to be supported. In certain difficult local areas, some legal procedures, facilities and funding should be supported to make the birth registration highly effective. At first, it is necessary to clearly stipulate the judicial officials at the commune level are the focal points for making a children list at each commune to transfer to the provincial social institutions to issue the health insurance cards. They are responsible for sending the health-care insurance cards to the local people within 30 days after receiving a health insurance card provided by the provincial social insurance institution. Next step is to provide financial support to the judicial officials to implement the mobile registration of birth certificate in the hamlets/villages, while implementing the communication activities on-site to improve people's awareness of punctual registration of birth certificate for children when they were born.

Fourthly, it should implement the tracking, monitoring, and assessment of birth registration and relevant activities. It is needed to design the regular schedules of testing and monitoring the performance of the birth registration, while implementing annual assessment to capture information in time, learn from implementation experience; minimize errors; make centres adjustment in terms of programs; guidelines, policies on the birth registration and relevant activities. Next to replicate these initial findings, the province can expand the evaluation of the services for child birth registration in each district, accordingly, each district will select two communes to conduct survey and assessment in the first quarter of 2016 (the data for children under age 6 registered their birth registration from 01/01/2015 to 31/12/2015). Periodically, twice a year, each district would choose one commune to assess the birth registration profiles stored in the communal justice committee division, then test a sample of about 20% birth certificates.

Fifthly, the policy mechanism should be designed to promote the performance of the birth registration for children. On the basis of analyzing the achievement, shortcomings and causes of the birth registration, to contribute to overcoming the shortcomings in order to promote the performance of birth registration, the local policy mechanism is recommended to adjust as follows:

There should be a plan to build a team of communal judicial officials who work in the long-term and have law-intermediate qualification at least. Their salary should be paid appropriately, based on working characteristics, especially in mountainous areas.

Gradual establishing of a database on birth registration through a computerized and dynamic system is of great importance. Currently, the data of the birth registration in the local is stored manually. In order to store, update, monitor, process and share information about birth registration, it is necessary to set up a project about the data information of birth registration, which will make the information management modern and highly effective.

Sixthly, the pilot mobile birth registration according to the weekly schedules should be implemented. The responsibility of officials in hamlets/villages (including hamlet/village heads) needs to improve for update local birth situation.

Making schedules for the communal judicial officials to implement the mobile registration in the hamlets/villages, in which hamlet/village heads are core staff for collecting monthly information on the situation of pregnant mothers, newly married couples, new-born children in order to make a list and report the communal authorities in regular meetings. Besides, communication activities on-field on the punctual registration of both the Marriage and Birth certificate should be implemented.

3. Shortcomings and lessons learnt

3.1. Shortcoming of the Report

Sample size (with 300 respondents) was designed to ensure the representative, random, and statistical significance within the province. However, the rate for each district is for reference only and not extrapolating statistics for the whole district. The selected samples are districts with characteristics meeting the initial requirements. However, these samples are still small, and the representative districts have not expressed fully the characteristics of the province, so the sample has not been compared and evaluated completely indicators related to the birth registration service in the area.

Comparing with the initial objective of the assessment report, the sample has not met the requirements for in-depth analysis, comparison and evaluation by stratification (by income, ethnicity, respondents, and education level and poverty rate). Therefore, this report only mentions the internal comparison and simple criteria but does not analyze or focus on cross criteria by stratification (by income, ethnicity, respondents, and education level and poverty rate) for proposing measures to improve policy better and more practical.

The survey team consists of neutral statistical staff, so the result is partly objective. However, many questions with in-depth contents have not been fully exploited and a lot of officials did not make the careful preparation for practical situations, and were also confused about doing the survey because of not searching completely the Manual on implementing the Survey.

3.2. Lessons learnt

In terms of conducting CRC for the justice department:

- The sample should be extended with a larger scope and target respondents so that the assessment of quality and respondents' satisfaction with registration service of birth certificate will be broadly represented.

- In this survey, some questions lacked guidance on conducting birth registration and dissemination of legal documents related to the birth registration. Therefore, the result is likely to affect some indicators of general assessment in the report.

Implementation:

- The participation of the justice department in the survey process has been limited. Especially during the large-scale survey, if the participation of the justice department had been more in-depth, the selection of sample, performing the survey/interviewing schedules would have been more favorable.
- Surveyors of some certain groups did not focus and study the manual on implementing the survey carefully. Therefore, the quality of some questionnaire did not meet the initial requirement.
- The time and schedules for interviewing households were inappropriate, regardless of the cultural elements and characteristics of respondents. This made surveyors spend much more time and had to do the survey repeatedly.
- With regard to making the list of the respondents, information about survey target groups for the survey may be incorrect, some of the groups were listed with wrong households' names, and father's names; the child's date of birth and dates of registration were sometimes mistaken.
- There is no close connection between the guides, interpreters and surveyors. Therefore, it might be difficult to find the respondents' addresses or make appointments with respondents.

Regarding implementation of CRC for other departments:

It is necessary to note the following issues to ensure science and quality of survey implementation.

- Target respondents had to be identified based on the objective of report implementation.
- Stratification should be representative.
- Survey and data processing should be conducted by independent groups.
- Time to implement survey must be scientific and reasonable for respondents' awareness.

LIST OF REFERENCES



I. THE LOCAL DOCUMENTS:

1. Bac Ha District Party Committee, Lao Cai Provincial Party (2014): Draft Report on the results of performance of 2014 tasks, orientations and tasks in 2015.
2. MTTQ, CECODES and UNDP (2015): PAPI report 2014.
3. Justice administrative Division, Department of Justice of Lao Cai province (2014): Report on the result of justice administrative performance in 2014, orientations and tasks in 2015.
4. Justice Committee Division, The People's Committee of Bac Ha district (2014): Report on the result of justice performance in 2014, orientations and tasks in 2015.
5. Justice Committee Division, The People's Committee of Sapa district (2014): Report on the result of justice performance in 2014, orientations and tasks in 2015.
6. Justice Committee Division, The People's Committee of Si Ma Cai district (2015): Documents of the Regular Meeting about the justice performance in 2015.
7. The data of the CRC survey on the registration service of birth certificate in Lao Cai 2015.
8. Department of Justice of Lao Cai province (2014): Report on the result of justice administrative performance in 2014, orientations and tasks in 2015, issued with Official Letter No. 28/2014/BC-HCTP dated November 17th, 2014.
9. General Statistics office of Viet Nam (2014): Statistical Yearbook of Viet Nam 2013.
10. The People's Committee of Muong Khuong district (2014): Report on the performance of Guidance and Management in 2014, the Task Program in 2015.
11. The People's Committee of Si Ma Cai district (2014): Report on the performance of indicators of socio-economic development in 2014, orientations and tasks of socio-economic development in 2015 in Si Ma Cai district.
12. The People's Committee of Lao Cai province (2011): The Decision No. 307/2011/QD-TU dated November 15th, 2011 on approval of the Project "Promoting administrative reform, enhancing the efficiency and effectiveness of political system in Lao Cai province".
13. The People's Committee of Lao Cai province (2014): Report on the performance of indicators of socio-economic development in 2014, and the Plan of socio-economic development in 2015 (The report submitted in the 12th session, the Provincial People's Council XIV), issued with the official Letter No. 414/2014/BC-UBND, dated December 01st, 2014.
14. The People's Committee of Lao Cai province (2014): The Plan of the administrative reform in Lao Cai province in 2015, issued with the official Letter No. 194/2014/KH-UBND dated December 09th, 2014.
15. The People's Committee of Can Chau commune, Si Ma Cai district (2014): Report on the socio-economic situation, security and defense in 2014; orientations and tasks in 2015.
16. The People's Committee of Cao Son commune, Muong Khuong district (2014): Report on the socio-economic situation in 2014, orientations and tasks in 2015.
17. The People's Committee of La Pan Tan commune, Muong Khuong district (2014): Report on the socio-economic situation in 2014 and the Plan of socio-economic development in 2015.
18. The People's Committee of Lau Thi Ngai commune, Bac Ha district (2014): Report on the result of socio-economic situation in 2014, the Plan of socio-economic development in 2015 in the area.
19. The People's Committee of San Chai commune, Si Ma Cai district (2014): Report on the socio-economic situation, security and defense in 2014; orientations and tasks in 2015.

20. The People's Committee of Ta Phan commune, Sapa district (2014): Report on the situation of socio-economic development in 2014; orientations and tasks in 2015.
21. VCCI (2014): PCI Report in 2013.
22. VCCI (2015): PCI Report in 2014.

II. LEGAL DOCUMENTS:

1. The Directive No. 17/2014/CT-TTg dated June 20th, 2014 of the Prime Minister on a number of measures to reorganize the abuse of requirement for submitting certificated copies of legal papers while performing the administrative procedures.
2. The Law on Health Insurance, Law No. 25/2008/QH12.
3. Marriage and Family Law dated June 09th, 2000.
4. The Decree No. 06/2012/ND-CP dated February 2nd, 2012 of the Government on amending, supplementing some articles of the Decree on the civil status, marriage and family and endorsement.
5. The Decree No. 158/2005/ND-CP dated December 27th, 2005 of the Government on the registration and management of civil status.
6. The Decree No. 60/2009/ND-CP on sanctioning the administrative violations in the justice department.
7. The Decree No. 24/2013/ND-CP dated March 28th, 2013 of the Government on detailing the implementation of some articles of the Marriage and Family Law with foreign elements.
8. Decree No. 110/2013/ND-CP dated September 24th, 2013 of the Government on sanctioning of administrative violations in the field of legal support, administration of justice, marriage and family, the civil judgments, bankruptcy of enterprises, and cooperatives.
9. The Decree No. 68/2002/ND-CP dated July 10th, 2002 of the Government on detailing the implementation of some articles of the Marriage and Family Law on marriage and family relationship with foreign elements.
10. Decree No. 126/2014/ND-CP dated December 31st, 2014 of the Government on detailing a number of articles and measures for implementing the Law on Marriage and Family. This Decree is in effect from February 15th, 2015.
11. The Decision No. 2299/2013/QD-UBND dated August 23rd, 2013 of the Chairman of Lao Cai provincial People's Committee on the promulgation of administrative procedures in the justice department, applied at the communal level in Lao Cai province.
12. The Circular No. 01/2008/TT-BTP on guiding the implementation of the Decree No. 158/2005/ND-CP on the registration and management of civil status.
13. Joint Circular No. 11/2008/TTLT-BTP-BNG dated December 31st, 2008 of the Ministry of Justice and Ministry of Foreign Affairs on guiding the implementation of the Decree No. 158/2005/ND-CP dated December 27th, 2005 of the Government on the registration and management of civil status at the diplomatic representative offices, consular offices of Viet Nam abroad.
14. Joint Circular No. 06/2012/TTLT-BTP-BNG dated June 19th, 2012 of the Ministry of Justice and Ministry of Foreign Affairs on amending and supplementing certain provisions of Joint Circular No. 11/2008/TTLT-BTP-BNG dated December 31st, 2008 of the Ministry of Justice and Ministry of Foreign Affairs on guiding the implementation of the Decree No. 158/2005/ND-CP dated December 27th, 2005 of the Government on the registration and management of civil status at the diplomatic representative offices, consular offices of Viet Nam abroad.

15. Joint Circular No. 05/2015/TTLT-BTP-BCA-BYT dated May 15th, 2015 of the Ministry of Justice, Ministry of Public Security, the Ministry of Health on guiding joint administrative procedures of child birth registration, resident registration, health insurance cards for children under age 6. This Joint Circular is in effect from July 1st, 2015.

III. GUIDANCE TOOLS FOR CONDUCTING CRC:

1. Ministry of Investment and Planning, UNICEF Viet Nam (2011): Set the Social audit in Viet Nam: Findings and lessons learnt from the experiment of 4 Social Audit tools.
2. Ministry of Investment and Planning, UNICEF Viet Nam (2013): Set of social audit for socio-economic development plan (SEDP).
3. Ministry of Investment and Planning, UNICEF Viet Nam (2013): Manual on CRC and social audit to monitor SEDP in Viet Nam.

IV. WEBSITES:

1. [Http://baodientu.chinhphu.vn/Doi-song/5-tre-em-Viet-Nam-chua-co-giay-khai-sinh/214136.vgp](http://baodientu.chinhphu.vn/Doi-song/5-tre-em-Viet-Nam-chua-co-giay-khai-sinh/214136.vgp)
2. [Http://laocai.gov.vn/sites/skhdt/vanbanchidaodieuhanh/Trang/default.aspx](http://laocai.gov.vn/sites/skhdt/vanbanchidaodieuhanh/Trang/default.aspx)
3. [Http://laocai.gov.vn/sites/sotuphap/thutuchanhchinh/Trang/default.aspx](http://laocai.gov.vn/sites/sotuphap/thutuchanhchinh/Trang/default.aspx)
4. [Http://laocai.gov.vn/sites/sotuphap/thutuchanhchinh/Trang/default.aspx](http://laocai.gov.vn/sites/sotuphap/thutuchanhchinh/Trang/default.aspx)
5. [Http://laocai.gov.vn/trang/chuyenmuchoidap.aspx?DonVi=S%E1%BB%9E%20T%C6%AF%20PH%C3%81P](http://laocai.gov.vn/trang/chuyenmuchoidap.aspx?DonVi=S%E1%BB%9E%20T%C6%AF%20PH%C3%81P).
6. [Http://moj.gov.vn/mobile/Pages/nghien-cuu-trao-doi.aspx?ItemID=4477](http://moj.gov.vn/mobile/Pages/nghien-cuu-trao-doi.aspx?ItemID=4477).
7. [Http://www.gso.gov.vn/Default.aspx?tabid=217](http://www.gso.gov.vn/Default.aspx?tabid=217).
8. [Http://www.mpi.gov.vn/Pages/default.aspx](http://www.mpi.gov.vn/Pages/default.aspx)
9. [Http://www.pciViet Nam.org/lao-cai](http://www.pciVietNam.org/lao-cai)
10. [Http://www.unicef.org/Viet Nam/vi/](http://www.unicef.org/VietNam/vi/)
11. [Http://www.vn.undp.org/content/Viet Nam/en/home/mdgoverview/](http://www.vn.undp.org/content/VietNam/en/home/mdgoverview/)
12. [Http://www.worldbank.org/vi/country/Viet Nam](http://www.worldbank.org/vi/country/VietNam).

ANNEX



ANNEX 1:

QUESTIONNAIRE_CRC LAO CAI

“Survey on people’s satisfaction with the birth registration service in the communes of difficult areas of Lao Cai province”

All information provided in the survey is kept completely confidential; content of the interview is only used for the research purposes of the Ministry of Planning and Investment, Department of Planning and Investment, Department of Justice of Lao Cai province, and United Nations Children’s Fund (UNICEF)

PART I: GENERAL INFORMATION

1. Interviewer:

Full name:.....Code number:

Address:

Telephone number:

2. Supervisor:

Full name:.....Code number:

Organization:

Address:

Telephone number:

3. Information of household:

Full name of the householder:.....

Address: Hamlet/village:

Commune

District

Telephone number (if any).....

4. Type of interview:

1. Directly interview respondent 2. Via ethnic language interpreter

5. Time:

Starting time:.....hour.....minute(s), date.....month2015

Finishing time:.....hour.....minute(s), date.....month2015

PART II: SPECIFIC INFORMATION

Hello, my name is (name of interviewer)

from the Statistical Branch of.....

District. We want to get your opinions and comments on the registration service of birth certificate in The People’s Committee of..... Commune.

The objective of the interview is to get people’s feedback about the registration service of birth certificate for children in the communes of difficult areas of Lao Cai province, summarizing and sharing the results in time with the relevant agencies, in order to improve the quality of the service, meet the demand of the communities on the punctual birth registration for children - one of the children’s fundamental rights. Personal information of the interview will be kept completely confidential, not published, and only used for the research purpose.

Duration of the interview is about 30 - 60 minutes.

Now, I would like to talk to person who conducted the birth registration for the child in the head quarter of People’s Committee of Commune.

Information of respondent:

2.1. Full name of respondent:

2.2. Gender:

1. Male

2. Female

2.3. Date of birth:

Date		Month		Year			

2.4. Ethnic group: (Mark “X” in the proper box)

1. Kinh

2. H Mong

3. Dao

4. Tay

5. Nung

6. Other (Specify):.....

2.5. How much is your ability to speak Vietnamese (the national language)? (Mark "X" in the proper box)

- 1. Know how to read, write
- 2. Don't know how to read, write
- 3. No answer

2.6. Education level: (Mark "X" in the proper box)

- 1. Not go to school
- 2. From Grade 1 - grade 5
- 3. From grade 6 - grade 9
- 4. From grade 10 - grade 12
- 5. Basic vocational training, intermediate professional education
- 6. Vocational high school, college, university, postgraduate
- 7. Other (Specify):

2.7. Current occupation: (Mark "X" in the proper box)

- 1. State official
- 2. Business
- 3. Worker
- 4. Farmer
- 5. Free/public employee
- 6. Student/pupil
- 7. Housework
- 8. Stay at home
- 9. Other (Specify):

2.8. In 2014, did you receive the Certificate of poor household?

- 1. Yes
- 2. No

2.9. Where is your household's main income from? (Mark "X" in the proper box)

- 1. Salaries, wages and monthly allowances
- 2. Cropping/breeding
- 3. Business
- 4. Hired labor
- 5. Social assistance of the State
- 6. Other (Specify):

2.10. Your relation with the child who is registered the birth certificate for? (Mark "X" in the proper box)

- 1. Parent
- 2. Grandfather/Grandmother
- 3. Relative (Aunt/Uncle...)
- 4. Other (Specify):

Information about child who is registered the birth certificate for:

2.11. Full name of child:

2.12. Gender:

- 1. Male
- 2. Female

2.13. Date of birth:

Date		Month		Year			

2.14. Ethnic group: (Mark "X" in the proper box)

- 1. Kinh
- 2. H Mong
- 3. Dao
- 4. Tay
- 5. Nung
- 6. Other (Specify):.....

2.15. Where was the child born? (Mark "X" in the proper box)

- 1. The district hospital
- 2. The communal health station
- 3. Home
- 4. Other (Specify):.....

2.16. When being born, how was the child? (Mark "X" in the proper box)

- 1. Good
- 2. Normal
- 3. Weak/ handicapped
- 4. Other (Specify):.....

2.17. When being born, how many kilograms did the child weigh?

kilograms

2.18. When was the child's birth certificate registered?

Date		Month		Year			

2.19. Is the birth certificate stored at home now?

- 1. Yes
- 2. No

If no, please specify where the birth certificate is

2.20. If yes, how is the Birth Certificate like?

- 1. Intact
- 2. Ruined
- 3. Stained
- 4. Other (Specify):

2.21. In 2014, did the child have the Health Insurance (HI) card?

- 1. Yes
- 2. No → Skip to 2.27

2.22. When was the 2014 HI card issued?

Month		Year			

2.23. Where was the 2014 HI card issued?

- 1. The CPC
- 2. The communal health station
- 3. Medical station at the village
- 4. Home
- 5. Other (Specify).....

2.24. Who is keeping the child's 2014 HI card? (Mark "X" in the proper box)

- 1. Parent
- 2. Grandfather/Grandmother
- 3. Relative (Aunt/Uncle...)
- 4. Other (Specify):

2.25. How is the status of the child's 2014 HI card?

- 1. Lost
- 2. Intact
- 3. Ruined
- 4. Stained
- 5. Other (Specify):

2.26. In 2014, was the child's HI card used for medical treatment?

- 1. Yes
- 2. No → Skip to 2.28

2.27. In 2014, how many times did the HI card or the copy of the Birth Certificate (used instead of the HI card for medical treatment) get used?

- 1. From 1 – 4 times
- 2. From 5 – 8 times
- 3. From 9 – 12 times
- 4. More than 13 times
- 5. No answer/Don't remember

2.28. How is the child's health status now? (Mark "X" in the proper box)

- 1. Good
- 2. Normal
- 3. Weak/ handicapped
- 4. Other (Specify):.....

2.29. How are the child's health indicators now?

- 1. Height:

--

 centimeters
- 2. Weight:

--

 kilograms

PART III. SERVICE ACCESSIBILITY

3.1. Where did you conduct the birth registration for the child? (Mark "X" in the proper box)

- 1. The CPC headquarter
- 2. Other (Specify):.....

3.2 How far is it from your house to the CPC head quarter in your estimation? (Mark "X" in the proper box)

- 1. Under 1 km
- 2. From 1 - 5 km
- 3. From 5 - 10 km
- 4. From 10 - 20 km
- 5. Over 21 km

3.3. How do you go to the CPC headquarter? (Mark "X" in the proper box)

- 1. By motorbike
- 2. By bicycle
- 3. On foot
- 4. Other (Specify):.....

3.4. How long does it take from your house to the CPC headquarter if you use the mean of transportation as mentioned above? (Mark "X" in the proper box)

- 1. Under 15 minutes
- 2. From 16 - 30 minutes
- 3. From 31- 60 minutes
- 4. From 61 - 120 minutes
- 5. Over 121 minutes

3.5 How do you know the set of papers needed to prepare for the birth registration? (Mark "X" in the proper box)

- 1. By the publication at the CPC → Skip to 3.7 or 3.8
- 2. By the guidance of the CPC/Communal judicial officials
- 3. By the guidance of relatives/acquaintances/friends → Skip to 3.7 or 3.8
- 4. By personal experience → Skip to 3.7 or 3.8
- 5. Other (Specify):.....→ Skip to 3.7 or 3.8

3.6. How much is your satisfaction with the guidance of the CPC/Communal judicial officials about the papers needed to prepare for the birth registration on the scale of 10?

(Circle your score, 1 is the lowest, 10 is the highest)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Why do you give the score?

.....

3.7 When the child was born in the communal health station or other health facilities, did you receive the Report of Birth?

- 1. Yes → Skip to 3.13
- 2. No

3.8. If the child was born either in the health facilities without the Report of Birth or at home, by whom the form of Commitment Letter of Birth was provided? (Mark "X" in the proper box)

- 1. CPC officials
- 2. Members in your family
- 3. Acquaintances/Relatives
- 4. Other (Specify):.....

3.9 Did you yourself write the Commitment Letter of Birth?

- 1. Yes → Skip to 3.13
- 2. No

3.10. Why didn't you yourself write the Commitment Letter of Birth? (Mark "X" in the proper box)

- 1. Due to illiteracy
- 2. Due to wanting someone else to help
- 3. Other (Specify):.....

3.11 Who helped you to write the Commitment Letter of Birth?

1. CPC officials
2. Members in the family → Skip to 3.13
3. Acquaintances → Skip to 3.13
4. Other (Specify):..... → Skip to 3.13

3.12. How much is your satisfaction with the help of CPC officials on the scale of 10?

(Circle your score, 1 is the lowest, 10 is the highest)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Why do you give the score?

.....

3.13. Did the child's parent have the Marriage Registration?

1. Yes → Skip to 3.18
2. No

3.14. At the time when the child was registered the Birth Certificate for, were the child's parents old enough for the Marriage Registration? (Father of 20, mother of 18 or older).

1. Yes → Skip to 3.16
2. No

3.15. If no, was a fine needed to pay?

1. Yes
2. No

If YES, how much did it cost?

--

 VNDs → Skip to 3.17

3.16. Did the Civil Status Judicial Officials give the guidance to the child's parent to conduct the procedure of marriage registration?

1. Yes → Skip to 3.18
2. No

3.17. In what kind was the child's birth registration conducted?

1. An out-of-wedlock infant
2. Other (Specify):.....

3.18. What is your opinion about the fact that you have to submit one copy of the parents' Household Registration Book for the birth registration?

1. Willingness → Skip to 3.20
2. No willingness

3.19. What are your reasons? (Mark "X" in proper boxes)

- 1. Cost of photocopying
- 2. Time of photocopying
- 3. The Household Registration Book lost
- 4. Other (Specify):.....

3.20. Did you have to submit the copy of the parents' Household Registration Book?

- 1. Yes
- 2. No

3.21. What is your opinion about the fact that you have to submit one copy of your Identification Card for the birth registration?

- 1. Willingness → Skip to 3.23
- 2. No willingness

3.22. What are your reasons? (Mark "X" in the proper boxes)

- 1. Cost of photocopying
- 2. Time of photocopying
- 3. The Identification Card lost
- 4. The Identification Card not issued
- 5. Other (Specify):.....

3.23 Did you have to submit the copy of your Identification Card?

- 1. Yes
- 2. No

3.24. Who provided you with the declaration form of the birth registration? (Mark "X" in the proper box)

- 1. CPC officials
- 2. Member in the family
- 3. Acquaintances
- 4. Other (Specify):.....

3.25. Did you yourself fill in the declaration form of birth registration?

- 1. Yes → Skip to 4.1
- 2. No

3.26. Why did you not do that? (Mark "X" in the proper box)

- 1. Due to illiteracy
- 2. Due to wanting someone else to help
- 3. Other (Specify):.....

3.27. Who helped you to fill in the declaration form of birth registration?

- 1. CPC officials
- 2. Member in the family → Skip to 4.1
- 3. Acquaintances → Skip to 4.1
- 4. Other (Specify):..... → Skip to 4.1

3.28. How much is your satisfaction with the help of CPC officials on the scale of 10?

(Circle your score, 1 is the lowest, 10 is the highest)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Why do you give the score?

.....

PART IV. USING THE SERVICE

4.1. How did the CPC officials respond to the proposal of birth registration for the child?

- Sufficient papers → Appointing the issued date → Skip to 4.5
- Requiring the suppleness
- Verifying the profile → Skip to 4.3

4.2. How did CPC officials respond after you fully supplemented papers under regulation?

- Sufficient papers → Appointing the issued date → Skip to 4.5
- Verifying → Appointing another date

4.3. How many working days did it take the CPC officials to verify your profile of birth registration?
(Mark "X" in the proper box)

- | | |
|---|---|
| 1. <input type="checkbox"/> Under FIVE days → Skip to 4.5 | 2. <input type="checkbox"/> FIVE days → Skip to 4.5 |
| 3. <input type="checkbox"/> Do not remember → Skip to 4.5 | 4. <input type="checkbox"/> Over FIVE days |

4.4 Why was it so long?

.....

4.5 On the appointed date, was the Birth Certificate issued by the CPC officials?

- Yes → Skip to 4.7
- No

4.6 What is the reason?

- 1. The leaders had not signed → then appointing another date
- 2. Officials in charge (Judicial/civil status) were in the meetings
- 3. Officials in charge (Judicial/civil status) were going out
- 4. Other (Specify):.....

4.7 How many working days did it take you to receive the child's birth certificate in your estimation?
(Mark "X" in the proper box)

- 1. Immediately
- 2. ONE day
- 3. From TWO to SIX days
- 4. Over SIX days
- 5. Other (Specify):.....

4.8 How many times did you need to go to the CPC headquarter to get the child's Birth Certificate?
(Mark "X" in the proper box)

- 1. ONCE
- 2. TWICE
- 3. THREE times
- 4. FOUR times
- 5. Over FOUR time

4.9. Did you have to wait when going to the CPC headquarter each time?

- 1. Yes
- 2. No → Skip to 4.12

4.10. If yes, how long did you have to wait? (Mark "X" in the proper box)

- 1. Under 15 minutes
- 2. From 16 – 30 minutes
- 3. From 31 – 60 minutes
- 4. From 61 – 120 minutes
- 5. Over 121 minutes
- 6. Other (Specify):.....

4.11. Why did you have to wait? (Mark "X" in the proper box)

- 1. Queuing in the order
- 2. Judicial/civil status officials were in meetings
- 3. Judicial/civil status officials were going out
- 4. Waiting in the order for the previous registrations
- 5. Other (Specify):.....

4.12. How much is your satisfaction with the CPC officials' attitude in the whole process of the birth registration on the scale of 10?

(Circle your score, 1 is the lowest, 10 is the highest)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Why do you give the score?

.....

4.13 How much is your assessment of the procedures in the entire process of the birth registration on the scale of 10?

(Circle your score, 1 is the lowest, 10 is the highest)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

4.14. Accordingly to your score, how do you feel the procedures in the whole process of the birth registration? (Mark "X" in the proper box)

- | | |
|---|--|
| 1. <input type="checkbox"/> Very complex/time consuming | 2. <input type="checkbox"/> Complex/time consuming |
| 3. <input type="checkbox"/> Normal | 4. <input type="checkbox"/> Simple/quick |
| 5. <input type="checkbox"/> Very simple/very quick | 6. <input type="checkbox"/> Do not know |

PART V. COST OF SERVICE

5.1 What was the child's birth registration like? (Mark "X" in the proper box)

- | | |
|---|---|
| 1. <input type="checkbox"/> Punctual → Skip to 5.10 | 2. <input type="checkbox"/> Overdue |
| 3. <input type="checkbox"/> Re-issued → Skip to 5.6 | 4. <input type="checkbox"/> Amended → Skip to 5.6 |
| 5. <input type="checkbox"/> Other (Specify):..... | |

The cost of fine for the overdue registration

5.2 Did you have to pay a fine?

- | | |
|---------------------------------|---|
| 1. <input type="checkbox"/> Yes | 2. <input type="checkbox"/> No → Skip to 5.10 |
|---------------------------------|---|

5.3. How much was the fine?

VNDs

5.4. How did you know about the fine for the overdue registration of birth certificate? (Mark "X" in the proper box)

- 1. By publication at the CPC
- 2. By announcement of CPC officials before using the service
- 3. By announcement of CPC officials after using the service
- 4. Do not know
- 5. Other (Specify):.....

5.5. How do you assess the cost of fine? (Mark "X" in the proper box)

- 1. Very low
- 2. Low
- 3. Average
- 4. High
- 5. Very high

The cost of re-issuing/amending the birth certificate

5.6 Did you pay the cost of re-issuing/amending the birth certificate?

- 1. Yes
- 2. No → Skip to 5.10

5.7. How much was the cost?

VNDs

5.8. How did you know about the cost of re-issuing/amending the birth certificate? (Mark "X" in the proper box)

- 1. By posting up at the CPC
- 2. By announcement of CPC officials before using the service
- 3. By announcement of CPC officials after using the service
- 4. Do not know
- 5. Other (Specify):.....

5.9. How do you assess the cost? (Mark "X" in the proper box)

- 1. Very low
- 2. Low
- 3. Average
- 4. High
- 5. Very high

The cost of photocopying

5.10. In the case that you had to submit the copies of 3 papers: (i) The Household Registration Book; (ii) The Marriage Registration; (iii) The Identification Card, did you had to pay for photocopying the papers above?

- 1. Yes
- 2. No → Skip to 5.13

5.11. How much was the cost of photocopying the papers?

VNDs

5.12. How do you assess the cost? (Mark "X" in the proper box)

- 1. Very low
- 2. Low
- 3. Average
- 4. High
- 5. Very high

The bribery cost

5.13. Did you have to pay the bribery cost for the birth registration?

- 1. Yes
- 2. No → Skip to 6.1

5.14. How much was the bribery cost? (If the bribery is paid in kind, the interviewer asks to convert to cash)

The total bribery cost VNDs

5.15. Why did you pay the bribery cost? (Mark "X" in the proper box)

- 1. Self-volunteering
- 2. Everyone did that
- 3. The suggestion from CPC/judicial officials
- 4. Willingness to be handled quickly
- 5. Do not know
- 6. Other (Specify):.....

5.16. How do you assess the bribery cost? (Mark "X" in the proper boxes)

- 1. Very low
- 2. Low
- 3. Average
- 4. High
- 5. Very high

PART VI. RECOMMENDATION

6.1. In your opinion, is the birth registration necessary?

- 1. Yes
- 2. No → Skip to 6.4

6.2 If YES, how much is your assessment of the necessity of the birth registration on the scale of 10?

(Circle your score, 1 is the lowest, 10 is the highest)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

6.3. If necessary, (from 6 or higher), what are the Birth Certificates used for? (Mark "X" in the proper boxes)

- 1. The Health Insurance Cards
- 2. Schools
- 3. Medical treatment
- 4. Entering into household registration
- 5. Other (Specify):.....

6.4 In 2014, had the CPC implemented the communication activities on the birth registration in the area, such as handing out leaflets, announcing through the loudspeaker system or in the hamlet/village meetings?

- 1. Yes
- 2. No → Skip to 6.6

6.5 How do you assess the effectiveness of communication activities on the scale of 10?

(Circle your score, 1 is the lowest, 10 is the highest)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Why do you give the score?

.....

6.6. Accordingly to your score, how do you feel the communication activities? (Mark "X" in the proper box)

- 1. Very good
- 2. Good
- 3. Fair
- 4. Bad
- 5. Very bad

6.7. What are your recommendations on the communication activities to improve the effectiveness of the birth registration in the area? (Mark "X" in the proper boxes)

- 1. Communication activities through loudspeakers
- 2. Communication activities through propagandists
- 3. The hamlet/village head makes the list to submit to the CPC in order to implement the birth registration for the whole hamlet/village on a date appointed by the CPC.
- 4. Do not know
- 5. Other (Specify):.....

6.8. Have you known/heard about the mobile service of the birth registration before?

- 1. Yes
- 2. No → Skip to 6.10

6.9. How do you assess the mobile service of the birth registration? (Mark "X" in the proper box)

- 1. Very necessary
- 2. Necessary
- 3. Normal
- 4. Not necessary

6.10. What do you hope the BEST to improve the service of the birth registration? (Mark "X" in the proper box)

- 1. Simplifying the administrative procedures
- 2. Carrying out the mobile service of the birth registration
- 3. Strengthening the communication activities
- 4. The fact that CPC officials receive bribery exists no longer
- 5. The CPC officials' guidance is clearer, more specific
- 6. The CPC officials' attitude is kinder to people
- 7. Other (Specify):.....

PART VII: ASSESSMENT OF GENERAL FEELINGS

7.1. What score can you give against the procedures of the birth registration in the area on the scale of 10?

(Circle your score, 1 is the lowest, 10 is the highest)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

7.2. What score can you give against the CPC officials' attitude toward guiding the procedures of birth registration on the scale of 10?

(Circle your score, 1 is the lowest, 10 is the highest)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

7.3. What score can you give against the time of handling/issuing the birth certificate in the area on the scale of 10?

(Circle your score, 1 is the lowest, 10 is the highest)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

7.4. What score can you give against the communication activities on the birth registration in the area on the scale of 10?

(Circle your score, 1 is the lowest, 10 is the highest)

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

THANK YOU FOR YOUR COOPERATION!

Date.....month.....year 2015

CONFIRMED BY SUPERVISOR

(Full name and signature)

INTERVIEWER

(Full name and signature)

ANNEX 2: INTRODUCTION OF CITIZEN REPORT CARD (CRC)

Citizen Report Card - CRC or survey on people's satisfaction is a participatory survey to collect feedback from actual users/beneficiaries on the quality and adequacy of public services or supporting programs. CRC:

- is a powerful and effective tool to assess the performance of a project or a service for people/beneficiaries;
- captures quality of services;
- provides feedback from users/beneficiaries on results/effectiveness, strength, weakness of the project or service, and then helps the project owner/service provider adjust the activities more effective.

CRC has been conducted in Bangalore, India since 1994, and then implemented in other states of India such as Delhi, Mumbai, Chennai, Kolkata, Sehore, and Bhubaneswar.

Up to now, CRC has been carried out in other countries including Ukraine, China, Bangladesh, Viet Nam, Sri Lanka, Philippines, Indonesia, Asia and the South African countries of Ethiopia, Gambia, Ghana, Nigeria, Rwanda, Uganda and South America countries such as Peru, Argentina. CRC is applied flexibly in various areas and forms according to information needed and specific situations in each place as:

- Discussed and assessed public services with people via the forum in Bangalore, India;
- People supervised the roles of the local authorities in Ternopol, Ukraine;
- The survey results helped budget allocation for the services for the poor in Philippines become well;
- Independent approach to supervise the services for the poor in Zanzibar & Ethiopia;
- The authorities requested the people's direct feedback in Delhi, India;
- Organizations collected the people's opinions in Kenya...

In Viet Nam, CRC was implemented firstly in 2003-2004 with financial and technical assistance of the World Bank and UNDP with the name of "Citizen Report Card - CRC" in four provinces and cities: Ho Chi Minh City, Da Nang, Hai Phong and Nam Dinh. Ho Chi Minh City then continued to apply CRC with the name Survey on people's satisfaction with public services in 2006, 2007 and 2008. Ho Chi Minh City People's Council decided to periodically implement the survey on public service every two years. Survey results have helped the city authorities and departments reform administration and improve quality of the public services.

In 2008, CRC tool was applied in Program 135 Phase II (CT135-II) to collect comments of the participants and beneficiaries of CT135-II in order to evaluate their satisfaction with components: infrastructure, production development and living standard improvement, educational support, legal support. However, CRC has been piloted in small scope of 16 communes of four provinces (Lao Cai, Lai Chau, Binh Phuoc and Soc Trang). In 2008, CRC tool was applied to Program 135 Phase II (CT135-II) to collect comments of the participants and beneficiaries of CT135-II in order to evaluate their satisfaction with components: infrastructure, production development and living standard improvement, educational support, legal support. However, CRC has been piloted in small scope of 16 communes of four provinces (Lao Cai, Lai Chau, Binh Phuoc and Soc Trang).

It is possible to say that survey on people's satisfaction or collecting people's feedback on public services/ programs can be applied broadly to all areas and sectors to assess feasibility and efficiency of the sector's policies and the performance of the public services of the service providers.

APPENDIX 3: PROCESS/IMPLEMENTATION STEPS OF BIRTH REGISTRATION PROCEDURE

1. Processes/Implementation steps of birth registration procedure

Step 1: People who register birth certificate (parents, grandparents or other relatives of children) prepare the following documents:

- Birth, the person who does the registration can certificate (provided by the hospital, health facility where the child is born). If the child was born outside the medical establishment, the Birth Certificate can be replaced with written confirmation from the witness. If there was no witness makes declaration that the child birth is real.
- Household registration book (or Collective household certificate, Temporary household registration book of the child's parents). If the parents were divorced, the household registration book of the person who does the registration is required.
- Marriage certificate of the child's parents (if the child's parents have the marriage certificate). If the Officials know clearly the marriage of the parents, the marriage certificate will not be required.
- ID card/ Vietnamese Passport (original and copies) of the child's parents or of the person who does the registration.
- Fill out the declaration of the birth registration.

Step 2: Submit the above documents at the Commune, Ward and Village CPC (hereinafter referred to as CPC) where the mother has registered permanent residents (applicable in case both of the child's parents are citizens residing inside Viet Nam).

- If the mother has registered a permanent resident but actually lives and works permanently in the temporary residence registration, the CPC of the temporary residence registration also has the right to register birth certificate for children.
- In case the mother doesn't have the permanent residence registration, the CPC where the mother registered temporary residence carry out the birth registration for the child. If the mother's permanent and temporary residence registrations are unidentified, the CPC where the father has permanent residence registration implement the birth registration for the child. If both parent's residences are unidentified, submit at the CPC where the child is living.

Other specific cases:

- The abandoned children's birth registration will be carried out at CPC of the residence of the person who is temporarily nurtured the child or the organization's address where the child is living.
- Leave the inscription about fathers in the birth registration book and birth certificate blank if fathers of abandoned children are unidentified. If there would be someone claim the child theirs at the same time with the birth registration, the CPC combine the adoption and the birth registration.

- If children born in Viet Nam with Vietnamese parents are citizens residing overseas; the documents will be submitted at the CPC where mothers or fathers reside in Viet Nam.
- If the children born in Viet Nam with one parent who is Vietnamese residing in Viet Nam and the other is Vietnamese residing outside overseas: the documents will be submitted at the CPC of the person who is Vietnamese residing in Viet Nam.

Step 3: Receiving birth registration files and issue birth certificate

- After receiving and checking the above documents, the justice and civil officials recorded in the Birth registration book and the original Birth Certificate, then submit to the PC's Presidents for signature on the original birth certificate.
- The birth certificate will be issued with only one original. The copies are issued within the request.
- Revolving time limit for the birth registration: within 1 day and not more than 5 working days in case it needs to verify. The time receiving birth registration: from Monday to Saturday morning every week.

Note:

- There is no fee charged for the birth registration.
- Within 60 days from the date of birth, parents must register the child's birth. If parents are unable to do that, the grandparents or relatives are also eligible to register. An amount from 50.000 to 100.000 dong of fines will be charged if the parents exceed the time limit specified. (Paragraph 1 Article 10, Decree 60/2009/ND-CP of administrative sanctions in the field of justice).

Source: Decree No. 158/2005/ND-CP dated December 27th, 2005 of the Government on Civil Status registration and management.

2. Acts of violation of regulation on birth registration

1. A caution shall be imposed on the person responsible for birth registration of children but failing to register it within the prescribed time limit;
2. A caution or a fine of between VND 300,000 and 500,000 shall be imposed for the acts of modifying, erasing or falsifying the contents of papers issued by the competent authority for birth registration procedures;
3. A fine of between VND 1,000,000 and 3,000,000 shall be imposed for one of the acts as follows:
 - a) Giving false witness to the birth;
 - b) Deliberately giving false declaration of contents of birth registration;
 - c) Using false documents for birth registration procedures;
4. A fine of between VND 3,000,000 and 5,000,000 shall be imposed for the acts of forging documents for birth registration procedures;
5. Remedial measures: Destroying false papers for the acts specified in Point c, Clause 3 and 4 of this Article;

Source: Article 27, Decree No. 110/2013/ND-CP dated September 24th, 2013 of the Government on regulation on sanction of administrative violation in the field of judicial assistance, judicial administration, marriage and family, civil judgment enforcement, enterprises and cooperative bankruptcy.

3. Making child birth's registration when having no marriage registration

- Clause 1, Article 13 of Decree No. 158/2005/ND-CP December 27th, 2005 on the Civil status registration and management stated the birth registration authority is: "Commune, Ward, Town People's Committee where the mother resides shall affect the birth registration for their children".
- If parents have no the marriage certificate, the child will be considered as an out-of-wedlock infant.
- Accordingly, Clause 3, Article 15 stated: "...if by the time of birth registration, an infant is recognized by someone, the CPC will combine the adoption and the birth registration". Accordingly, the husband can go back to the CPC where his wife resides to make adoption procedure and have the child's birth registration.
- Section II, paragraph 4, point b, Circular No. 01/2008/TT-BTP dated June 2nd, 2008 with detailed instruction about Decree No. 58/ND-CP on Civil status registration and management provisions:
b) In the case where the child is born before the parents have their marriage registration and is declared by the parents, the name of the father will be stated in the Birth Certificate and the Birth registration book without him having to follow the adoption procedure.

Source: Decree No. 158/2005/ND-CP dated December 27th, 2005 of the Government on Civil status registration and management.

4. Insurance cards for children aged under 6 years

Article 12. The insured people

17. Children aged under 6 years.

Article 13. Health insurance premium rates and responsibilities to pay insurance premiums

1. Health insurance premium rates and responsibilities to pay insurance premiums are stipulated as follows:

e) The monthly health insurance premium rate applicable to persons defined in clauses 7, 9, 10, 11, 12, 13, 14, 15, 16, 17 and 18 article 12 in this Law is equal up to 6% of the minimum salary level and paid by the state's budget;

Article 15. Methods of Payment of Health Insurance Premiums

4. Annually, agencies and organizations managing persons defined in clauses 7, 9, 10, 11, 12, 13, 14, 17 and 18 article 12 of this Law must pay health insurance premiums for these persons into the health insurance fund.

Article 17. Grant of health insurance cards

2. A dossier of request for the grant of a health insurance card to an under-6 child comprises:

- a) A copy of the birth proof paper or birth certificate. In case the child has no such paper or certificate, a written certification by the People's Committee of the commune, ward or township where the child's father, mother, or guardian resides is required;
 - b) A list or written request for the grant of health insurance cards by People's Committee of the commune, ward, or township where the child resides.
3. Within 10 working days after receiving a complete dossier prescribed in clauses 1 and 2 of this article, the health insurance institution must grant a health insurance card to the insured.

Article 22. Level of health insurance benefits

1. The insured who use medical care services defined in clauses 26, 27 and 28 in this Law has medical care costs covered by health insurance fund at the following level:

- a) 100% of medical care costs for persons defined in clauses 2, 9 and 17 article 12 in this Law;

Source: Law No. 25/2008/QH12 on Health Insurance

5. Instructions on joint execution of administrative procedure for birth registration, permanent residence registration, health insurance for children under six.

Article 1. Scope

This Joint Circular guides the principles, dossier, processes and responsibilities of state agencies, officials, and public servants involved in receiving, transferring and settling the dossiers and issuing the results in the joint implementation process of administrative procedures related to birth registration, permanent resident registration, health insurance card grant for children under 6 (hereinafter referred to as joint administrative procedures) when the birth registration is the competence of People's Committees of communes, wards, townships (hereinafter referred to as People's Committee of communes).

Article 2. Subjects of application

This Joint Circular applies to:

- 1. Agencies which have competence to register births and permanent residence and to issue health insurance cards.
- 2. Individuals are asked to perform joint administrative procedures.
- 3. Agencies, organizations and individuals involved in the process of implementing joint administrative procedures.

Article 3. Principles of implementing joint administrative procedures

- 1. Compliance with the provisions of this Joint Circular and other related legal documents.
- 2. Individuals asking to implement joint administrative procedure have the right to choose to apply or not to apply the joint administrative procedures.

3. Creating favorable conditions, minimizing the individual costs of birth registration and permanent resident registration, and granting health insurance cards for children under 6.
4. Ensuring the registration centres and on time as prescribed by law.

Article 6. Dossier of implementing joint administrative procedures related to birth registration, permanent resident registration, and health insurance cards

A dossier of implementing joint administrative procedures related to birth registration, permanent resident registration, and health insurance cards for children under age 6, including the following documents:

1. A birth registration form as prescribed
2. The birth proof paper issued by the place where the child was born; if the child was born outside the medical facility, the birth proof paper will be replaced by a written confirmation of the witness; in the case of there is no witnesses, person who makes birth registration for the child must make a confirmation that the birth is real. For the case of abandoned child, the confirmation that the child was abandoned will replace the birth proof paper.

In case of children born by surrogacy, the person making registration must submit additional documents to prove the surrogacy as prescribed by law.

3. A form that informs the change in household registration book and demographic status (as prescribed form).

4. Household registration book

For the case that the child has parents but is not registered for permanent residence with his father, mother and registered permanent residence with other people, the person who make birth registration for the child must submit a written opinion paper of the parents certified by the commune People's Committee; The consent of the head of household and the household registration book of the head of household.

5. The declaration of health insurance participation as the prescribed form.

Article 8. submitting the dossier of implementing joint administrative procedures

1. Individuals who have asked to implement joint administrative procedures must submit 01 dossier as provided in Article 6, Article 7 of this joint circular at the commune People's Committee.
2. If individuals who are asked to implement joint administrative procedures are not able to have direct access to the commune People's Committee to submit the dossier, they may authorize another person to do it for them. The authorization shall comply with the provisions of the current laws.

Article 10. implementing birth registration, establishing and transferring dossiers of permanent resident registration, health insurance cards grants at the commune People's Committees

1. Immediately after receiving the dossier, judicial and civil status officials of the commune People's Committees implementing all procedure of birth registration within a day; In the cases of receiving dossiers after 15:00 but the officials are not able to process within a day, those dossier must be processed in the next working day.

2. After finishing processing the dossiers, judicial and civil status officials of the commune People's Committees are responsible for:

- a) Making permanent registration dossiers for children under 6 years old including the documents specified in clause 3 and 4 of Article 6 of this Joint Circular and copy of birth certificate;
- b) Making dossiers on granting health insurance cards for children under 6 including: declaration of health insurance, the proposed list of health insurance cards for children under 6 years of Commune People's Committees in the prescribed form.

3. Commune People's Committees are responsible for transferring the dossiers and fee for permanent registration to the agencies competent in resident registration as stipulated in clause 2, article 4 in this joint circular and transferring the dossiers of health insurance card grant for social insurance units at district level. Depending on the reality, the commune People's Committees may transfer the information of people participating in health insurance in advance to the social insurance institutions through internet.

Article 11. Processing permanent resident registration for children under 6

1. Right after receiving the dossiers and fee of permanent registration (if any) transferred by the commune people's committees, the competent agencies on permanent resident registration will check the legality and completion of the dossiers. If the dossiers and fee meet the requirements, within 15 days from the day of receiving completed dossiers, the competent agencies will implement permanent resident registration for children and give the results of permanent resident registration for children with receipt of paid permanent resident registration fee (if any) to the commune People's Committees, then CPC will give them to local people. The people who are assigned to transfer the dossiers of commune people's committees are responsible for checking information in the household registration books and signing in the recording book on household registration book monitoring.

Article 14. The due date of implementing joint administrative and giving back the results

2. The due dates of implementing administrative procedures are as follows:

- a) The due date of implementing joint administrative procedure for birth registration, permanent resident registration, health insurance cards for children under 6 are maximum at 20 working days, from the day that full dossiers are submitted as stipulated.
- b) The due date of implementing administrative procedures for birth registration and health insurance card grant for children under 6 is maximum at 15 working days, from the day that full dossiers are submitted as stipulated.
- c) In case that the dossiers are uncompleted as the requests of agencies on resident registration and social insurance agencies, the due date for processing the dossiers can be extended but no more than 2 working days.
- d) For communes which are far from district social insurance agencies and resident registration agencies from 50 km with difficult transportation and no internet, the due date can be extend but no more than 5 working days.

Source: Joint circular No. 05/2015/TTLT-BTP-BCA-BYT dated May 15th, 2015 of the Ministry of Justice-Ministry of Public Security-Ministry of Health on instructions on joint execution of administrative procedure for birth registration, permanent residence registration, health insurance for children under six. This circular takes into enforce from July 01st, 2015.

APPENDIX 4: STUDY RESULTS AND SOME CASE STUDIES



Box 4.1: The birth registration for children is essential

Mr. Ly Lao Chao is Dao ethnic man. Currently, he is participating in the Youth Union Branch at Ta Phin commune, Sa Pa district, Lao Cai province

Thanks to participating in the Youth Union Branch in the commune, he was aware more clearly of the importance of registering birth for his children. Timely birth registration will help his children to have health insurance cards for healthcare services, to go to school, to be registered in his household, and in the future, his children can go far away from his house more easily.

He also said that, although he was literate and able to self-declare a birth certificate, at commune authority, judicial staff was very enthusiastic to help him to implement birth registration. Some required papers such as household registration book, birth certificate, identity card of the person who makes the declaration were prescribed to be shown and submitted a set of those papers' photos, but the judicial officers know every household in the commune therefore he did not have to follow this procedure.

In order to make other people understand the importance of birth registration at commune authority, he thought that it was necessary to communicate with each household through villages' meetings.

Soucre: Interviews of households in large scale survey on the satisfaction of residents about the service for children's birth registration in communes in the difficult area of Lao Cai province, March 9th, 2015.



Box 4.2: It is necessary to communicate with people about birth registration

Mr. Ly Lao Si, born in 1991, a Dao ethnic man, currently living in Sa Xeng village – Ta Phin- Sa Pa district- Lao Cai province.

He has a child named Ly May Linh, born on January 09th, 2013, registered her birth on March 10th, 2014. When his wife gave her birth, because she was premature born, his family worried a lot.

In addition, the child had one additional finger; therefore, his wife had to go to Sapa district's hospital to give his child birth. After birth delivery, the hospital made a surgery to cut the child's sixth finger. Hence, when the child was born, her weight was only 1.5 kg and her health status was not good. Currently, her weight is only 7.0 kg and her height is about 60 cm.

He finished 9 grade class, however, because he did not understand the importance of birth registration for children, he registered birth for his child overdue. Although his child was born in the district hospital, he did not receive the birth-delivery certificate there. However, when he went to commune authority to register birth for his child, the judicial officers gave him a favourable condition that he did not have to submit the birth-delivery certificate of his child. He had to confirm about his child's birth only. In addition, he did not have sufficient papers for the in-charge judicial officer to review such as household registration book and identification card.

When the judicial officer did his job at the office, the registration was very fast, he did not have to wait. He only filled in the form of birth registration, then the judicial officer typed and wrote on the birth certificate.

As stipulated, if a child's birth registration was overdue, he must be fined, however, the officer only reminded him that the delay in birth registration could result in missing numerous benefits for his child.

Through this situation, Mr. Si realized that birth registration for his child is very important. Birth registration helps children to use medical service free, to be granted medicine at the commune healthcare station, to be registered in his household, to have a name, and to go far away from his house more easily in the future.

In order to make people understand about the importance of birth registration, Mr. Si suggested that it is necessary to better communicate with each household through the head of village. Only do so, the people can understand the importance of on time birth registration and comply. If the officers only make notices or communicate through radio, people busy to work on their fields will not know.

Soucre: Interviews of households in large scale survey on the satisfaction of residents about the service for children's birth registration in communes in the difficult area of Lao Cai province, March 10th, 2015.



Box 4.3: Birth registration for children should be implemented on time

Ms. Ly Ta May, living in Sa Xeng village- Ta Phin commune- Sa Pa district- Lao Cai province.

In 2014, she gave birth to a child named Tan Hong Tam at home. Currently, the child has her weight of 7.0 kg and her height of 60 cm.

Ms. May thought that birth registration for her child was very important. If she did not register birth for her child, the officers would remind her and her child would not be granted medicine and would not be allowed to go to school.

Because in her village, there was a teacher teaching there, she was reminded by the teacher to register birth for her child on time and give a copy of her child's birth certificate to the teacher then the child can go to school in the future.

She remembered: when she went to commune authority to register birth for her child, it was very easy. The judicial officers supported and helped people declare all needed working papers. She only went to the commune authority once and took her child's birth certificate right after finish all working papers.

However, she realized that communication with people about the importance of birth registration was not good enough, therefore, many people did not know that birth registration for their children was very important.

Soucre: Interviews of households in large scale survey on the satisfaction of residents about the service for children's birth registration in communes in the difficult area of Lao Cai province, March 10th, 2015.



Box 4.4: it is necessary to communicate with people to help them understand and be aware about on time birth registration

Mr. Giang Seo Lu, born in 1968, living in Lu Di San village, San Chai commune, Si Ma Cai district, Lao Cai province.

He is H Mong ethnic person, never went to school hence he is illiterate. In 2011, his wife gave birth to a child named Giang Thi Check at home. Her health was in good condition with her weight of 3.7 kg. In 2014 he registered birth for the child.

The late birth registration for his child was partly because he was afraid of going for a walk to the commune authority because it took nearly more than 2 hour and far way from his house 20 km and partly because he had not had a marriage certificate.

Because his child was born in 2011 and did not have a birth certificate, the teachers and officers in his village had reminded him a lot of times.

However, when he went to commune authority to register birth for his child, he was supported enthusiastically by the judicial officer. His child was born at home hence they had no birth-delivery certificate, the commune officer did not require him to submit a written paper to confirm the birth of his child.

He said: the judicial staff guided people enthusiastically and freely. However, the procedure of issuing birth certificate for a child was still complicated because it required household registration book and confirmation paper of the child's birth.

In his village, there was mobile birth registration, the commune officers went to his village to issue birth certificate for children. He thought that was necessary.

He also suggested that it is necessary to communicate with people to help them know and make birth registration for their children on time so that their children have health insurance cards.

Soucre: Interviews of households in large scale survey on the satisfaction of residents about the service for children's birth registration in communes in the difficult area of Lao Cai province, March 16th, 2015.



Box 4.5: In order to do birth registration well, it is necessary to simplify the administrative procedure

Ms. Ma Seo Sang, born in 1989, H Mông ethnic person, living in Lu Di San village, San Chai commune, Si Ma Cai district, Lao Cai province.

Job and main income source of her family is agriculture production. She never went to school hence she is illiterate.

She said that: because her house was far (walking about 20 km and taking about 120 minutes), her education was low, she had no marriage certificate, after she gave birth to her child with a weight of 2.2 kg and good health condition, her family did not go to register her child's birth.

Only when she was reminded by the teacher in her village, she went to register birth for her child. When she went to the commune authority, the commune officers guided her enthusiastically. Although she registered birth for her child late, she was not fined. She was explained that on time birth registration would help her child to have health insurance card and to be registered into her household.

She also said that, before, the commune officers went to her village to issue birth certificate. Although when she went to the commune authority to make birth registration for her child, she took her household registration book without proof paper of birth or confirmation paper for her child, the administrative procedure must be simplified in order to improve the birth registration for children.

Soucre: Interviews of households in large scale survey on the satisfaction of residents about the service for children's birth registration in communes in the difficult area of Lao Cai province, March 16th, 2015.



Box 4.6: In order to enhance the efficiency of birth registration, it is necessary to better communicate with people to change their awareness

Mr. Giang Seo Senh, born in 1985, (Tel: 01662009805), H Mông ethnic person, living in Lu Di San village, San Chai commune, Si Ma Cai district, Lao Cai province. He never went to school hence he is illiterate

His father was born in 1958 and was dead. His mother Ma Thi Cho, born in 1960, leaving his house long time ago.

Currently, there are 5 sisters and brothers in his family. He is the oldest.

His father died and his mother left them. He played the role of the lead of his family, raising the other brothers and sisters.

His younger brother was born in 2011, birth registered on January 01st, 2014.

When going to register birth for his younger brother, although his younger brother was born at home and he no need to write the confirmation paper for his younger brother's birth, the justical officers guided him enthusiastically and thoughtfull.

He only had to went to the commune authority once and got a birth certificate for his younger brother. The procedure was quick and he no need to wait. However, on the way home, he lost the birth certificate.

In order to enhance the efficiency of birth registration, it is necessary to better communicate with people to change their thought

Soucre: Interviews of households in large scale survey on the satisfaction of residents about the service for children's birth registration in communes in the difficult area of Lao Cai province, March 16th, 2015.



Box 4.7: Giving birth to a girl, hence afraid to register birth for her

Ms. Vu Thi Du, born in 1979, her birth certificate mentioned she was born in 1980, H Mông ethnic woman, living in Lu Di San village, San Chai commune, Si Ma Cai district, Lao Cai province. He never went to school hence he is illiterate

In 2014, her family was not poor household, the main job and main income source of her family was planting rice and work for Chinese people

She has 2 daughters. One of her daughter is Giang Thi Xua born on February 15th, 2013 (according to her household registration book) at home with good health condition and weight of 3.3 kg.

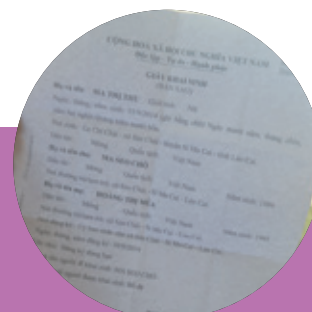
She rarely spoke to commune officers and rarely go to the head quarter of the commune People's Committee. However, she knew that in her village before, the judicial officers went to her village to make birth certificate for children and she thought this activity was very essential because the people no need to go to the head quarter of the commune People's Committee. The way is too far hence the people are afraid to go.

Xua was born in 2013, however, until February 16th, 2014 she was registered her birth. Although Ms. Du's family was reminded by the head of her village and the teacher in the village about the overdue birth registration for her daughter. The reasons were that they were afraid of long way (from her house to the head quarter of the commune People's Committee was nearly 20 km and going there by walking took 2 hours) and she had given birth to 2 daughters hence her husband did not want to register birth for Xua.

She also knew that the birth certificate was important and the judicial officers guided enthusiastically. However, in order to make people to be aware of on time birth registration, the government should continue simplifying the administrative procedure and the officers of the commune People's Committee should guide and explain more clearly.

Soucre: Interviews of households in large scale survey on the satisfaction of residents about the service for children's birth registration in communes in the difficult area of Lao Cai province, March 16th, 2015.

Box 4.8: In order to make birth certificate quickly, the judicial officers must attend at the head quarter of commune People's Committee.



Mr. Ma Seo Cho (Tel: 0919 943 859), La Chi Chai village, San Chai commune, Si Ma Cai district, Lao Cai province, born in 1986, H Mông ethnic person, graduated grade 12. Because his family was in too difficult status (his mother was dead early), he was not able to study higher.

The job that he and his family gained their main income is agriculture production, such as raising rice and corn.

He said that because he got marriage late, in 2014, when his wife gave birth to Ma Thi Thu at home with good health condition and weight of 4.0 kg, he understood that it was necessary to make birth registration for his daughter. He understood that the birth certificate would help his daughter to have health insurance card, being able to use free medical services and get free medicine at commune health care station.

He also said that the procedure of birth registration was simple. His child was born at home, but he no need to write the confirmation paper of his daughter's birth. He took only his household registration book and could get birth certificate for his daughter right after finish the procedure.

His feeling about the procedure of birth registration was simple and quick, the commune officers helped enthusiastically. Hence, he thought that in order to do well birth registration, the commune officers must attend in his working office.

Soucre: Interviews of households in large scale survey on the satisfaction of residents about the service for children's birth registration in communes in the difficult area of Lao Cai province, March 15th, 2015.



Box 4.9: Birth registration is essential and important

Mr. Vang Seo Pao, living in Seo Khai Hoa, San Chai commune, Si Ma Cai district, Lao Cai province. He is H Mông ethnic person. He has never gone to school, therefore, his national language is very limited.

He said that he was born in 1971, but according to his birth certificate, he was born in 1970. His wife is Ms. Lu Thi De, born in 1973, but in her birth certificate was 1972.

He said that he had never had marriage certificate because he did not know that getting marriage must have certificate. Currently, he has 9 children including 7 boys and 2 girls.

In 2014, his household was not in the list of poor households. The main income source of his family was raising corn, vegetable, chicken, pigs, and buffalo.

He remembered that in 2014, when his wife gave birth to Vang Thi May with her weight of 2.0 kg, after 3 days, he went to the head quater of commune People's Committee to register birth for his daughter. There, because he was illiterate, the commue officers helped him do all paper work. The commune officers did not require him to write the confirmation paper of his daughter's birth because they knew him. The procedure was quick and the officers were enthusiastic. However, the officers also reminded him about that he had too many children.

He personally realized that giving birth to many children would make his family difficult and poor, reduce the opportunities of their children to go to school, and his health become worse. He himself although had not implemented family planning, he himself thought that he would not continue giving birth to children.

He told that he was aware of the importance of birth certificate because it would help his children to have free medicine at the commune health care station when being sick and to have health insurance card to use medical service without paying money.

Therefore, the thought that it was necessary to communicate with people to help them understand the importance of birth certificate, the commnue officers should guide people the procedure enthusiastically and considerately.

Soucre: Interviews of households in large scale survey on the satisfaction of residents about the service for children's birth registration in communes in the difficult area of Lao Cai province, March 15th, 2015.

Box 4.10: The commune officers should communicate and explain clearly and attentively to people when they go to the headquarter of commune people's committee for birth registration



Mr. Giang Seo Sung, living in San Kho Su village, San Chai commune, Si Ma Cai district, Lao cai province.

According to Mr. Sung, he was born in 1983, however his birth certificate mentions he was born in 1988.

He is H Mông ethnic people, graduated grade 12. He is Deputy of Commune Public Security, having 2 children. He does not have the marriage certificate. He has been reminded by the commune officers that he has to have marriage certificate. However, he has not done yet. In early 2015, he intended to go to register, however, he was sick for more than a week. He said he would go to register his marriage soon.

In 2014, his daughter Giang Thi Huyen Chau was born in Si Ma cai district hospital with good health condition and weight of 2.5 kg.

Because this is his second child, he was aware of the importance of birth registration for her. After 3 days of her birth, he went to the head quarter of San Chai commune People's Committee to register his child's birth.

He thought that: communication with people about on time birth registration had been done by the commune officers well.

Because his child was born in the hospital, when he went to the People's Committee for his child's birth registration, he took the proof paper of his daughter's birth and a photo of his household registration book to submit to the judicial officers.

He felt that the procedure of birth registration at San Chai commune was simple and the officer guided him attentively and warmly.

His desire in birth registration procedure was that the officer of commune People's Committee should explain and guide people attentively and warmly.

Soucre: Interviews of households in large scale survey on the satisfaction of residents about the service for children's birth registration in communes in the difficult area of Lao Cai province, March 15th, 2015.



Box 4.1 1: The judicial officials should better support the people in birth registration

Mr. Ly Sa Lung, Seo Khai Hoa village, San Chai commune, Si Ma Cai district, Lao Cai province.

He said he had been the head of his village since 2009 for 5 years. He was born in 1974. He graduated only grade 2 at his village.

He said that monthly he went to commune's meetings. Then he came back home and asked all people of his village to come to the village's meetings to inform them about the contents of the commune's meetings.

In every meeting of the village, there were always commune officers to come to support and with the head of the village to inform all the contents of commune's meeting to the village's people. In the village's meetings, almost all participants were husbands/men.

The contents of information informed to the people include safety for forrests, planting corn, planting rice, not grazing buffaloes and horses freely.

In those meetings, the village's people also was informed that they had to make on time birth registration for their children (maximum 60 days after their children were born), otherwise, they would be fined.

In 2014, there were few people registered birth for their children overdue because he and the teacher of his village had always reminded people to register birth for their children in order to give them opportunities to go to school.

He also said that the birth certificate was very important for a child. That certificate would help children to use health care service freely, register into her/his household registration book, and to have health insurance cards.

In the village, there were 90 households of H Mong people. Many household work for Chinese people to have money to buy fertilizers for their plants. The jobs that they always work for Chinese people are planting and transporting banana.

Soucre: Interviews of households in large scale survey on the satisfaction of residents about the service for children's birth registration in communes in the difficult area of Lao Cai province, March 15th, 2015.

Box 4.12: Solving the problem of late birth registration in the specially difficult commune in Lao Cai province

- The representative from Lao Cai Department of Justice said: according to Laws, Decrees, and Decisions of Provincial People's Committee, every thing related to procedure should be obeyed as stipulated. If people show the origin paper, they no need to submit the official copies otherwise they have to submit the official copies with stamped. Currently, commune judicial officers have a lot of work to do, therefore, it is difficult for them to leave their office to direct communicate or train people about the birth certificate.
- The representative from Si Ma Cai district judicial division said: the commune judicial officers are completely able to arrange time to go to villages. Each week, they can spend one day to go to villages, the overdue birth registration can be improved gradually. If they we do as currently, there would be many cases of overdue birth registration. People only go to register their children's birth when their children need to use medical service and go to school.
- Officials from Lao Cai Department of Planning and Investment thought: for communes/wards in the city, birth registration is not a big deal. Because everybody understands the benefits, therefore, when their children are born, they go to register birth for them right after. But for people in the mountainous areas, this is an issue. Currently, everybody knows, however, we should have scientific proof and explain the nature of this issue. Although we know that even the study can point out those two issues, solving the issues is difficult. However, we have to step by step solve the problems because birth certificate is the first benefit of the infant and ensuring the interests of children is an important issue.

For the issue that judicial officers said they are too busy because they have too much work to do, we should compare with the project on working position to evaluate and propose a recruitment procedure of described work forms. At that time, birth registration will be improved.

Source: Synthesized from all discussions in the training workshop on technical skill and pilot survey on Citizen Report Card (CRC) in Lao Cai on January 30th, 2015.

Box 4.13: Birth registration in La Pan Tan commune, Muong Khuong district, Lao Cai province in 2014 and some issues

The report on socio-economic development status of the year 2014 and the socioeconomic development plan 2015 of communes showed that in 2014, the total natural land area was 4,595 ha, in which agriculture land was 2,393 ha, non-agriculture land was 118.26 ha, and mountainous land which had not been used was 2,083 ha. Total households in the commune was 533 with 2,820 people of 7 different ethnic groups, in which H Mong people accounted for 95.09%, Dao accounted for 3.88%, Kin accounted for 0.62%. . . The proportion of poor household by new criteria was 259, accounting for 48.59%; the households whose income nearly poverty line was 207, accounting for 38.84%. Total food with seed quantity was 1,489.45 kg, food per capita was 528.17 kg/person/year, and the average annual income was 5.3 million VNDs/person/year.

In 2014, the commune authority issued 158 birth certificate, in which the on time birth registration was 105 cases, overdue cases were 89, and birth certificate re-issued were 14 cases.

According to Mr. Vang Pao Din, a judicial officer of La Pan Tan commune (Tel: 0168 301 6021), living in Sa San village, Muong Khung district, born in 1974, H Mong ethnic person, graduated grade 12, the number of overdue birth registration (registration after more than 60 days) was because of late registration, the young parents do not understand and irresponsible. Re-issued cases were because they lost the birth certificates.

According to Mr. Din, guidelines of birth registration procedure are sufficient in the commune people's committee. When registering their child's birth, if the child was born in commune health care station, they only need to take the identification card and household registration book, the birth registration form is available at the commune people's committee. For the case that they live far away from the community people's committee, people need to bring only the birth proof paper and the judicial officers will check the household registration book to know if the name of parents are the same. For children born at home, their parents must write a confirmation letter for their child's birth.

For the form of birth registration at commune people's committee, people who are literate will fill by themselves, otherwise, the commune judicial officers will help them write, and then they will make finger prints. The number of cases that the judicial officer has to help to write has been small because the proportion of literate people is quite high in this commune.

In terms of cost: when issuing birth certificate, the origin is free but the official copy costs 3,000 VND per copy. However, the people in the mountainous are poor, hence, the copy is also free.

Overdue registration, registration again, birth information correction is rarely and the people have to pay 5,000 VND.

Time consumption for full procedure of birth registration is about 20 - 30 minutes.

Currently, communication on birth registration at village level is not good. People have not understood about the benefits for their children.

In the time to come, it is necessary to better communicate with people to help them to understand and register the birth of their children on time. It would be good to open training courses on birth registration for people at villages and promote education and enhance awareness.

Source: Synthesized from discussion at La Pan Tan commune, Muong Khuong district, Lao Cai province on January 31st, 2015 at training workshop on technical skill and pilot survey on Citizen Report Card (CRC) in Lao Cai.

APPENDIX 5: LIST OF SAMPLE CLASSIFICATION BY SURVEY RESULTS BY VILLAGE IN EACH COMMUNE

Order	Communes' name	Districts' name	Official	Preventive	Sample meeting requirements (after pilot survey)
1	Lau Thi Ngai	Bac Ha	50	9	59
	Specific classification by village				
	Di Thao Van village		5	5	
	Din Tung village		5	0	
	Lu Cho 1 village		5	0	
	Lu Cho 2 village		8	4	
	Po Cho 1 village		9	0	
	Po Cho 2 village		5	0	
	Po Cho 3 village		13	0	
2	Ta Phin	Sa Pa	50	25	96
	Specific classification by village				
	Can Ngai village		6	7	
	Giang Tra village		3	3	
	Lu Khau village		10	5	
	Sa Xeng village		11	5	
	Suoi Thau village		10	3	
	Ta Chai village		10	2	
3	Can Cau	Si Ma Cai	50	25	97
	Specific classification by village				
	Can Cau village		10	6	
	Can Chu Su village		10	5	
	Chu Sang village		10	6	
	Coc Pha village		10	4	
	Mu Trang Phin village		10	4	
4	San Chai	Si Ma Cai	50	25	85
	Specific classification by village				
	Chung Chai village		6	3	
	Ho Tin village		2	0	
	Hoa Su Pan village		8	4	
	La Chi Chai village		3	3	
	Lao Ty Phung village		8	3	
	Lu Di San village		8	2	

	Ngai Pan village		3	0	
	San Kho Su village		4	2	
	Seo Khai Hoa village		6	6	
	Sin Tan village		2	2	
5	La Pan Tan (- pilot surveys)	Muong Khuong	50	25	120
	Specific classification by village				
	Bai Bang village		6	3	
	Cu Ty Chai village		14	7	
	La Pan Tan village		5	3	
	Ma Cai Thang village		5	3	
	Muong Lum village		4	2	
	Sa San village		6	3	
	Sin Chai A village		4	2	
	Sin Chai B village		3	1	
	Tin Thang village		3	1	
6	Cao Son (-10 pilot surveys)	Muong Khuong	50	25	92
	Classified by village				
	Cao Son village		1	0	
	Lao Cu Chai village		4	2	
	Lo Suoi Tung village		5	3	
	Lung Chang Nung village		6	3	
	Ngai Phong Cho village		2	1	
	Pa Cheo Phin A village		8	3	
	Pa Cheo Phin B village		2	2	
	Sa Lung Cheng village		12	6	
	Sang Lung Cheng village		10	5	
	TOTAL		300	134	549



**LAO CAI PEOPLE'S
COMMITTEE**

Lao Cai People's Committee

Add: Block li, Tran Hung Dao Street, Nam Cuong Ward,
Lao Cai City, Lao Cai Province.

Tel: (020) 3840424 / Fax: (020) 3840006

Email: contact-ubnd@laocai.gov.vn

Website: <http://www.laocai.gov.vn>

Department of Planning and Investment

Add: Tran Hung Dao Highway, Nam Cuong Ward,
Lao Cai City, Lao Cai Province.

Tel: (020) 3840034 / Fax: (020) 3842411

Email: contact-skhdt@laocai.gov.vn

Website: <http://laocai.gov.vn/sites/skhdt/Trang/trangchu.aspx>



UNICEF Viet Nam

Add: Green One UN House, 304 Kim Ma, Ba Dinh, Ha Noi

Tel: (+84 4) 3850 0100 / Fax: (+84 4) 3726 5520

Email: hanoi.registry@unicef.org

Follow us:

- www.unicef.org/vietnam
- www.facebook.com/unicefvietnam
- www.youtube.com/unicefvietnam
- www.flickr.com/photos/unicefvietnam